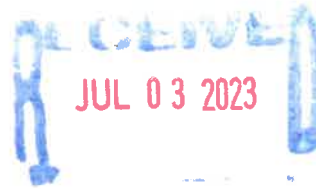




UnityPoint Health
AbbeHealth Services

**Abbe Center for Community
Mental Health**

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June 28, 2023

To Whom It May Concern:

We are working to expand everyone's knowledge regarding the Iowa Warm Line, which is available statewide for individuals who are 18 and older. The Iowa Warm Line is a peer-staffed telephone line that runs 24/7. Staff that work on the Warm Line are trained peer support specialists that have lived mental health experience and are working from a location that allows for confidentiality with phone calls. The Iowa Warm Line is a listening support line and is available for individuals that may need someone to talk to during difficult moments. The peer support specialists can offer non-judgmental listening and support with processing coping skills as well as offer resources if needed. Many times, the peer support specialist can utilize their own lived experience to relate to the callers to help promote a sense of hope.

The Iowa Warm Line is a supportive talk line to assist individuals who are experiencing distressing moments that are non- crisis in nature. However, we do at times receive calls where the caller is in crisis. Therefore, we do have a connection with Your Life Iowa and Foundation 2 where we can connect callers with a Crisis Line, if that service can better meet their needs.

When calling the Iowa Warm Line, the only information that is needed is first name, zip code, and phone number. This is completed for tracking and trending data by funders and for us to review the number of calls.

We have enclosed flyers as well as business cards with the information for Warm Line. Please post them in an area of your building or facility to share this resource with others. If you have any questions about the Warm Line, please feel free to contact us.

Thank you for your time!

Sincerely,

Cheryl Schatzle, Supervisor of Community Based Services
Ashley Wood, Manager of Community Based Recovery Services
Devon Steen, Director of Community Based Recovery Services



1-844-775-WARM (9276)

The Warm Line is a Peer run, telephone-based, non-crisis, confidential listening line for anyone struggling with mental health or substance use issues. The line is staffed 24/7 by people who have been through a similar journey and are in recovery themselves.

The Warm Line can...

- Give support for individuals not requiring crisis management. Those in crisis are transferred to the Crisis Line for critical services.
- Provide empathetic, non-judgmental listening.
- Provide referrals to specialty resources and assistance in accessing services.
- Empower individuals to pursue health and well-being.

