



Weekly Highlight



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Please share the Recovery to Practice (RTP) Weekly Highlights with your colleagues, clients, friends, and family! If you are having trouble printing or viewing the RTP Weekly Highlight in its entirety, please refer to the attached PDF. To access the RTP Weekly Highlights and other RTP materials, please visit <http://www.dsgonline.com/rtp/resources.html>

Warm Lines: Peers Helping Peers *Featuring* **The Metro Boston Recovery Learning Community**

What is a warm line? While definitions can vary, a warm line is a peer-run listening phone line staffed by people in recovery themselves. Peer operators are trained to attentively and empathically listen to anonymous callers, offer compassion and validation, and assist callers in connecting with their own internal resources, strengths, and direction.

A fundamental principle of warm lines is a belief that within each peer is a unique value, an emergent strength, and wisdom. When callers present problems, they are encouraged to facilitate their own exploration of the associated issues and concerns. Operators tend to refrain from offering direct advice, but rather engage callers as their peers. Operators talk about day-to-day experiences in living with behavioral health issues and concentrate on the transformation and recovery possibilities from a place where many people feel disabled, isolated, and perhaps stuck. The operators can provide local, State, and national resources to assist callers in their recovery. The message of hope is emphasized, because operators themselves offer living examples of personal accomplishment and achievement of wellness.

The Metro Boston Recovery Learning Community (MBRLC) is an entirely peer-run organization, funded by the Massachusetts State Department of Mental Health and the Northeast Recovery Learning Community. It is dedicated to providing support, education, and advocacy by providing opportunities and resources for individuals in finding their own paths to mental health recovery. The MBRLC Peer Warm Line, like the MBRLC itself, is staffed entirely by people who are in recovery from psychiatric

conditions. Because each shift has two peers (an operator and a more-seasoned shift leader) staffing the line, there is an opportunity for peer support and coaching several times each shift. Staff members are trained extensively before they begin fielding calls and then undergo continuing education training every 2 to 3 months. The hours of operation are Tuesday through Sunday, 4–8 p.m., with Spanish-speaking operators available on Sundays and Tuesdays.

Based at Boston Medical Center, the Peer Warm Line is conveniently located across the hall from the Boston Emergency Services Team (BEST). BEST provides 24-hour services for adults and youth in need of immediate psychiatric intervention. Individuals who contact BEST are treated by experienced, master's level clinicians, physicians, peer specialists, and family partners who specialize in rapid community response to those in psychiatric crisis. Because the BEST staff must handle the calls requiring immediate attention (of which there are many), the Peer Warm Line has been useful in alleviating those calls that are not emergency situations but are simply in need of a compassionate listener. Thus, calls may flow back and forth across the hall: The emergency team sends non-urgent calls to the warm line operators. A caller who needs a higher level of attention and who would benefit from a trained crisis clinician will, conversely, have his or her call transferred (with the caller's permission) to a master's-level counselor across the hall, who determines the level of emergency involved and care and safety required, and then helps facilitate a positive outcome.

The Peer Warm Line is accessible through 877.733.7563, a toll-free number that can be easily remembered, as it spells 877.PEER.LNE on a standard phone.

MBRLC additionally hosts the site, <http://www.warmline.org>. This site contains links to warm lines by State, offers a link to mental health peer-operated crisis respite programs, and provides access to warm line electronic mailing subscriptions as well as peer-run respite electronic mailing subscriptions.

For information on the Peer Warm Line, contact Supervisor Chuck Weinstein, LMHC, NCC, at 617.305.9989 or info@bostonresourcecenter.org.

SAVE THE DATE

The RTP Resource Center is pleased to announce the third Webinar of its 2010 series, ***Step 1 in the Recovery-Oriented Care Continuum: Outreach & Engagement.***

It will take place **Monday, Dec. 13, 2010**, from **3:00 to 4:30 p.m. EST.**

More information on how to register is forthcoming!

Please share the attached flyer with interested friends and colleagues!

SAMHSA Webinar Announcement:
***Prevention and Holistic Approaches to Wellness: A Fresh
Perspective on Mental Health Recovery***
When: Tuesday, December 7, 2010, 3:00–4:30 p.m. EST

Sponsored by

The SAMHSA 10x10 Wellness Campaign, a project of the Center for Mental Health Services (CMHS), a center within the Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services

About the Webinar

The Webinar will educate diverse stakeholders about both peer-delivered and community mental health provider-delivered alternatives to wellness that emphasize building resiliency and supporting individuals to establish healthier lifestyles. It also will address how to create educational campaigns and outreach to disseminate information about complementary and alternative healing practices in the context of rigorous science.

Speakers

- Sherry Jenkins Tucker, CPS, Executive Director, Georgia Mental Health Consumer Network, Inc.
- Ken Jue, MSW, Senior Executive of Monadnock Family Services, Founder and Creator of In SHAPE
- Prachi Patel, Public Affairs Specialist, National Center for Complementary and Alternative Medicine, National Institutes of Health

Questions?

This training Webinar will include a question-and-answer session. We invite you to submit questions at any time before or during the teleconference. To submit questions before the teleconference, please email 10x10@samhsa.hhs.gov. Speakers will answer as many questions as possible during the Q&A session, but we cannot guarantee that your question will be addressed. We will provide the presenters' contact information so that you may contact them directly for a response or additional information.

To Register

<http://www.esi-bethesda.com/10x10teleconference/>

Please note: Registration will close at 5 p.m. EST, on Thursday, Dec. 2, 2010.

**National Council for Community Behavioral Healthcare
Webinar Announcement:
First Line of Defense: Mental Health First Aid for Veterans
When: Wednesday, November 10, 2010, 2:00–3:00 p.m. EST**

About the Webinar

Over 2 million U.S. troops have been deployed to Iraq and Afghanistan since Sept. 11, 2001. Among returning troops, nearly 40 percent of soldiers, one third of all Marines, and half of the National Guard members report symptoms of psychological distress.

Challenges facing these returning soldiers include anxiety, depression, and posttraumatic stress disorder as well as substance abuse and traumatic brain injury. But how often do they seek help? How many crises could be averted and lives saved with more timely intervention? What can family and community members do? Learn how Mental Health First Aid can be our first line of defense—helping our veterans, their families, and our communities.

This Webinar

- Describes the common deployment/postdeployment experience
- Explores the impact of mental health disorders and substance abuse among military personnel and veterans as well as families
- Discusses stigma, lack of access, and barriers to treatment
- Teaches the signs and symptoms of emotional distress and how Mental Health First Aid can help
- Suggests specific community resources for veterans and families in need of treatments and supports

Presenters

- Mimi McFaul, Psy.D., Associate Director, the Western Interstate Commission for Higher Education Mental Health Program. A certified Mental Health First Aid USA instructor, McFaul is working on a grant from the U.S. Department of Defense to deliver Mental Health First Aid to National Guard audiences nationwide.
- Nicola Winkel, MPA, is a Consultant to the WICHE Mental Health Program and is a Program Consultant and Community Liaison for the Arizona Coalition for Military Families, a public–private partnership to build Arizona's capacity to serve and support all service members, veterans, their families, and their communities. Ms. Winkel is the spouse of a veteran of the United States Marine Corps and Operation Desert Shield/Storm.

Questions?

Email Communications@thenationalcouncil.org or call 202.684.3740

To Register

<https://www2.gotomeeting.com/register/792218498>

The RTP Resource Center wants to hear from you, too!

We invite you to submit personal stories that describe recovery experiences.

To submit personal stories or other recovery resources,
please contact Stephanie Bernstein, MSW, at 1.877.584.8535 or email
RecoveryToPractice@dsgonline.com.

We welcome your views, comments, suggestions, and inquiries.

For more information on this topic or any other recovery topics,
please contact the RTP Resource Center at
1.877.584.8535 or email RecoveryToPractice@dsgonline.com.

The views, opinions, and content of this Weekly Highlight are those of the authors and do not necessarily reflect the views, opinions, or policies of SAMHSA or HHS.