



# WA LISTENS

**Washington Listens is here for you:  
1-833-681-0211**

## What is Washington listens?

In response to the COVID-19 outbreak and to provide support the state of Washington is standing up a Crisis Counseling Program (CCP) called Washington Listens. Washington Listens will provide non-clinical psycho-education based support to people experiencing elevated stress due to COVID-19.

Washington Listens will provide a support line for anyone in Washington to call, message, text, or video call to speak to a crisis counselor. The person in crisis will receive support and connection to community resources in their area. The program is anonymous and no identifying information is maintained. Service encounters and the nature of the encounter is tracked, but only to ensure that the needs of people using the support line are met.

## How does Washington Listens function?

Anyone in the state can call into the line to receive anonymous support. No personal information is kept by crisis counselors. The caller will have the option to select a language preference or accessibility options or to be routed to a live person for assistance. If the person in crisis needs behavioral health support, the counselor will work to get the person connected to behavioral health crisis services.

In order to reach out to our most vulnerable populations, crisis counselors will reach out to community and spiritual leaders to check in on people.

**For More Information Check Out: [waportal.org/partners/home/WaListens](http://waportal.org/partners/home/WaListens)**

## For Crisis Information Check Out:

The mental health crisis lines listed below are available for all people in Washington regardless of your income or whether you have insurance or not.

- For immediate help: call 911 for a life-threatening emergency.
- For suicide prevention: Contact the National Suicide Prevention Lifeline at 1-800-273-8255 (TRS: 1-800-799-4889).
- For intervention with a Substance Use Disorder: Contact the Washington Recovery Help Line at 1-866-789-1511 (24/7).

**Mason Health has resources to help as well. Book an appointment with a Behavioral Health provider by calling Mason Clinic at 360-426-2653 or MGH Olympic Physicians at 360-426-2500.**

**Visit [www.masongeneral.com/services/behavioral-health](http://www.masongeneral.com/services/behavioral-health) for additional resources.**