

ILLINOIS
MENTAL HEALTH COLLABORATIVE

FOR ACCESS AND CHOICE



*Sometimes what is needed most in difficult times is someone to talk to:
Someone who listens and understands.*

Warm Line:

- Phone support for persons with mental health and substance use challenges, their families, friends, and community members
- Staffed by professionally trained Recovery Support Specialists who have experienced mental health and substance use recovery in their own lives
- Specialists provide emotional support, recovery education and self-advocacy support; actively listening to meet individuals where they are at
- Referrals and information on community supports are available
- The Warm Line is *not* a crisis hotline, but *is* a source of support for individuals in recovery, loved ones, and community members

Call: 1 (866) 359-7953

TTY: 1 (866) 880-4459

- From the main menu, select option #2 for Consumers and Families
- Next, select option # 5 for the Warm Line
- Hours of operation: Monday through Friday, 8am-5pm
- Average call length = 20 minutes
- Interpreter services provided for hundreds of languages
- Staff are also adept at conversing through a Video Relay Service (VRS) Interpreter for individuals who are Deaf or Hard of Hearing