

Personalized, compassionate assistance

Staffed by **Operation UNITE**,
the **KY HELP** Statewide Call
Center provides **Screening &
Referral Specialists** who:

- Speak with *each* caller seeking resources for those needing substance use disorder treatment;
- Provide comfort and guidance to family members confronted with a loved one's addiction;
- Respond to questions about substance use disorders and the disease of addiction;
- Assist each client by contacting facilities to verify they accept the client's insurance and to determine an estimated time when treatment might begin.

Hours of Operation

Monday to Friday
8:30 am to 5:30 pm (EST)

1-8338-KY-HELP
SWCC@centertech.com

*For after-hours assistance contact the
KY/Opioid & Assistance Resource Hotline*

1-800-854-6813

A service of



350 CAP Drive
London, KY 40744
1-866-678-6483
OperationUNITE.org



The KY HELP Statewide Call Center is staffed by Operation UNITE utilizing funding from the Kentucky Justice & Public Safety Cabinet.



The Angel Initiative, provided by the Kentucky State Police, allows anyone battling an addiction to come to any KSP Post and receive help finding a treatment facility - no questions.

findhelp**now**ky.org

FindHelpNowKY.org, provided by the Kentucky Injury Prevention and Research Center, is a listing of treatment centers in the state accepting new patients.



KYHELP
STATEWIDE CALL CENTER

8338-KY-HELP
(833-859-4357)

or **text**

HOPE to **96714**

*Providing resources
for Kentuckians
seeking help for
a substance use
disorder and
offering support
to their families.*

Client-Focused Goals

The primary focus of the **KY HELP Statewide Call Center** is to provide resources for those in need of treatment and offer comfort and guidance to family members.

It is our duty to provide crisis management, as well as to help clients make informed decisions about the type of treatment they are requesting.

Throughout the process, Call Center staff spreads awareness that there is someone willing to listen to a client or family member who is struggling because of an addiction.

We strive to speak with each caller as we would want someone to speak to our loved ones.



After spending countless years trapped in the grasp of addiction, I found myself at rock bottom once again. Running out of places to turn, my mom made a call that would ultimately save my life, and guide me to a life I could never have dreamed of.

My mom made the first call to the KY HELP Statewide Call Center and was met with people not only eager to help, but who were also empathetic about where I was. Fast forward 24 hours from that first call and I was in a residential treatment center.

I am now the Plant Manager of a quality control company, a soon-to-be father and, most of all, a man with purpose. Without God, the KY HELP Statewide Call Center, and a few people who still loved and supported me, it is hard to imagine where I would have ended up.

Services We Provide

Our well-trained, compassionate Screening & Referral Specialists answer calls from family members, professionals, and those who are currently experiencing a substance use disorder:

- They assist callers to navigate through treatment, insurance, and any other barriers that may occur.
- They are trained to manage crisis calls.
- They help family members understand the procedure for utilizing Casey's Law (involuntary treatment).
- They provide resources for all levels of care - including residential, intensive outpatient, medication-assisted treatment, and transitional living.

While the KY HELP Statewide Call Center does not provide direct treatment services, the team connects individuals with resources across the Commonwealth.

To ensure your success, Call Center staff offers follow-up services for up to 12 months after initial contact. This additional level of support includes connections to recovery groups or other after-care options.



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