

Washington Recovery Help Line

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.

Scope

The Help Line provides information, referrals, online educational resources, and emotional support, along with 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. As of July 2023, it lists 651 clinics/programs and 3,132 individual prescribers of MOUD.

TeenLink

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 substance use disorder and mental health professionals.

Eligibility

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

The Washington State Health Care (HCA) Division of Behavioral Health and Recovery (DBHR) has authority over this program.

Budget

The SFY 2024 budget includes:

- \$465,000 allocated from the Substance Abuse block grant (SABG) for the operation of the Recovery Help Line
- \$125,000 from the state dedicated marijuana account in support of the TeenLink service
- \$360,000 allocated from the Substance Abuse block grant (SABG) for the MOUD locator database

People served

During SFY 2023, the Help Line assisted 19,855 callers, and the website had 37,191 unique website visitors and 21,515 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

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

More information

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www.warecoveryhelpline.org