

Crisis/hotline numbers

- Alcoholics Anonymous (AA) 24 hours – 800-897-6737
- Narcotics Anonymous (NA) 24 hours – 888-GET-HOPE or 888-438-4673 (888 *is* toll free like 800)
- Crisis hotline for mental health - local – 330.264.9029
- 1-800-662-HELP Drug and Alcohol Rehab/Treatment Referral Service – SAMSHA's
- 1-800-356-9996 Al-Anon & Alateen - Meeting information line, *not a crisis line* but information is given in English, Spanish, French
- 1-800-273-TALK (8255) National Suicide Prevention Lifeline Call 24/7
- National Runaway Safeline 1-800-RUNAWAY or 1-800-786-2929, you will immediately share your story with a compassionate person and build a plan together.

National Child Abuse Hotline 1-800-4-A-CHILD (1-800-422-4453), a qualified crisis counselor will answer and assist you, if you:

- Need help and want to talk to a counselor.
- Are in physical or emotional crisis and need support and encouragement.
- Need to be connected to the best possible resources in your area.
- Have questions about the signs of child abuse.
- Need to find out how to report known or suspected abuse.
- Have questions about the reporting process and what you might expect through the process.
- Want to learn about Childhelp programs that will address you or your child's needs.
- Want to learn about resources available to parents, grandparents and caregivers.
- Need emotional support as a survivor of abuse.
- Want a referral to an agency, counseling or other services near where you live.
- Want literature mailed to you. (Allow two weeks for delivery via the U.S. Postal Service.)
- Want information on how to make a donation to Childhelp.
- Childhelp crisis counselors cannot come to the home where the abuse is happening and take away the child or teen who is in danger of being hurt and put them in a new home.
- The Childhelp Hotline crisis counselors can't make the child abuse report for you, but we are here to help you through it.

Frequently Asked Questions

What is SAMHSA's National Helpline?

SAMHSA's National Helpline (also known as the Treatment Referral Routing Service) is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental health and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information. Call [1-800-662-HELP \(4357\)](tel:1-800-662-HELP) or visit the [online treatment locators](#).

What are the hours of operation?

The service is open 24/7, 365 days a year.

How many calls do you receive?

The Helpline received 334,891 calls in 2013. That represents nearly 28,000 calls per month.

Do I need health insurance to receive this service?

The referral service is free of charge. If you have no insurance or are underinsured, we will refer you to your state office, which is responsible for state-funded treatment programs. In addition, we can often refer you to facilities that charge on a sliding fee scale or accept Medicare or Medicaid. If you have health insurance, you are encouraged to contact your insurer for a list of participating health care providers and facilities.

Will my information be kept confidential?

The service is confidential. We will not ask you for any personal information. We may ask for your zip code or other pertinent geographic information in order to track calls being routed to other offices or to accurately identify the local resources appropriate to your needs.

Do you provide counseling?

No, we do not provide counseling. Trained information specialists answer calls, transfer callers to state services or other appropriate intake centers in their states, and connect them with local assistance and support.