

ONONDAGA COUNTY CRISIS SERVICES

**SOMEONE TO TALK TO**

Entity/Program	Contact Info	Hours of Operation	Population Served	Services
988 Suicide and Crisis Lifeline	988 988lifeline.org	24/7	Children Youth Adults	<p>The 988 Suicide and Crisis Lifeline is a free and confidential service that is available 24 hours a day, 7 days a week. This service is accessible to anyone who is experiencing mental health, substance use, or suicidal crisis. By calling 9-8-8, you connect with trained crisis counselors who can provide support and guidance.</p> <p>Access to this service is available through every landline, cell phone, and voice-over-internet device in the United States. The 988 services are available in Spanish, with interpretation services available in over 150 languages. The 988-dialing code can be used to make calls, send texts, and participate in chat sessions.</p> <p>988 Chat is available 24-hour days 7-days a week. All you must do is text 988!</p>
Contact Crisis Connect	315-251-0800	24/7	Children Youth Adults	<p>Crisis Connect is a live, support line staff by trained counselors who truly understand the struggles of mental health. As needed, Crisis Connect can also help arrange for a team of peers and counselors to visit you at your home or help you locate a safe place to stay.</p>
Contact Hotline	315-251-0600	24/7	Children Youth Adults	<p>The Contact Hotline responds to nearly 35,000 calls a year and provides counseling and support to people of all ages on a wide range of issues and concerns:</p> <ul style="list-style-type: none"> <li>- Suicide prevention and other suicide-related calls.</li> <li>- Crisis intervention and counseling.             <ul style="list-style-type: none"> <li>- Emotional and mental health.</li> </ul> </li> <li>- General counseling.             <ul style="list-style-type: none"> <li>- Concerns about relationships.</li> <li>- Work.</li> <li>- Finances.</li> <li>- Drug and alcohol abuse.</li> <li>- Isolation.</li> <li>- Depression.</li> <li>- Anxiety.</li> <li>- Physical conditions.</li> <li>- Community resources.</li> <li>- Mental illness.</li> </ul> </li> </ul>

<p><u>Health Home Care Management</u></p> <ol style="list-style-type: none"> <li>1. ACR Health</li> <li>2. Berkshire Farm Center &amp; Services for Youth</li> <li>3. Cayuga Centers</li> <li>4. Catholic Charities of Onondaga County</li> <li>5. Circare</li> <li>6. Glove House, Inc.</li> <li>7. HCR Care Management LLC</li> <li>8. Helio Health</li> <li>9. Hillside</li> <li>10. Elmcrest Children's Center</li> <li>11. Liberty Resources, Inc.</li> <li>12. Monroe Plan for Medical Care</li> <li>13. RISE Refugee &amp; Immigrant Self Empowerment</li> <li>14. SKIP of New York, Inc.</li> <li>15. St. Joseph's Health</li> <li>16. Syracuse Community Health</li> <li>17. TruCare Connections</li> </ol>	<ol style="list-style-type: none"> <li>1) 315-898-2418</li> <li>2) 315-454-4700</li> <li>3) 800-421-2031</li> <li>4) 315-901-2136; 315-447-4819</li> <li>5) 315-472-7363</li> <li>6) 607-734-5238</li> <li>7) 800-270-4904</li> <li>8) 315-883-3355</li> <li>9) 315-703-8711</li> <li>10) 315-463-9415 ext. 212</li> <li>11) 315-413-7606</li> <li>12) 585-256-8458</li> <li>13) 315-214-4480</li> <li>14) 212-268-5999</li> <li>15) 855-358-4482</li> <li>16) 315-476-7921</li> <li>17) 315-399-5398</li> </ol>	<p>24/7</p>	<p>Children Youth Adults</p>	<p>Telephonic after-hours support is available to enrolled Health Home members.</p>
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**SOMEONE TO RESPOND**

Entity/Program	Contact Info	Hours of Operation	Population Served	Services
Liberty Resources Mobile Crisis Team	315-251-0800 (Crisis Connect)	24/7	Children Youth Adults	The Liberty Resources Mobile Crisis Team provides a trained response team that is available to de-escalate crisis, divert unnecessary Emergency Department visits, inpatient hospitalizations, and arrests. Crisis specialists are trained in mental health crisis management and suicide prevention to provide assessment, intervention, supportive counseling, information and/or referrals to community resources to maintain stability in the community.
St. Joseph's Health Mobile Crisis Outreach	315-569-4129 315-251-0800 (Crisis Connect)	Mon-Sat. 8:00a-6:00p Sun. limited coverage	Children Youth Adults	Provides an off-site initial screening for individuals in emotional crisis. Individuals who require a full psychiatric assessment by the physician will be transported to CPEP by 911 services. Also, performs home visits with patients recently discharged from CPEP to help the patient maintain stability, until the connection with an outpatient provider is completed.
Helio Health CCBHC Mobile Crisis	315-401-4443	24/7	Children Youth Adults	The CCBHC delivers community-based behavioral health crisis intervention services using mobile crisis teams 24 hours a day, 7 days a week to adults, children, youth, and families anywhere within the service area. Mobile crisis teams are ideally to arrive in person within 1 hour (2 hours in rural and frontier settings) and not to exceed arrival within 3 hours. Providers with prior state approval to provide telehealth/telemedicine may do so to provide crisis care to individuals by qualified behavioral health professionals during the interim travel time when remote travel distances make the 2-hour response time unachievable. However, an in-person response must be available when it is necessary to ensure safety.
Helio Health Outreach and Engagement	315-401-4288	Mon-Fri. 8:00a-4:30p	Adults struggling with substance use disorders	Outreach and Engagement is a mobile health program providing outreach and peer support services to those struggling with substance use disorders and seeking treatment. A multidisciplinary team consisting of counselors and peers travel throughout the CNY region to assess the needs of individuals and connect them with the appropriate level of treatment. Connections can be made with a member of the Outreach and Engagement team within as little as 24 hours. Outreach and Engagement serves Onondaga, Cayuga, Oneida, Oswego and Madison Counties.

<p>NYSTART/CSIDD: New York Systemic, Therapeutic, Assessment Resources and Treatment/Crisis Services for Individuals with Intellectual and/or Developmental Disabilities</p>	<p>YAI Region 2 Referral Line: 315-362-0800</p> <p><u>Central NY</u> Melanie Auge - Regional Office Contact 315-473-6972 melanie.auge@opwdd.ny.gov</p>	<p>24/7</p>	<p>Children Youth Adults</p> <p>New York Systemic, Therapeutic, Assessment Resources and Treatment (NYSTART)/ Crisis Services for Individuals with Intellectual and/or Developmental Disabilities (CSIDD) offers crisis prevention and response services to people who have both developmental disabilities and complex behavioral needs, as well as to their families and those who provide supports. Services are available 24 hours a day, 7 days a week to OPWDD eligible individuals aged 6 and over who meet NYSTART/CSIDD eligibility. The goal of NYSTART/CSIDD is to build relationships and support across service systems to help people remain in their homes and communities and enhance the ability of the community to support them.</p> <p>NYSTART/CSIDD Teams provide the following services:</p> <ul style="list-style-type: none"> <li>-Community partnerships and systems linkages</li> <li>-Systemic and clinical consultation and training</li> <li>-Community training and education</li> <li>-Clinical Education Team training meetings</li> <li>-Cross Systems Crisis Prevention and Intervention Planning</li> <li>-Mobile crisis support and response for individuals enrolled in CSIDD services</li> <li>-Outreach and follow up</li> <li>-Comprehensive Service Evaluation</li> <li>-In-Home Therapeutic Supports</li> <li>-Planned and Emergency Resource Center services</li> </ul> <p>To be eligible for NYSTART/CSIDD an individual must:</p> <ul style="list-style-type: none"> <li>• Be enrolled in Medicaid;</li> <li>• Be 6 years of age or older; and</li> </ul> <p>Meet the Medical Necessity Criteria:</p> <ul style="list-style-type: none"> <li>• Determined eligible for OPWDD services, and</li> <li>• Determined to exhibit significant behavioral and/or mental health needs</li> </ul>
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<p>Circare Youth ACT (Assertive Community Treatment)</p>	<p>315-472-7363</p>	<p>24/7</p>	<p>Youth (12-18)</p>	<p>The Youth Assertive Community Treatment Program (Youth ACT) addresses the significant psychiatric needs of youth at risk of entering or returning home from high intensity services. The purpose is to support children with complex mental health needs and their families so they may remain in their homes and communities, assist children in achieving success in their educational and vocational endeavors, and assist children to foster positive relationships amongst friends and family. A multi-disciplinary team utilizes evidence-based intensive interventions to support the child and family's complex needs. The program delivers highly intensive, coordinated, individualized services and skilled therapeutic interventions. Youth ACT participants will receive services in his/her home or other community-based setting.</p> <p>SERVICES INCLUDE</p> <ul style="list-style-type: none"> <li>- Case Management</li> <li>- Child and Family Services Planning</li> <li>- Individual, Group, and/or Family Counseling Therapy</li> <li>- Family Psychoeducation</li> <li>- Crisis Intervention Services</li> <li>- Peer Services</li> <li>- Medication Management</li> <li>- Health Services</li> <li>- Vocational and Education Services</li> </ul> <p>Eligibility Criteria:</p> <ul style="list-style-type: none"> <li>- Youth between 10 to 21 years of age with a determination of Serious Emotional Disturbance (SED)</li> <li>- Onondaga County Resident</li> <li>- Continuous high service needs not met in traditional settings demonstrated by two or more of the following:             <ul style="list-style-type: none"> <li>- Child and/or family has not adequately engaged or responded to treatment in more traditional settings</li> <li>- High use of acute psychiatric hospitals</li> <li>- High use of psychiatric emergency or crisis services</li> </ul> </li> <li>- Experiencing persistent severe major symptoms (i.e., affective, psychotic, suicidal or significant impulse control issues)</li> <li>- Clinically assessed to be at immediate risk of requiring more restrictive living situation without intensive community services</li> <li>- Home environment/community is unable to provide necessary support for developmentally appropriate growth required to adequately address mental health needs</li> </ul>
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<p>Circare ACT (Assertive Community Treatment)</p>	<p>315-472-7363 ext. 139</p>	<p>24/7</p>	<p>Adults</p> <p>ACT teams have primary responsibility for crisis response and are the first contact for afterhours crisis. The ACT team must operate a continuous and direct after-hours on-call system, with staff members who are experienced in behavioral health crisis intervention procedures. Teams shall have the capacity to respond rapidly to emergencies, both in person and by telephone. The ACT team will respond in a trauma-informed, recovery-based approach and will resolve the crisis in the shortest amount of time possible and in the least restrictive environment. A crisis may require more than a telephone call. An in-person response may be needed as an intervention to evaluate the situation and to promote crisis stabilization. Individuals must be given an emergency contact list for after-hours that includes the ACT on-call number and other emergency resources. When individuals served by ACT teams experience emergency situations, an immediate response from the ACT team is required. Timely and appropriate crisis intervention is a fundamental component of the ACT model and helps decrease unnecessary hospitalizations. Crisis situations often arise with some warning and planned interventions should be discussed through ACT daily team meetings. The team should intervene before the crisis escalates or at the very least, closely monitor the situation until an intervention is feasible.</p> <p>Some crisis situations cannot be anticipated and require ACT teams to deploy staff to handle them. The crisis-management approaches or interventions provided in the ACT model include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• Medication assessment and treatment in a community setting.</li> <li>• Safety assessment and crisis planning.</li> <li>• Increased team contact by staff with various levels of expertise.</li> </ul> <p>Increased contact is designed for problem-solving, emotional support and encouragement, supportive therapy, medication administration, and monitoring or obtaining practical resources.</p> <ul style="list-style-type: none"> <li>• Securing emergency resources when an individual is faced with a housing crisis.</li> </ul> <p>In some circumstances, hospitalizations will be needed, but a crisis response should first attempt to divert hospitalizations, while taking safety into consideration. When the individual's condition is severe to the point where hospitalization is necessary, an ACT team member will provide clinical information to hospital staff and coordinate follow-up care. Teams should develop linkages and relationships with local emergency rooms, CPEPs, and emergency responders (i.e., Police, EMTs) to improve communication, diversion from inpatient, when possible, involvement in sharing clinical knowledge, and warm handoff at discharge.</p>
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<p>Circare Home Based Crisis Intervention</p>	<p>315-472-7363</p>	<p>24/7</p>	<p>Youth (under 18)</p> <p>Home Based Crisis Intervention (HBCI) is a clinically oriented program with support services and treatment for children and youth in crisis. The program's overall goal is to provide short-term, intensive in-home crisis intervention to prevent psychiatric hospitalization or out-of-home placement. Services include short term individual and family therapy, skill building, education, general advocacy and highly intensive care management.</p> <p>HBCI therapists work collaboratively with a child's providers and psychiatrists for a team approach. The services are a combination of home-based therapy for the child and family, and very intensive care management that provides links to resources in the community that may be of immediate assistance and provide ongoing support after the child is no longer enrolled in HBCI. 24 hour on-call emergency support is also available through the program.</p> <p>An important part of HBCI work is the assessment and planning that is conducted not only to stabilize crises, but to also plan for a more functional long-term support plan for the child. HBCI utilizes the CANS-NY assessment to assess the child and family's needs and strengths and to form the basis of an ongoing planning process for families.</p> <p>HBCI utilizes Collaborative Problem Solving®, an evidence-based approach to assisting children with behavioral challenges. All program therapists are trained in Collaborative Problem Solving®.</p> <p>The HBCI program also provides families with support from a Family Peer Specialist. The Family Peer Specialist is a NY State credentialed Family Peer Advocate. They provide emotional support to families on their parenting experiences, serve as a bridge between families and service providers and consult with families to ensure that the family's perspective is included in all planning and decision making.</p> <p>Hours are flexible and are scheduled with the needs of the family in mind. Services are provided for a 6–8-week period.</p> <p><b>ELIGIBILITY</b></p> <ul style="list-style-type: none"> <li>- Under age 18</li> <li>- Onondaga County resident</li> </ul>
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**A PLACE TO GO**

Entity/Program	Contact Info	Hours of Operation	Population Served	Services
Helio Health Intensive Crisis Stabilization Center	315-434-5333	24/7	Children Youth Adults	The Crisis Center, located at 329 N. Salina St., offers immediate and necessary treatment for adults, teens, and children while in a safe and welcoming environment. Individuals may receive services for up to 24 hours. Services include medication management and treatment, mild to moderate detoxification, crisis counseling and support, safety planning, psychiatric consultations and referrals to appropriate services.
Liberty Resources Crisis Respite	315-251-0800 855-778-1900 option 3	24/7	Adults	Short-term peer & crisis support for adults in a home-like setting who are having a mental health crisis and cannot cope within the home or community without crisis support or intervention. Respite sites available in Cayuga, Madison, Onondaga and Oswego Counties
CPEP (Comprehensive Psychiatric Emergency Program)	315-448-6555	24/7	Children Youth Adults	The Comprehensive Psychiatric Emergency Program (CPEP) provides 24/7 emergency psychiatric evaluation, treatment and care to children, adolescents and adults experiencing an acute behavioral health crisis. CPEP is a licensed Psychiatric Emergency Room, serving individuals from Central New York. No appointment or referral is necessary. CPEP is staffed with Psychiatrists, Nurse Practitioners, Nurses, Social Workers, Mental Health Counselors, Peers, and Patient Care Techs that work as a team and provide evidence-based care for patients a wide range of complaints from a new onset of symptoms such as depression, anxiety, or grief to those with significant persistent mental illness. CPEP maintains linkages with area hospitals and outpatient providers. Upon discharge from CPEP, patients who do not have an established behavioral health care provider will be assisted in obtaining follow-up care. CPEP is located on the St. Joseph's Health campus, next to the medical Emergency Department at 301 Prospect Ave in Syracuse.
Hutchings Child and Adolescent Crisis Respite	315-426-7770	24/7	Youth (10-17)	Offers a 6-bed, short term out-of-home respite care program for children and adolescents ages 10 to 17 years who are currently receiving mental health services and are at risk of, or currently experiencing, an emotional/behavioral crisis due to events in the person's environment.  Eligibility: Children and youth ages 10 to 17 years with a designated diagnosis of a mental illness and: - are not considered an immediate danger to self or others - are experiencing a recent emotional crisis and is having issues with social or emotional functioning - are considered medically stable and is capable of self-preservation/evacuation in the event of an emergency - are not in need of a higher level of care, such as emergency services or inpatient hospitalization - are not currently under the influence of alcohol or drugs - parents or guardians are willing to be involved during the respite stay and agree that the child will be discharged back to home following the completion of the program

<p>Elmcrest Children's Mental Health Crisis Respite Program</p>	<p>315-446-6250, ext. 378</p>	<p>24/7</p>	<p>Youth (5-18)</p>	<p>Short-term respite services for Central New York youth ages 5-18 years old.</p> <p>The Children's Crisis Respite Programs, named Heron Hall and White Pine Hall, provide a safe and accessible environment for young people who are experiencing a mental health crisis. During their stay, the young person receives support, guidance, and therapy from trained professionals. This allows them the breathing room to heal and separate from stressors.</p> <p>The family receives short-term relief from the crisis and the opportunity to prepare for the child to return home successfully.</p> <p>Children's Crisis Respite Programming Includes:</p> <ul style="list-style-type: none"> <li>- Mental Health Assessment</li> <li>- Family Support</li> <li>- Individual Therapy</li> <li>- Family Therapy</li> <li>- Group Therapy</li> <li>- Coordination of Services</li> <li>- Behavior Support</li> <li>- One-to-One Monitoring (as needed)</li> </ul> <p>Youth can stay for up to 21 days. During their stay, treatment focuses on resolving conflict and de-escalating crises. Disruption to daily life is limited, as youth can: continue to attend their regular school, participate in extracurricular activities, and attend treatment sessions with their existing mental health providers.</p> <p>Anyone may refer a young person to Children's Crisis Respite. No diagnosis or mental health treatment history is required. The most common referral sources are family members, hospitals, schools, and mental healthcare providers. Children's Crisis Respite is paid for by the youth's health insurance. Inquiries about out-of-pocket cost are best directed to the insurance company.</p>
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<p>AccessCNY Berkana Peer-Run Crisis Respite</p>	<p>315-437-3301</p>	<p>24/7</p>	<p>Adults</p>	<p>Berkana House is an innovative short-term residential program that helps adults experiencing a mental health crisis.</p> <p>While staying at Berkana each person receives their own private room and access to the shared living spaces. More importantly, guests have 24/7 access to certified peer specialists- specially trained employees who have completed their own mental health journey and learned to use those experiences to help others. At Berkana, no one needs to worry about being judged; staff can truly empathize.</p> <p>During their stay Berkana guests can choose to take advantage of the following supports:</p> <ul style="list-style-type: none"> <li>• Around the clock peer support</li> <li>• Connection to community resources and support groups for long term support</li> <li>• Help building necessary recovery skills including conflict management, personal safety and healthy coping skills</li> <li>• Referral to other AccessCNY mental health programs</li> <li>• 24/7 warmline support from peer staff by calling (315) 437-3300</li> </ul> <p>Adults seeking mental health or substance abuse peer support services can call Berkana staff directly to begin the intake process and can stay at Berkana for up to seven continuous days.</p>
<p>Upstate University Hospital Emergency Department</p>	<p>315-464-4240</p>	<p>24/7</p>	<p>Children Youth Adults</p>	<p>Individuals may be evaluated for an inpatient stay at the hospital's inpatient psychiatric units at both 750 E. Adams St. and 4900 Broad Road in Syracuse, NY</p>