



## CRISIS SUPPORT TEAMS

### What we do.

We are here to respond, intervene and support those in a behavioral health crisis. Whether it by phone, in person or a short stay at our respite home, we help to deescalate the crisis and assist in identifying wellness tools for those in need.

### Connect with us.

**SHORT TERM CRISIS RESPITE - Adults**  
*Wellness & relaxation at your home away from home.*

**24/7 Warm Peer Line**  
**1-855-778-1900**

**MOBILE CRISIS - Adults & Youth**  
*Rapid response when you need it the most.*

**ONONDAGA COUNTY**      **CAYUGA & OSWEGO**  
**Adults 315-251-0800**      **315-251-0800**  
**Youth 315-463-1100**

**MADISON COUNTY**      **CORTLAND COUNTY**  
**315-366-2327**      **607-756-3771**

## MOBILE CRISIS ASSESSMENT TEAM ADULTS & YOUTH

### Who we are and what we do.

- Crisis response and stabilization is provided to individuals who appear to be experiencing a behavioral health crisis.
- Stabilization of the crisis at home/community prevents unnecessary emergency room visits.
- Immediate clinical telephonic support is provided by our community partners when the crisis call is received.
- Mobile Crisis response is determined by level of need & severity of crisis.
- Safety Planning, referrals & recommendations are identified according to an individual's needs.
- Short-term follow-up is available for those that require additional support for stabilization.

### Hours of Operation

Monday - Friday | 5:00pm - Midnight  
Weekends & Holidays | 6:00am - Midnight

## SHORT TERM CRISIS RESPITE ADULTS

### Who we are and what we do.

- Provide 24/7 peer support for individuals experiencing an emotional or psychiatric crisis in a therapeutic/home-like setting.
- Assist with referrals & linkages to supportive services.
- Support guests in overcoming barriers to wellness.
- Crisis prevention & intervention.

### Eligibility

- Must be 18 years or older.
- Experiencing an emotional or psychiatric crisis & can be safely diverted from the emergency department or a hospitalization.
- Are currently inpatient for psychiatric reasons and would benefit from a step-down.

### Exclusionary Criteria

- Suffer from a condition requiring nursing or hospital care.
- Are a threat to themselves or others & require inpatient care.
- Are physically dependent on alcohol and/or illicit drugs.
- Are diagnosed with dementia, organic brain disorder, or TBI.
- Are homeless or does not have an appropriate discharge address.

### Referrals

Contact by phone - Trained staff are available 24/7