

Washington Recovery Help Line

Overview

The Washington Recovery Help Line (the Help Line) is a statewide telephone service and website that is available 24 hours a day, 365 days a year: 1-866-789-1511 and www.warecoveryhelpline.org. The Help Line provides information, referrals, online educational resources, and emotional support, along with a listing of behavioral health job openings and resumes and a quarterly newsletter.

A Medication Assisted Treatment Locator Database is available on the Help Line website, providing clients, community members, and professionals with information on where FDA-approved Medications for Opioid Use Disorder (e.g., Methadone, Naltrexone, Buprenorphine) are available in local communities. As of October 2021, it lists 644 clinics/programs and 2,852 individual prescribers of MOUD.

The Help Line provides interpreters for non-English speaking callers and also operates Teen Link (1-866-TEENLINK) staffed by teen volunteers. New volunteers receive 40 hours of training and are supervised by certified chemical dependency and mental health professionals.

Eligibility requirements

The Help Line provides immediate, confidential, professional help to all Washington residents, connecting them with appropriate intervention and referral for treatment and recovery resources in their communities for substance use, mental health and gambling disorders.

The Help Line provides services to:

- Behavioral health professionals, primary health care providers, employers, and other referral sources.
- Parents, other family members, friends and others seeking information about how to intervene with someone who needs help.
- People seeking assessment/treatment for themselves.

Authority

Services are certified by the HCA Division of Behavioral Health and Recovery.

Budget

The SFY 2022 budget is \$465,000 allocated from the Substance Abuse Block Grant (SABG) and managed by HCA, along with \$125,000 from the state Dedicated Marijuana Account. Funding totaling \$348,000 for the Medication Assisted Treatment Locator Database is provided by SABG.

Supplemental SABG Covid Enhancement funding of \$130,000 and supplemental SABG American Rescue Plan Act of 2021 (ARPA) funding of \$150,000 was provided to support states through Block Grants to address the effects of the COVID-19 pandemic for Americans with substance use disorders. This is currently being used to enhance benefit resource services, emergency department linkage, and MOUD services. This temporary funding assistance is expected to continue through SFY 2023.

Numbers served

During SFY 2021, the Help Line assisted 20,679 callers, 32,880 unique website visitors, and 41,361 repeat website visitors. Average calls are answered within 13 seconds, 94 percent surveyed report distress relief, 93 percent report their problem was solved, and 97 percent report that they appreciated the help they received.

Partners

The Help Line collaborates with local and statewide social service agencies, emergency services, food and housing providers, behavioral health treatment and recovery providers, assessment centers, and other crisis lines.

Oversight

DBHR monitors contract deliverables and performance, including caller satisfaction surveys.

For more information

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