

Locating Mental Health & Substance Abuse Supports for Survivors: A Reference Sheet for Domestic Violence Advocates¹

As a domestic violence advocate, you may be working to support survivors on issues related to mental health and substance abuse. This document contains resources that you can use to locate additional supports for survivors who are experiencing mental health or substance abuse conditions. When connecting a survivor with these services, keep in mind that not all service providers are trained in trauma or domestic violence. These resources should supplement rather than replace domestic violence advocacy.

Definitions

- **Warm lines:** Warm lines focus on providing emotional support. They may or may not be equipped to provide crisis counseling.
- **Crisis lines:** Crisis lines provide support to people who are in emotional crisis, including people who may be at risk of suicide. Some crisis lines also provide emotional support to people who are not in crisis.
- **Peer support lines:** Peer support lines are staffed by people who are in recovery themselves. Some peer support lines are also peer run, while others may not be. Peer support lines may operate as warm lines or as crisis lines.
- **Consumer:** A consumer is someone who identifies as using or having used mental health services.

Where to Look

Warmlines

<http://www.warmline.org/>

- **Description:** This website lists peer support warm lines by state. Information about each line, such as hours of operation and scope of services provided, is included. Lines that accept national calls appear in red text.

Directory of Consumer-Driven Services

<http://www.cdsdirectory.org/directory.html>

- **Description:** This directory allows the user to search for mental health resources by type and location. Types of resources include peer support, drop-in centers, housing, and crisis prevention.
- **Additional information:** The Directory is a project of the National Mental Health Consumers' Self-Help Clearinghouse.

¹ This resource was developed in response to requests from advocates working for the National Domestic Violence Hotline.

National Empowerment Center

<http://www.power2u.org/>

Phone: 800-POWER2U (800-769-3728)

TTY/TTD: 800-TTY-POWER (800-889-7693)

- **Hours:** Monday-Friday, regular business hours (EST)
- **Languages:** English and Spanish
- **Description:** This line offers mental health information and referrals. They do not offer crisis counseling but they can help the caller find a crisis line or other services in their area. Information is available on topics such as advance directives, electroconvulsive therapy, schizophrenia, self-help groups in your area, legal services in your area, and meditation and self-help techniques.
- **Additional information:** For a listing of peer-run facilities that serve as alternatives to hospitalization, go to <http://www.power2u.org/peer-run-crisis-services.html> (these only exist in the following states: NH, ME, WV, OH, GA, AK, NY, NE, AZ, NC).

National Suicide Prevention Lifeline

<http://www.suicidepreventionlifeline.org/>

English: 800-273-TALK (800-273-8255)

Spanish: 888-628-9454

TTY: 800-799-4TTY (800-799-4889)

- **Languages:** English and Spanish (without an interpreter), Tele-Interpreter services available to support 150 additional languages
- **Hours:** 24/7
- **Description:** This line automatically connects the caller with the crisis line in the Lifeline network closest to their location. This line can be used to find general information about mental health and mental health services, as well as for crisis counseling. Anyone in emotional distress or suicide crisis can call the line. Friends and family members can also use the line.

Substance Abuse Treatment Facilitator Locator

<http://findtreatment.samhsa.gov/TreatmentLocator/faces/quickSearch.jspx>

- **Description:** This directory allows the user to search for substance abuse treatment facilities by type and location. The database includes (1) private and public facilities that are approved by their state's substance abuse agency, and (2) treatment facilities administered by the Department of Veterans Affairs, the Indian Health Service, and the Department of Defense.
- **Additional information:** This directory is managed by the Substance Abuse and Mental Health Services Administration (SAMHSA).