

Program Overview

The Office of Consumer Advocates, Inc. (OCA) is funded by the Maryland Behavioral Health Administration and is a private, non-profit, 501(c)(3) organization dedicated to assisting individuals who have mental health, co-occurring, and substance use challenges with entering and furthering their recovery from these disorders. OCA, Inc. serves Allegany, Garrett and Washington Counties.

The Listening Line Program is for those with behavioral health issues. The program is designed to be for those who are lonely and need an ear to listen in evenings. This is not a crisis line.

CRISIS HOTLINE:
1-800-422-0009

OCA, Inc. does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors.



LISTENING LINE

*Listening Line is a program of the
Office of Consumer Advocates, Inc*

Office of Consumer Advocates, Inc.
121 East Antietam Street
Hagerstown, MD 21740
Phone: 301.707.8330
Fax: 301.791.3097
Website: www.ocamd.org

Office of Consumer Advocates, Inc

Listening Line

Tuesday - Saturday
4PM - 10PM

301-707-8330

A Program for
Wellness and Recovery



www.ocamd.org



Listening Line Program

The office is located at:

121 East Antietam Street
Hagerstown, Maryland 21740

Listening Line is staffed by peers who are there to assist with issues of:

Mental Health

Behavioral Health

Substance Use Disorders

Loneliness/Helplessness

The program provides a network and programming to assist adults on the road to recovery and works to promote wellness in our vision of peer support and advocacy.

THERE IS NO CHARGE FOR ANY OF THE SERVICES PROVIDED.

Listening Line Resources

The Listening Line staff can assist those individuals by;

- Listening to concerns with a sense of care and compassion.
- Providing guidance in understanding issues often faced by those shut-in.
- Providing suggestions to advocate with other agencies on your behalf.
- Information about other services we provide in our organization.
- Locating appropriate services and any necessary supports to gain a level of independence.
- Open Tuesday through Saturday from 4:00-10:00 PM.

OUR MISSION:

Through our program, we listen with a warm open heart and mind to those within our community who have concerns. We provide that listening ear when one is spending a lonely evening at home and just needs to hear a kind voice. The staff are able to assist the individuals with ways to cope with any challenges and face issues head-on.

Staff are peer support individuals who understand through “lived experiences.”

Wellness & Recovery Resources

- *Support*—one-on-one sessions on the telephone to provide a kind and empathetic listening ear.
- *Suggestions for additional places to seek help*
- *Information and Education*—An understanding and patient ear to listen to concerns faced by those who feel alone.
- *Service linkage*—linking families and individuals to existing services.
- *Advocacy* — Compassion and a person to listen with confidential support provided in the evening hours.

Contact Us:

Office of Consumer Advocates, Inc.
121 East Antietam Street
Hagerstown, Maryland 21740

Phone: 301.707.8330

Fax: 301.791.3097

Visit us on the Web: www.ocamd.org