Compassionate Approaches to Crisis Webinar Series

Warmlines: Crisis and Supplemental Supports

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Shira Collings, Host, National Empowerment Center
Disclaimer

This webinar was developed [in part] under grant number SM062560 from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services. The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).
Archive

This Webinar will be recorded. The PowerPoint presentation and the audio recording of the teleconference will be posted to the National Empowerment website at: http://www.power2u.org
Questions?

At the end of the webinar, there will be a Q & A session. You are invited to ask questions at any time through the “question” function. Questions will be taken in the order they are received. You are also welcome to make comments using the “chat” function.
Warmlines
Crisis & Supplemental Supports
Jess Stohlmann-Rainey

Jess is a researcher, trainer, and activist serving as the Director of Program Development at Rocky Mountain Crisis Partners. She has focused her career on creating pathways to intersectional, justice-based, emotional support for marginalized communities. Jess centers her lived expertise as an ex-patient and suicide attempt survivor in her work. Her work has been featured in Mad in America, Radical Abolitionist, No Restraints with Rudy Caseres, Mental Illness Research, Education and Clinical Centers, Postvention in Action: The International Handbook of Suicide Bereavement, Crisis, and The Suicide Prevention Resource Center. She collaborates on a podcast called Suicide ‘n’ Stuff with Dese’Rae Stage from Live Through This. She holds the Lived Experience seat on Colorado’s Suicide Prevention Commission, and was the winner of the 2019 American Association of Suicidology Transforming Lived Experience Award, the 2019 Cookie Gant and Bill Compton LGBTQIA Leadership Award for Excellence in Promoting Diversity and Inclusion, and chairs the Paul G Quinnett Lived Experience Writing Competition. She lives with her partner (Jon) and a 16 year old chiweenie (Marty), and has a taxidermied two headed duckling (Phil & Lil) for an office mate.
### What is a warmline?

<table>
<thead>
<tr>
<th>Offer peer support telephonically</th>
<th>Frequently involve follow up or call back services</th>
<th>May be peer run or integrated into clinical settings</th>
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<tbody>
<tr>
<td>Generally do not have service level agreements regarding live answer or call abandonment</td>
<td>Often connected to face to face services</td>
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# Hotlines vs. Warmlines

<table>
<thead>
<tr>
<th>HOTLINES</th>
<th>WARMLINES</th>
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<tr>
<td>● Usually connected with crisis and/or suicide</td>
<td>● May use a voicemail/call back service</td>
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<tr>
<td>● Typically include screening and assessment</td>
<td>● Typically not provide clinical screening or assessments</td>
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<tr>
<td>● Typically include active rescue policies</td>
<td>● May refer people in crisis to other services</td>
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<tr>
<td>● May not work with people pre/post-crisis</td>
<td>● Typically work with people pre/post-crisis</td>
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Hot vs. Warm Calls

HOT CALLS
- Suicidal or Homicidal Thoughts
- Rape, Incest, or Assault
- Domestic Violence
- Child & Elder Abuse
- Grave Disability

WARM CALLS
- Existential or spiritual crisis
- Navigating services or systems
- Pre/Post-crisis
- Leaving hospitalization or other treatment
- Needing community or support
Peer Run Warmlines

- Autonomously run by peer/recovery support service organizations
- Typically do not have clinical oversight or protocols
- May refer to independent crisis services
- Often operate outside of the formal mental health service system
- Support peer values
- Often struggle with funding
Clinically Embedded Warmlines

- Delivered alongside, in conjunction with, or secondary to other crisis services
- May include screening or other clinical protocols
- Often connected to a series of other clinical interventions
- Often considered a powerful addition to clinical intervention
- More risk of compromising peer values
- Less struggle with funding because of the equipment and space sharing with clinical interventions
Funding

1. Medicaid Billing
2. Community Support
3. Foundation Support
4. Government Support
Technology, Data, & Documentation

Pros & Cons of Documentation
Web Based vs Traditional Phone Systems
Recording Calls
Online Emotional Support
Dispatching Services
Evidence Base
Training Staff

Volunteers vs paid staff

Choices about certification
Questions?
Get In Touch

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