

**441—24.35 (225C) Warm line.** A peer-operated warm line is a service individuals can access to talk with someone with lived experience with mental, behavioral health and trauma issues. The line provides a resource for individuals experiencing emotional distress.

**24.35(1) Performance benchmark.** A warm line provides nonjudgmental listening, nondirective assistance, information, referral, and triage when appropriate.

**24.35(2) Performance indicators.**

*a.* Policies are in place regarding how the warm line is answered live, placing callers on hold and when appropriate to use a queue system.

*b.* Policies and procedures are in place for standard collection of demographics, the presented reason for calling and outcome of call.

*c.* Policies and procedures are in place for crisis screening and when to triage a caller to a higher level of service.

*d.* Data collection includes call answer times, duration of calls, and number of calls dropped, lost or terminated.

*e.* Policies and procedures describe the staffing pattern and schedule.

*f.* Warm-line staff can receive calls remotely through telephones or computers or within an organization.

*g.* Staff qualifications and training for peer support specialists and family support peer specialists are required.

*h.* Twenty-four-hour access to a mental health professional is required.

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