

# Washington Recovery Help Line

## Overview

The Washington Recovery Help Line is a statewide telephone service and website that is available 24 hours a day, 365 days a year: 1-866-789-1511. The Help Line provides emotional support, information, referrals, online educational resources, 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 (MOUD) (e.g., Methadone, Buprenorphine, and Naltrexone) is available in local communities. Currently, it lists 622 clinics/programs and 2,469 individual prescribers of MOUD. The listings are continually expanding and regularly updated.

The Help Line also operates Teen Link (1-866-TEENLINK) staffed by teen volunteers, and provides interpreters for non-English speaking callers.

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, 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 2020 budget is \$452,322 from the Substance Abuse Block Grant (SABG) (managed by the Washington State Health Care Authority (HCA)) and \$125,000 from the state Dedicated Marijuana Account (through interagency agreement between HCA and the Washington State Department of Health (DOH)).

Funding for the Medication Assisted Treatment Locator database is provided by SABG, for \$348,010.

## Numbers served

During SFY 2020, the Help Line assisted 20,253 callers, 27,603 unique website visitors, and 34,280 repeat website visitors.

## 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

HCA's Division of Behavioral Health and Recovery (DBHR) monitors contract deliverables and performance, including caller satisfaction surveys. Callers who are not satisfied with the services can report complaints to DBHR.

The 2019-2020 data report shows that on average calls are answered within 13 seconds, 86 percent of those surveyed report distress relief, 92 percent report their problem was solved, and 96 percent report that they appreciated the help they received.

## For more information

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