Peer Support Talk Line

We all experience stress. It is common to feel stress from work, from our relationships with others, and from the pressure of everyday life. Although stress is something we all face, it can certainly make us feel isolated and alone. Talking with someone about your feelings can be a helpful way to feel reconnected and supported. Since 2013, the Access Services Peer Support Talk Line has offered this opportunity in Montgomery County. Certified Peer Specialists are available to listen without judgement. The unique combination of their own lived experiences and training makes them especially qualified to offer encouragement and help.

The many ways that the PSTL has been valuable are as unique as those we support. Our Peer Specialists describe the impact of the Talk Line:

- “We are often a person’s only connection. We offer shared life experience and a safe environment for people to share their life story. This can empower them to find greater meaning and purpose in their life.”
- “Even when people have other supports in their lives, the talk line is a place where they get much needed empathy that they might not get elsewhere.”
- “Many of the people we talk with are terribly lonely. I don’t want us to be their only (or just one of a few) contact with the outside world, but I am glad that we can provide a bridge to more contact if they choose to accept that.”
- “In a world of judgment, we are the opposite of that. We may not understand your exact problem, but we get the struggle. I like to think of our team of peers as ‘Angels in Disguise’ because you will probably never know what we look like, but we’re always here when you need someone to talk to or to hear a friendly voice.”

In a moment of need, Peer Specialists can help with something as simple as a breathing exercise, reducing anxiety and helping to create a sense of calmness. One of our Peer Specialists recalls a conversation shared with someone who was completely alone, depressed, and crying. By the end of the call, they shared a laugh, a step forward into hopefulness and possibility.

The Peer Support Talk Line can be reached every day of the week between 1pm-9pm at 855-715-8255. You can also text us at 267-225-7785.

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