

Warmlines began to gain recognition in the 1990's as a mental health service. They met the need of support services that were not solely crisis-based.

*WHICH OF THE FOLLOWING BEST DESCRIBES THE KEY DIFFERENCES BETWEEN BEHAVIORAL HEALTH WARMLINES AND CRISIS HOTLINES?*

A: Funding sources

B: Service hours

C: Staff qualifications

D: Intended use cases





The primary distinction is the intended purpose and situations they are designed to address. Warmlines are intended for situations where the caller could benefit from someone to listen, provide support, and connect them to appropriate resources.

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