



UPLIFT **w**i
HERE WHEN YOU NEED AN EAR

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Program Supervisor



Agenda

What is Up lift WI?

Data report since soft-launch

Hours of operation

What's ahead

What is Uplift WI?

Uplift WI is Wisconsin's first Statewide Peer-Run Warmline!

- Designed for Wisconsin residents
- Staffed by certified peer specialists – people with lived experiences of mental health, substance use and other related life experiences
- People can call in if they need someone to talk to for support when things are difficult, or when they just need a peer to connect with
- You do not need to be in crisis to call Uplift WI
- Uplift WI is fully anonymous & confidential and is not directly connected to crisis linkage services. We will not call emergency services on callers unless they specifically request this from us, and that process will be led by them.

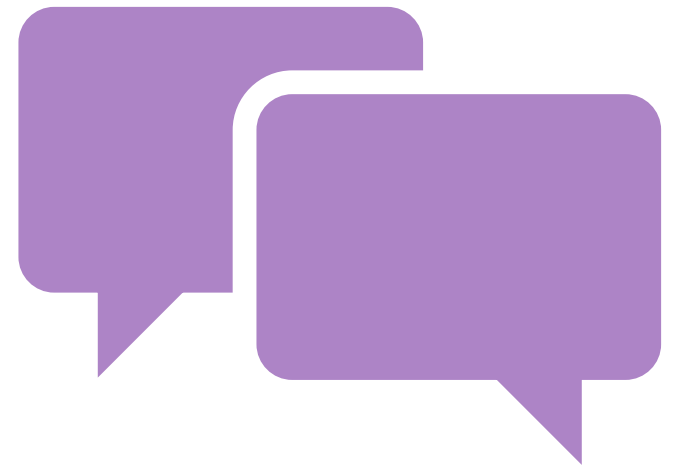
Confidentiality & Anonymity

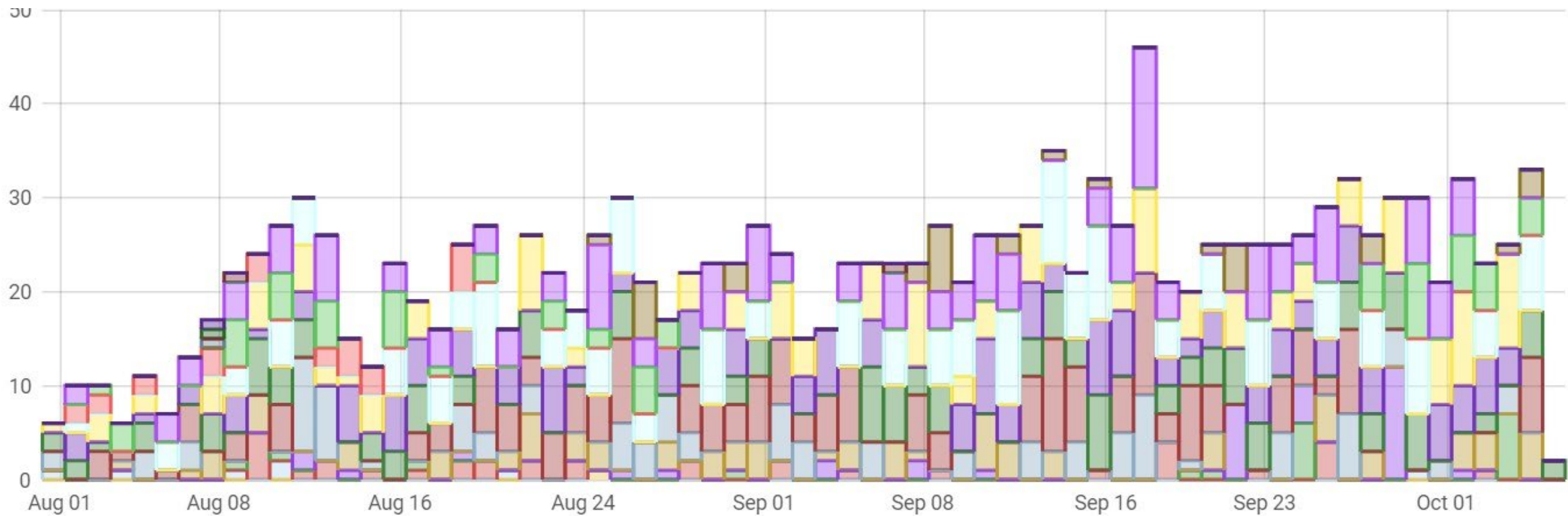
What does “fully confidential” mean?

What’s said on the line, stays on the line. Your conversation stays between you and the operator who took your call, unless the operator needs additional support from a manager, or you would like us to review your call.

What does “fully anonymous” mean?

Operators do not know anything about you, including your name, phone number, location or any other information, unless you relay it. Similarly, you do not have any information about the peer who picks up the phone unless they relay it.





Statistics

- Since July 31, we have received 1,503 calls
- We have an average talk time of 23:09
- We get an average of 20-40 calls per day currently

Call volumes by County

Dane
County

Marathon
County

Milwaukee
County

Outagamie
County

Wood
County

Recurring topics

- Relationship problems
- Depression/Anxiety
- Work related issues
- Family related issues
- Financial distress
- Suicidal ideation
- Current events
- Isolated/lonely individuals
- Grievances of the health care system
- Domestic Abuse
- Homelessness/stable housing

When is Uplift WI open?

We are currently operating from noon-Midnight, every day of the week, including holidays.

When will it transition to 24/7?

We have decided on the date for the 24/7 full launch to be January 31, 2024 – exactly six months from our initial launch date.

Hours of
Operation

What's ahead

- 24/7 in January 2024
- More staff on board this month; a total of 17 operators!
- LanguageLine this month
- TTY & TDD
- Live Chat/Text
- SWAG

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

THE MORE WE TALK, THE MORE
WE UNDERSTAND

LIVE YOUR TRUTH -
NO REGRETS

Reach out today!

534-202-5438 (LIFT)

Noon-Midnight, daily

We will be hiring for our 24/7 launch at the end of the year!

If interested, please reach out to me: Jensen@Mhawisconsin.org