

Michigan Peer Warmline

May 21, 2024

Presented by Mary Beth Gilchrist, BA, CPSS,
MiCAL Peer Warmline Manager

And

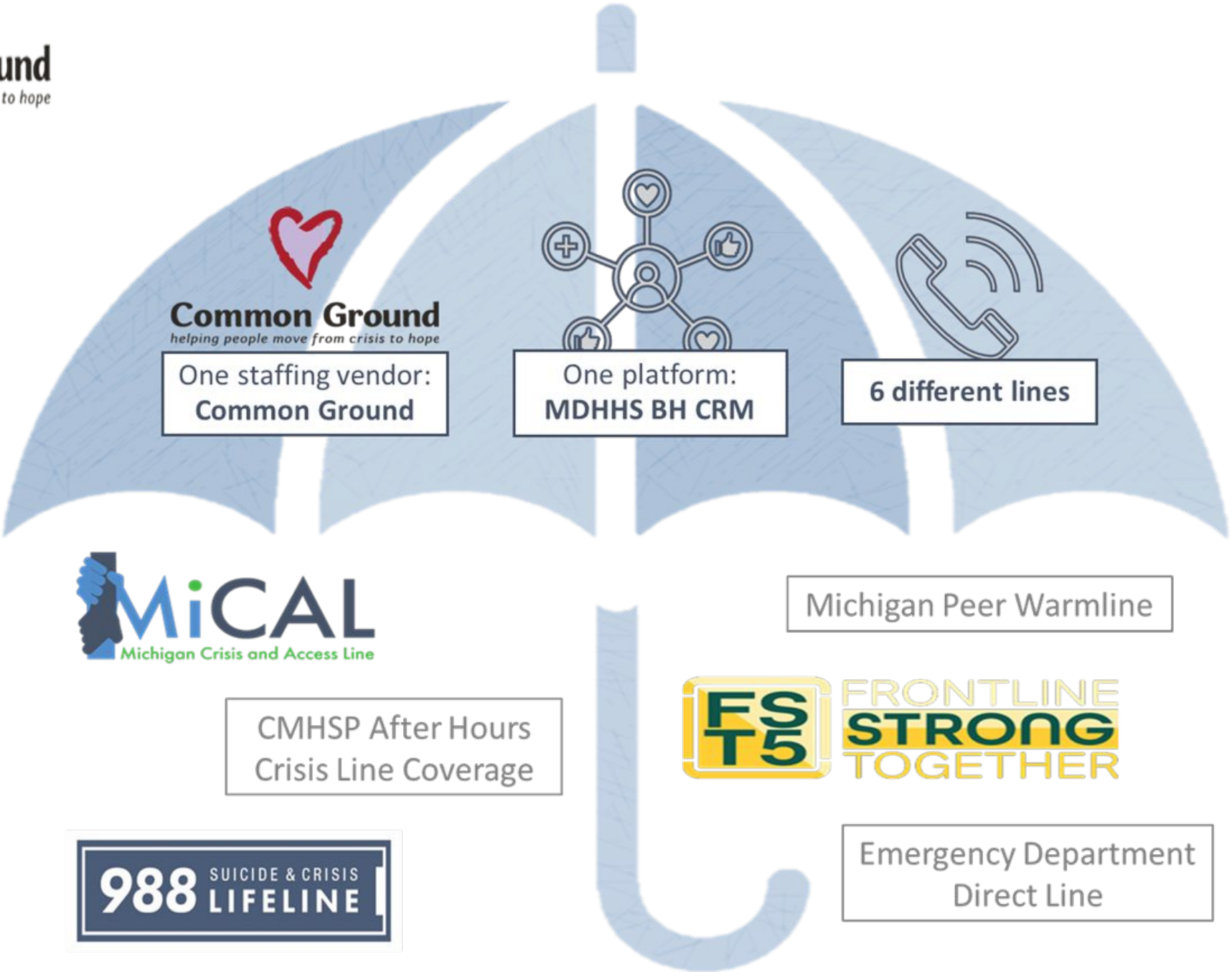
Jill Smith, LMSW, CAADC, MiCAL Senior
Director



The MiCAL Story

Through the 2018 Community Access, Resources, Education and Safety (C.A.R.E.S.) Task Force, Michigan Legislators heard that many individuals were confused by the current behavioral health system and didn't know where to get help in a crisis. MiCAL became law ([PA 12 of 2020](#)) to meet this need. It is funded by both state and federal dollars.

In 2020 the Michigan Department of Health and Human Services (MDHHS), spent many hours working with people with lived experience, Law Enforcement, Community Mental Health Services Programs, Emergency Departments and others to develop MiCAL.



Common Ground
helping people move from crisis to hope

One staffing vendor:
Common Ground



One platform:
MDHHS BH CRM



6 different lines



CMHSP After Hours
Crisis Line Coverage

Michigan Peer Warmline



Emergency Department
Direct Line

MiCAL provides immediate intervention for those in distress or crisis

- Is available 24/7
- Provides crisis support & risk level assessments
- Provides care coordination, referrals and follow-ups



**What
is the
difference?**

The Michigan Warmline provides early intervention with emotional support that can prevent a crisis

- Is available 10am-2am, 7 days a week
- Always anonymous
- Staffed by certified peers and/or recovery coaches

Michigan Warmline

A state-wide warmline that provides early intervention with emotional support that can prevent a crisis, a costly 911 call, and/or a costly Emergency Room visit.

- Provides anonymous support
- Is available 10am – 2am, 7 days a week
- Callers can make two 20-minute phone calls per day from 10am-2am
- Connects people with certified peer support specialists who have lived experiences of behavioral health issues, trauma or personal crisis



What is a warmline?

A peer run warmline is a phone number that people can use to access emotional peer support. Through a warmline, individuals can communicate with somebody who has a lived experience of behavioral health issues, trauma, and/or personal crises.

Warmlines are an alternative to traditional psychiatric crisis hotlines and alleviates the burden on crisis responders such as crisis hotlines by offering a solution for non-crisis callers. Across the nation, warmlines are operated by trained peer specialists who can offer hope and knowledge gained from their personal experience of recovery.



Michigan Peer Warmline

- Fully operational on April 13, 2020
- We operate as a fully remote, trauma informed line staffed by MDHHS Certified Peer Support Specialists and/or someone who is dually Certified as an MDHHS Peer Recovery Coach or Community Health Worker
- Warmline services are available for anyone who resides in Michigan free of charge.

Michigan Peer Warmline (continued)

- In April of 2021, the warmline was transitioned to Common Ground who was awarded the contract for the Michigan Crisis and Access Line (MiCAL)
- Staffing includes 35 peer warmline specialists, four peer supervisors, and one peer Manager
- Fully integrated in the operations of the Michigan Crisis and Access line

Who Calls the Warmline?

Who do we serve?

- People from all walks of life:
 - People with insurance
 - People without insurance
 - Adults (18+ years old)
 - Elderly, etc.

Where are they in the continuum of care?

- They may be first time callers experiencing anxiety, depression, suicidal ideation, etc.
- They may be the recipients of mental health/substance use Services in the private or public sector
- They may just want someone to listen.

What do they seek?

- Emotional Support due to chronic mental health, substance use, physical health, issues, etc.
- Emotional Support due to first time experiencing mental health substance use issues
- Emotional Support to navigate various public systems and/or gain resources to do so

Core Principles That Guide Our Work:

- Do the most good: We do the right thing. We use our abilities and skills solely for the Recovery and well-being of the individuals calling the Warmline.
- Do no harm: We develop and provide a safe and secure atmosphere/environment.
- We focus on the individual: We respect and encourage the individual's right to choose their own path in life regardless of our personal feelings about that path.
- Be Fair and Just: We do not discriminate or stigmatize people we serve.
- Tell the Truth: We do not make false promises we cannot keep.
- Privacy and Confidentiality: We respect the individual's right to control information about themselves. We do not share information about individuals with other agencies, programs, family or friends without consent.
- We aim to provide acceptance, genuineness, and empathy.



STRENGTHS-FOCUSED

See what is **STRONG**, not what is **wrong**

Encourage callers to identify their strengths, use them, and build on them

Use effective disclosure to role model the use of our own strengths

Encourage callers to explore the dreams and goals that are meaningful to them

Point out how strengths are a foundation of recovery

Empower callers to problem solve and resolve conflicts

Peer Warmline Competencies



MDHHS Certified Peer Support Specialist with no less than one-year paid experience as a CPSS

Be grounded in their recovery and able to utilize their own recovery experiences to support others in their journey

Be adaptable to regular changes with the evolution of the program

Attend Warmline Orientation Training to be proficient in Warmline Core Values and Competencies, Ethics in Practice, 20-Minute Call Times, Trauma Informed Care, and Effective Self-Disclosure

Follow the MDHHS CPSS Code of Ethics

Understand phone and platform functionality and navigation

Communicate with the shift supervisor regularly in order to receive or provide support

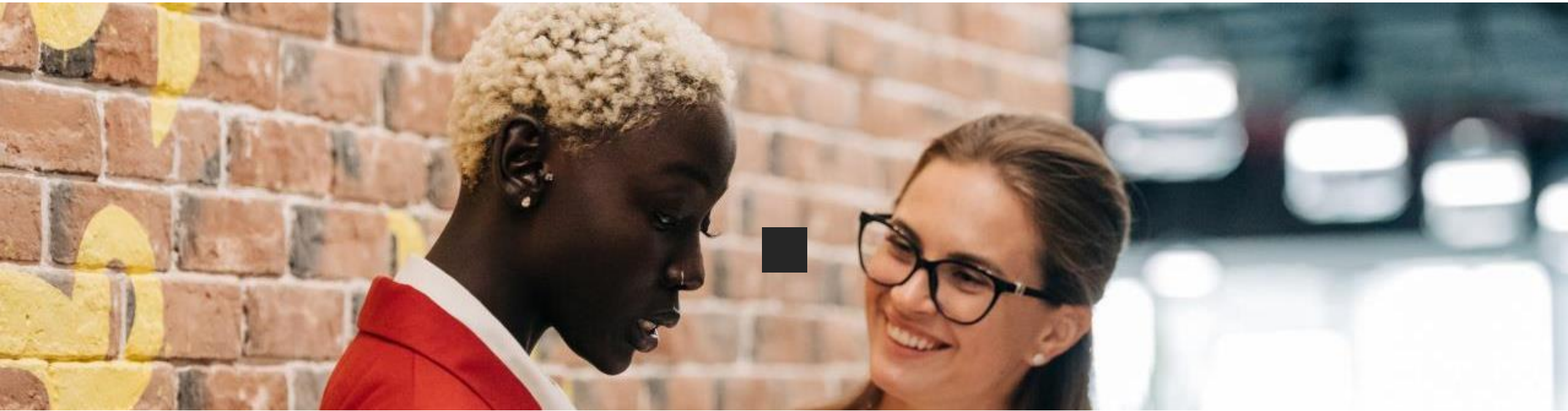
Utilize de-escalation techniques and strength-based approaches to support individuals served

Maintain a high level of confidentiality while performing all duties

Trained in principles of Diversity, Equity and Inclusion

W.A.I.T

WHY AM I TALKING?



Why 20 minutes?

- Brief, empowering source of support
- Connect to resources and communities
- Peer support vs. therapy
- National Best Practice
- Policy

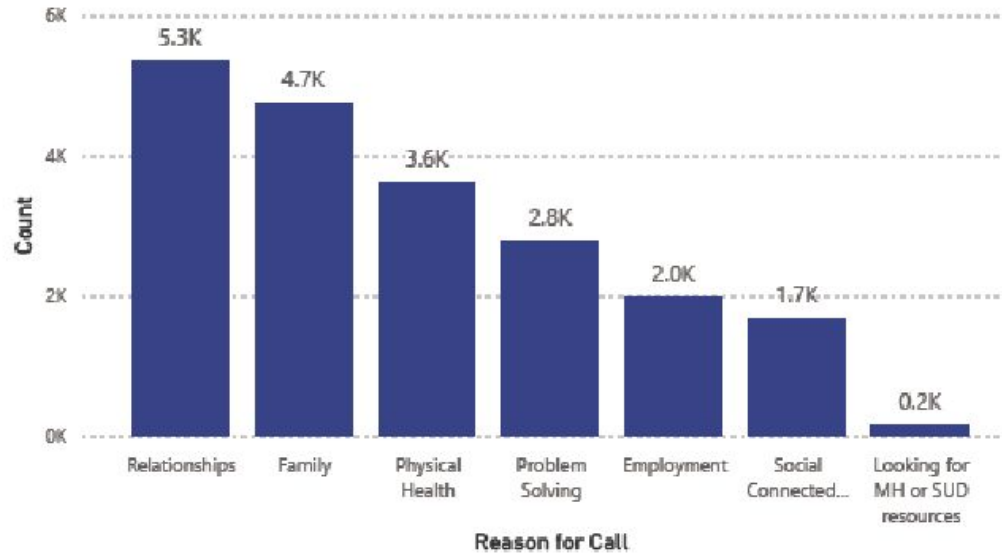
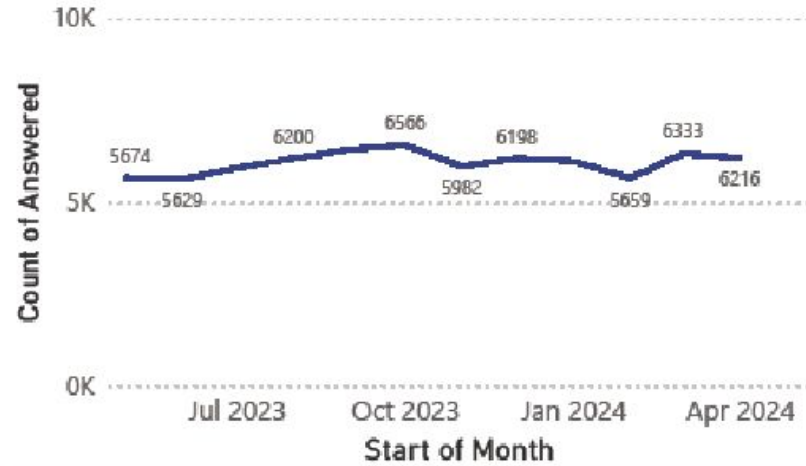


Michigan Warm Line Report - Caller names and phone numbers are not connected to this data. Call reasons are documented anonymously.

Call Volume Trends, May 1, 2023 to April 30, 2024

Frequency of Reason(s)* for Calls in Last 90 Days (January 31 to April 30, 2024)

Campaign ● Peer Warm Line



*Warm Line Calls Can Be Documented with More Than 1 Reason

Call Volume, May 1, 2023 to April 30, 2024

| Campaign Name | Answered |
|----------------|----------|
| Peer Warm Line | 72965 |

Call Volume, from Campaign Start (April 19, 2021) to April 30, 2024

| Campaign Name | Answered |
|----------------|----------|
| Peer Warm Line | 160509 |

Metrics for Warm Line, April 2024

Entered in Line (Queued) 7568

Avg. Time in Queue (H:M:S) 00:01:30

Avg. Talk Time 00:13:31



National list of State Warmlines

<https://www.warmline.org>





REMOTE PEER WARMLINE SPECIALISTS

What makes us different

- Non-profit mission-driven, person-focused and team-oriented environment
- Organizational culture of mental and behavioral health support for all

What's in it for you

- Generous Paid Time Off
- Shift premiums
- Employer sponsored benefit and wellness plans
- Competitive wages

What you need to apply

- Permanent, year-round Michigan residency
- High School Diploma or GED equivalent
- MDHHS Certified Peer Support Specialist
- Minimum 1-year paid work experience as a MDHHS Peer Support Specialist
- At-home high speed internet on a private network
- A private, HIPAA compliant, dedicated office space

- Full-Time & Part-Time Shifts Available
- Shift Premiums
- Paid Time Off
- Remote Position
- Must Reside in Michigan

Day in the Life

- Login to helpline applications
- Accept incoming calls
- Support callers to develop their own coping skills and wellness plans
- Connect callers to the MiCAL crisis line, as needed
- Provide information on resources (i.e. homeless shelters, food pantries, mental health services, substance use treatment facilities, etc.)
- Document each encounter while on calls
- Receive and provide support among team members
- Maintain high level confidentiality

Common Ground



Apply at: commongroundhelps.org/careers or use the QR Code!

•CONTACT US!!!

•If you or someone you know needs a listening ear, give us a call!

Michigan Peer Warmline

<https://mical.Michigan.gov/s/>

- 1-888-PEER-753 (1-888-733-7753)
- 10am – 2am
- 7 days a week / 365 days a year





Common Ground

helping people move from crisis to hope

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