

SUPPORT HOTLINE GUIDE

**OUR WORK IS MADE POSSIBLE BY
OUR COALITION PARTNERS:**



BreatheFreely.org



ASSOCIATION FOR
MENTAL HEALTH AND WELLNESS



To Advocate. To Educate. To Empower. Together.





SUPPORT HOTLINE GUIDE

TABLE OF CONTENTS

Mental Health Support	Pages 1-6
General Crisis Intervention	1-2
Suicide Prevention & Postvention	3
Substance Abuse & Addiction Support	4
Sexual & Domestic Abuse Support	Page 5-6
Social Services & Misc. Support	Page 6-7
General Services	6
Town or Population Specific Hotlines	7



SUPPORT HOTLINE GUIDE

MENTAL HEALTH SUPPORT GENERAL CRISIS INTERVENTION

HOTLINE	HOURS	DESCRIPTION
Community Crisis Action Team (C-CAT) by Family Service League 1-888-FSL-CCAT or 1-888-375-2228	24/7	This C-CAT team responds to traumatic incidents, assessing the needs of individuals and groups who have experienced a critical event in the workplace, school or community. C-CAT is often deployed within hours of first contact and uses debriefings, defusing and one-on-one intervention to help mitigate the impact of traumatic situations. SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS
Conexión Spanish Hotline by Response Crisis Center 631-751-7423	M-F 5-10PM	Conexión is a bilingual hotline serving the Hispanic community by providing telephone support for people in crisis. Calls may be about any challenge, such as making a home in a new country, forming friendships, finding work, struggling with depression and many others. Conexión counselors provide referrals to bilingual services as necessary. SERVES SPANISH SPEAKING SUFFOLK RESIDENTS
DASH (Diagnostic, Assessment, and Stabilization Hub) / Suffolk Mobile Crisis by Family Service League (631) 952-3333	24/7	DASH is a 27/7/365 voluntary program for individuals in crisis who are feeling overwhelmed due to substance use, mental illness and/or other life stressors. The program provides assessment, stabilization and linkage to care. The program also features mobile crisis teams and 24/7 crisis hotline. SERVES SUFFOLK COUNTY RESIDENTS



SUPPORT HOTLINE GUIDE

GENERAL CRISIS INTERVENTION

HOTLINE	HOURS	DESCRIPTION
Middle Earth Hotline by Long Island Crisis Center (516) 679-1111	24/7	<p>Middle Earth Hotline was Long Island Crisis Center's first hotline. Crisis intervention and suicide prevention counseling are available; counselors also provide information and referrals.</p> <p>SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS</p>
Nassau County Behavioral Health Helpline/ Mobile Crisis Intervention Team (516) 227-TALK (8255)	Everyday 10AM-11PM	<p>The Nassau County Behavioral Health Helpline provides short-term crisis intervention counseling and support. This Helpline also serves as the intake department for the county's Mobile Crisis Unit. The helpline will guarantee that clients struggling with mental health and/or substance abuse issues can get support and direction when they decide they are ready – any time – day or night.</p> <p>The Mobile Crisis team consists of licensed professional social workers and nurses who are specially trained to provide supportive crisis intervention for individuals, and their families, who are experiencing an emotional disturbance, interpersonal crisis or psychiatric emergency. The team responds same-day and can travel to homes, schools, work-sites and other Nassau County locations.</p> <p>SERVES NASSAU COUNTY RESIDENTS</p>
Response Support Line by Response Crisis Center (631) 751-7500	24/7	<p>Professionally trained and supervised counselors offer callers telephone support and help them explore options that allow them to think through their next steps. This counseling helps callers lower their anxiety and find their own solutions. Crisis counselors also provide referrals for support groups, clinicians, mental health clinics, other hotlines and other community programs and services.</p> <p>SERVES SUFFOLK COUNTY RESIDENTS</p>



SUPPORT HOTLINE GUIDE

SUICIDE PREVENTION AND POSTVENTION

HOTLINE	HOURS	DESCRIPTION
Joe's Project by Family Service League 1-888-FSL-CCAT or 1-888-375-2228	24/7	<p>Joe's Project provides suicide prevention and postvention support to individuals, families, and group counseling, as well as support to organizations and communities affected by the loss of someone who died by suicide.</p> <p>SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS</p>
LIRR Suicide Hotline 1 (877) 582-5586	24/7	<p>Provides suicide prevention services on a dedicated telephone hotline advertised at LIRR train stations and platforms for callers who are in emotional distress or feeling suicidal. Callers connect with trained counselors who can provide immediate assistance and referral to support services or emergency intervention.</p> <p>SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS</p>
Middle Earth Hotline by Long Island Crisis Center (516) 679-1111	24/7	<p>Middle Earth Hotline was Long Island Crisis Center's first hotline. Crisis intervention and suicide prevention counseling are available; counselors also provide information and referrals.</p> <p>SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS</p>



SUPPORT HOTLINE GUIDE

SUBSTANCE ABUSE & ADDICTION SUPPORT

HOTLINE	HOURS	DESCRIPTION
OASAS HOPEline by NYSOPDV 1-877-8-HOPENY (467369) or text HOPENY	24/7	<p>Individuals may call or text the HOPEline to receive free and confidential information about Addiction and problem gambling assessments, interventions, treatment and support in New York State. The HOPEline is staffed by specially trained and supervised mental health professionals with training in addiction and people with lived addiction experience or peer advocates that are available at the request of the caller. HOPEline provides Crisis Intervention Support, including de-escalation and collaboration to connect to 911. HOPEline staff utilize the OASAS Resource Map Tool, to provide callers with a wide range of referral sources.</p> <p>SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS</p>
Suffolk County Substance Abuse Hotline by SCDOH and LICADD (631) 979-1700	24/7	<p>The Suffolk County Department of Health Services has partnered with the Long Island Council on Alcoholism and Drug Dependence (LICADD) to operate a 24/7 hotline that will connect callers to treatment services. LICADD works collaboratively with the Suffolk County Communities of Solution (COS) provider network to ensure timely access to quality substance abuse care.</p> <p>SERVES SUFFOLK COUNTY RESIDENTS</p>
DASH (Diagnostic, Assessment, and Stabilization Hub) / Suffolk Mobile Crisis by Family Service League (631) 952-3333	24/7	<p>DASH is a 27/7/365 voluntary program for individuals in crisis who are feeling overwhelmed due to substance use, mental illness and/or other life stressors. The program provides assessment, stabilization and linkage to care. The program also features mobile crisis teams and 24/7 crisis hotline.</p> <p>SERVES SUFFOLK COUNTY RESIDENTS</p>



SUPPORT HOTLINE GUIDE

SEXUAL AND DOMESTIC ABUSE SUPPORT

HOTLINE	HOURS	DESCRIPTION
ECLI-VIBES Hopeline by ECLI-VIBES 631-360-3606	24/7	<p>ECLI-VIBES maintains a 24-hour hotline, or "Hopeline," that is available to all members of the community who are seeking crisis intervention, emotional support, information on victim rights, and appropriate resources.</p> <p>SERVES SUFFOLK COUNTY RESIDENTS</p>
LIADV Hotline by Long Island Against Domestic Violence (LIADV) 631-666-8833	24/7	<p>If you or someone you know is in an abusive relationship, or thinks she or he may be, L.I. Against Domestic Violence is standing by to help. Call to reach one of our in-house, trained domestic violence counselors. You will never reach an answering machine or be charged a fee. Our counselors provide crisis intervention, information on options and linkage to all our services.</p> <p>SERVES SUFFOLK COUNTY RESIDENTS</p>
Nassau County Hotline for Domestic Violence, Rape/Sexual Assault, Child Abuse, and Human Trafficking by The Safe Center L.I. Inc. (516) 542-0404	24/7	<p>The Safe Center's Hotline is operated 24/7/365 by trained staff who provide crisis support, safety planning, resources, and information to anyone who has been impacted by interpersonal violence, including domestic/family violence, rape and sexual assault, child abuse, or human trafficking. This includes arranging emergency safe housing, providing information about reporting abuse and accessing forensic medical care, and linking callers to the agency's full spectrum of services and other community-based resources.</p> <p>SERVES NASSAU COUNTY RESIDENTS</p>



SUPPORT HOTLINE GUIDE

SEXUAL AND DOMESTIC ABUSE SUPPORT

HOTLINE	HOURS	DESCRIPTION
NYS Domestic & Sexual Violence Hotline by NYSOPDV 1-800-942-6906	24/7	<p>If you or someone else is in a relationship is being controlled by another individual through verbal, physical, or sexual abuse, or other tactics.</p> <p>SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS</p>
Rape Crisis Hotline by Crime Victims Center 1-800-942-6906	24/7	<p>The 24 Hour Crisis Hotline provides telephone counseling, information, referrals, and access to Rape Crisis Counselors and Referrals to Safe Centers.</p> <p>SERVES SUFFOLK COUNTY RESIDENTS</p>

SOCIAL SERVICES & MISC. SUPPORT GENERAL SERVICES

HOTLINE	HOURS	DESCRIPTION
211 Long Island by United Way Dial 2-1-1, or outside Nassau and Suffolk Counties 1-888-774-7633. You can also text your zip code to 898-211.)	24/7	<p>211 is a non-emergency call center for households at or below ALICE (Asset Limited, Income Constrained, Employed) thresholds. It is the most efficient and convenient way for ALICE to find help with any needs among the day-to-day balancing of job, family, and financial obligations.</p> <p>SERVES NASSAU AND SUFFOLK COUNTY RESIDENTS</p>

SUPPORT HOTLINE GUIDE

TOWN OR POPULATION SPECIFIC HOTLINES

HOTLINE	HOURS	DESCRIPTION
Children of Hope by LICC/AMT Children of Hope Foundation 1 (877) 796-HOPE (4673)	24/7	Long Island Crisis Center, in partnership with the AMT Children of Hope Foundation, responds to calls from pregnant women and those who have just given birth who wish to give up their newborns under the Safe Haven law (New York State, July, 2000). Counselors provide free, anonymous and confidential counseling, information and referrals. SERVES PREGNANT WOMEN OR THOSE WHO HAVE JUST GIVEN BIRTH IN NASSAU AND SUFFOLK COUNTY
Huntington Hotline by Long Island Crisis Center / Town of Huntington Youth Bureau (631) 549-8700	24/7	The Huntington Hotline provides free, confidential crisis intervention counseling for Huntington Township residents. This hotline also answers evening and weekend calls for Huntington Sanctuary, a counseling agency for runaway youth. SERVES TOWN OF HUNTINGTON RESIDENTS
Town Of Hempstead Senior Helpline (516) 679-0000	24/7	The Senior Connection Helpline — in partnership with the Town of Hempstead — is a helpline that will assist Senior Citizens age 60+ through short-term counseling, support, and resources. Outreach and follow up calls are available. SERVES TOWN OF HEMPSTEAD RESIDENTS