

TRAUMA RESPONSE AND CRISIS INTERVENTION RESOURCE DIRECTORY



The New York City Department of Youth and Community Development (DYCD) invests in a network of community-based organizations and programs to alleviate the effects of poverty and to provide opportunities for New Yorkers and communities to flourish.

DYCD supports New York City youth and their families by funding a wide range of high-quality youth and community development programs, including:

- Afterschool
- Community Development
- Vulnerable Youth
- Family Support
- Literacy Services

www.nyc.gov/dycd



Vibrant Emotional Health, formerly the Mental Health Association of New York City (MHA-NYC), works with people to help them achieve mental and emotional well-being with dignity and respect. For over 50 years, our groundbreaking solutions have delivered high quality services and support, when, where and how people need it. Thousands of people are helped every year through our advocacy and education work in support of better mental health access and care. We're advancing access, dignity and respect for all and revolutionizing the system for good.

www.vibrant.us

The Need for Resources

For all of us, emotional and mental health are essential to our overall well-being, helping us to achieve our goals, form meaningful relationships, take pleasure in activities, and enhance our physical health. At times, we may experience stressors that interfere with our emotional well-being and mental health, such as traumatic events, loss, or other types of crises.

When these feelings happen during or after difficult experiences, it is easy to feel alone, unsure of what to do or where to reach out for help.

There is help available! New York City has a wide array of services that are specifically designed to help you manage and recover from challenging or stressful experiences.

This guide is meant to help you serve the people in your programs by helping them find the supports they need to heal from trauma or other significant challenges.

If you work with youth and families in the community and look for professional guidance and training opportunities, this guide may help you. The resources listed in this guide are categorized into six sections:

Section 1: *Crisis Intervention Support* includes organizations that provide direct support to individuals, families and other groups following a crisis or traumatic incident.

Section 2: *Mental Health Support Services* includes resources for those in need of emotional, mental, and social support, including individuals, families, and organizations.

Section 3: *Hotlines and Helplines* includes resources available by phone, text, and chat related to mental health support, crisis counseling, and referrals for additional help.

Section 4: *Disaster Response* includes resources for support and response before, during, and after disasters for individuals, families, organizations, and communities.

Section 5: *Online Resources* lists websites with useful information regarding mental health and trauma support.

Section 6: *Training and On-site Consultations* lists organizations that provide support, training, and on-site technical assistance to service providers.

This guide includes program descriptions, addresses, contact information, geographical areas served, and fees.

We hope this directory provides useful information to help you identify services and to effectively connect people to the care they need to ensure their optimal mental and emotional well-being.

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Section 1: Crisis Intervention Support

A crisis is an event or perceived incident that creates a sense of helplessness, hopelessness, and loss of control that overwhelms a person's ability to cope and function in daily life, and may be triggered by past traumatic experiences.

Crises can involve a specific event in an individual's life that affects the person's well-being or can involve incidents that are sudden and unpredictable and can have a catastrophic or life-threatening impact on more than one person.

In response to traumatic incidents or crisis situations, it is important to have resources and referrals to support youth, program staff, clients, families, and community members.

This section outlines organizations that provide crisis counseling, debriefing services, and additional support in times of crisis.





Section 1: Crisis Intervention Support



Visiting Nurse Service of New York Children's Mobile Crisis Team (CMCT)

CMCT provides rapid response crisis care for children, teens and their families who need:

- Crisis assessment
- Crisis stabilization
- Prevention planning
- Caregiver support

CMCT is available 24 hours a day, 7 days a week to provide rapid responses and crisis management for children and adolescents (0-18 years) in active crisis situations, residing in or attending school in the specified catchment areas of the Bronx, Brooklyn, and Queens. The VNSNY Crisis Team consists of licensed clinical staff with advanced degrees in counseling, as well as family advocates.

Initial contact is made with NYC Well (1-888-NYCWELL) by telephone and follow-up visits are conducted in the home. A team will:

- Respond within two hours of receiving a crisis referral
- Provide crisis de-escalation
- Initiate prevention planning
- Collaborate with existing services
- Coach caregivers on how to manage situations and prevent future crisis situations

Children's Mobile Crisis Teams

Bronx Address: 489-493 East 153rd St, Bronx, NY 10455

Phone: (718) 742-7106

Brooklyn Address: 1630 East 15th St, Brooklyn, NY 11229

Phone: (718) 840-4903

Queens Address: 75-20 Astoria Blvd, Jackson Heights, NY 11370

Phone: (718) 888-6663

Geographical Area: The Bronx: CDs 1-12 and coverage to schools CDs 1-6; Brooklyn: CDs 1-6, 8, 9, 16 and 17; and Queens: CDs 6-14.

Fees: Free

Target Population: Children and adolescents (0-18 years)



Section 1: Crisis Intervention Support



NYC Well

NYC-Well is a free, confidential help line for New York City residents. You can call 24 hours per day, 7 days a week. The staff of trained mental health professionals help callers find mental health and substance abuse services.

NYC Well is multilingual and multicultural:

Phone: (888) NYC-Well (9355)

Text: WELL to 65173

Chat: nyc.gov/nycwell

Target Population: School-aged youth

Geographical area: All five boroughs of New York City

Fee: Free



Safe Horizon

Safe Horizon provides mental health counseling to reduce trauma symptoms among survivors of crime and abuse. Safe Horizon provides counseling, crisis intervention, referrals and services to people impacted by domestic violence, child abuse, human trafficking and homicide.

Address: Programs available in five boroughs

Contact: Counseling Center intake and appointment: (347) 328-8110 (No walk-ins.)

- Domestic violence hotline: (800) 621-HOPE (4673)
- Rape and sexual assault: (212) 227-3000
- All crimes, including support for family members of homicide victims: (866) 689-HELP (4357)
- TDD machine for hearing impaired clients for all hotlines: (866) 604-5350

Website: www.safehorizon.org/page

Target population: All crime victims and survivors, domestic violence, child abuse victims, human trafficking, and families of homicide victims

Geographical area: All five boroughs of New York City

Fee: All services are free except for the Counseling Center. The Counseling Center fees are on a sliding scale.





Section 1: Crisis Intervention Support



National Suicide Prevention Lifeline

National Suicide Prevention Lifeline is a suicide prevention service available to anyone in suicidal crisis or emotional distress. The National Suicide Prevention Lifeline number routes callers to the nearest accredited crisis center in the caller's area. National Suicide Prevention Lifeline calls are answered by staff at over 150 certified crisis centers across the United States who provide callers with crisis counseling and mental health referrals. Crisis Chat Service routes chat visitors to a subnetwork of crisis centers accredited in providing online emotional support.

Contact: English: (800) 273- TALK (8255)

Spanish: (888) 628-9454

Website: www.suicidepreventionlifeline.org

TTY: (800) 799-4TTY (4889)

Chat: <https://suicidepreventionlifeline.org/chat/>

Target Population: All ages

Geographical Area: Nationwide

Fee: Free



The New York Society for the Prevention of Cruelty to Children (NYSPCC)

The primary goal of The NYSPCC's Crisis Debriefing sessions is to mitigate the impact of the critical incident and to accelerate the recovery processes. Services are available for and tailored to address a variety of issues, including: child fatalities; bereavement; grief and loss; threats or assaults on employees; incidents of severe child abuse or neglect; or incidents of severe domestic violence.

Phone: (212) 233-5500 x228 contact Katheryn Lotsos, LCSW

Email: klotsos@nyspcc.org

Website: www.nyspcc.org

Target Population: Children and adults

Geographical Area: All five boroughs of New York City

Fee: Varies depending on the type of training



Section 1: Crisis Intervention Support



NYC Public Schools

Local school district field offices have Crisis Support Centers that can deploy crisis staff for after-crisis consultation. The deployed staff are often from other districts so that in-district staff can also receive supports as needed.

All schools have an on-site crisis team, which meets to plan the management of any school-based crisis, including suicide prevention and intervention. Representation from the crisis team, along with school principal's office, can coordinate with external organizations that provide post-crisis consultation if needed.

If emergency services or the police are involved, the NYC DOE Emergency Information Center must be contacted. This number should also be used if a student states suicidal intentions.

Emergency Information Center

Phone: (718) 935-3210

NYC DOE Office of Safety and Youth Development Crisis Support Resources for Families

Website: <http://schools.nyc.gov/Offices/OSYD/Resources+to+Support+Children-.htm>

Target Population: Students K-12

Geographical Area: All five boroughs of New York City

Fee: Free



Section 1: Crisis Intervention Support

Home Based Crisis Intervention

The Home Based Crisis Intervention (HBCI) programs provide in-home crisis services to families when a child is at imminent risk of hospital or out-of-home placement. This service provides intensive in-home interventions for 4-6 weeks in the child's home and community. A counselor is available 24 hours a day, 7 days a week. Goals of this program includes crisis stabilization, avoiding hospital or out-of-home placement, developing problem-solving strategies with the family, and linking the child and family to community-based resources and supports.

Services include:

- Crisis intervention
- Working on problem-solving skills
- Individual and family counseling
- Linkage to community-based resources
- Case management
- Medication evaluation and management

How to access: Referrals to this program are made primarily through an emergency room, walk-in clinic or mobile crisis team. Referrals can be made directly by contacting the HBCI programs.

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

Target Population: Children between ages 5-18 years who are experiencing emotional disturbance or are in crisis

Geographical Area: All five boroughs of New York City. If a client needs assistance outside of New York City they can receive referral numbers for services in their local area.

Fee: Free



Section 1: Crisis Intervention Support

Crisis Respite Centers

Crisis Respite Centers provide an alternative to hospitalization for people experiencing emotional crises. The Crisis Respite Centers offer stays for up to one week and provide 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

Website: www.communityaccess.org/our-work/crisis-support/crisis-respite-center

Department of Health and Mental Hygiene Community Partners operating Crisis Respite Centers:

Community Access, Inc.

Crisis Respite Center (Manhattan)
315 2nd Avenue New York, NY 10003

Phone: (646) 257-5665 x8401

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 Winchester Blvd. Queens Village, NY 11427

Phone: (718) 464-0375



Section 2: Mental Health Support Services

Section 2: Mental Health Support Services

Mental and emotional health are foundational to leading a productive, fulfilled, and balanced life. As important as physical health, mental health is often overlooked as a crucial component of well-being. Whether it is the need for short-term therapy, grief and bereavement counseling, or longer-term treatment, having the resources at one's fingertips can make the process of finding help and support possible.

This section offers resources for those in need of additional emotional, mental, and social support, including individuals, families, and organizations.



Section 2: Mental Health Support Services



Calvary Hospital

Calvary Hospital offers support groups for those who have experienced the death of a loved one. The groups are free of charge and are integral to Calvary's mission of compassion. Calvary's adult groups are organized by one's relationship to the deceased; such as groups for young bereaved spouses, older bereaved spouses, adult children, parents, siblings, and a Spanish-speaking group. For children and teens, the groups utilize role-play, pet therapy, and art-based activities to help them express their feelings openly in a safe environment.

Phone: (718) 518-2173

Website: www.calvaryhospital.org/

Bereavement Support Programs Website:

www.calvaryhospital.org/patients-families/bereavement-support/

Target Population: Groups are offered for children and for adults

Geographical Area: Groups in Manhattan, Brooklyn and the Bronx

Fee: Free



Brightpoint Health

Brightpoint Health's counseling centers provide individualized behavioral health services, serving teens, children and adults (18 years or older) faced with behavioral health illness. Available in English and Spanish for both adult and pediatric patients, the services aim to increase clients' ability to improve social skills and family relationships. Services include medication management, crisis intervention, psychotherapy (individuals, families, and groups), 24/7 hotline access and evaluations for housing assistance.

Phone: (855) 681-8700

Website: www.brightpointhealth.org/

Target population: Children, teens, and adults (18+) faced with behavioral health illness

Geographical Area: All five boroughs of New York City

Fee: Insurance eligibility, or ability to pay for services on a sliding fee scale



Section 2: Mental Health Support Services



The Jewish Board

The Jewish Board offers a wide variety of wellness services, as they strive to improve the emotional and mental health of individuals and families throughout New York. Their staff is culturally sensitive and diverse. Their team of psychologists, psychiatrists, social workers and case workers are equipped to address a wide range of emotional and social problems such as trauma, depression, Attention Deficit Disorder (ADD), domestic violence, anxiety, depression and isolation. Specialized services include individual and group therapy, psychiatric care, and evaluation, assessment and medication management.

Phone: (212) 582-9100 and Toll-free: 1-888-523-2769

Website: www.jewishboard.org/

Email: hello@jbfcs.org

Target Population: Individuals and families

Geographical Area: All five boroughs of New York City

Fee: Accept most types of insurance, including Medicaid



Day One

Day One partners with youth to end dating abuse and domestic violence through community education, supportive services, legal advocacy and leadership development. Their services include direct services such as free and confidential counseling, interactive workshops for schools to understand the effects of dating abuse, and the Relationship Abuse Prevention Program (RAPP). Day One also offers professional trainings for adults that work with youth.

Address: 307 7th Ave #1201, New York, NY 10001

Phone: 1-800-214-4150

Website: www.dayoneny.org/

Email: info@dayoneny.org

Target Population: Youth; Training for providers working with youth

Geographical Area: All five boroughs of New York City



Section 2: Mental Health Support Services



The Lesbian, Gay, Bisexual & Transgender Community Center

The Center offers an outpatient substance use treatment program designed for LGBT community members ages 13 and up. This organization also provides counseling services, biopsychosocial assessments, medical assessments, psychiatric evaluation and medication management. Group counseling transgender-specific programming, youth leadership programming and other services are also available.

Address: 208 West 13th St., New York NY 10011

Phone: (212) 620-7310

Website: www.gaycenter.org/resources

Geographical Area: All five boroughs of New York City

Fee: Services are on a sliding scale according to ability to pay



A Caring Hand (New York City Children's Grief Connection)

A Caring Hand helps grieving children and families through their grief process. The organization offers an 11-week peer-group support program that addresses common bereavement issues using evidence-informed, skills-based strategies. The program runs throughout the fall, winter, and spring.

Phone: (212) 229-CARE (2273) (Harlem or Midtown)
(718) 990-2367 (Queens)

Website: www.acaringhand.org

Email: info@acaringhand.org

Target population: Bereaved children ages 5-17, families; Services offered in both in English and Spanish.

Geographical Area: Group locations are Harlem, Midtown Manhattan, and Queens

Fee: Services are free of charge or provided on a sliding scale



Section 2: Mental Health Support Services

Family Resource Centers (FRCs)

The nine Family Resource Centers (FRCs) provide individual and group-based family support services to parents/caregivers of children and youth (birth to age 24) who have or are at risk for developing emotional, behavioral, or mental health challenges. Using a family and youth peer model, FRCs provide emotional support, mental health resources, referrals, recreational activities and more.

Geographical Area: All five boroughs of New York City

Target Population: Parents/Caregivers of children and youth who are at risk for developing emotional or mental health challenges.

Fee: Free

FRC of Northern Bronx – Vibrant Emotional Health

Address: 975 Kelly Street, Suite 301 Bronx, NY 10459

Phone: (718) 220-0456

FRC of Southern Bronx – Vibrant Emotional Health

Address: 975 Kelly Street, Suite 301 Bronx, NY 10459

Phone: (718) 220-3868

FRC of Northern Manhattan – Vibrant Emotional Health

Address: 1 Penn Plaza, 36th floor, Suites 3696 and 3697

New York, NY 10019

Phone: (212) 410-1820

FRC of Southern Manhattan – Vibrant Emotional Health

Address: 1 Penn Plaza 36th floor, Suites 3696 and 3697

New York, NY 10019

Phone: (212) 964-5253

FRC of Western Queens – Vibrant Emotional Health

Address: 29-46 Northern Boulevard, 2nd floor

Long Island City, NY 11101

Phone: (718) 651-1960; (718) 698-5307

FRC of Eastern Queens – St. John's Episcopal

Address: 148-45 Hillside Avenue, Suite 203 Jamaica, NY 11435

Phone: (347) 644-5711



Section 2: Mental Health Support Services

FRC of Northern Brooklyn – Institute for Community Living

Address: 484 Rockaway Avenue Brooklyn, NY 11212

Phone: (718) 290-8100

FRC of Southern Brooklyn – Jewish Child Care Association

Address: 858 East 29th St. Brooklyn, NY 11210

Phone: (347) 462-8124

FRC of Staten Island – Jewish Board

Address: 2795 Richmond Ave Staten Island, NY 10314

Phone: (718) 698-5307



Astor Services for Children & Families

Astor Services for Children & Families is a community-based, non-profit organization that provides children's mental health services, child welfare services, and early childhood development programs. Astor serves children and families in New York State's Mid-Hudson Valley region and the Bronx. Community-based services are available to children and adolescents up to 18 years of age, or 21 if still in school and living at home with their families. They work with youth under 18 who are involved in the court system at Bronx Family Court.

Address 1: 750 Tilden Street, Bronx NY 10467

Phone 1: (718) 231-3400

Address 2: 1419 Shakespeare Ave, NY 10452

Phone 2: (718) 732-7080

*For referrals, please contact Ameneh Astaneh at (646) 939-8418.

Target Population: Children and adolescents up to 18 years of age (or 21 if still enrolled in school and living with family members).

Geographical Area: Mid-Hudson Valley region and the Bronx

Fee: Varies depending on service. Insurance is accepted. If patient does not have insurance, price is accommodated based on income.



Section 2: Mental Health Support Services

The Sanctuary

The Sanctuary's National Grief Support Network is dedicated to providing grief counseling, bereavement education and outreach services for children/teens, adults, families, communities and businesses having experienced the death of a family member, colleague or friend in Westchester and Putnam Counties, Long Island, northern New Jersey and throughout the five boroughs of New York City.

Phone: (914) 834-6763 Contact Amy Liebman Rapp, MS Ed, CT

Email: theliebmanrapp@gmail.com

Website: www.thesanctuaryforgrief.org/

Target Population: Children, adolescents, adults, families and communities

Geographical Area: Westchester and Putnam Counties, Long Island, Northern New Jersey and all five boroughs of New York City.



Section 3: Hotlines and Helplines

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People in need of support can reach out anonymously to contact a trained professional who can provide brief counseling, resources, and referrals. The free hotlines and helplines in this section are meant to provide immediate mental health support to individuals via phone, text, and chat.

Some of the resources listed can also provide referrals for on-going treatment, crisis counseling, and information on organizations that provide support for specific concerns regarding child safety, domestic violence, bias and discrimination, and youth services.





Section 3: Hotlines and Helplines



Substance Abuse and Mental Health Services Association (SAMHSA) 24/7 National Helpline

SAMHSA's National Helpline, (also known as the Treatment Referral Routing Service) is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information.

Phone: 1-800-662-HELP (4357) and 1-800-487-4889 (TDD)
Website: www.samhsa.gov/
Hours: 24/7



National Suicide Prevention Lifeline

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

Phone: English: 1-800-273-TALK (8255)
 Spanish: 1-888-628-9454
Website: www.suicidepreventionlifeline.org
TTY: 1-800-799-4TTY (4889)
Chat: <https://suicidepreventionlifeline.org/chat/>
Fee: Free
Target Population: All ages
Hours: 24/7



National Suicide Hopeline

A program of the Kristin Brooks Hope Center, Hopeline provides support with trained counselors through this national hotline to prevent suicide and teach awareness.

Phone: 1-800-442-HOPE (4673)
Website: <https://www.imalive.org/>
Hours: 24/7



Section 3: Hotlines and Helplines



NYC Well

NYC-Well is a free, confidential help line for New York City residents. You can call 24 hours per day, 7 days a week. The staff of trained mental health professionals help callers find mental health and substance abuse services.

NYC Well is multilingual and multicultural:

Phone: (888) NYC-Well (9355)
Text: WELL to 65173
Chat: nyc.gov/nycwell
Target Population: School-aged youth
Geographical Area: All five boroughs of New York City
Fee: Free



Anti-Violence Project

AVP aims to empower the LGBTQ and HIV-affected communities and allies to end all violence through organizing and education. The AVP offers survivors support in the form of counseling.

Phone: (212) 714-1141
Website: www.avp.org
Hours: 24/7



LGBT National Help Center

LGBT National Youth

Talkline

The LGBT National Help Center offers a hotline specific to

youth until the age of 25. This hotline is a volunteer service provided 24/7. Volunteers offer support in coming-out issues, safe-sex resources, concern with bullying, family relationships, relationship issues and more.

Phone: (800)-246-PRIDE (7743)
Website: www.glnh.org/talkline
Hours: Monday-Friday from 4pm to midnight
 Saturday from noon to 5pm





Section 3: Hotlines and Helplines



LGBT National Help Center The Lesbian, Gay, Bisexual and Transgender (LGBT) National Hotline

The LGBT National Help Center provides vital peer-support, community connections and resource information to people with questions regarding sexual orientation and/or gender identity. The LGBT National Help Center operates the LGBT National Hotline and the LGBT National Youth Talkline. The LGBT National Help Center also offers a one-to-one online chat, that helps both youth and adults with coming-out issues, safer-sex information, school bullying, family concerns, relationship problems and a lot more.

Phone: (888)-THE-GLNH (1-888-843-4564)

Email: help@LGBThotline.org

Website: www.glbtnationalhelpcenter.org

Hours: Monday-Friday from 4pm to midnight
Saturday from 12 pm to 5 pm

The National Domestic Violence

HOTLINE National Domestic Violence Hotline

Highly-trained advocates are available 24/7 to provide confidential support to anyone experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship.

Phone: 1-800-799-SAFE (7233) and TTY 1-800-787-3224

Website: www.thehotline.org/

Hours: 24/7



Section 3: Hotlines and Helplines



Department of
Youth & Community
Development

NYC Department of Youth and Community Development Youth Connect

Youth Connect is a confidential, toll-free telephone information and support service for young people, parents, service providers and community members, operating M-F 9 a.m. – 5 p.m. EST. Youth Connect does not provide face-to-face information, referral or crisis intervention services. All direct services are conducted via the telephone. Youth Connect staff are “listeners” who are trained and supervised by adult professionals to provide anonymous information and support to callers. Listeners assist callers in many types of situations: from youth-in-crisis, to family conflicts and relationship problems, to helping locate afterschool and recreation programs in their neighborhoods.

Listeners are prepared to provide information and service referrals selected from a database of community resources with information about over 6,000 agencies. Information and resources that are provided include, but are not limited to the following:

- Runaway and Homeless Youth
- Youth Services
- Youth Employment
- Afterschool Activities
- Literacy Programs
- Recreation
- Relationship Issues
- Family Support

Phone: 1-800-246-4646

Phone (Outside of NYC): (646) 343-6800

TDD: 1-800-246-4699

Fully accessible to persons who are hearing impaired through a Telecommunications Device for the Deaf (TDD).

Hours: Monday-Friday 9am-5pm



Section 3: Hotlines and Helplines



Trevor Project

The Trevor Project is the only national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) youth ages 13-24. The services and programs include crisis intervention, suicide prevention trainings and resources and advocacy works.

Trevor Lifeline: 1-866-488-7386 24/7 crisis intervention and suicide prevention lifeline for LGBTQ young people, ages 13-24

TrevorChat: An online instant messaging with a TrevorChat counselor. Available daily between 3:00pm—10:00pm ET. The chat link is www.trevorchat.org

TrevorText: Text “Trevor” to (202) 304-1200

A free, confidential, secure service in which LGBTQ young people can text a trained Trevor counselor for support and crisis intervention, available weekdays from 3:00 p.m. - 10:00 p.m. ET at (202) 304-1200.

Website: www.thetrevorproject.org/

Target population: LGBTQ youth ages 13-24

Geographical Area: Nationwide



BRAVELine

The BRAVELine hotline is an anonymous support system for students, parents or faculty to address bullying in or outside of school. BRAVELine provides counseling services via phone and online chat. The service is available from 2:30 pm to 9:30 pm Monday through Friday.

Phone: (212) 709-3222 or text BRAVE to 43961

Chat: Click CHAT function at <http://www.uft.org/our-rights/brave>

Target population: School-aged youth

Geographical Area: All five boroughs in NYC

Fee: Free



Section 3: Hotlines and Helplines



NYS Office of Children and Family Services Child Abuse and Violence Reporting Hotlines

NYS Office of Children and Family Services (OCFS) Mandated Reporters Hotline for child abuse and maltreatment reports:

Phone: 1-800-635-1522

Website: www.ocfs.state.ny.us/main/cps

NYS Child Abuse Hotline

Phone: 1-800-342-3720

Website: www.ofcs.state.ny.us/main/cps

Hours: 24/7



New York State Hotline for Incidents of Bias and Discrimination (Hate Crimes)

New Yorkers who have experienced bias or discrimination are encouraged to call the toll-free hotline from 9 a.m. to 5 p.m. Monday - Friday.

Phone: 1-888-392-3644

Hours: Monday-Friday 9am-5pm



Section 4: Disaster Response

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This section outlines resources for response after disaster for individuals, families, organizations, and communities. In response to emergency situations, including natural or human-caused disasters, it is important for people to know where to turn for help. From physical and mental health support to services including shelter, food, and health providers, simplifying access to resources is key to the healing and recovery process.

After a disaster, stress, anxiety, and other depression-like symptoms are common reactions. Crisis counseling is available with trained professionals for people in emotional distress. Hotline staff can provide support before, during, and after disasters and refer people to local disaster-related resources for follow-up care and support.



Section 4: Disaster Response



Substance Abuse and Mental Health Services Administra- tion Disaster Distress Helpline Substance Abuse and Mental

Health Services Administration Disaster Distress Helpline is a national hotline dedicated to providing year-round immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multi-lingual, and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.

The Disaster Distress Helpline is staffed by trained counselors from a network of crisis call centers located across the United States. These counselors provide:

- Crisis counseling for people in emotional distress related to any natural or human-caused disaster
- Information on how to recognize distress and its effects on individuals and families
- Tips for healthy coping

Referrals to local crisis call centers for additional follow-up care and support.

Phone: 1-800-985-5990 (para español, presione “2”)

Text: TalkWithUs to 66746 (English) and Hablanos to 66746 (Spanish)

Disaster Technical Assistance Center (DTAC) helps states, U.S. territories, tribes, and local providers plan for and respond to behavioral health needs after a disaster. For disaster technical assistance inquiries, contact SAMHSA DTAC.

Phone: 1-800-308-3515

Chat: dtac@samhsa.hhs.gov

Target population: All ages

Geographical area: All five boroughs in NYC



Section 4: Disaster Response



FEMA

Listen, Protect and Connect: Family to Family, Neighbor to Neighbor

Listen, Protect and Connect is a psychological first aid handbook for communities and families. This guide contains helpful information on the effects of disasters and how to support and assist those around you (family, friends and neighbors) in an emergency or disaster.

Listen, Protect and Connect training can be provided by the Mental Health Association of New York City by contacting the Center for Policy, Advocacy, and Education at (212) 254-0333.

Link to the handbook: www.ready.gov/sites/default/files/documents/files/LPC_Booklet.pdf

Geographical Area: Nationwide

Fee: Free



**American
Red Cross**

The Red Cross

After traumatic incidents, the Red Cross provides physical and mental health support to families and communities who have been effected by a natural disaster. These services include shelter, food, and health services. The Red Cross also offers training designed to help people respond to and prepare for emergencies. Their health and safety courses include CPR, First Aid, lifeguard training, babysitting and more.

Website: <http://www.redcross.org/>

Phone: 1-877-733-2767

Geographical Area: Nationwide

Fee: Free



Section 4: Disaster Response



New York City Department of Emergency Services

Call 911:

- When you are in immediate danger or witness a crime in progress.
- For a serious injury or medical condition.
- Any other situation needing urgent attention.
- Do NOT call 911 for non-emergencies or to report a power outage.

Call 311:

- When you need access to non-emergency services or information about City government programs.
- Do NOT call 311 for emergencies.

Other ways to connect to 311:

- Contact 311 online
- Text 311-692
- Use a Video Relay Service (VRS) at 212-NEW-YORK (212-639-9675)
- Use TTY or Text Telephone at 212-504-4115
- Call 212-NEW-YORK from outside New York City
- Skype at NYC311
- Download the APP at www1.nyc.gov/connect/mobile-applications.page

If the 911 system becomes unavailable for any reason, call the fire department dispatcher and emergency medical service or your local police precinct.

NYC FDNY Headquarters: (718) 999-2000

Geographical Area: Citywide

Fee: Free



Section 5: Online Resources

Section 5: Online Resources

This section lists federal, state, and local mental health resources that can be found on the internet. These links provide knowledge, resources, and additional information for those looking to deepen their understanding of topics related to mental health and trauma.



Section 5: Online Resources

National Child Traumatic Stress Network (NCTSN)

The National Child Traumatic Stress Network provides Network materials on child traumatic stress. Resources cover information on abused or neglected children, school crises, disasters, and crisis hotlines.

Website: www.nctsn.org

National Association of School Psychologists

School psychologists are trained to deliver mental health services in the school. School psychologists aim to provide students with the support and tools they need to be successful in school and in all aspects of life. The National Association of School Psychologists provides schools with many resources to improve the mental health all students.

Website: www.nasponline.org

National Alliance for Mental Illness - NAMI Trauma and Resilience

The National Alliance for Mental Illness has created various pamphlets and publications to explain trauma and how to promote resilience and assist with recovery for those who have experienced traumatic experiences.

Website: www.namihelps.org/publications.html

Represent

Represent is an online resource written by people in foster care, for people in foster care. The website is run through a program called Youth Communication, which enrolls foster care children in an intense writing program, where they can develop and explore their skills. They work with mentors/teachers to publish the articles.

Website: www.representmag.org/

Note: Contact Virginia Vitzthum, Editor 212-279-0708 ext. 112



Section 5: Online Resources

The Center for Health and Health Care in Schools

The Center for Health and Health Care in Schools provides information on health, education, family and community engagement, resource development, professional development, and evaluation.

Website: www.healthinschools.org/

The Center for School Mental Health

The Center for School Mental Health aims to advance mental health practice in schools. The Center offers several resources which aim to assist children and parents as they navigate through the school system.

Website: www.csmh.umaryland.edu/

NYC School-Based Mental Health Programs

The School Mental Health programs support the emotional health and academic growth of all students through behavioral and mental health services and programs. The School Based Mental Health programs also have initiatives to engage schools, families, and communities.

Website: www.schools.nyc.gov/Offices/Health/SBHC/MentalHealth.htm

American Red Cross – Metro New York Area Chapter

After traumatic incidents, the Red Cross provides physical and mental health support to families and communities who have been effected by a natural disaster. The Red Cross also offers trainings and resources online designed to help people respond to and prepare for emergencies.

Website: www.redcross.org

American Counseling Association – Suicide Prevention TIP Sheet

ACA offers a wide variety of publications, DVDs, and other educational materials to support counselors.

Website: www.counseling.org/publications/overview



Section 5: Online Resources

International Employee Assistance Professionals Association

The International Employment Assistance Professionals Association provides a number of resources for managing trauma in the work place. Resources include suicide postvention, understanding trauma, and organizational recovery.

Website: www.eapassn.org/WPD

International Society for Traumatic Stress Studies (ISTSS) Public Education Pamphlets

The International Society for Traumatic Stress Studies has created electronic pamphlets and fact sheets explaining trauma-related issues to the public, clients, research participants and other professionals. Several of these fact sheets and pamphlets are available for download in Spanish, Arabic and Chinese.

Website: www.istss.org/public-resources/public-education-pamphlets.aspx

National Center for School Crisis and Bereavement (NCSCB)

The NCSCB provides free technical assistance, as well as resources for professional development and training, to schools and communities that are responding to major crisis events or aiming to become better prepared to support students at times of crisis and loss.

National Center for School Crisis and Bereavement (NCSCB) University of Southern California

Suzanne Dworak-Peck School of Social Work

For free resources and assistance in supporting grieving children: www.grievingstudents.org; info@grievingstudents.org

For free resources and advice for major school crisis events: www.schoolcrisiscenter.org; helpnow@schoolcrisiscenter.org



Section 5: Online Resources

Listen, Protect and Connect: Family to Family, Neighbor to Neighbor

Listen, Protect and Connect is a psychological first aid handbook for communities and families. This guide contains helpful information on the effects of disasters and how to support and assist those around you (family, friends and neighbors) in an emergency or disaster.

Website: www.ready.gov/sites/default/files/documents/files/LPC_Booklet.pdf

Office of Juvenile Justice and Delinquency Prevention (OJJDP)

OJJDP provides training and technical assistance to those working to prevent and respond to juvenile delinquency and victimization. Subject areas include: child abuse and neglect, commercial sexual exploitation of children, gang-involved youth, school safety, substance abuse and underage drinking.

Website: www.ojjdp.gov/

HelpGuide

HelpGuide is an online guide created to improve mental, emotional and social health. The site includes over 200 science-based articles, ranging from PTSD and trauma to grief and loss.

Website: www.helpguide.org/

University of California at Los Angeles' (UCLA) Center for School Mental Health

The UCLA Center for School Mental Health offers a number of free online resources regarding mental health for school-aged children.

Website: www.smhp.psych.ucla.edu/



Section 5: Online Resources

Employee Assistance Program (EAP)

Each EAP has its own protocol for support during crises. Following a workplace critical incident, the Employee Assistance professional often takes on a more visible role in the workplace as s/he works with management to assess the needs of the workforce. They identify the appropriate services to provide, such as defusing, debriefing, and/or educational sessions that explain normal responses to workplace critical incidents. Contact your EAP representative prior to a crisis or traumatic event to learn about the debriefing and support services.

Website: www.eapassn.org/WPD

Child Mind Institute

The Child Mind Institute offers free, multilingual downloads of resources to help communities in the wake of traumatic events.

Website: www.childmind.org

New York State Office of Victim Services

New York State Office of Victim Services provides compensation and other services to victims of crimes, by paying unreimbursed crime-related expenses, funding direct services to crime victims via a network of community-based programs and advocating for the rights and benefits of victims of crimes.

Website: www.ovs.ny.gov

The Substance Abuse and Mental Health Services Administration (SAMHSA) - National Center for Trauma-Informed Care (NCTIC)

Website: www.samhsa.gov/nctic/trauma-interventions

SAMHSA has created a document which discusses trauma informed practice for mental health providers. For more information on additional resources, please see Appendix B.

Link to SAMHSA's Guidance for Trauma-Informed Approach:
<https://store.samhsa.gov/shin/content/SMA14-4884/SMA14-4884.pdf>

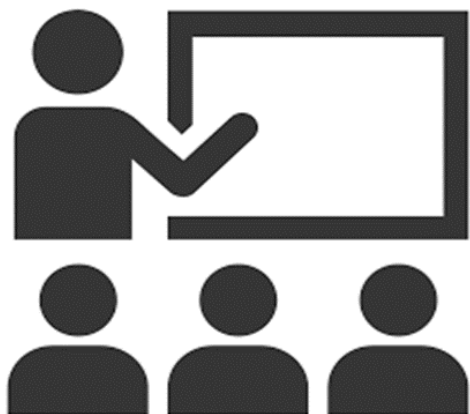


Section 6: Training and On-Site Consultations

Section 6: Training and On-Site Consultations

This section lists organizations that provide support, training, and on-site technical assistance to organizations and service providers in order to effectively support their clients, programs and communities, and to have the skills and tools to respond when crisis situations occur.

It is crucial to have the skills to recognize and respond to the mental and emotional needs of clients, youth, families, and staff. Having an understanding of how to support others in need without judgment, stigma, or blame creates safe and supportive environments for high quality, compassionate services. Through training and technical assistance staff gain valuable tools for handling even the most difficult situations with skill.



Section 6: Training and On-Site Consultations



Suicide Prevention Center of New York (SPCNY)

The Suicide Prevention Center of NYS aims to develop and implement community-based suicide prevention, intervention, and recovery programs by providing Evidence-Based and Best Practice training models at no or low cost. School-based, other in-person and online training is available.

Phone: (518) 402-1113

Email: SPCNY@OMH.ny.gov

Website: www.preventsuicideny.org/

Fee: Case by case basis



Vibrant Emotional Health (formerly the Mental Health Association of New York City)

Vibrant Emotional Health offers on-site professional development and on-going support for organizations, serving children, youth, and families, funded by the Department of Youth and Community Development. Trainings include Mental Health First Aid (Adults & Youth), trauma-informed practice trainings, self-care and stress reduction workshops for staff, effective case management practices, and more. For more information, contact Cristina Harris, Program and Training Manager via the email address below.

Address: 50 Broadway, 19th floor New York, NY 10004

Phone: (212) 254-0333

Email: Cristina Harris, Program and Training Manager at charis@vibrant.org

Geographical Area: All five boroughs of New York City



Section 6: Training and On-Site Consultations



American Red Cross

American Red Cross

After traumatic incidents, the Red Cross provides physical and mental health support to families and communities who have been effected by a natural disaster. These services include shelter, food, health and additional assistance. The Red Cross also offers training designed to help people respond to and prepare for emergencies. Their health and safety courses include CPR, First Aid, lifeguard training, babysitting and more. For more information, please visit www.redcross.org/ux/take-a-class.

Website: www.redcross.org/

Tel: 1-877-733-2767

Target Population: All ages

Geographical Area: Nationwide

Fee: Free



The New York Society for the Prevention of Cruelty to Children (NYSPCC)

The New York Society for the Prevention of Cruelty to Children (NYSPCC) Crisis Debriefing for ACS staff and child serving agencies. The primary goal of The NYSPCC's Crisis Debriefing sessions

is to mitigate the impact of the critical incident and to accelerate the recovery processes.

Services are available for and tailored to address a variety of issues, including: child fatalities; bereavement; grief and loss; threats or assaults on employees; incidents of severe child abuse or neglect; or incidents of severe domestic violence.

Phone: (212) 233-5500 x228 **Contact:** Katheryn Lotsos, LCSW

Email: klostos@nyspcc.org

Target Population: ACS staff and agencies that work with children

Geographical Area: All five boroughs of New York City

Fee: Varies depending on the type of training



Section 6: Training and On-Site Consultations



NYC Department of Health and Mental Hygiene

The New York City Department of Health and Mental Hygiene (DOHMH), a public health agency, addresses a wide range of physical and mental health issues, including HIV/AIDS, heart disease, substance use and health disparities.

Mental Health First Aid

The NYC DOHMH is offering free Mental Health First Aid training to all New Yorkers. Mental Health First Aid (MHFA) and Youth Mental Health First Aid (YMHFA) are public education programs that teach the skills needed to identify, understand, and respond to signs of mental health and substance use challenges or crises. In the MHFA courses, you learn risk factors and warning signs for mental health and addiction concerns, strategies for how to help someone in both crisis and non-crisis situations, and where to turn for help.

Website: www1.nyc.gov/site/doh/health/health-topics/mental-health-first-aid.page

Registration page for YMHFA (Youth Mental Health First Aid): www.eventbrite.com/e/youth-mental-health-first-aid-training-tickets-20228071707



The Samaritans

The Samaritans offer training for many types or organizations on the development of crisis consultation, skill building, protocol design and suicide prevention training.

Address: Box 1259 Madison Square Station New York, NY 10159

Phone: (212) 673-3661

Email: inquiries@samaritansnyc.org

Website: www.samaritansnyc.org/consultation-services/

Geographical Area: All five boroughs of New York City





Section 6: Training and On-Site Consultations



**Ramapo
for Children**

Ramapo for Children

Ramapo for Children's New York City-based Ramapo Training partners with community based organizations and schools to promote positive behavior, foster social and emotional skill development,

and create communities marked by belonging and connectedness. Ramapo Training provides professional development and community building support to schools and organizations that run out-of-school time programs.

Address: 49 West 38th Street, 5th Floor New York, NY 10018

Tel: (212) 754-7003

Email: ramapotraining@ramapoforchildren.org

Website: www.ramapoforchildren.org/

Geographical area: NYC Tri-State Area

Fee: Case by case scenario

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