



**Mental Health  
Recovery Board**  
Clark | Greene | Madison

*Pathways for everybody, every family*

## **MHRB Clark Greene Madison Warmline FAQs**

*"You're not alone. We're here to prove it."*

### **Access information:**

Number to call: (937) 662-9080

Hours of operation: 24 hours a day, seven days a week, 365 days a year (beginning August 1, 2020)

### **Basic information:**

*What is it?*

A free, peer-to-peer, call line for anyone who needs mental health support. The warmline is intended to address mental health concerns before they escalate into a crisis. Please note that this line is not intended for crisis situations.

*What it does:*

The primary functions of the warmline are to 1) listen to callers and provide experience-based empathy and support, and 2) refer callers to resources in the community as needed. Peers, or people with lived experience, are trained to screen for indications that callers may benefit from a referral to treatment provider. Peers also will be trained in Question, Persuade, Refer suicide prevention, Trauma 101, and motivational interviewing.

*What it is NOT:*

- The warmline is not a crisis line or hotline, nor will callers receive advice, counseling or treatment directly from peers. People experiencing a crisis or emergency are encouraged to call 911 or use crisis lines like the National Suicide Prevention Lifeline (1-800-273-8255) or Crisis Text Line by texting 4HOPE to 741-741.
- This is also NOT the same as the Responder Resilience Program. The Responder Resilience Program is a clinical consultation pathway exclusively for frontline helpers and callers do NOT receive immediate help or support.
- In the event that a caller should require a higher level of care, they will be referred to a licensed and credentialed mental health/chemical dependency professional or the appropriate resource

1055 E High St  
Springfield, OH 45505  
(937) 322-0648



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### **What is the purpose of a warmline?**

Sometimes, you just need someone to listen when you're going through a tough time and point you in the right direction. This is what the Clark Greene Madison Warmline is designed to do – help you feel heard and supported by people who have experienced struggles just like you.

### **Who can call the warmline?**

Anyone and everyone who wants to talk to someone about how they're feeling. This service is intended to support residents of Clark, Greene, and Madison counties, but we will never turn away anyone in need of help.

### **Why or when should I call a warmline?**

You can call the warmline anytime you're feeling less-than-100% mentally well. Some situations might include:

- If you just need someone to talk to, or want to talk to someone who has lived experience with some of the same things you're going through
- If you're seeking mental health care or support for yourself or someone else who is struggling with mental, behavioral, emotional, social health and well-being
- If you're struggling with substance use, feeling lonely, isolated and/or withdrawn
- If you're looking for services in your area to help you with your next step in recovery and resiliency

### **I feel like hurting myself or others.**

- Call 911 for any immediate, life-threatening emergency
- Call any of the following crisis lines:
  - National Suicide Prevention Lifeline: 1-800-273-8255
  - Crisis Text Line: Text 4HOPE to 741-741
  - SAHMSA National Helpline: 1-800-662-HELP

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**Is this service anonymous? I'm worried that my boss/co-workers/family members/people will find out. I'm worried about my job or reputation.**

Yes. This service is 100% anonymous. We will not ask you to disclose your real name or location if you do not wish to.

**Does it cost anything to call the warmline?**

The Clark Greene Madison Warmline service is completely free thanks to generous funding by the Southwest Collaborative SAMHSA COVID-19 Grant and Mental Health Recovery Board of Clark, Greene & Madison Counties.

**Do you accept calls from outside of Clark, Greene and Madison counties?**

Yes. Although our main focus in developing this line is to serve residents in our region, we accept calls from anyone who needs to talk.

**Who answers the calls? Are they trained professionals?**

Warmline peer supporters are people with lived experience who are trained to screen for indications that callers may benefit from a referral to treatment provider. What this means is that warmline peer supporters are trained to listen, ask questions, and help you find mental health care if you need it.

**Will the warmline provide advice or treatment?**

No, the warmline is not designed to provide any type of clinical care or counseling, however, peer supporters can provide referrals to treatment if you need one. The warmline peer supporters are trained to listen, ask questions, and help refer you to care if needed.

If you are a first responder seeking clinical care for job-related trauma, please call our Responder Resilience Program at (937) 727-4097 to get linked to treatment.

If you are a member of the community seeking a referral to clinical care, please call the MHRB main office line at (937) 322-0648 or visit our providers page at [www.mhrb.org/findhelp](http://www.mhrb.org/findhelp).

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### **How is this warmline different than a crisis line?**

Hotlines and crisis lines provide help for anyone experiencing an immediate crisis. Hotline and crisis line workers typically have direct access to emergency services – like police, fire/EMS and hospitals in case your situation takes a turn for the worse.

For people who are just feeling sad, lonely or anxious, but are not in crisis, a hotline or crisis line might feel too extreme. That's where a warmline comes in.

The Clark Greene Madison Warmline is designed to provide early intervention with emotional support that can prevent a crisis and a costlier 911 call or ER visit. The line is a free, confidential service staffed by peer supporters who have experienced mental health conditions themselves.

### **How is this warmline different than the Responder Resilience Program?**

The Responder Resilience Program is designed specifically to provide clinical care for people working in front-line industries like law enforcement, mental and physical healthcare, and fire/EMS. If you work as a first responder or in behavioral health or public health and would like to get connected to appropriate treatment, please call the Responder Resilience Program at (937) 727-4097.

The Clark Greene Madison Warmline is available to everyone and does not provide clinical care directly but can help refer you to care if you need it.

### **Do you have non-English services available?**

Unfortunately, we do not offer language support other than English at this time. Some national warmlines do offer non-English language support, and you can learn more at [www.warmline.org](http://www.warmline.org). Please be aware that some lines do have a policy of calling crisis or 911 if someone is talking about suicide, so you may want to investigate a particular line's policies and practices before speaking openly.

### **How can I get involved in the Clark Greene Madison Warmline?**

Those in Clark, Greene, or Madison counties who are interested in becoming peer supporters or are currently certified peer supporters can contact MHRB at (937) 322-0648 and ask for Tracey or Jennipher for more information.

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