



# UPLIFT WI

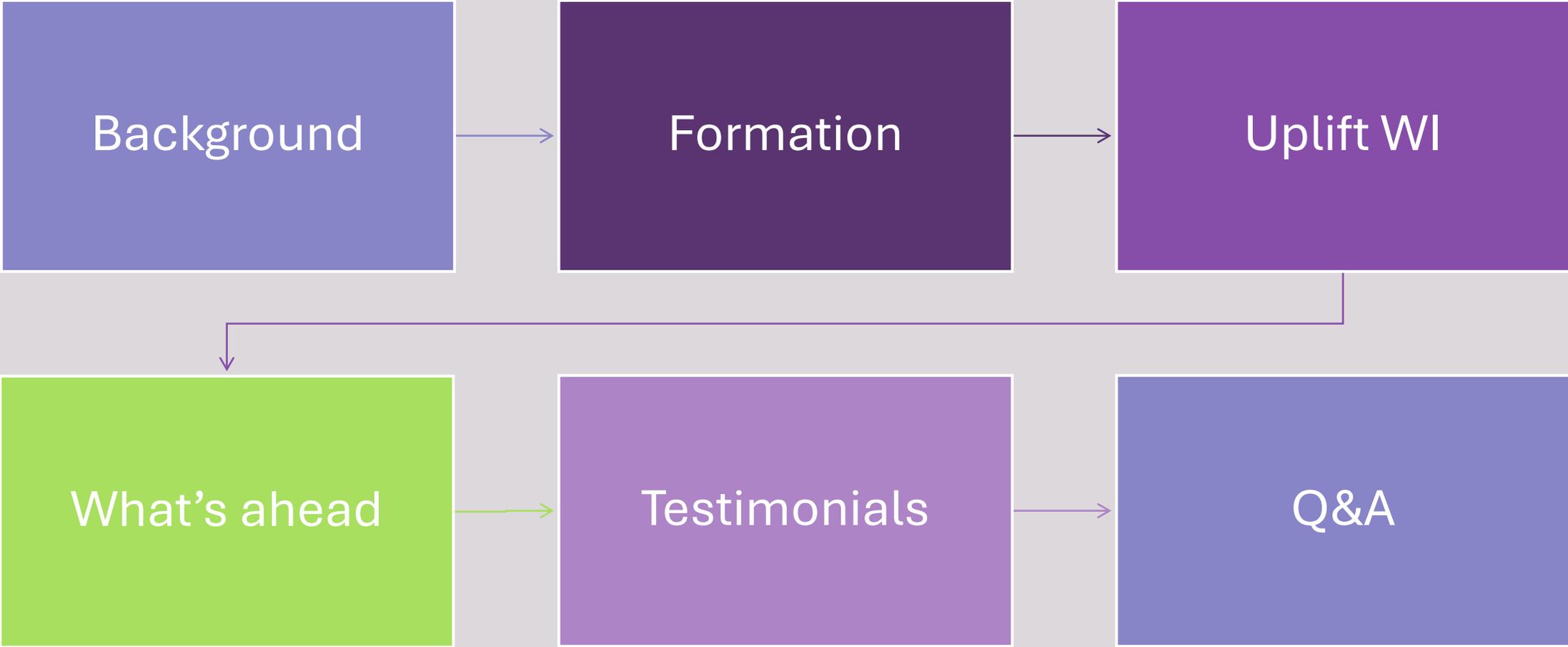
HERE WHEN YOU NEED AN EAR

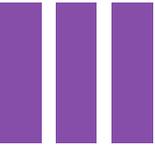
*Uplifting our community by upholding choice:  
The story of Uplift WI, Wisconsin's first Statewide Peer Run Warmline*

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Program Manager

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Program Supervisor

# Agenda





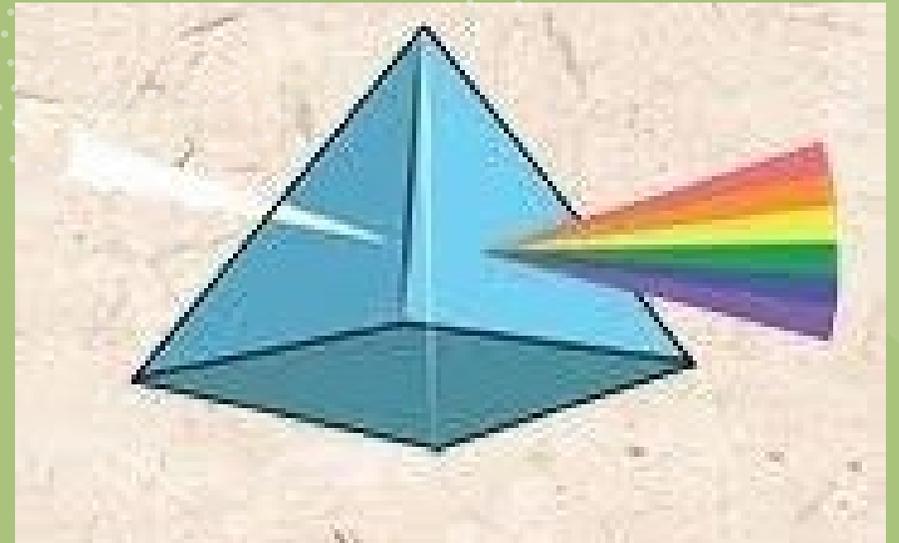
Who are we?



# A little about us...

Uplift WI is managed by Mental Health America of Wisconsin, which has existing peer programs & services – including two population specific warmlines.

- R&R House
- PRISM
- Support Groups



# We are Uplift WI: Wisconsin's First Statewide Peer-Run Warmline!



## **Vision Statement:**

Uplift WI upholds choice, offers connection, and elevates community.



## **Mission Statement:**

Peer supporters will offer emotional sanctuary through a warmline to share thoughts, feelings, and experiences without risk of non-consensual intervention.



**Core Values:** Dignity, Humility & Transparency

# Formation



*Why was there a need for a Statewide Peer Run Warmline?*



**Uplift WI helps to fill out Wisconsin's continuum of care of statewide peer services.**





## *An Effective Solution to System Gaps.*

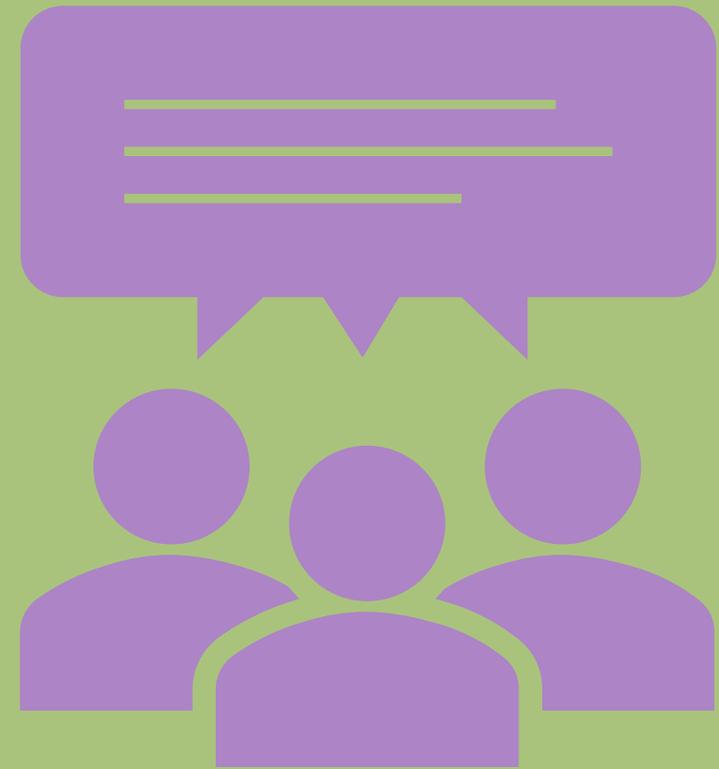
The goal with Uplift WI was to provide an effective solution to unnecessary reliance on more intensive and expensive approaches.

*How is Uplift WI different than  
other existing warmlines?*

# Confidentiality

**What does “fully confidential” mean?**

*What’s said on the line, stays on the line.*



# Anonymity

**What does “fully anonymous” mean?**

*Anonymity is guaranteed as a reasonable expectation on the line for both callers and operators.*



- +
- • Why would anonymity & confidentiality be appealing to someone thinking of calling in?



# How is Uplift WI different from 988?



Uplift WI is anonymous & confidential.



You do not need to be in crisis to call Uplift WI.



Uplift WI is operated by peers.



Uplift WI is not directly linked to emergency services.

# Uplift WI

Launched July  
31<sup>st</sup>, 2023!

Open noon-  
Midnight daily,  
including holidays

16 operators

Nearly 10,000  
calls taken in  
under a year

Callers do not need  
to be in crisis to call

Calls are taken  
live in the order  
they are received

# Uplift WI Operators



Started with 8 operators in July, and we now currently have 16 operators.



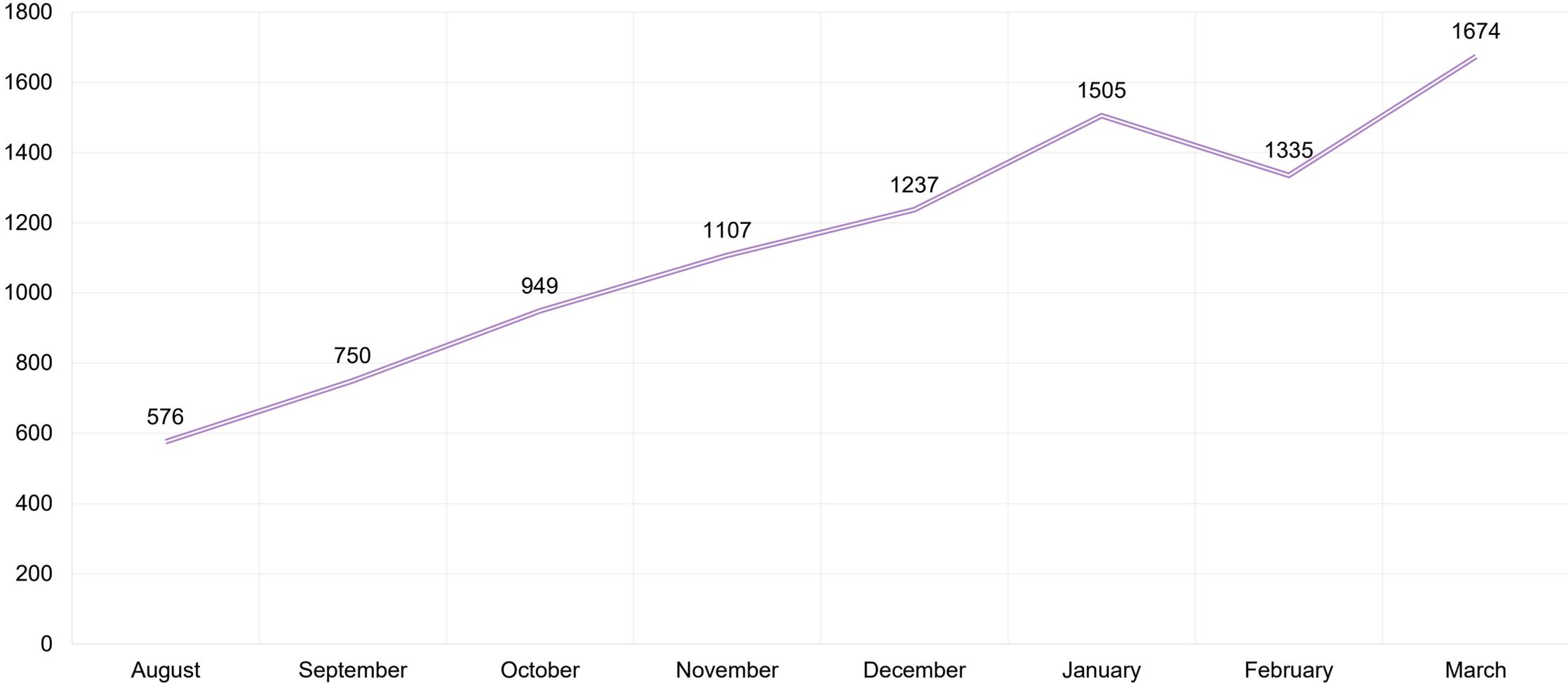
All operators for Uplift WI are Wisconsin residents that live throughout the state.



Operators are CPS Certified and identify as having some degree of lived experience.

# CALL VOLUME (MONTHLY)

— Calls (monthly)



# Data (continued)



Average wait time is  
00:50.



Average talk time is  
21:26.



High call volume days are  
Wednesdays and Fridays.



High call volume time of  
day is 4-7PM.

# Data by County

Dane  
County

Brown  
County

Milwaukee  
County

Outagamie  
County

Marathon  
County

Kenosha  
County

- +
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**What are some call topics or themes you think Uplift WI encounters most often?**

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-

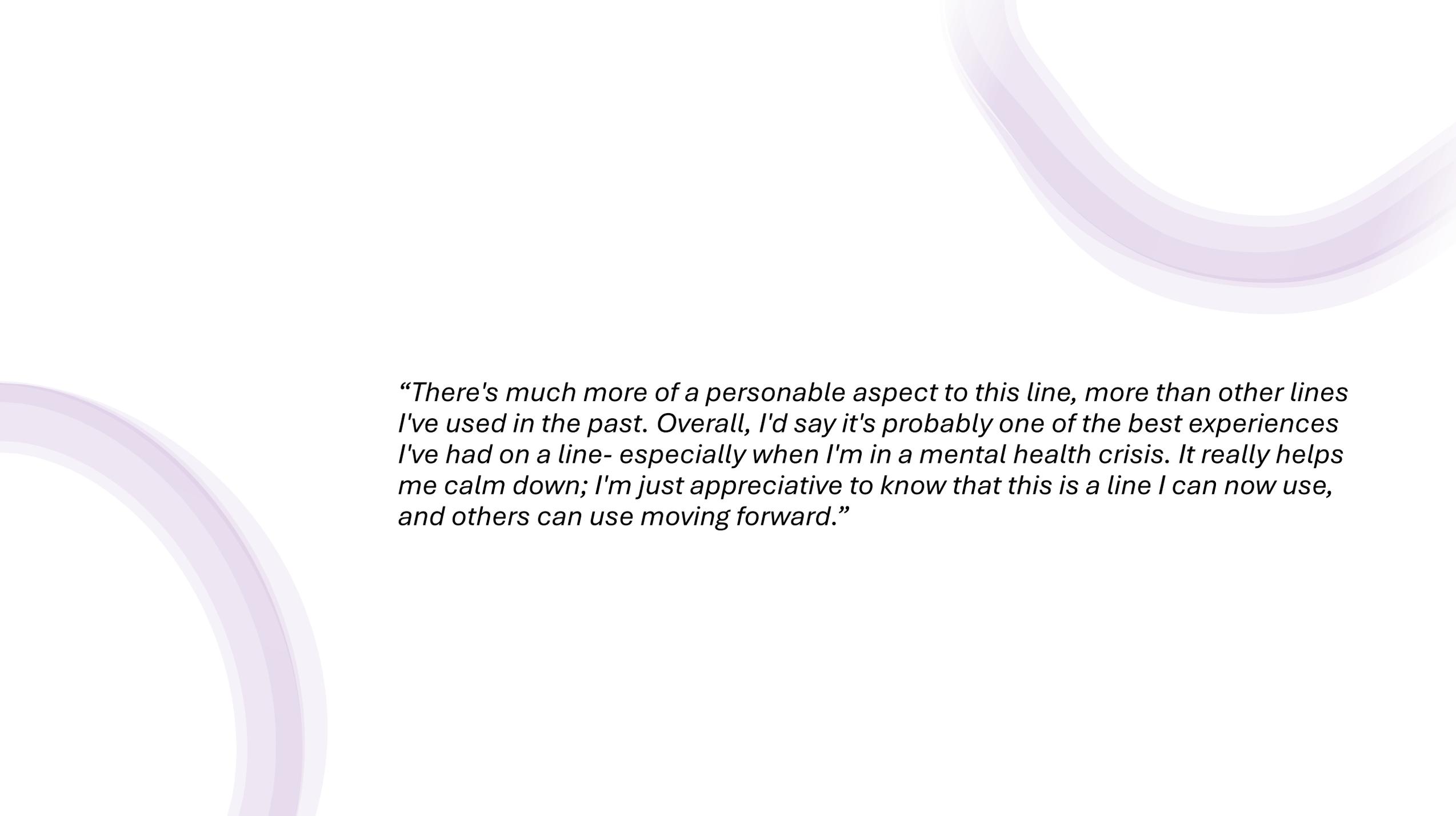
# Recurring call topics & themes

- **Isolated/lonely individuals**
- Family & Relationships
- Financial distress
- Suicidal ideation
- Current events
- Mental Illness
- Substance Use
- Homelessness/stable housing

# What's ahead?

- Growing our team
- Expanding to 24/7
- Chat/text





*“There's much more of a personable aspect to this line, more than other lines I've used in the past. Overall, I'd say it's probably one of the best experiences I've had on a line- especially when I'm in a mental health crisis. It really helps me calm down; I'm just appreciative to know that this is a line I can now use, and others can use moving forward.”*

*"Every time I've called you guys have helped alleviate tension and helped me understand I am not crazy for what I am experiencing. This line is so very helpful, and I am extremely grateful. Shout out to (operators). I contacted Senator Baldwins office to advocate for additional funding for Uplift."*



*"I would just like to extend my deep gratitude for the Uplift WI line. You guys have been there for me a lot this past year and have been one of my best resources during moments of difficulty and feeling alone. (Operator) was helpful to share current struggles with, and she allowed me the space and time to express myself and we were able to really relate experiences to each other. It was a really helpful conversation during a time when I don't have a lot of people in my life to talk deeply with."*

*“It’s nice to have someone to talk to.”*

# Q&A



HEALTH IS WEALTH

BE CREATIVE

YOU DON'T HAVE  
TO DO IT ALONE

EMBRACE YOUR  
JOURNEY

LIVE  
LOVE  
LAUGH

IT'S OK

BE FEARLESSLY AUTHENTIC

FEEL THE MOMENTS

YOU ARE NOT A  
BAD PERSON

YOU DESERVE  
TO BE HERE

DON'T DOUBT YOU

YOU ARE  
ALWAYS ENOUGH

YOUR SMILE  
IS BEAUTIFUL

YOUR FEELINGS MATTER

LIVE YOUR TRUTH

Reach out today!

**534-202-5438 (LIFT)**

Noon-Midnight, daily

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