

Warm Lines

Information for the Autistic Community

For when you need mental health support,
but you are not in danger.
It may be helpful to remember, this is for:
when your crisis is “warm,” not “hot”



What is a “warm line”?

- Warm lines are an important mental health resource.
- They are a phone service to use when you need someone to talk to.
- They are staffed by “peers.”
- That means that the person you talk to will be someone who has also gone through mental health challenges.

What can I reach out to a warm line about?

- Emotional distress
- Loneliness
- Anxiety
- Feeling overwhelmed
- Relationship problems
- Looking for resources

Will the person answering know about autism?

- The person answering will be someone who has gone through mental health challenges.
- They might know about autism. But they might not know much. Or what they know could be wrong.
- You can tell them what is helpful for you. For example, if you might take a long time to answer, tell them.

What else should I know?

- Each warm line has different policies.
- Your experiences may differ by warm line or the person you are talking with. Sometimes you may have a helpful experience. Other times, it may not be helpful.
- If a warm line is concerned about your safety, they may connect you with 988 or another crisis resource. You can ask about their policies.

How is a warm line different from 988?

| Warm Lines | 988 |
|---|--|
| A resource for when you need to talk, but are not in immediate danger. | A resource for when you are in crisis and in danger of hurting yourself. |
| Usually staffed by <u>peers</u> – other people who have gone through mental health challenges. They also have some training to know how to help callers. | Often staffed by professionals or people who have specific training. They may not have their own experience with mental health challenges. |
| There are many different warm lines. There is a directory where you can find one that can take your call: https://www.warmline.org/ | 988 is one number you can call, text, or chat. You are usually connected to a center in your state. |
| Some warm lines have text or chat options, but many are talk only. | 988 has the option to call, text, or chat. |
| Each line has different hours (times they answer) and different rules about who may call. | 988 can take calls from anyone in the U.S. at any day or time (24 hours, 7 days a week). |
| Some warm lines promise not to call the police. Each line has different rules about this. You can ask when you call if that's important to you. | 988 may call the police if they think its necessary for your safety. |

How do I find a warm line?

- Visit <https://www.warmline.org/>
 - You can search for Warm Line(s) in your state by entering your state in the search bar.
 - To find lines out of your state: click "View Open, Nationwide Warmlines" or "View Full Directory". Then use the 'Find' function (e.g., CTRL+F or Command+F) in your browser to search for the word **"YES"** to locate warm line entries that list "YES – TAKES OUT OF STATE CALLS"

For more information about 988, see our Workgroup's [988 resource](#).