



WARMLINE

988 Integration

Suicide Prevention Subcommittee
Commissioner Wes Evans



WARMLINE

The Peer Support Coalition of Florida (PSCFL) is funded through the Department of Children and Families, Program Office of Substance Abuse and Mental Health (SAMH) to provide training, system development and peer-operated warmline services for individuals diagnosed with a mental health, substance use or co-occurring mental health and substance use conditions. The PSCFL subcontracts a peer-operated warmline service through NAMI Collier County

BACKGROUND

WARMLINE

A peer-operated warmline is a mental health support service that provides individuals who are experiencing emotional distress, but are not in immediate crisis, with a non-judgmental and empathetic listening ear from trained peer specialists.

OPERATIONS

Four live Certified Recovery Peer Specialist (CRPS) operators between the hours of 4:00 pm to 10:00 pm, eastern standard time, seven days per week.

DEMOGRAPHIC

Unlike traditional crisis hotlines, peer-operated warmlines are intended for individuals who are not in immediate danger but are experiencing distress, loneliness, or anxiety.

DATA

Maintains call logs documenting various data sets for each call received on the Warm Line, including calls answered by a live operator and responses to voicemails.

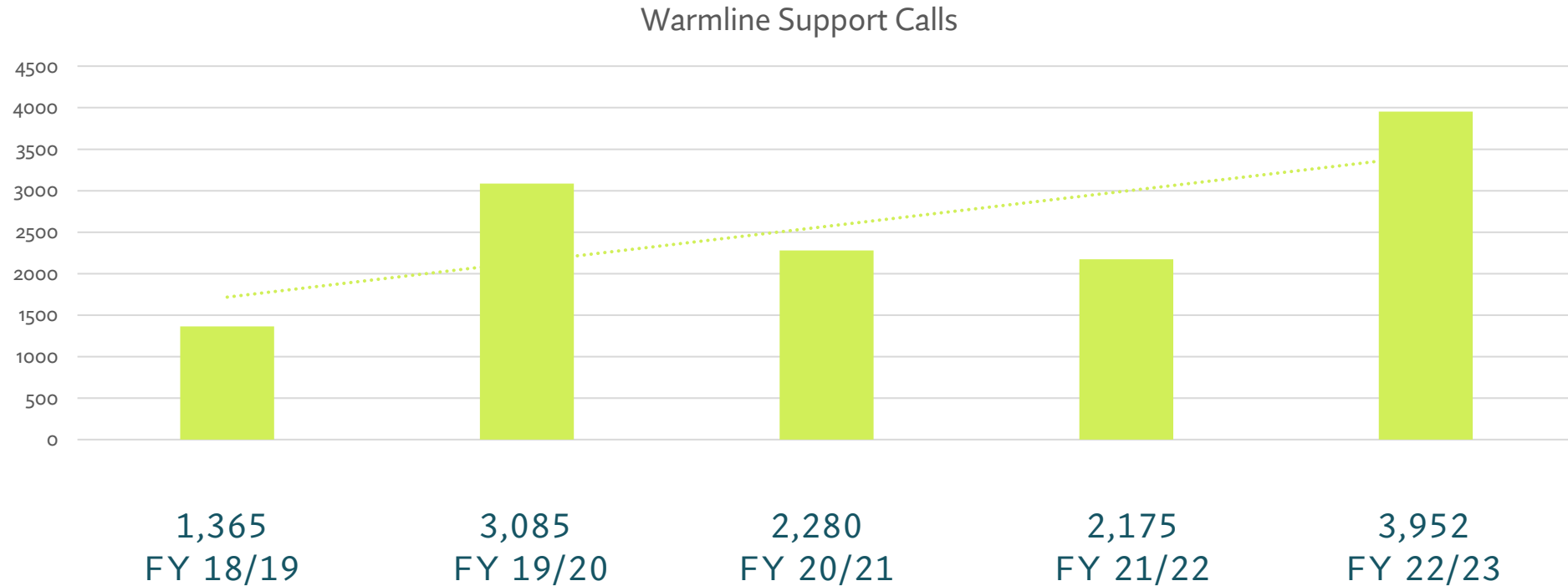
SPECIFICATIONS

Maintains a voicemail system from 4:00 pm to 10:00 pm EST to record messages when a call is not answered after the fourth ring.

Voicemail messages received during the hours of operation shall be responded to within the same day, providing the caller left contact information, and

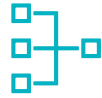
Callers identifying a critical issue that could escalate to crisis who are safe to be transferred will be forwarded by Operators to the appropriate crisis, suicide hotline or 911.

CALL VOLUME



12,857
Total Calls

SYSTEMS NEXUS



SYSTEMS INTEGRATION

Establish network integration with Florida's 988 Suicide and Crisis Lifeline, network service organizations, and other recovery peer support programs to achieve comprehensive support network.



TRAINING

Ensure that all staff, including 988 operators and recovery peer specialist warmline operators, receive appropriate training in crisis intervention, de-escalation techniques, and peer support principles. Peer-operators would be required to be a Florida Certified Recovery Peer Specialist.



SCALE

Increase warmline operators, extend hours of Florida's peer-operated warmline to ensure accessibility. The linkage with Florida's 988 Suicide and Crisis Lifelines increases visibility and accessibility of the peer-operated warmline and peer-based support in general, reaching a broader audience in need of support.



ASSESSMENT

Initial assessment by 988 operators shall assess the caller's situation per 988 to determine the level of crisis and needs of the caller. If the situation is not deemed to require immediate emergency or clinical crisis intervention, then with permission of the caller facilitates a direct warm handoff to warmline peer support operator.

SYSTEMS NEXUS



LEVEL UP

Develop a streamlined model for assertive referrals to community resources.

Warmline services provide a valuable pre-crisis alternative by reducing feelings of loneliness and isolation particularly in rural communities.

**Fewer MRT distribution in rural communities*

**Warm handoff to warmline operator during voluntary CSU encounter to engage individuals and help avoid involuntary Baker Act.*

Warmline operators to ensure individuals receive appropriate follow-up care and support beyond initial warmline interaction.



CLOSE THE GAP

Warmline operator can offer information about local mental health resources, support groups, or other services that might be beneficial to the caller's ongoing mental health and recovery.

** Engage, enhance, and formalize the participation and role of peers and advocates throughout the crisis care continuum*

If the caller expresses interest in local resources or support groups, the peer-operator helps assertively facilitate those connections.

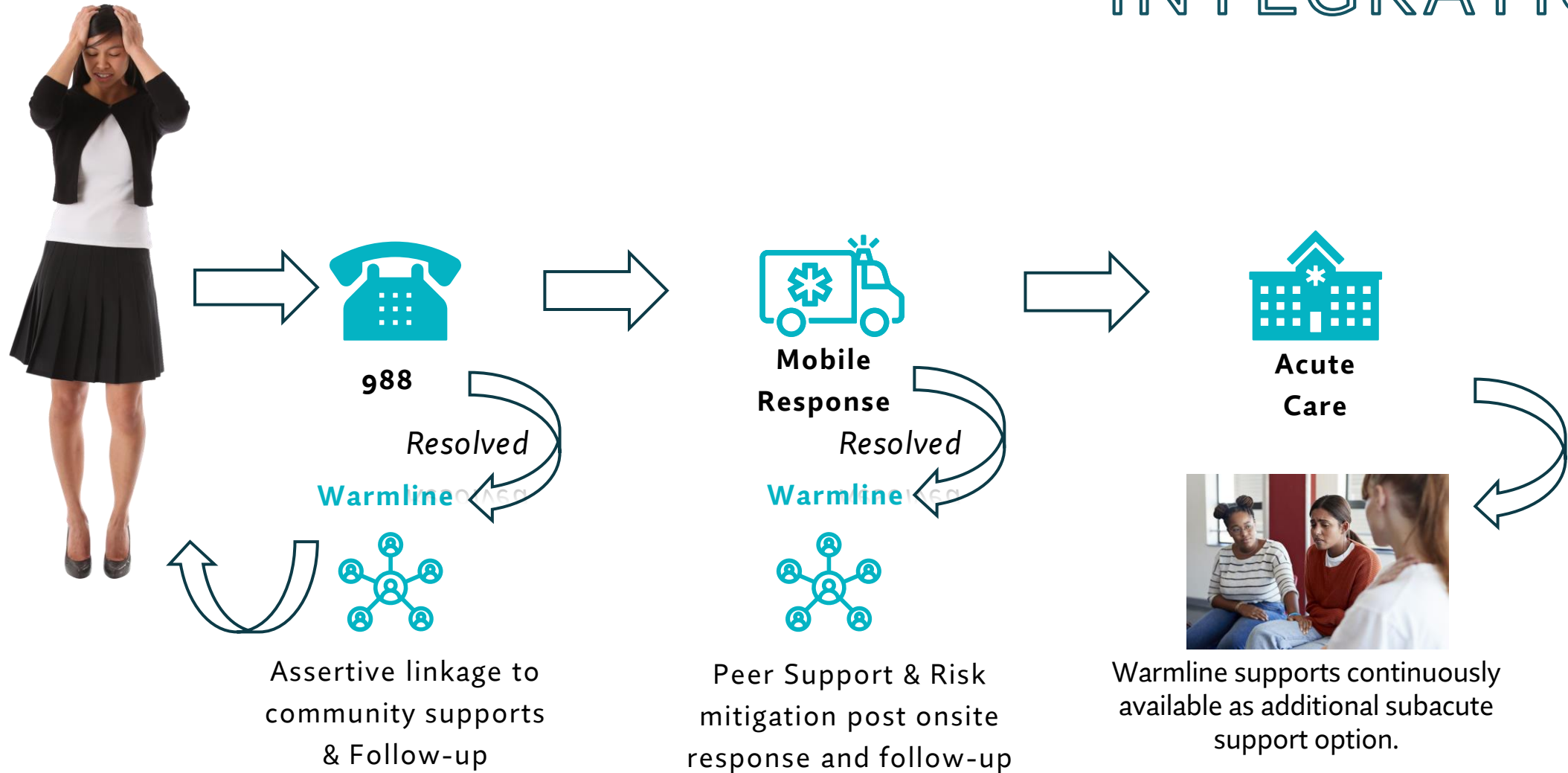
Warmline supports continuously available as additional *subacute option*.

Mobile crisis response teams facilitate warm handoff to warmline operator for encounters resolved in the field; reducing extended time needed onsite.

** Alternatives to 988 calls ending and relying on caller to contact MRT.*

**Risk mitigation post mobile onsite response.*

SYSTEMS INTEGRATION



METRICS & CQI



CALLER DATA

Collect demographic information (age, gender, location) to understand the population seeking support.

Categorize calls based on the nature of distress (e.g., loneliness, anxiety, depression) to identify common issues.

Monitor call volume trends to allocate resources effectively and anticipate peak demand periods.



FOLLOW-UP

Keep records of call outcomes, including whether callers were connected to community support services or found the support helpful.

Conduct follow-up calls to assess the long-term impact and well-being of callers who were referred to community resources.



QUALITY CONTROL

Implement post-call surveys to gather feedback on the caller's experience, the effectiveness of support, and suggestions for improvement.

Assess the quality of the interaction between callers and peer support specialists through standardized evaluation criteria.

Teams dedicated to identifying areas for improvement and implementing strategies to enhance service quality.

Conduct root cause analyses to identify the underlying causes of challenges or shortcomings in service delivery.



STAKEHOLDER FEEDBACK


Input from Callers: Encourage callers to provide feedback on their experiences and the impact of support received.

Input from Peer Support Specialists: Solicit feedback from peer support specialists about challenges they encounter and potential improvements.

REPORTING & ANALYTICS

Utilize real-time data analytics to identify emerging trends, spikes in call volume, and areas that require immediate attention.

Generate regular reports summarizing key performance indicators, caller demographics, and outcomes to inform decision-making.



Florida Warmline
800.945.1355

SUMMARY

Highlighted the critical role a warmline plays as a pre and post-crisis alternative, offering empathetic and non-judgmental support to those in emotional distress.

Expansion and integration in the 988 Crisis Lifeline system encompasses extending warmline operational hours, engaging with peers to provide warmline peer support, assertive linkage to community supports, and active participating in quality improvement initiatives.

This integration effort represents a transformative step forward in our mission to provide accessible and effective behavioral health support services.

The integration strategy includes data-driven measures to enhance the effectiveness of services by gathering vital demographic information, categorized calls, monitoring call volume trends, and tracking outcomes to ensure we meet the diverse needs of individuals.

Concrete steps to provide accessible, high-quality, and continuous mental health support to create a support network that empowers individuals, fosters well-being, and offers a lifeline to those navigating the complexities of mental health.