

Behavioral Health Administration

**Fact Sheet: Washington Recovery Help Line**

Updated: 10/31/17

<p><b>Overview</b></p>	<p>The <a href="#">Washington Recovery Help Line</a> (WRHL) is a statewide telephone service available 24 hours a day, 365 days a year: 1-866-789-1511. They provide emotional support, information and referrals. They also provide online educational resources, a listing of behavioral health job openings and resumes, and a quarterly newsletter.</p> <p>The WRHL also operates <a href="#">Teen Link</a> (1-866-TEENLINK) staffed by teen volunteers, and provides interpreters for non-English speaking callers.</p> <p>New volunteers receive 40 hours of training and are supervised by certified chemical dependency and mental health professionals.</p>
<p><b>Eligibility Requirements</b></p>	<p>WRHL 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.</p> <p>WRHL provides services to:</p> <ul style="list-style-type: none"> <li>• Behavioral health professionals, primary health care providers, employers, and other referral sources.</li> <li>• Parents, other family members, friends and others seeking information about how to intervene with someone who needs help.</li> <li>• People seeking assessment/treatment for themselves.</li> </ul>
<p><b>Authority</b></p>	<p>WRHL services are certified by DBHR.</p>
<p><b>Budget</b></p>	<p>The SFY 2018 budget is \$487,322 from the Substance Abuse Block Grant (managed by DSHS) and \$100,000 from the state Dedicated Marijuana Account (through interagency agreement between DSHS and Dept. of Health).</p>
<p><b>Rates</b></p>	<p>N/A.</p>
<p><b>Costs and Numbers Served</b></p>	<p>During SFY 2017, WRHL assisted 24,766 callers, at a cost of \$487,322. There were 14,562 visitors to the website.</p>

<b>Partners</b>	The WRHL 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.
<b>Oversight</b>	DBHR monitors contract deliverables and performance, including caller satisfaction surveys conducted by WRHL. Callers who are not satisfied with the services can report complaints to DBHR. An average, calls are answered within 36 seconds. Caller surveys show that 88% report distress relief, 93% report their problem was solved, and 97% report that they appreciated the help they received.
<b>For more information</b>	<a href="mailto:Sarah.Mariani@dshs.wa.gov">Sarah.Mariani@dshs.wa.gov</a> /360-725-3774. Website: <a href="http://www.dshs.wa.gov/bha">http://www.dshs.wa.gov/bha</a>