



# Peer Support Line



A non-crisis support phone line for people with mental health conditions operated by people with lived experience who have trained as peer specialists

**262-409-2752**

Sunday 2:00PM-6:00PM

Monday 6:00PM-9:00PM

Thursday 6:00PM-9:00PM

Friday 6:00PM-9:00PM

Saturday 2:00PM-6:00PM

Note: the peer support line does not operate on holidays



The After Hours Peer Support Line is made possible through a collaboration with Jefferson County Human Services Department

## The Mission of the Peer Support Line

The NAMI Waukesha After Hours Peer Support Line is a specific phone line where people who are experiencing emotional difficulties can call in and speak to a peer specialist for support, guidance, or just to have someone with whom to talk and explore ideas together.

Sometimes callers may need referral to more comprehensive supports, but more often peers are able to provide the support that callers need to move forward with their days in a positive, recovery oriented direction.

The Peer Support Line is **NOT FOR CRISIS CALLS.** If you need immediate help, call **911 for emergencies.**

### Who can call?

Individuals living with mental health conditions who would like to talk with a peer; need help solving a problem; or want resource information

### Who will answer?

Trained Peer Specialists who are also individuals with mental health conditions are ready to listen to you and provide support

### How long can I talk?

Calls are limited to **15 minutes**, so that everyone has an opportunity to talk with a Peer Specialist. Your calls will be limited to **two per evening** and we request that you wait at least **one hour between calls.**

### What if I can't get through?

Please be patient! If the line is busy, you will hear a message asking you to call back.