

Michigan Department of Health and Human Services

Peer Warmline Presentation

May 21, 2020

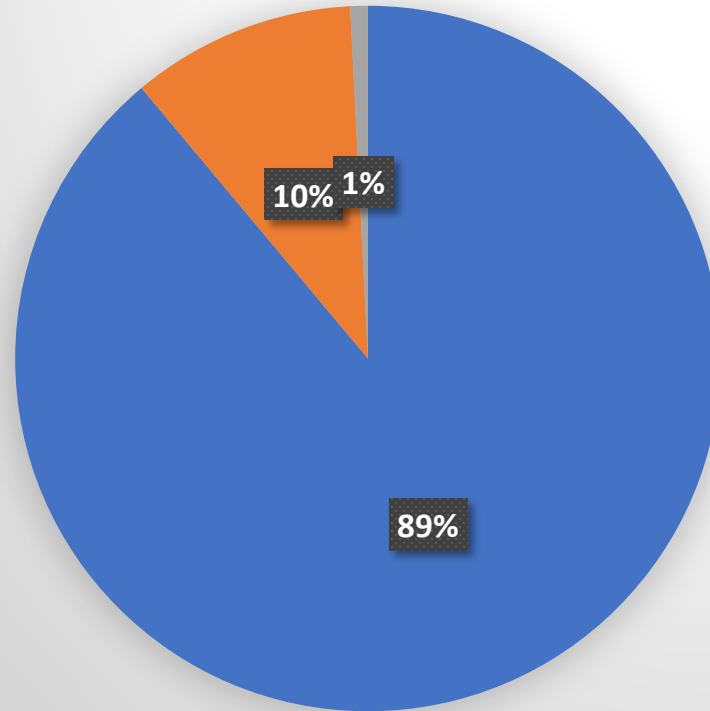
Michigan Department of Health and Human Services (MDHHS) Peer Warmline

- Began operation on April 13, 2020 in response to COVID-19 stay home stay safe executive order
- Staffed by 22 Certified Peer Support Specialist and Certified Peer Recovery Coaches many who are certified as Community Health Workers
- Hours of operation are 10:00 am – 2:00 am
- Funded by the Substance Abuse and Mental Health Services Administration Adult Mental Health Block Grant
- Available for anyone who resides in Michigan
- MDHHS contracts with the Justice in Mental Health Organization for staffing and operations

Current Statistics

- As of May 19 the warmline has received 3,781 calls
- Calls are organized into three levels:
 - Level One:** Wanted to talk for support, wellness or coping skills
 - Level Two:** Wanted to talk and in need of specific resources
 - Level Three:** Crisis calls (possible referrals to community mental health access centers, substance use, domestic violence, suicide hotline)

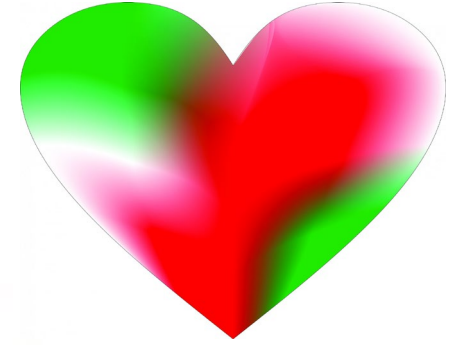
Level of Call



- Level 1 - Wanted to Talk - support, wellness, or coping skills**
- Level 2 - Wanted to talk and was in need of specific resources**
- Level 3 - Crisis call [suicide, abuse, serious mental health concerns, substance use]**

Summary of Level of Calls for May 8 – 14, 2020

Warmline Stories



You are not alone