

What does
RECOVERY
mean to
YOU?

Monday - Friday

8:00am - 5:00pm

Free Service To Anyone In Illinois

www.illinoismentalhealthcollaborative.com

ILLINOIS
MENTAL HEALTH COLLABORATIVE
FOR ACCESS AND CHOICE



The expectation is
recovery!

ILLINOIS
Warm Line
866-359-7953

Hope is just one call away!

Let's talk.

Who We Are

The Illinois Warm Line is recovery-oriented telephonic support provided by the Illinois Mental Health Collaborative for Access and Choice (Beacon Health Options) in partnership with the Illinois Department of Human Services / Division of Mental Health (IDHS/DMH)

The Warm Line is characterized by a unique blend of self-directed, empowering support and effective use of reliable, user-friendly technology.

Warm Line Staff

The Warm Line is staffed by individuals in recovery from mental health and substance use conditions. Staff are professionally trained in:

- Recovery Support
- Advocacy
- Mentoring
- Professional Responsibility

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 serves to provide alternative support to empower people and promote wellness and long term recovery.

Sometimes what is needed most in difficult times is someone to talk to, who will listen and validate.

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 individuals 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