



Emergency Support Services (NYC)

If you or someone you know is experiencing a mental health emergency, a physical health emergency is a danger to themselves or others, please call 911 immediately.

NYC Well

<https://nycwell.cityofnewyork.us/en/>

NYC Well is your connection to free, confidential crisis counseling, mental health, and substance use support, information, and referrals. You can reach the toll-free helpline 24 hours a day, 7 days a week by phone, text, and online chat. Behavioral health professionals there can link you to the services you need.

To contact NYC Well, call:

- 1-888-NYC-WELL (1-888-692-9355)

You can also reach NYC Well by texting “WELL” to 651-73, or visit their website for more information.

NYC Well counselors are available 24/7. They can provide bilingual help in Spanish, Mandarin, and Cantonese. Additionally, NYC Well offers translation services in more than 200 languages.

Health insurance is not required. Depending on your phone/text service, you may be charged a fee.

When to Contact NYC Well

One in five New Yorkers suffer from a mental health problem or substance use disorder, and too many go untreated. Mental illness and substance use disorders are both treatable, but only if those in need can connect to care. NYC Well is an easy starting point for New Yorkers to find mental health and substance use support.

NYC Well could help you or someone you know if you are:

- Worried about the negative impact drugs or alcohol are having.
- Feeling stressed, overwhelmed, and struggling with daily activities.

- Looking for mental health or substance use providers in your area.
- Having thoughts about hurting or killing yourself.
- Concerned about changes in the behavior of someone you care about.

NYC Well's counselors and peer specialists are trained to listen to you and provide the following services:

- Short-term counseling
- Suicide prevention and other crisis intervention
- Peer support
- Information and referral

Short-term Counseling

Short-term counseling can provide support, coping strategies, and techniques for maintaining healthy living while you wait to receive longer-term care. Short-term counseling can vary in frequency and length depending on the need.

Suicide Prevention and Other Crisis Intervention

NYC Well may conduct risk assessments to determine the appropriate crisis intervention service, including:

- Emergency Medical Services (EMS)
- [Mobile Crisis Teams \(MCT\)](#) see details below
- Outpatient detox

Peer Support

Peer Support Specialists have been trained to use their own experiences with mental illness and behavioral health care to support others through difficult or crisis situations. Peer Support Specialists provide appropriate, compassionate and effective support, crisis diversion, and information and referral. This service is intended for callers who specifically request peer support or otherwise may benefit from the service.

Information and Referral

NYC Well will provide information and referrals for a variety of mental health and substance use services. Referrals are determined based on the specific needs of the individual — including the most convenient location, language needs, and insurance requirements.

[FREE digital mental health resources* for the duration of the COVID-19 pandemic](#)

[COVID-19 Mental Health Resources \(PDF Download\)](#)

Crisis Services/Mental Health: Mobile Crisis Teams

A Mobile Crisis Team is a group of behavioral health professionals — such as social workers, peer specialists, and family peer advocates — who can provide care and short-term management for people who are experiencing severe behavioral crisis. Services are primarily provided in people's homes, as well as in schools for children experiencing a crisis. Mobile Crisis Teams are available in all five boroughs. Mobile Crisis Teams respond to referrals placed between the hours of 8 a.m. and 8 p.m. They typically provide an in-person visit within two hours of receiving a referral. This service is for people who do not need immediate hospitalization.

Services Provided

Mobile Crisis Teams can provide mental health engagement, intervention, and follow-up support to help people remain connected with treatment providers. The teams may offer a range of services, including:

- Assessment
- Crisis intervention
- Supportive counseling
- Information and referrals, including to community-based mental health services

Request a Team

You can request help from a Mobile Crisis Team if you are concerned about a family member, friend, or acquaintance who is experiencing, or at risk of, a psychological crisis. You can also request a team for yourself. To request a team, call NYC Well at (888) NYC-WELL (888-692-9355).

Transport to Psychiatric Emergency Room

If a Mobile Crisis Team determines that a person in crisis needs further psychiatric or medical assessment, they can arrange for that person to be transported to a hospital psychiatric emergency room.

Mobile Crisis Teams may direct EMS or police to take a person to an emergency room against their will only if they have a mental illness (or the appearance of mental illness) and are a danger to themselves or others. This is in accordance with NYS Mental Hygiene Law.

For more information, contact [NYC Well](https://www.nycwell.org/) at (888) NYC-WELL (888-692-9355).

Child and Adolescent Mental Health Services in NYC

The city has many free and low-cost mental health services for children and adolescents. In addition to the listings below, you can call 311 or NYC Well for more information.

Index of Services

[Information and Referrals](#)

- [NYC Well](#)
- [Children's Single Point of Access](#)

[Outpatient Services](#)

- Clinic Treatment
- Day Treatment

[Community Supports and Services](#)

- Family Resource Centers
- Early Childhood Mental Health
- Case Management (intensive, supportive, blended)
- Home and Community Based Services Waiver
- Adolescent Skills Centers
- Residential Treatment Facilities
- Children's Community Residences

[Emergency and Crisis Services](#)

- Hospital Psychiatric Emergency Rooms
- Children's Mobile Crisis Teams
- Home-Based Crisis Intervention

[Inpatient Services](#)

- Inpatient Psychiatric Units

Crisis Respite Centers

Crisis Respite Centers provide an alternative to hospitalization for people experiencing emotional crises. They are warm, safe, and supportive home-like places to rest and recover when more support is needed than can be provided at home. The Crisis Respite Centers offer stays for up to one week and provides an open-door setting where people can continue their daily activities. Trained peers and non-peers work with individuals to help them successfully overcome emotional crises. The Crisis Respite Centers offer activities such as:

- 24-hour peer support
- self-advocacy education
- psycho-education
- self-help training
- social support groups

- recreational activities
- linkage to medical and psychiatric providers

The Health Department Community Partners that are Operating Crisis Respite Centers
COMMUNITY ACCESS, INC. - Crisis Respite Center (Manhattan)

315 2nd Avenue

New York, NY 10003

Phone : 646-257-5665, x 8401

[Website](#)

[RIVERDALE MENTAL HEALTH ASSOCIATION - Crisis Respite Center \(Bronx\)](#)

640-642 West 232nd Street

Bronx, NY 10463

Phone : 718-884-2992

[SERVICES FOR THE UNDERSERVED - Crisis Respite Center \(Brooklyn\)](#)

2118 Union Street

Brooklyn, NY 11212

Phone : 347-505-0870

[TRANSITIONAL SERVICES FOR NEW YORK - Crisis Respite Center \(Queens\)](#)

80-45 Winchster Blvd.

Queens Village, NY 11427

Phone : 718-464-0375

Emergency Support Services New York State and Nationwide

[Suicide prevention lifeline](#) 1-800-273-8255 (TALK)

TTY: 1-800-799-4889

Free and confidential support for people in distress, 24/7.

[National Helpline](#) 1-800-662-HELP (4357)

TTY: 1-800-487-4889

Treatment referral and information, 24/7.

[Disaster Distress Helpline](#) 1-800-985-5990

TTY: 1-800-846-8517

Immediate crisis counseling related to disasters, 24/7.

[National Suicide Prevention Lifeline](#) – Call 800-273-TALK (8255)

If you or someone you know is in crisis—whether they are considering suicide or not—please call the toll-free Lifeline at 800-273-TALK (8255) to speak with a trained crisis counselor 24/7.

The [National Suicide Prevention Lifeline](#) connects you with a crisis center in the Lifeline network closest to your location. Your call will be answered by a trained crisis worker who will listen empathetically and without judgment. The crisis worker will work to ensure that you feel safe and help identify options and information about mental health services in your area. Your call is confidential and free.

[Crisis Text Line](#) – Text NAMI to 741-741

Connect with a trained crisis counselor to receive free, 24/7 crisis support via text message.

[National Domestic Violence Hotline](#) – Call 800-799-SAFE (7233)

Trained expert advocates are available 24/7 to provide confidential support to anyone experiencing domestic violence or seeking resources and information. Help is available in Spanish and other languages.

[National Sexual Assault Hotline](#) – Call 800-656-HOPE (4673)

Connect with a trained staff member from a sexual assault service provider in your area that offers access to a range of free services. Crisis chat support is available at [Online Hotline](#). Free help, 24/7.

[Mental Health America Hotline](#): Text MHA to 741741. Mental Health America is a nationwide organization that provides assistance through this text line. You will be linked to someone who can guide you through a crisis or just provide information.

[National Suicide Prevention Lifeline](#): 1-800-273-8255. Crisis intervention and free emotional support are available, which is helpful when you need confidential assistance during a time of emotional distress for you or a loved one. The helpline is open 24/7, and a live online chat is available as well.

[Crisis Text Line](#): Text CONNECT to 741741. Specialized crisis counselors are just a text message away on this free, confidential 24-hour support line. To further protect your privacy, these messages do not appear on a phone bill. The text line also provides services and support if you are upset, scared, hurt, frustrated, or distressed.

[The Samaritans](#): 1-212-673-3000. This is a New York-based organization that operates a 24-hour crisis hotline for anyone in the area. Even if you're not in crisis but feel like you need emotional support, this hotline can help.

[Veterans Crisis Line](#): 1-800-273-8255. Text a message to 838255. Operated by the Department of Veterans Affairs, these services aid veterans and their families who may be in crisis by connecting them with VA responders.

[Alcoholics Anonymous](#)

[CDC National HIV and AIDS Hotline](#)

(800) 232-4636

[Childhelp National Child Abuse Hotline](#)

(800) 422-4453

[Crisis Text Line](#)

Text HOME to 741741

[Disaster Distress Helpline Online Peer Support Communities](#)

[Disaster Distress Helpline Videophone for American Sign Language Users \(PDF, 180KB\)](#)

[Gamblers Anonymous](#)

[Nacional de Prevención del Suicidio](#)

(888) 628-9454

[Narcotics Anonymous](#)

[National Domestic Violence Hotline](#)

(800) 799-7233

[National Grad Crisis Line](#)

(877) 472-3457

[National Sexual Assault Hotline](#)

(800) 656-4673

[National Suicide Prevention Lifeline](#)
[\(800\) 273-8255](#)

[National Suicide Prevention Lifeline \(Options for Deaf and Hard of Hearing\)](#)
[For TTY Users: Use your preferred relay service or dial 711 then 1-800-273-8255](#)
[Substance Abuse and Mental Health Services Administration National Helpline](#)
[\(800\) 662-4357](#)

[Veterans Crisis Line](#)
[\(800\) 273-8255, PRESS 1](#)
[Text 838255](#)
[Chat online](#)

[Crisis Text Line:](#)

New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. Starting a conversation is easy. **Text GOT5 to 741741.**

[OASAS HOPEline:](#)

New York State's 24/7 problem gambling and chemical dependency hotline. For Help and Hope call **1-877-8-HOPENY** or **text HOPENY**

[National Suicide Prevention Lifeline:](#)

If your life or someone else's is in imminent danger, please call 911. If you are in crisis and need immediate help, please call: **1-800-273-TALK (8255)**

[Domestic Violence:](#)

If you or someone else is in a relationship is being controlled by another individual through verbal, physical, or sexual abuse, or other tactics, please call: **1-800-942-6906**

Crisis Services:

[Suicide Prevention](#)

If your life or someone else's is in imminent danger, please call 911. If you are in crisis and need immediate help, please call **(800) 273-8255, 24/7.**