

**What does  
RECOVERY  
mean to  
YOU?**

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

**ILLINOIS  
Warm Line**  
**866-359-7953**



**HOPE IS  
JUST ONE  
PHONE CALL  
AWAY!**



**The expectation is  
recovery!**

**Monday - Saturday**

**8:00am - 8:00pm**

**Free Support in Illinois**

[www.illinoismentalhealthcollaborative.com](http://www.illinoismentalhealthcollaborative.com)

**Let's talk.**

## Who We Are

The Warm Line is characterized by a unique blend of self-directed, empowering support with education that includes resources.

### Warm Line Staff

The Warm Line is staffed by people who identify as individuals in recovery. Each of the team members also has lived experience with loved ones who have struggled with substance use and mental health challenges.

Staff are professionally trained in:

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

New staff undergo extensive training before taking calls. This includes 100 hours of recovery-oriented training, supervised practical experience, and they are mentored by seasoned team members. Additionally, staff are required to obtain the Certified Recovery Support Specialist (CRSS) Credential to 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 challenges, developing action plans (daily and situational) and learning what is necessary to maintain wellness.

### Services:

- **Wellness Education**
  - **Mental Health**
  - **Substance Use**
  - **Suicide Prevention**
- **Community Resources**
- **Emotional Support**
- **Referrals**

The Warm Line provides complementary support to anyone age 12+ in Illinois that empowers wellness and long term recovery.

Sometimes what is needed most in difficult times is someone to talk to who has had similar experiences.

*I wouldn't be where I am in my recovery today if it weren't for the Warm Line.*

## Why We Do This

Research indicates that recovery support enhances overall wellness. It has been proven to be a tremendously important component in helping people 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.



In Crisis?  
Text HELLO to 741741

CRISIS TEXT LINE | Free, 24/7, Confidential