

CNY Crisis Resource Guide 4.20

Cayuga

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPDATED:
211CNY	Hotline	211 or 1-844-245-1922	24 Hours	Community Information	
Addiction Services Hopeline Call	Hotline	1-877-8-HOPENY or text 467369	24 Hours	Crisis Situations	
Cayuga County Alert System	Listserv	https://www.cayugacounty.us/list.aspx	24 hours	For County Specific Notifications	
Cayuga County Crisis Text Line	Text Line	text "Got5" to 741-741	24 Hours	Crisis Situations	
Cayuga County Emergency Operations Center	County Hotline	315-253-1355	Monday - Friday 9 am - 5 pm Saturday and Sunday 9 am - 12 pm	COVID-19	
Cayuga County Health Department	Contact Information	315-253-1560 cchealth@cayugacounty.us	Monday- Friday 8:30 am to 4:30 am After hours: State Answering Service	COVID-19	4/15/2020
Cayuga County Mental Health Clinic	Phone Number	315-253-0341	Monday to Friday 8:30 am to 4:30 pm & After Hours	Current/New Clients Appointments, Changes, Crisis	
Child Care for First Responders	Phone Number	315-446-1220, ext. 303		COVID-19	
Crisis Connects	Hotline	315-251-0800	24 Hours	For Mobile Crisis, Crisis Respite Services, Peer/Warm Line, Informational Resources	
Domestic Violence Hotline	Hotline	1-800-942-6906	24 Hours	Crisis Situations	
Family Child Advocacy Network	Hotline	Tuesdays/Wednesdays 716-560-0259 Thursday's/Fridays 716-864-3942	Tuesday-Friday 5 pm to 8 pm	Youth	
Magic Kitchen	Phone Number	877-516-2442 (877-51-MAGIC)	24 Hours	Fully Prepared Meals Delivered	
Meals on Wheels	Phone Number	315-253-1550		Food Needs	
Mom's Meals Nourish Care	Phone Number	1-877-508-6667	24 Hours	Fully Prepared Meals Delivered	
NYS Department of Health	COVID-19 Hotline	1-888-364-3065	24 hours	General Questions Regarding COVID-19	
OMH Emotional Support Line for COVID-19	Support Line	1-844-863-9314	24 Hours	COVID-19	
Online therapy	Websites	https://www.betterhelp.com/ https://www.talkspace.com/		Mental Health	
Respite/Mobile Crisis	PDF	https://www.cayugacounty.us/DocumentCenter/View/12432/Respite-Crisis-Programs-PDF		Crisis Situations	

CNY Crisis Resource Guide 4.20

Cayuga

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPDATED:
Suicide Prevention Lifeline	Hotline	1-800-273-TALK (8255)	24 Hours	Crisis Situations	
Syracuse Intergroup Inc.	Phone Number	315-463-5011		Support Groups/AA	
Upstate University Hospital	24-hour Triage Hotline	315-464-3979	24 hours	COVID-19 Health Related Questions	
Veterans Crisis Line	Hotline	1-800-273-8255 or text 838255	24 Hours	Crisis Situations	
Cayuga Seneca Action Program	Phone Number Website	(315) 255-1703 https://caphelps.org/resources/	Monday-Thursday 9 am-5 pm Fridays 9 am-2 pm	COVID-19	4/15/2020
Syracuse Recovery Services	Phone Number	315-282-5351		Outpatient substance abuse services and medication assisted therapy	4/15/2020
InstaCart	Website	https://www.instacart.com/		Local Grocery Delivery	4/17/2020

CNY Crisis Resource Guide 4.20

Cortland

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPDATED:
211CNY	Hotline	211 or 1-844-245-1922	24 Hours	Community Information	
Cortland County Alert System	Listserv	https://www.cortland-co.org/list.aspx	24 hours	For County Specific Notifications	
Cortland County COVID-19 Hotline	Hotline	(607) 756-3415	Monday-Sunday 8:30 am to 4 pm	COVID-19	
Cortland County Health Department	Phone Number	607-753-5036	Monday-Friday 8 am to 4 pm	General Information & COVID-19	
Cortland County Mental Health Clinic	Phone Number	607-758-6100		Mental Health	
Cortland Regional Medical Center Crisis Line	Phone Number	607-756-3771	Mobile Crisis Available: Monday-Friday 5 pm to 12 am Saturday-Sunday 6 am to 12 am	Crisis Information	
Crisis Connects	Hotline	315-251-0800	24 Hours	For Mobile Crisis, Crisis Respite Services, Peer/Warm Line, Informational Resources	
Department of Social Services Contacts	PDF	https://www.cortland-co.org/DocumentCenter/View/7515/DSS-phone-numbers?bidId=		DSS Information	
Emergency Response & Communications	Phone Number	607-753-5064 607-753-5065	24 Hours	For Emergencies	
Family Child Advocacy Network	Hotline	Tuesdays/Wednesdays 716-560-0259 Thursday's/Fridays 716-864-3942	Tuesday-Friday 5 pm to 8 pm	Youth	
NYS Department of Health	COVID-19 Hotline	1-888-364-3065	24 hours	General Questions Regarding COVID-19	
OMH Emotional Support Line for COVID-19	Support Line	1-844-863-9314	24 Hours	COVID-19	
Online therapy	Websites	https://www.betterhelp.com/ https://www.talkspace.com/		Mental Health	
Tompkins / Cortland County VA Regional Outpatient Clinic	Phone Number	607-347-4101		Veteran Services	

CNY Crisis Resource Guide 4.20
Cortland

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPDATED:
Upstate University Hospital	24-hour Triage Hotline	315-464-3979	24 hours	COVID-19 Health Related Questions	
Veterans' Services	Phone Number	753-5014		Veteran Services	
Syracuse Recovery Services	Phone Number	607-756-4167		Outpatient substance abuse services and medication assisted therapy	4/15/2020
InstaCart	Website	https://www.instacart.com/		Local Grocery Delivery	4/17/2020

CNY Crisis Resource Guide 4.20

Madison

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	
211CNY	Hotline	211 or 1-844-245-1922	24 Hours	Community Information	
Coping with COVID-19 Resources	Website	https://www.madisoncounty.ny.gov/2541/Anxiety-and-Stress		Mental Health	
Cortland County Alert System	Listserv	https://www.madisoncounty.ny.gov/list.aspx	24 hours	For County Specific Notifications	
COVID-19 Printable Resources	Website	https://www.madisoncounty.ny.gov/2540/Printed-Resources		COVID-19	
Crisis Connects	Hotline	315-251-0800	24 Hours	For Mobile Crisis, Crisis Respite Services, Peer/Warm Line, Informational Resources	
Disaster Distress Helpline	Hotline	1-800-985-5990 text TalkWithUs to 66746	24 hours	Mental Health	
Family Child Advocacy Network	Hotline	Tuesdays/Wednesdays 716-560-0259 Thursday's/Fridays 716-864-3942	Tuesday-Friday 5 pm to 8 pm	Youth	
Madison County Open Access	Phone Number	315-366-2327	Monday-Friday 8:30 am to 3pm	Mental Health	
Madison County Department of Social Services	Phone Number	315-366-2211	Monday-Friday 9 am to 5 pm	DSS	
Madison County Health Department	Phone Number	315-366-2361 315-366-2327		For General Information & COVID-19	
Madison County Mental Health Crisis Line	Crisis Hotline	315-366-2327 and press 1	5pm to 8 am	Mental Health	
Madison County Resource Directory	PDF	https://www.madisoncounty.ny.gov/DocumentCenter/View/983/Resource-Directory		County Resources	
Mental Health Intake Information	Email	MHIntake@madisoncounty.ny.gov	Business Hours	New Clinets Looking To Do An Intake Email Your Name and Contact Information For an Appointment	

CNY Crisis Resource Guide 4.20

Madison

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	
NYS Department of Health	COVID-19 Hotline	1-888-364-3065	24 hours	General Questions Regarding COVID-19	
OMH Emotional Support Line for COVID-19	Support Line	1-844-863-9314	24 Hours	COVID-19	
Online therapy	Websites	https://www.betterhelp.com/ https://www.talkspace.com/		Mental Health	
Upstate University Hospital	24-hour Triage Hotline	315-464-3979	24 hours	COVID-19 Health Related Questions	
Veterans Crisis Hotline	Hotline	(800) 273-8255	24 hours	Veteran Services	
Veterans Homeless Hotline	Hotline	(877) 424-3838	24 hours	Veteran Services	
Veterans Service Agency	Phone Number	(877) 424-3838	24 hours	Veteran Services	
Bills Brigade	Phone Number Website	315-710-5750 http://www.billsbrigade.org/ (315) 632-8108	Monday-Friday 9 am to 4 pm	Grocery Delivery/Meal Delivery	4/17/2020
Walmart-Oneida NY	Phone Number Website	https://grocery.walmart.com/locations/delivery/Walmart-Oneida-NY-Supercenter-2444	Delivery Hours: 8 am to 8 pm	Grocery Delivery	4/17/2020
InstaCart	Website	https://www.instacart.com/		Local Grocery Delivery	4/17/2020

CNY Crisis Resource Guide 4.20

Oneida

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPDATED:
211CNY	Hotline	211 or 1-844-245-1922	24 Hours	Community Information	
COVID-19 Resource Directory	Website	https://www.ocgov.net/mentalhealth/COVIDResources		COVID-19	
Crisis Connects	Hotline	315-251-0800	24 Hours	For Mobile Crisis, Crisis Respite Services, Peer/Warm Line, Informational Resources	
Family Child Advocacy Network	Hotline	Tuesdays/Wednesdays 716-560-0259 Thursday's/Fridays 716-864-3942	Tuesday-Friday 5 pm to 8 pm	Youth	
NYS Department of Health	COVID-19 Hotline	1-888-364-3065	24 hours	General Questions Regarding COVID-19	
OMH Emotional Support Line for COVID-19	Support Line	1-844-863-9314	24 Hours	COVID-19	
Oneida County Department of Family and Community Services' Helpline	Helpline	315-798-5439		General Questions & COVID-19	
Oneida County Department of Mental Health	Phone Number	(315) 768-3660		Mental Health	
Oneida County Department of Social Services Directory	Website	https://ocgov.net/oneida/socialservices/telephone		Resource Directory	
Oneida County Health Department COVID-19 Hotline	Hotline	315-798-5431		COVID-19	
Oneida County Mental Health Hotline	Hotline	1-800-678-0888	24 Hours	General Questions & COVID-19	
Upstate University Hospital	24-hour Triage Hotline	315-464-3979	24 hours	COVID-19 Health Related Questions	

CNY Crisis Resource Guide 4.20

Oneida

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPATED:
Oneida County Mobile Crisis Assessment Team (MCAT)	Hotline	315-732-MCAT (6228) 1-844-732-MCAT	Crisis Line/Crisis Counselors: 24 Hours Peer Advocacy & Crisis Case Management: Monday-Friday 8:30 am to 4:30 am	Peer Advocacy, Crisis Case Management (Oneida county only) and Crisis Counselors	4/15/2020
InstaCart	Website	https://www.instacart.com/		Local Grocery Delivery	4/17/2020

CNY Crisis Resource Guide 4.20
Onondaga

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	
211CNY	Hotline	211 or 1-844-245-1922	24 Hours	Community Information	
Child Care Services	Phone Number	315-446-1220		Child Care	
Contact Community Services-Syracuse	Hotline	315-251-0600	24 Hours	Crisis Counseling	
COVID-19 County Updates Listserv	Website	https://covid19.ongov.net/what-you-need-to-know/	Scroll to bottom of page	COVID-19	
Crisis Connects	Hotline	315-251-0800	24 Hours	For Mobile Crisis, Crisis Respite Services, Peer/Warm Line, Informational Resources	
Family Child Advocacy Network	Hotline	Tuesdays/Wednesdays 716-560-0259 Thursday's/Fridays 716-864-3942	Tuesday-Friday 5 pm to 8 pm	Youth	
Family Planning Services	Phone Number	315-325-2010	Due to COVID-19, the clinic at 113 East Taft Road in North Syracuse is closed. Patients will be seen at the Slocum Avenue clinic by appointment only, no walk-ins	Family Planning	
Huntington Family Centers http://www.huntingtonfamilycenters.org/	Phone Number	Food Pantry 315-744-5951 Diaper Bank at Syracuse Comm. Connections 315-484-0732 Diaper Bank at Syracuse Northeast Comm. Center 315-472-6343	Hours Vary	Community Resources & COVID-19	
NYS Department of Health	COVID-19 Hotline	1-888-364-3065	24 hours	General Questions Regarding COVID-19	
OMH Emotional Support Line for COVID-19	Support Line	1-844-863-9314	24 Hours	COVID-19	
Onondaga County Children and Families Directory	PDF	http://www.ongov.net/cfs/documents/YouthDirectory.pdf		Resource Directory	
Onondaga County Mental Health Resource Directory	PDF	http://www.ongov.net/ocdmh/documents/MentalHealthResourceDirectory2018.pdf		Resource Directory	
Onondaga County Mental Health Services	Phone Number	315-435-3355	Monday-Friday 8 am to 4 pm	Mental Health	
Senior Nutritional Hotline	Hotline	315-218-1987		Emergency Meals for Those 55+ Years Old	

CNY Crisis Resource Guide 4.20
Onondaga

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	
Senior Shopping Hours	Hours		Price Chopper 6am to 7am Daily Tops Tuesdays/ Thursdays 6am to 7:30am Target Wednesdays 7am to 8am Dollar General 8am to 9am Daily	Seniors/Nutrition	
Syracuse Intergroup Inc.	Phone Number	315-463-5011		Support Groups/AA	
Upstate University Hospital	24-hour Triage Hotline	315-464-3979	24 hours	COVID-19 Health Related Questions	
Women, Infant's, Children (WIC) Clinic	Phone Number	315- 435-3304	Monday-Friday 8 am to 5 pm	New Clients/Appointments Appointments Done Over the Phone	
Food Bank of Central NY	Phone Number Website	(315) 437-1899 https://foodbankcny.org/news/important-covid-19-information-and-resources/	Closes at 4:30 pm	Nutrition	4/15/2020
Syracuse Recovery Services	Phone Number	315-475-1771		Outpatient substance abuse services and medication assisted therapy	4/15/2020
Bills Brigade	Phone Number Website	315-710-5750 http://www.billsbrigade.org/	Monday-Friday 9 am to 4 pm	Grocery Delivery/Meal Delivery	4/17/2020
Meals on Wheels-Syracuse	Phone Number Website	315-478-5948 http://www.meals.org/	Monday-Friday 8:30 am to 4 pm	Meal Delivery	4/17/2020
InstaCart	Website	https://www.instacart.com/		Local Grocery Delivery	4/17/2020

CNY Crisis Resource Guide 4.20

Oswego

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPDATED:
211CNY	Hotline	211 or 1-844-245-1922	24 Hours	Community Information	
Crisis Connects	Hotline	315-251-0800	24 Hours	For Mobile Crisis, Crisis Respite Services, Peer/Warm Line, Informational Resources	
Family Child Advocacy Network	Hotline	Tuesdays/Wednesdays 716-560-0259 Thursday's/Fridays 716-864-3942	Tuesday-Friday 5 pm to 8 pm	Youth	
NYS Department of Health	COVID-19 Hotline	1-888-364-3065	24 hours	General Questions Regarding COVID-19	
OMH Emotional Support Line for COVID-19	Support Line	1-844-863-9314	24 Hours	COVID-19	
Oswego County Catholic Charities	Warmline	315-598-3980 Press 0 Ask for "Warmline"	Monday-Friday 9 am to 2 pm	Emotional Support	
Oswego County Catholic Charities	Phone Number	315-598-3980	Monday-Friday 9 am to 2 pm	Food Delivery/Pantry	
Oswego County COVID-19 Hotline	Hotline	315-349-3330		COVID-19	
Oswego County Health Department	Phone Number	315-349-3545	Monday-Friday 8:30 am to 4:00 pm	General Information & COVID-19	4/15/2020
Oswego County Opportunities Crisis Hotline	Hotline	315-342-1600	24 Hours	Crisis Situations	
Oswego County Resource Directory	PDF	https://www.oswegocounty.com/Residents/2020%20Directory.pdf		Resource Directory	
Oswego County Social Services	Phone Number	315-963-5000		Social Services	
Upstate University Hospital	24-hour Triage Hotline	315-464-3979	24 hours	COVID-19 Health Related Questions	
Meals on Wheels-Oswego/Oswego County Opportunities	Phone Number	315-598-4712	Monday-Friday 8:30 AM - 4:30 PM Meals delivered: 11 AM and 1 PM	Meal Delivery	4/17/2020
Walmart-Oswego	Phone Number	315-342-6210	Monday-Sunday: 11 am to 7 pm	Grocery Pick Up	4/17/2020

CNY Crisis Resource Guide 4.20
Oswego

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:	DATE UPDATED:
InstaCart	Website	https://www.instacart.com/		Local Grocery Delivery	4/17/2020

CNY Crisis Resource Guide 4.20

National&State

PROVIDER	RESOURCE	CONTACT	AVAILABILITY	INFORMATION RELATED TO:
24/7 Helpline for First Responders	Hotline	1-888-731-3473	24 Hours	First Responders
Assurance Wireless Program Information	PDF	https://oasas.ny.gov/system/files/documents/2020/03/assurance-wireless-program.pdf		Valid until May 20th 2020
Crisis Text Line	Hotline	NAMI to 741-741	24 Hours	Crisis Situation
NAMI Helpline	Hotline	800-950-NAMI (6264)	24 Hours	Mental Health
National Domestic Violence Hotline	Hotline	800-799-SAFE (7233)	24 Hours	Domestic Violence
National Sexual Assault Hotline	Hotline	800-656-HOPE (4673)	24 Hours	Sexual Assault
National Suicide Prevention Lifeline	Hotline	800-273-TALK (8255)	24 Hours	Suicide
National Veterans Crisis Line	Hotline	1-800-273-8255; Press 1	24 Hours	Veterans
NYS Children and Families Crisis Hotline Directory	Website	https://ocfs.ny.gov/main/youth/rhy/hotline-numbers.asp	24 Hours	Children and Families
NYS COVID-19 Updates	Website	https://now.ny.gov/page/s/coronavirus-updates		COVID-19
NYS Office of Aging Helpline	Hotline	1-800-342-9871	Monday-Friday 8 am to 4 pm	Aging Services
OASAS Hotline	Hotline	1-877-8HOPENY	24 Hours	Alcohol and Substance Use Assistance
SAMHSA Disaster Distress Helpline	Hotline	800-985-5990	24 Hours	Disaster Distress
SAMHSA Hotline	Hotline	1800-662-4357	24 Hours	Alcohol and Substance Use Assistance
The Trevor Project - (National 24-hour, toll free confidential suicide hotline for LGBTQ youth)	Hotline	866-488-7386 or text START to 678678	24 Hours	LGBTQ