

Washington Recovery Help Line (1.866.789.1511)

Overview

The Washington Recovery Help Line (the Help Line) is a statewide telephone service and website administered by Crisis Connections: 1-866-789-1511 and www.warecoveryhelpline.org. The Help Line provides information, referrals, online educational resources, and emotional support related to behavioral health. The website also provides a listing of behavioral health job openings and resumes as well as a quarterly newsletter.

MOUD locator

A Medications for Opioid Use Disorder (MOUD) [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. In SFY 2024, the locator listed 637 clinics/programs and 3,557 individual prescribers of MOUD.

TeenLink

The Help Line also operates Teen Link (1-866-TEENLINK and <https://www.teenlink.org/>), which is staffed by teen volunteers and. New volunteers receive 40 hours of training and are supervised by certified substance use disorder and mental health professionals.

Both Washington Recovery Help Line and TeenLink provides interpreters for non-English speaking callers

Eligibility requirements

The Help Line provides immediate, confidential, professional help to all Washington residents, connecting them with appropriate intervention, 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 needs support.
- People seeking behavioral health resources (e.g., assessment/treatment) for themselves.

Budget

The SFY 2025 budget includes:

- \$465,000 allocated from the Substance Use Prevention Treatment and Recovery Services Block Grant (SUPTRS) for the operation of the Recovery Help Line.
- \$360,000 allocated from SUPTRS for the MOUD Locator Database.
- \$125,000 from the state Dedicated Cannabis Account in support of the Teen Link service.

People served

During SFY 2024, the Help Line assisted 24,035 callers, and the website had 17,961 unique website visitors and 5,559 repeat website visitors.

Key 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

Washington State Health Care (HCA) Division of Behavioral Health and Recovery (DBHR) DBHR monitors contract deliverables and performance, including caller satisfaction surveys and service metrics.

For More information

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Contract manager

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