

WARM LINE / PEER SUPPORT

A. The Contractor shall provide one-to-one Warm Line / Peer Support Services to and by individuals self identified as having a psychiatric diagnosis and history of receiving mental health services. These services will be provided by telephone and will support the integration of individuals into their communities by helping them validate their personal worth, gain confidence, see new perspectives, alleviate loneliness, and achieve greater independence. Warm Line staff trained in peer support and communication skills will reduce the sense of isolation and loneliness experienced by many individuals served by DMHAS funded or operated services residing in the community by offering non-judgmental, respectful communication and support. This will be accomplished through peer-to-peer exchange of experiences, assistance with setting and reaching goals, developing natural support systems, and increasing participation in community activities. Additionally, when indicated by the nature of the call, i.e., crisis calls or calls that indicate the need for other services, the Warm Line staff will refer the caller to a more intense level of professional intervention, such as Crisis Intervention Services, Outpatient Clinics, Substance Abuse Treatment, or Case Management Programs. Repeat callers to Crisis Intervention Services will be referred to Warm Line Services for peer support and linkage to existing community resources.

B. Specifically, the Contractor shall:

1. train individuals in peer support and communication skills;
2. provide Warm Line / Peer Support Services after hours, typically between the hours of 6:00 p.m. and 10:00 p.m.
3. serve as a link between and an adjunct to Department funded or operated services available during day-time hours, and after hours crisis intervention services;
4. provide telephonic or face-to-face communication, assistance with and/or support for development of natural support systems, referral to existing community services and activities, and referral to clinical services as needed.

C. The services shall be provided at the following location, with the capacity and hours of operation described below:

Location	Capacity	Hours of Operation

D. The Contractor shall implement the programs and services described herein to result in the following outcomes. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department’s information systems, in observations through site visits and/or in any other required reports. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

WARM LINE / PEER SUPPORT

Outcome	Measure
1. Telephonic and/or face-to-face support will be available for individuals receiving mental health services living in the community.	90 % of the scheduled Warm Line / Peer Support shifts will be staffed by individuals self identified as having a psychiatric diagnosis

	and history of receiving mental health services and who have been trained in peer support and communication skills.
2. Calls will be diverted to / from Crisis Intervention Services.	The Contractor will have in place Memoranda of Agreement (MOA) with DMHAS funded and operated Crisis Intervention Services and coordinate trainings with Crisis Intervention Services.
3. Individuals receiving mental health services in the community will be made aware of the Warm Line service.	Warm Line / Peer Support Programs will increase the numbers of individuals who access their services by 15 % when compared to the number of individuals who accessed the service in the previous 6 month period.
4. Individuals will be linked to appropriate community resources.	50 % of individuals who call the Warm Line will obtain information regarding community services.