

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.

Expanded Hours

Monday to Friday
8:30 am to 10:00 pm (EST)

Saturday & Sunday
8:30 am to 5:30 pm (EST)

1-8338-KY-HELP

SWCC@centertech.com

A service of



350 C.A.P. 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.



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

1-8338-KY-HELP
(1-833-859-4357)

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.



The service and care that I received was amazing. I could not get anyone else to help my daughter. When I found KY HELP, it lowered my anxiety, because I really didn't know what I was going to do. It's very rarely that someone will actually take you by the hand. The KY HELP staff put me at ease and helped me do something I knew I couldn't do for myself.

You could actually feel the care that was given to me over the phone – the genuine care. They went beyond the call of duty. I knew that I wasn't left alone. That kind of service really calms a person's nerves, especially when you feel like you are at the end of your rope and don't know which way to go. I would recommend KY HELP to anyone, just because I know they will be in good hands.

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, Specialists provide outreach 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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