

How to Volunteer

Call for a volunteer application packet, complete an application and schedule a screening interview. The Director offers the volunteer training to approved candidates.

- Attend training (48 hours)
 - 36 hours classroom training
 - Topics include: Active listening skills, problem solving responsibility, handling challenging callers and suicide prevention.
 - 4 hour observation of a current volunteer
 - 8 hours on-the-phone training, answering calls with trainer coaching you
- Work one 4-hour shift per week for a minimum of one year
- Attend required trainings, volunteer meetings and in-service training sessions

The Mental Health Association is a private, nonprofit, United Way (#8151) organization serving Montgomery County residents and concerned with mental health and mental wellness.

Recognized as an authority and advocate for over 45 years in the mental health field, the Association currently provides education and advocacy in community and workplace settings in addition to managing **13 major direct service programs for children, teens, families, senior adults and individuals with long-term mental illness.** Over 1,000 volunteers implement programs under the direction of the Association's professional staff.



Mental Health Association
Serving Montgomery County Residents

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"Great Place to Work"
Washingtonian Magazine

United Way/CFC #8151 

Montgomery County
Hotline



Montgomery County
hotline



 Mental
Health
Association

www.mhamc.org

The Montgomery County Hotline operates 24 hours a day, 7 days a week and provides confidential and anonymous supportive listening, active problem solving, crisis and suicide prevention, and information & referral services. The Hotline provides a protected and comfortable setting where trained telephone counselors answer calls and callers can talk anonymously about their concerns. The Hotline serves Montgomery County residents and concerned friends and family.

The Montgomery County Hotline is often the first point of contact on a continuum of services to county residents. The Hotline works closely with the Montgomery County Crisis Center to provide crisis intervention, suicide prevention, and information & referrals.

The Montgomery County Hotline also provides several other services including the Montgomery County Youth Crisis Line and Therapist Line and is also part of the National Hopeline Network (1-800-SUICIDE). The Hotline is certified by the American Association of Suicidology.

Often-Asked Questions

How long is training?

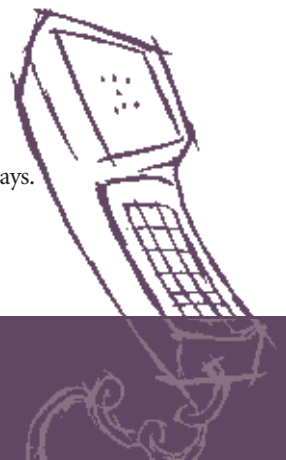
Hotline provides a comprehensive 48-hour training that requires a two-month commitment. Training involves classroom sessions, roleplays and on-the-phone training.

How many hours a week will I volunteer?

Hotline volunteers are required to serve 4 hours per week for a minimum of one year.

What shift will I cover?

The Hotline is a 24-hour service. Shifts are 4 hours long. Opportunities include: overnight, weekends, evenings and weekdays.



Where is the Hotline located?

To ensure confidentiality of volunteers and callers, the location of the Hotline is kept private. Volunteers will be informed of the location at the completion of their training.

How can I volunteer?

Call (301) 424-0656 extension 116 and leave your name, how you learned about volunteering, your address and your phone number(s) on the 24-hour voice mail. The Hotline Coordinator will call you back and send you a volunteer application packet.

Telephone Lines

Montgomery County Hotline 301-738-2255

- Confidential and anonymous supportive listening
- Active problem solving
- Crisis and suicide prevention
- Information and referral

Montgomery County Youth Crisis Line

301-738-9697

- Confidential and anonymous supportive listening for youth
- Active problem solving
- Crisis and suicide prevention
- Information and referral

Therapist Line

301-738-7176

- Referrals to reduced fee therapists for qualified Montgomery County residents
- Must be at least 18 years of age, low-income, no insurance, short-term mental health issue

National Hopeline Network

1-800-SUICIDE

- Suicide prevention information
- Suicide prevention and intervention
- Supportive listening for suicide survivors

Other Area Crisis Numbers

■ Montgomery County Crisis Center
240-777-4000

■ Abused Persons Crisis Line
240-777-4673

■ Victim Assistance & Sexual Assault Crisis Line
240-777-4357

■ State Youth Crisis Line
1-800-442-0009