

# KY Help Call Center Announcement

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Comments by

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Thank you, Governor [Matt] Bevin, [Justice & Public Safety Cabinet] Secretary [John] Tilley. It is an honor to be here today – for Operation UNITE, a statewide Call Center has been a dream of ours for more than a decade. And now, to be part of an initiative in the state’s “Don’t Let Them Die” campaign affirms our purpose and vision of being a collaborative model striving to prevent abuse of drugs and facilitate recovery. As a result, we believe we can create hope and change the culture.

For 12 years, Operation UNITE has offered a treatment referral line that provides access to information on how to obtain help dealing with a substance use disorder. The real game-changer with our treatment line has been that people can speak directly with a trained staff member. These professional staff members not only have the information needed to put people on a path to recovery, they have passion, compassion and commitment – and some even have personal knowledge.

Our staff fields an average of more than 1,000 inquiries each month – some from desperate residents seeking help with a substance abuse disorder. We can provide a lifeline for those battling drug addiction as well as for their families.

But, the inquiries or calls are not always from those seeking help – some call to find information about Casey’s Law. Others want to know about signs and symptoms of drug use. Some have heard about The Angel Initiative and have questions. Some call and don’t know what to do because a loved one has been arrested, and they need help navigating through the court system. Others need information on after-care, support programs in their area. And, some just need a person to listen to them and to reassure them, to offer a glimmer of hope.

Perhaps, though, the most heart-warming calls are the thank you calls – from men and women in recovery who say – “Thank you for saving my life” or “I just want you to know I have 14 months of sobriety. What can I do to pay you back for your help? How can I make a difference?” – Calls from family members – “We have our daughter back.”

There are so many people across the commonwealth who have nowhere to turn when confronted with their own addiction or that of a loved one. They are desperate for answers. They are desperate for help. This Call Center will guide people toward recovery. It will give them hope.

From help to hope to healing. Governor Bevin, we won’t let them die.