

**Heroes Helpline**  
**Support for Texas First Responders and Healthcare Workers**

The Heroes Helpline is a free, confidential service implemented to help first responders and healthcare workers across Texas. We provide a brief telephone-based screening and referral intervention to help individuals overcome substance use disorders, mental health disorders, and COVID-19 concerns by navigating them to treatment and recovery.

**Purpose**

Research indicates that an occupational risk factor for first responders and healthcare workers is high stress levels and increased alcohol and drug use. The Heroes Helpline's goal is to create a safe space for first responders and healthcare workers to discuss concerns and seek treatment without judgment.

**Who is eligible?**

- Adults 18+ first responders (career or volunteer, active or retired law enforcement officer, firefighter, dispatcher, EMT, paramedic) or healthcare workers (nurses, physicians, physicians assistants, radiologists, etc.) in Texas
- First responders experiencing signs and symptoms of substance use or mental health disorders

**What do we do?**

- Discuss substance use or mental health concern with callers
- Identify treatment options and connect callers to treatment based on their needs.
- Provide referrals to ensure confidential linkage to care
- Offer follow-up phone-based peer support by a certified Peer Recovery Support Specialist (PRSS)
- Navigate to social services, if needed (housing, transportation, employment)

**How can you help?**

- Work with us to connect our first responders to treatment.
- Let us know if you will accept referrals from our service.
- Maintain confidentiality for first responder privacy
- Please share the toll-free helpline number 1-833-EMS-IN-TX (367-4689)

**Need something from us?**

**James Langabeer, PhD, MBA, FAHA**  
Professor and Program Director  
713-500-3925  
[James.r.langabeer@uth.tmc.edu](mailto:James.r.langabeer@uth.tmc.edu)

**Simone Joannou, MA**  
Research Coordinator  
713-500-3599  
[Simone.l.joannou@uth.tmc.edu](mailto:Simone.l.joannou@uth.tmc.edu)

**Meredith O'Neal, MA**  
Research Coordinator  
713-500-3624  
[Meredith.m.oneal@uth.tmc.edu](mailto:Meredith.m.oneal@uth.tmc.edu)

**Paul Wood, MS**  
Training Coordinator  
713-500-3496  
[Paul.w.wood@uth.tmc.edu](mailto:Paul.w.wood@uth.tmc.edu)

**Angel Phillips, RSS**  
Recovery Support Specialist  
832-810-4150  
[aphillips@houstonrecoverycenter.org](mailto:aphillips@houstonrecoverycenter.org)

**Eric Richardson, RSS**  
Recovery Support Specialist  
832-584-3698  
[erichardson@houstonrecoverycenter.org](mailto:erichardson@houstonrecoverycenter.org)

**Toll-Free Helpline Number**  
**1-833-EMS-IN-TX (367-4689)**

*Funding for these services is made possible by grant award number 1H79TI081729-01 from SAMHSA*