



Compassionate Approaches to Crisis Webinar Series

Warmlines: Crisis and Supplemental Supports

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Disclaimer

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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?

Offer peer support telephonically

Frequently involve follow up or call back services

May be peer run or integrated into clinical settings

Generally do not have service level agreements regarding live answer or call abandonment

Often connected to face to face services

Hotlines vs. Warmlines

HOTLINES

- Usually connected with crisis and/or suicide
- Typically include screening and assessment
- Typically include active rescue policies
- May not work with people pre/post-crisis

WARMLINES

- May use a voicemail/call back service
- Typically not provide clinical screening or assessments
- May refer people in crisis to other services
- Typically work with people pre/post-crisis

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, & Documentati on

Pros & Cons of Documentation

Web Based vs Traditional Phone
Systems

Recording Calls

Online Emotional Support

Dispatching Services

Evidence Base

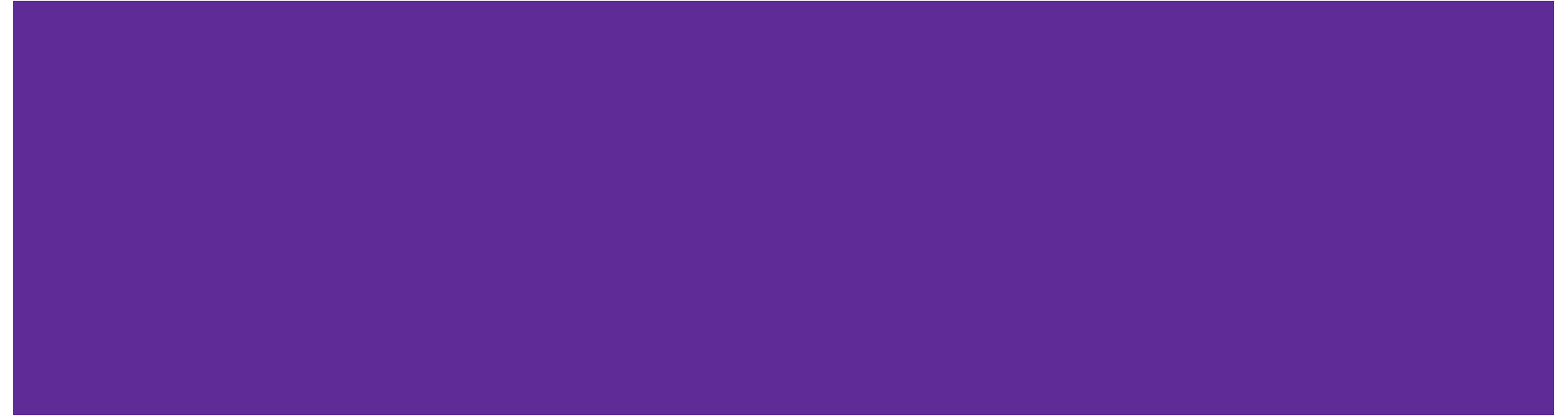
Training Staff

Volunteers vs paid staff

Choices about certification

Questions

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Get In Touch

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