



ILLINOIS HELPLINE

for Opioids & Other Substances

The Helpline is the statewide, public resource for finding substance use disorder treatment and recovery support services in Illinois. Whether you're struggling with a substance use disorder or care about someone who is, **help is here.**

WAYS TO GET HELP

- 1 Call the Helpline and talk to a trained Helpline Specialist, in your preferred language.
- 2 Answer a few questions on the Helpline website for a tailored list of treatment options specific to your needs and in your preferred area of the state.
- 3 Explore the Helpline website for information on treatment options, opioid overdose prevention, and how to help someone with substance use disorder.

Helpline Specialists help:

- ♥ Navigate the treatment system
- ♥ Provide information on related services, like naloxone
- ♥ Offer other resources, such as links to housing

FEATURES

All Helpline services are free & confidential.



Follow-up calls

Callers can receive follow-up services from Helpline Clinicians to support their access to treatment services



Warm transfers

Callers can get directly transferred to a treatment program by a Helpline Specialist during intake hours



Feedback

Callers can provide feedback on their experience immediately after their call with the Helpline

NUMBER OF HELPLINE CALLS



8,742
calls total



Average
wait time
20 seconds*

Callers rated their satisfaction with the Helpline an average of 4.6 / 5†



* Average wait time from March to November 2018.
† Call satisfaction rating from July to November 2018.

WEBSITE REACH



11,280+
website visits

with 7,780+ unique visitors since March

WHO CALLED THE HELPLINE?†

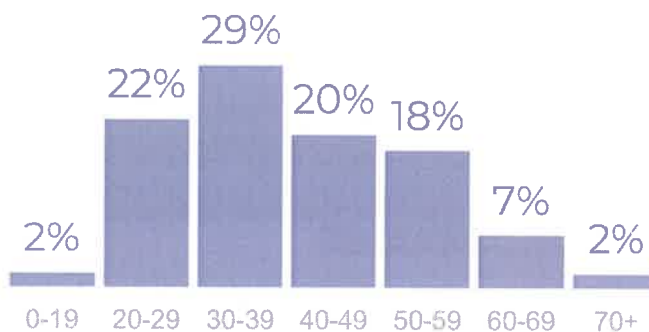
51%  people actively using substances

25%  parents & relatives

8%  people in recovery

† The remaining percentage to add up to 100% falls under "Other" and is not depicted here.

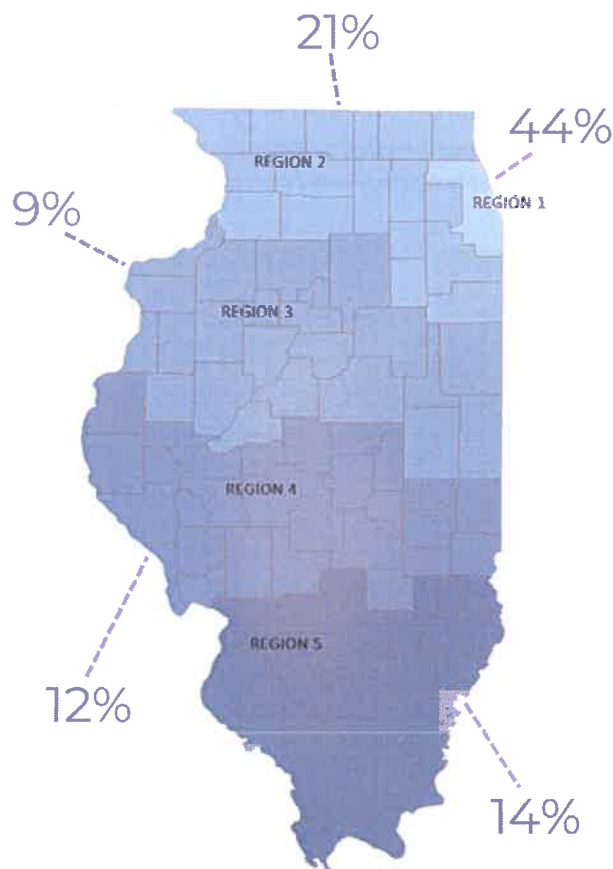
AGE OF CALLERS



GENDER OF CALLERS



WHERE WERE CALLS FROM?



REFERRED SERVICES‡

The Helpline referred callers to 51 types of services including:

91% Substance use treatment services 

2% Recovery support services 

7% Other social services 


‡ Referrals made from March to November 2018.

All data presented is from December 1, 2017 to November 30, 2018, unless otherwise stated.

Help is here.



 Call 833-2FINDHELP today.

 Visit HelplineIL.org

@ILHelpline 

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