



**FREE Service to
ANYONE in Illinois
(866) 359-7953**

Select Option 2 then Option 5

TTY: (866) 880-4459

- Language interpreters available
- Deaf and hard of hearing callers can use their own Video Relay Service

Monday - Friday

8:00 am - 5:00pm

www.illinoismentalhealthcollaborative.com



**The Expectation is
Recovery!**

**All Persons with mental illnesses
can recover and participate fully
in a life in the community.**

- DHS/DMH Vision Statement



**Illinois
Warm Line
(866) 359-7953**

Hope is just a phone call away!



**ILLINOIS
MENTAL HEALTH COLLABORATIVE
FOR ACCESS AND CHOICE**



Who We Are

The Warm Line is a progressive, recovery oriented service provided by the Illinois Mental Health Collaborative for Access and Choice (Beacon Health Options) in partnership with the Illinois Department of Human Services/Division of Mental Health (DHS/DMH)

The Illinois Warm Line is characterized by a unique blend of caring, empowering service and effective use of reliable, user-friendly technology.

Warm Line Staff

The Warm Line is staffed by individuals in recovery from mental health and substance use conditions. Staff are professionally trained in:

- **Recovery Support**
- **Advocacy**
- **Mentoring**
- **Professional Responsibility**

Additionally staff are required to obtain the Certified Recovery Support Specialist (CRSS) Credential to further demonstrate competency in all areas of recovery support.

What we Do

The Warm Line staff inspire callers to proactively address aspects of their wellness by identifying triggers, developing action plans (daily and situational) and learning what is necessary to maintain wellness.

Services provided

- **Mental Health/Substance Use Recovery Education**
- **Information on Community Resources**
- **Emotional Support**
- **Referrals**

The Warm Line serves to provide alternative support to empower people and promote wellness and long term recovery. Sometimes what is needed most in difficult times is someone to talk to, who will listen and truly understand.

"I wouldn't be where I am today in my recovery if it weren't for the Warm Line.." Quote from Caller



Why We Do This

Research indicates that recovery support enhances overall wellness. It has been proven to be a tremendously important component in helping individuals navigate through difficult situations.

The Warm Line:

- **Values empathic and genuine relationships**
- **Embraces trauma-informed approaches**
- **Provides strength-based support**
- **Encourages shared-decision making**
- **Conveys respect and dignity**

Talking with individuals in recovery instills hope that people can and do recover!

A Growing Trend

Many providers, agencies, and crisis lines in Illinois are now referring callers to the Warm Line for proactive wellness support.

IL WARM LINE

(866) 359-7953

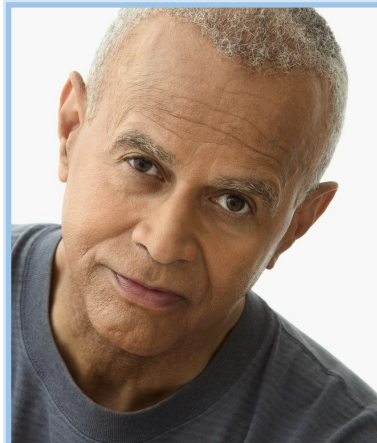
Hope is Just a Phone Call Away



Free Phone Support
For ANYONE
Living in Illinois



Staffed by Recovery Support Specialists
Who live out WELLNESS



Emotional Support
Recovery Education
Self-Advocacy Support
Referrals



Monday through Friday, 8am-5pm

From the main menu, select option #2, then #5

Interpreter available for hundreds of languages

Staff are also adept at conversing through Video Relay Service

TTY: 1 (866) 880-4459

*Sometimes what is needed most in difficult times is
someone to talk with who listens and understands*



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Frequently Asked Questions

What is the Warm Line? *It is a progressive, recovery-oriented telephone service that provides alternative support to empower people and promote wellness.*

Who staffs the Warm Line? *The Warm Line is staffed by individuals professionally trained in Recovery Support, Advocacy, Mentoring, and Professional Responsibility. Additionally, all staff are required to obtain the Certified Recovery Support Specialist (CRSS) Credential to further demonstrate competency in the areas of recovery support.*

Why is it called a Warm Line and not a Hotline? *The warm Line is not a crisis line, but rather staff work with callers to proactively address aspects of their wellness by identifying triggers, developing action plans (daily and situational), and learning what is necessary to maintain wellness. In the event a caller is in a mental health crisis, our clinical team provides support necessary to ensure the caller's safety.*

How much does it cost to use the Warm Line? *It is FREE!*

Who can call the Warm Line? *ANYONE! Callers do not have to be receiving services to use the Warm Line.*

How often can I call the Warm Line? *Callers can call once a day every day as often as support is needed. Calls last approximately 20 minutes.*

What do people talk about on the Warm Line? *Examples of things discussed include coping with difficult situations, grief, loneliness, substance use withdrawal, managing medication changes & wellness plans.*

When did the Warm Line open? *Staff began taking calls in July 2008. Since that time, the Warm Line has supported over 36,600 callers.*