

# Looking for support? Call Washington Listens at 1-833-681-0211



## What is Washington Listens?

In response to the COVID-19 pandemic, Washington has launched a support program called Washington Listens. People who use Washington Listens services receive support to manage elevated stress and cope with the changes due to COVID-19.

Washington Listens is available to anyone in Washington to speak to a support specialist. Callers receive support and connection to community resources in their area. The program is anonymous. The only information Washington Listens tracks are the number of calls and the nature of those calls, to ensure that people's needs are met.

## What makes Washington Listens different from other programs?

Washington Listens is a program to support anyone in Washington experiencing stress due to the COVID-19 pandemic or any of the events that have occurred because of it.

The support line that is part of Washington Listens is for people to receive support related to the pandemic.

### Washington Listens is:

- A program to help Washington rebuild our state and strengthen resiliency
- More than just the support line with new services being planned and added
- A free anonymous service for anyone in Washington

### Washington Listens is not:

- A crisis line to access behavioral health services
- A referral line to other services
- A warm line for people to talk to someone with lived experiences
- A replacement for existing resources like 211

## How does Washington Listens work?

Anyone in the state can call into the line to receive anonymous support. No personal information is kept by support specialists. The caller will have the option to select a language preference or accessibility options, or be routed to a live person for assistance. If the person needs further

support, the specialist will work to get the person connected to more resources.

Support specialists will conduct community outreach by contacting community leaders and focusing on reaching vulnerable populations through partnerships in the community.

## Staffing

All support specialist positions require a high school diploma and do not require clinical education or experience. Staff will receive training that covers support skills to individuals during the COVID-19 pandemic. The following is a list of providers and tribes that have partnered with Washington Listens.

- Crisis Connections
- Community Integrated Health Services (CIHS)
- American Indian Community Center (AICC)
- Swinomish Tribe
- Colville Tribe
- Frontier Behavioral Health (FBH)
- Okanogan Behavioral HealthCare (OBHC)

## Support, tracking, and oversight

Teams work remotely due to COVID-19 precautions. Oversight is done remotely through routine daily check-ins. Supervisors ensure services issues and resolutions are tracked. The supervisor also makes sure that staff are following guidelines. Team leaders make sure call logs match service tracking.

During check-ins, the supervisor provides support to any specialist experiencing stress, whether it is related to the job or not. We are asking a lot from our teams who are working with individuals experiencing difficult moments while our specialists are experiencing stress themselves. Washington Listens conducts regular weekly check-ins with team leaders and any specialists to support them.

## More Information

### Contact

Call **1-833-681-0211**. Washington Listens is available Monday – Friday from 9 a.m. to 9 p.m. and weekends from 9 a.m. to 6 p.m. TTY and language access services are available.