

# Washington Recovery Helpline Calls by Substance & Geography

The national drug overdose death rate in 2020 was 28.6 per 100,000 people in urban counties and 26.2 per 100,000 in rural counties. Nationally, in rural counties, there was a higher rate of deaths involving natural and semisynthetic opioids† and psychostimulants with abuse potential‡. National deaths involving cocaine, heroin, and synthetic opioids other than methadone\* were higher in urban counties (NCHS, 2022).

The [Washington Recovery Helpline](#) is a 24/7 phone line for state residents experiencing substance use disorder, gambling, or mental health problems. The helpline connects callers with local treatment resources and provides emotional support. Helpline call data in Snohomish County does not suggest as much variation in substance use between rural and urban areas compared to national data. Calls from Snohomish County residents in 2024 and 2025 were examined to identify the distribution of callers across different geographic regions.

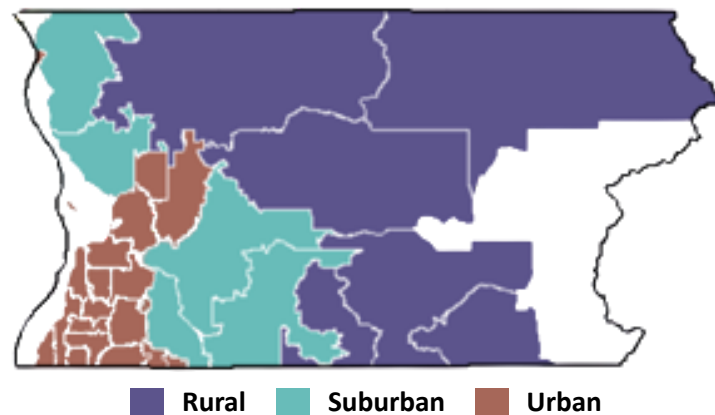
†Morphine, codeine, hydrocodone, oxycodone | ‡Meth, amphetamine, methylphenidate | \*Fentanyl, fentanyl analogs and tramadol

## Geographic Distribution of Recovery Helpline Calls

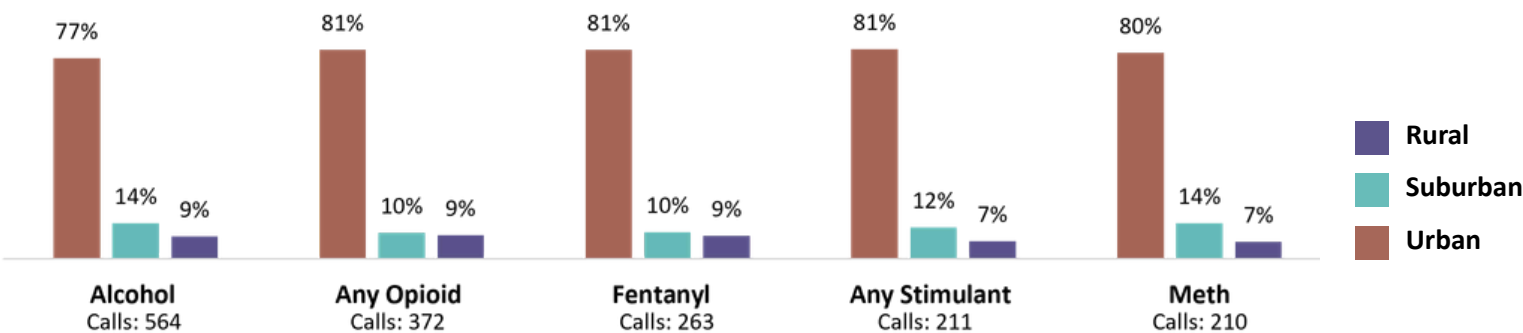
Geography	Percent of Recovery Helpline Calls*	Percent of Snohomish County Population
Rural	8%	9%
Suburban	13%	18%
Urban	78%	73%

\*1% of calls had no geographic information

## Snohomish County, Zip Codes



## Recovery Helpline Calls by Substance and Geography, Snohomish County, 2024-2025



Data from Washington Recovery Helpline, Snohomish County, 2024-2025. Substances displayed are only a subset of substances mentioned by callers.

The highest volume of calls involved alcohol and opioids, particularly fentanyl. Alcohol-related calls accounted for the largest share of calls across urban, suburban, and rural areas. Overall, the geographic distribution of calls was consistent across substances, with most calls originating from urban areas. The proportion of calls from urban areas (78%) exceeded their share of the population (73%), while suburban and rural areas were underrepresented. This may indicate lower awareness or use of the helpline in non-urban communities. **Targeted outreach and advocacy in suburban and rural areas could help increase awareness and use of the helpline, provide more insight into substance use in those areas, and strengthen connections to appropriate resources.**

**Call or text 866-789-1511 to access the Washington Recovery Helpline.**

For more information and resources, visit [snohomishoverdoseprevention.com](https://snohomishoverdoseprevention.com)