

## When Should I call?

Call the Iowa Warm Line for support during difficult moments that are not crisis in nature, such as:

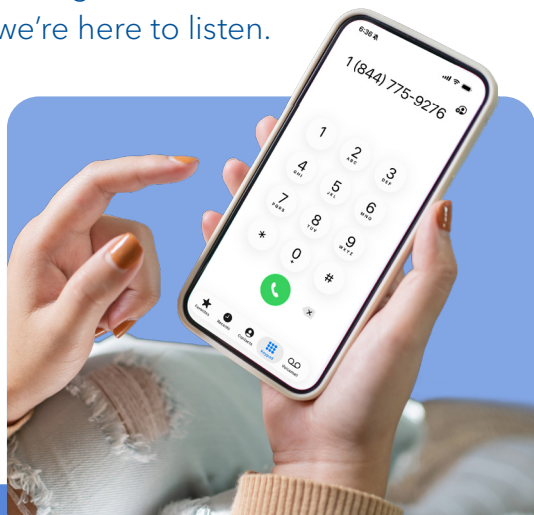
- ▶ Feeling overwhelmed, lonely, or stressed
- ▶ Needing someone to talk to
- ▶ Wanting help processing emotions or coping skills
- ▶ Looking for encouragement and hope
- ▶ Needing support or resources

## Contact us

Call (Iowa): **(844) 775-WARM** (9276)

Non-judgmental listening • Coping support • Resources • Hope

You don't have to go through it alone – we're here to listen.



[abbehealth.org](https://abbehealth.org)

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# Iowa Warm Line

**(844) 775-WARM (9276)**



# What is the Iowa Warm Line?

The Iowa Warm Line is a peer-staffed telephone line offered by UnityPoint Health – AbbeHealth Services. It is available 24/7, statewide, for individuals 18 and older.

Iowa Warm Line staff are trained Peer Support Specialists with lived mental health experience who provide listening support for individuals experiencing difficult moments.

## What can I expect on a call?

- ▶ Non-judgmental listening
- ▶ Resources, if needed
- ▶ Support with coping skills
- ▶ Encouragement rooted in lived experience to help promote hope
- ▶ Help processing difficult emotions

This is a listening line – you do not need to have the “right words” to call.



## Call anytime.

Iowa Warm Line:  
**(844) 775-WARM (9276)**

- ▶ Available 24/7
- ▶ Statewide
- ▶ Ages 18+

## Who answers the Iowa Warm Line?

Iowa Warm Line calls are answered by trained Peer Support Specialists who have their own lived mental health experience.

Staff work from locations that allow for confidential phone conversations, ensuring privacy while offering meaningful peer support.

The Iowa Warm Line is designed to support individuals during non-crisis distressing moments by offering a space to talk, feel heard, and gain support.

## What information do I need to share?

When calling the Iowa Warm Line, the only information requested is:

- ▶ First name
- ▶ Zip code
- ▶ Phone number

This information is collected for tracking and trending data required by funders and to review call volume.

## What if I am in Crisis?

While the Iowa Warm Line is a non-crisis support line, there are times when callers are in crisis. If a caller's needs are better met elsewhere, we can help connect them with a crisis line through Your Life Iowa or Foundation 2.

**If you or someone else is in immediate danger, call 911.**