

West Virginia Phone Lines and Resources

West Virginia

- **WV211:** 24/7 resources and assistance
 - Dial 211
 - Text ZIP code to 898-211
 - www.wv211.org
- **COVID-19 hotline:** (800) 887-4304
 - Available 24/7 for coronavirus health and medical questions
- **COVID-19 resources for West Virginia:** coronavirus.wv.gov
- **COVID-19 business relief resources and information:**
 - <https://wvdevelopment.wpengine.com/covid19/>
- **DHHR benefits:** (800) 642-8589 or (877) 716-1212
 - www.wvpath.org
- **Report abuse or neglect:** (800) 352-6513
 - www.wvdhhr.org/report.asp
- **West Virginia VOAD** (Voluntary Organizations Active in Disaster)
 - *Volunteer or donate supplies*
 - Email: info@wvvoad.org
 - (304) 928-3410
 - (304) 928-9595
- **Local Health Department directory:** <https://dhhr.wv.gov/localhealth/Pages/Map.aspx>
- **Unemployment benefits:** (800) 252-JOBS (5627);
 - Email: Workforce.COVID19@wv.gov
 - Apply online: <https://uc.workforcewv.org>
- **Utility assistance:** (800) 642-8544
 - Public Service Commission, Consumer Affairs Technicians
 - Assistance with a bill; problem with a utility
- **HELP4WV:** 24/7 call, chat, and text line that provides immediate help for any West Virginian struggling with an addiction or mental health issue.
 - (844) **HELP4WV** (435-7498)
 - Text: (844) 435-7498
 - Email: help4wv@1stchs.com
- **Suicide Prevention Lifeline:** [\(800\) 273-TALK \(8255\)](http://(800)273-TALK(8255))
 - TTY: [\(800\) 799-4889](http://(800)799-4889)
 - www.suicidepreventionlifeline.org
 - 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. Calls are routed to the nearest crisis center in a national network of more than 150 crisis centers.

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- **Mental health/substance use disorder national helpline: (800) 662-HELP (4357)**
 - TTY: [\(800\) 487-4889](tel:8004874889)
 - www.samhsa.gov/find-help/national-helpline
 - SAMHSA (Substance Abuse and Mental Health Services Administration) Treatment Referral Routing Service; provides 24-hour free and confidential treatment referral and information about mental and/or substance use disorders, prevention, and recovery in English and Spanish.
- **Behavioral Health Treatment Services Locator (SAMHSA)**
 - <https://findtreatment.gov/>
- **SAMHSA Disaster Technical Assistance Center: (800) 308-3515**
 - Email: DTAC@samhsa.hhs.gov
 - <http://www.samhsa.gov/dtac>
- **Disaster Distress Helpline: (800) 985-5990**
 - www.samhsa.gov/find-help/disaster-distress-helpline
 - Stress, anxiety, and other depression-like symptoms are common reactions after any natural or human-caused disaster. Toll-free hotline connects to nearest crisis center for information, support, and counseling.
- **Veteran's Crisis Line: (800) 273-TALK (8255)**
 - TTY: [1-800-799-4889](tel:18007994889)
 - www.veteranscrisisline.net
 - Connects veterans in crisis (and their families and friends) with qualified, caring U.S. Department of Veterans Affairs responders through a confidential, toll-free hotline, online chat, or text.
- **National Domestic Violence Hotline: (800) 799-7233**
 - TTY: (800) 787-3224

For Clinicians

HRSA Resources

Clinician consultation center that addresses a variety of topics: <https://nccc.ucsf.edu/>.

For Substance Use Management topics: <https://nccc.ucsf.edu/clinician-consultation/substance-use-management/>.

Unfortunately due to COVID-19, at this time callers can only leave a voice mail message

Phone Consultation: (855) 300-3595; M-F, 9 a.m. – 8 p.m. ET or submit case online.

SAMHSA-FUNDED PROVIDERS CLINICAL SUPPORT SYSTEM (WAIVER 2000 TRAINING PROVIDER)

1. Clinician Support options: <https://protect2.fireeye.com/url?k=f60d8f16-aa59966a-f60dbe29-0cc47adc5fa2-9bbe2729c74de41c&u=http://www.pcssnow.org/>
2. Clinical Questions: <https://protect2.fireeye.com/url?k=a588df65-f9dcc619-a588ee5a-0cc47adc5fa2-9b92b4cc0b9e23b2&u=https://pcssnow.org/mentoring/ask-a-clinical-question/>

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Submit question via website. Answers are provided that reside from the website discussion forum. Very specific questions are answered by a Lead Mentor, usually within a day.

3. Clinician can apply for to get a PCSS Mentor to whom they can directly ask clinical questions (may take a few days).
<https://protect2.fireeye.com/url?k=d2bf98e9-8eeb8195-d2bfa9d6-0cc47adc5fa2-a0523666f0e8c5a8&u=https://pcssnow.org/mentoring/find-a-mentor/>
We'll match them up with one of our clinical experts. This can take a few days but then they'll have someone they can contact with clinical questions.
4. PCSS Discussion Forum – <https://protect2.fireeye.com/url?k=62070dbe-3e5314c2-62073c81-0cc47adc5fa2-2c08524f756f2faf&u=http://pcss.invisionzone.com/>
Anyone is welcome to join this forum. Once a member they can post questions or respond to other questions.