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.

FEATURES

- 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.

All Helpline services are free & confidential.

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†

WEBSITE REACH

- 11,280+ website visits
- with 7,780+ unique visitors since March

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

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.
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.

GENDER OF CALLERS

- 35% women
- 65% men

AGE OF CALLERS

WHERE WERE CALLS FROM?

- 0-19: 22%
- 20-29: 29%
- 30-39: 20%
- 40-49: 18%
- 50-59: 7%
- 60-69: 2%
- 70+: 2%

The Helpline referred callers to 51 types of services including:

- 91% Substance use treatment services
- 2% Recovery support services
- 7% Other social services

§ The remaining percentage to add up to 100% falls under “Other” and is not depicted here.

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