

**CMHP STATEWIDE TRAINING 2006
2005 PROJECT INFORMATION SHEET**

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Goal #1: The enhancement of the Warm Line Service Program in Genesee County which provides needed support and encouragement to mental health consumers who are not "in crisis" and do not necessarily want to call the "Crisis Line".

Objectives: Continue to be a peer run service that operates during the days and hours agencies and most therapists are not available. Ongoing listener trainings take place with stipends for hours volunteered.

Goal #2: The distribution of the "consumer friendly" Genesee County Trauma Survivors Resource Directory as part of the local community awareness media campaign to address the stigma of mental illness.

Objectives: Update the present directory to reflect the Warm Line Service Program rather than a resource for trauma survivors and expand the media campaign.

Outcomes: The peer run Warm Line Service is operating seven days a week. The hours include daytime and evenings: Saturdays through Wednesdays from 6 to 8 PM and Thursdays and Fridays 10 to Noon. There is access to the line 24/7 through an answering machine and a 3 way conference call option to the local RAP line if a person is in crisis. Trainings are held on an ongoing basis and monthly CMHP meetings take place on the last Monday evening of every month from 5:15 to 6 PM.

Lessons Learned: Recruiting and scheduling peer volunteers is an ongoing process and is vital for the program to remain peer run. More advertising regarding volunteerism is needed. Refresher trainings are necessary to remind and to update the present volunteers on protocol. The resource directory is in need of updated material and a CMHP sub committee needs to be formed to complete this task. The directory needs to be circulated in the local community and data needs to be collected. A survey needs to be developed in order to assess the level of caller satisfaction with welcomed advice.

2006 Plans: The plan is to continue the Warm Line Service Program and hopefully to expand its hours. A new strategy is to develop a Warm Line Outreach Program in this rural community where isolation is common among the individuals who call the Line. A visit to a peer in the hospital or a home visit would combat loneliness.