

The Helpline is the statewide, public resource for finding substance use disorder treatment and recovery support services in Illinois. Whether you're struggling with heroin, prescription opioids, or other substances, 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



Bed availability

Callers can get information about current capacity at short-term residential programs and methadone treatment providers.

Data from January 1st to December 31st, 2021

NUMBER OF HELPLINE CALLS



19,893
calls total



Average
wait time
51 seconds

Callers rated their satisfaction with the Helpline an average of 4.7/5



WEBSITE REACH



80,876
website visits

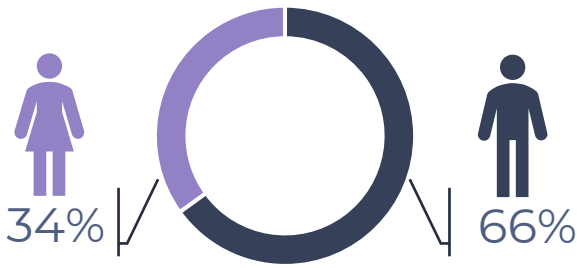
With over 14,500 treatment searches

WHO CALLED THE HELPLINE?†



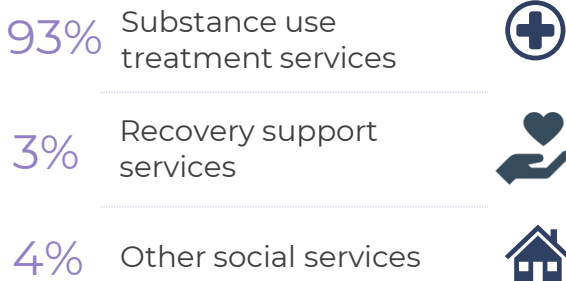
† The remaining percentage to add up to 100% falls under "Other" and is not depicted here.

GENDER OF CALLERS

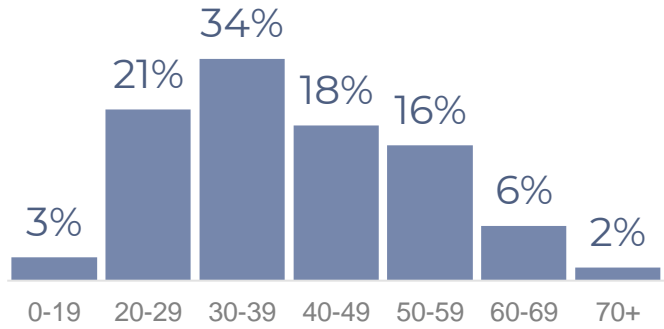


REFERRED SERVICES§

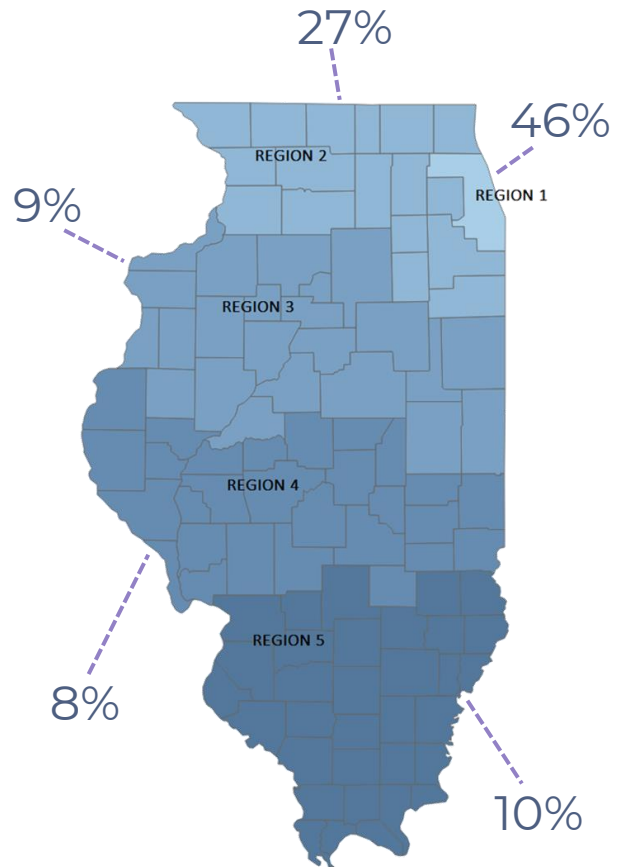
The Helpline referred callers to 51 types of services including:



AGE OF CALLERS



WHERE WERE CALLS FROM?



All data presented is from January 1st, 2021 to December 31st, 2021.

Help is here.

 Call 833-2FINDHELP today.

 Visit [HelplineIL.org](https://www.helplineil.org)



@ILHelpline 

Illinois Helpline for Opioids and Other Substances 