



WARMLINE, INC.

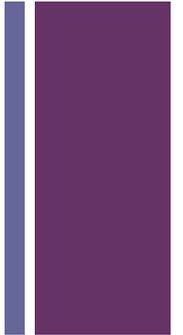


A non-crisis support line run by and for people living with mental illness

18 October 2013

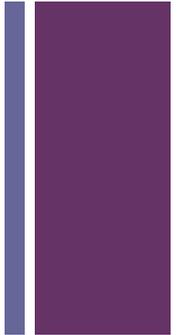
Call us, we've been there!

+ Peer Support



- Mothers of newborns
- Parents of children with learning disabilities
- Disease/illness driven
- Bill W. – AA in 1937
- Farmers
- See newspaper listings...
- Captain Scully

+ PEER SUPPORT 2



A system of giving and receiving help founded on key principles of respect, shared responsibilities and mutual agreement of what is helpful. (Sherry Mead)



Peer support 3

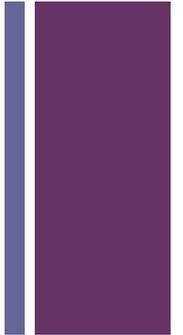
Peer support links people living with a chronic condition such as diabetes. People with common illnesses are able to share knowledge and experience including some that many health workers don't have.

Peer support is frequent, ongoing, accessible and flexible. Peer support can take many forms – phone calls, text messaging, group meetings, home visits, going for walks together and even grocery shopping.

It complements and enhances other health care services by creating the emotional, social and practical assistance necessary for managing the disease and staying healthy.



The Mission of Warmline, Inc.

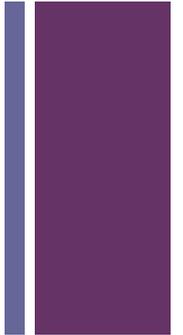


is to provide mental health consumers with a non-crisis support line that is staffed by people who “have been there.” These trained peer counselors will listen and provide support in a caring, nonjudgmental manner. They will help with problem solving, and refer callers to additional resources when appropriate.

Warmline, Inc. will therefore support and promote the process of recovery, empowerment, hope and healing to people living with mental illness



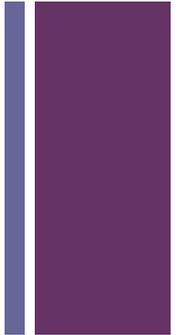
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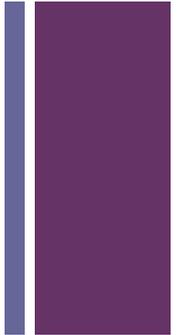
What is it?

 A non-crisis support line run by and for people living with mental illness.

What isn't it?

 A hotline/crisis line run by professionals

+ Warmline, Inc.



 When is Warmline, Inc. open?

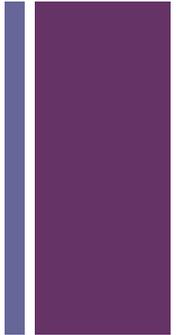
SUNDAY MONDAY WEDNESDAY
FRIDAY SATURDAY

7:00 P.M. – 11:00 P.M.

414/777-4729



+ La Linea de Apoyo



When is la linea de apoyo open?

Sabado y Domingo

7:00 p.m. – 10:00 p.m.

414/257-5333



+ Warmline Hours of Operation

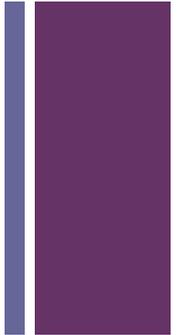
Why?

-  Open when other resources aren't
-  Difficult to get hold of a case manager or other professional after 5:00
-  Isolation is one of the worst issues for people living with mental illness. Loneliness can be dangerous.
-  Sometimes natural supports will be burnt out. Ex: family member says they will withhold check “if you call one more time!”
-  Most people take their meds around 10:00



Who Calls Warmline, Inc.?

-  Anybody over 18 who is living with a mental illness.
-  We never ask for anyone's "diagnosis"
-  If a non-consumer calls we refer them to other resources.
-  Callers are split between men and women
-  Callers range in age from 20 to 75
-  Callers live on their own, in supported apartments, with their family, with friends in group homes (sometimes a nursing home)



+ Why do People Call Warmline, Inc.?

- Lonely.
- Scared
- Anxious
- Want to share something wonderful
- Looking for resources; food pantry, legal, daytime options
- Weather or sports update
- Book discussion
- Pet stories **Callers are in charge of the topic**



+ Warmline, Inc. – How does it help?

Using Warmline, Inc. minimizes the use of high end emergency resources including police, hospitals, crisis workers, etc. These workers are then available to spend more time with people who are experiencing a crisis.

It's empowering. It's person centered. It's respectful. It's free. It's safe. Its fun. It's recovery oriented. We listen. It's strengths based. And more!

And you can do it in your pajamas!



Warmline, Inc.



How does one call?



Callers are welcome to call anytime between 7 and 11 p.m. on the nights that we are open



All calls are limited to 15 minutes



Callers can call 2 x night and must wait an hour between calls

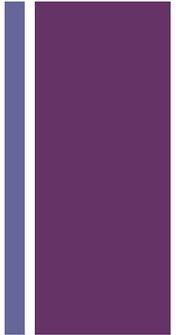


Callers talk to whoever answers the phone. If the caller and the volunteer know each other other arrangements will be made.



If the lines are busy the caller will hear a message asking them to call back

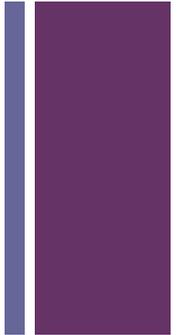
+ Warmline, Inc.



**ALL CALLS ARE CONFIDENTIAL –
THERE IS NO CALLER ID**



+ Warmline, Inc.



Who answers the phones at Warmline, Inc?

Volunteer Peer Counselors
(VPC'S)



+ Warmline, Inc.

 How many people work each 4 hour shift?

 2 Volunteer Peer Counselors

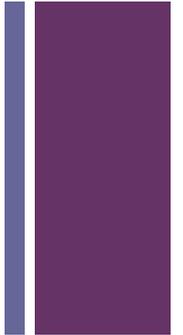
 1 Shift Coordinator*

 VPC's, Shift Coordinators and staff members are expected to cover 3 – 4 shifts and participate in the Education/Support meeting each month

* The person who is there to provide support, get resources, cover for breaks, offer feedback, deal with hot calls...



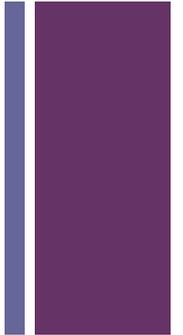
Warmline, Inc. – What does it take to become a VPC?



- ☎ 1. Need to be over 18 living with mental illness.
- ☎ 2. Identify as a consumer
- ☎ 3. Want to “give back”
- ☎ 4. Can separate own experience from others
- ☎ 5 Can physically get to the Warmline, Inc. office
- ☎ 6 Is willing to make a 9 month commitment
- ☎ 7. Can describe the role that recovery plays in their life.

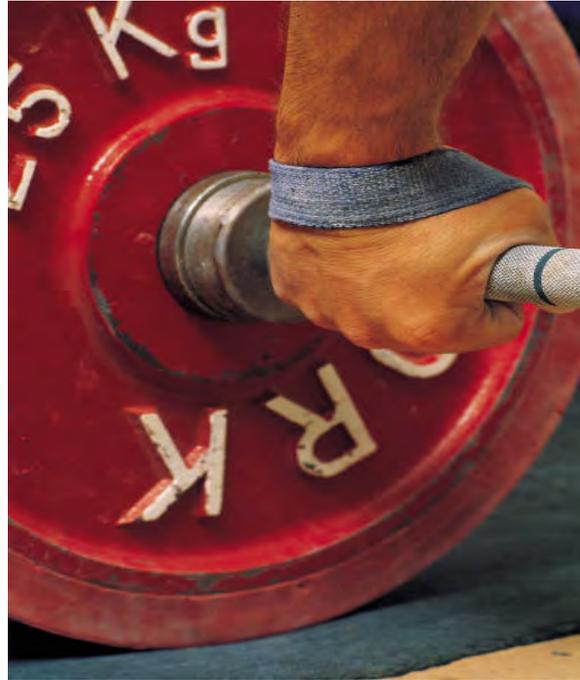


Warmline, Inc. – What does it take to become a VPC? (continued)



1. We do do reference checks.
2. We do *not* do extensive background checks

+ Warmline, Inc.



Volunteering at Warmline, Inc.
is the first time for many people that they have
viewed their mental illness as a strength.

+ Warmline, Inc. - training

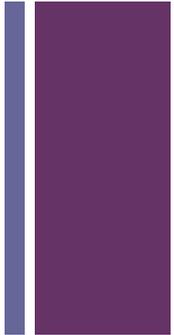
☎ All potential VPC's must complete a 16 hour training, and participate in monthly Education/Support meetings

☎ Training topics include:

- Help Self esteem Mental illness (overview)
 - Stigma Confidentiality History of consumer movement
 - Labeling Recovery Empathy
 - Hot calls Active listening Medications (Overview)
 - Boundaries Observe Warmline Person first language
-
- All sessions include group discussion, small group work and individual work. Homework is assigned each week



Warmline, Inc. How much do VPC's get paid?



■ And isn't it strange to pay a volunteer?



\$15.00

phone shift



\$5.00

education/support meeting



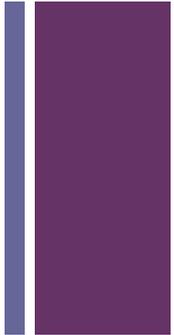
\$40.00

after completing training
and 90 day probation period





Warmline, Inc. Yes it's strange to pay a volunteer...



- These reimbursements/incentive payments/stipends are small monetary tokens to cover expenses like transportation.
- These payments are made twice monthly by check and there are no deductions made. Our thought was that these payments would not affect benefits.
- We have never had an exact opinion on whether or not this is legal although we have had several opinions.
- At the very least we will need to issue 1099's to all VPC's who earn over \$600.00
- We are working on this.



+ Warmline, Inc.

Why should someone become a VPC?

- ☎ It helps self esteem
- ☎ Provides a valuable resource to the community
- ☎ It's a chance to "give back."
- ☎ "Warmies are the kindest people you'll ever meet"
- ☎ It's fun
- ☎ Good work reference for resume or school.
- ☎ It's challenging
- ☎ It makes a difference in people's lives
- ☎ It's unique

+ Warmline, Inc.

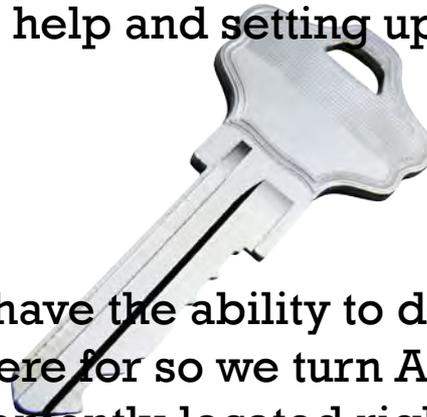
Really important relationship

BUY IN AND SUPPORT FROM YOUR LOCAL
CRISIS TEAM IS IMPERATIVE TO THE
SUCCESS OF A WARMLINE.

Many referrals will come from the crisis team.

You need to be comfortable/safe asking for help and setting up a protocol for dealing with “hot” calls.*

* Even though many of us at Warmline, Inc. have the ability to deal with a crisis call (hot) it's not what we are there for so we turn ALL hot calls over to the Crisis Team (which is conveniently located right down the hall.)





Warmline, Inc.

ETC.

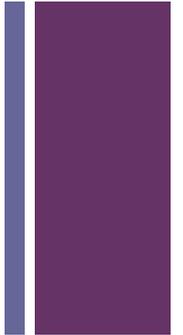
-  We currently have 32 active Volunteer Peer Counselors
-  We have 3 staff members, Executive Director and 2 Associate Directors. (Executive Director doesn't take a salary)
-  Established in 1999
-  About 25 calls/night, 600 – 700/month
-  Yes we get sex calls.
-  Some callers have been calling us for 10+ years
-  Budget – mostly survived on MHBG and small donations
-  Our office space and phones are donated by Milwaukee County

+ Other Models

- Take messages and call back
- Have cell phone that gets passed around
- Crisis Team or 211 hands off calls
- One person in an office
- Statewide:
 - One center takes all calls
 - Regional centers with local numbers
 - Regional Centers take turns answering 800 #s
 - 800 # calls get distributed around the state



+ Statewide warmlines



- Vermont, Maine, Montana, Oregon, New Mexico, Connecticut New Jersey, California, Tennessee, Illinois, Minnesota, Alabama, Arizona, Hawaii (per island) Pennsylvania, South Carolina, Alaska

Hours of Operation (most common)

24/7, 5 – 10, 7 – 11, 9 – 3

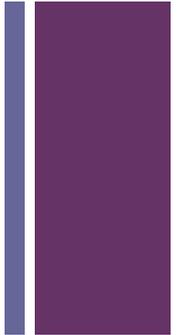
Days (nights) of Operation

M – F, 7 days, Sat. & Sun.



Warmline, Inc.

9455 Watertown Plank Road
Milwaukee, WI 53226



Business: 414/257-5775

Support: 414/777-4729

Linea de Apoyo: 414/257-5333

Lyn Malofsky

Executive Director

Oneenmal@gmail.com

414/507-1059

