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WARM LINES FOR NEW YORK STATE (NYS)

Warmlines vs. Hotlines.

A **warmline**, (also known as a *helpline* or *hopeline*), is a phone number people can call to get support and learn about available mental health and recovery resources. These are often staffed by people with lived experience of mental health issues to provide peer support and information.

A **crisis hotline** (also known as a *lifeline*), is a phone number people can call to get immediate emergency telephone counseling.

24/7/365 indicates that the service is available 24 hours a day, 7 days a week, 365 days a year.

STATEWIDE

Dial 211 24/7 for help.

The 211 service statewide will connect anyone, free of charge to a warm or crisis line or to any health or human service. You do NOT need minutes on your phone to contact 211, and if you tell them that you don't have minutes on your cell phone, they will TRY to connect you directly to the service you require.

[Find your Local 211 Contact: Get Connected. Get Help.](#)

Mental Health Empowerment Project (MHEP)

Warmline: 800-643-7462.
24/7/365

National Alliance for the Mentally Ill (NAMI) Helpline

518-245-9160
M-F, 8am-3pm

Peer Support Warmline –Mental Health Association of the Southern Tier

607-240-7291. Open to all NYS residents to call.
24/7/365

Contact Community Services Crisis Intervention Hotline/Warmline

315-251-0600. Open to all NYS residents to call.
24/7/365

NY FarmNet: Free and Confidential Service for Farmers

1-800-547-3276. Covers all areas within NY State.

24/7/365

NY Connects

1-800-342-9871

NY Connects is your trusted place to go for free, unbiased information about long term services and supports in New York State for people of all ages or with any type of disability.

WESTERN NY

All Counties in Western NY

Peers Together Warmline: 585-786-0080

Mondays and Fridays: *10am to 2pm*

Tuesdays and Thursdays: *10am to 4pm*

Wednesdays: *10am to 4:30pm*

Allegany County

The Counseling Center: 888-448-3367

24/7/365

Cattaraugus and Chautauqua Counties

800-339-5209, 24/7/365

877-426-4373, *4pm-11pm*

Text: 716-392-0252

Erie County

Recovery Options Made Easy Warmline: 844-749-3848.

7 days a week, 365 days a year, from *4PM -11PM*

Genesee, Livingston, Monroe, Orleans, Wayne and Wyoming Counties

East House – Affinity Place Warmline: 585-563-7470.

24/7/365

Genesee/Orleans Counties

585-813-0072. Voicemail, provide name and number and they will call back.

7 days a week. 365 days a year, from *5:30 PM to 8:30 PM*

Monroe Ontario, Livingston, Cayuga, Seneca, Wayne Counties

211/LIFELINE: (Spanish speaking staff on most shifts)

585-275-5151 or 877-356-9211

24/7/365

Niagara County

Warmline: 716-433-6543

24/7/365

Tioga County

RSS warmline: 607-687-1314

Saturdays and Sundays, *4pm to 9pm*

Wayne County

Warmline: 315-946-5750

7 days a week, *8am to 4pm*

CENTRAL NY**Essex County**

Mental Health Association Essex County Hopeline: 800-440-8074

24/7/365

Franklin, Jefferson and St. Lawrence Counties

Citizen's Advocates: 518-483-3261 or 518-891-5535

24/7/365

Fulton, Hamilton, and Montgomery Counties

St. Mary's Healthcare Crisis/Warm Line: 518-842-9111

24/7/365

Fulton, Montgomery MHA Warmline: 518-725-4310 ext. 333

M-F 8am to 8pm, Saturdays 9am to 5pm

Jefferson County

Mental Health Association of Jefferson County Warmline and Adult Respite Program

Phone: 315-788-0970

M-F, 8:30am to 3:30pm

Onondaga County

Warmline/Hotline Phone: 315-251-0600

24/7/365

Otsego County

Warm Line 24/7/365 (607) 433-0661 or (800) 377-3281

7 days a week, 4:30pm to 10:30pm

St. Lawrence County

Reachout of St. Lawrence County, Inc. Telephone Crisis intervention and Information & Referral

Hotline: 315-265-2422

24/7/365

HUDSON RIVER REGION**Hudson Valley 211**

Dial 211 or 800-899-1479 (United Way Helpline for basic needs not a warmline)

24/7/365

Albany County

CAP Careline: call 518-427-5056

7 days a week, from 5pm-1am

Dutchess, Orange, Putnam, Ulster, Warren, Washington Counties

People USA: 845-452-2728 press 2 when prompted.

24/7/365

LONG ISLAND REGION

Hands Across Long Island (HALI) Warmline

631-234-1925 ext. 1

Mondays, Tuesdays, Thursdays, Fridays: 9:00 am -4:00 pm, Wednesdays: 9:00 am - 9:00 pm

Family Service League

DASH: 631-952-3333

24/7/365

Mental Health and Wellness

631-471-7242 ext. 1217

M-F, 9am to 5pm

Consumer Link at MHA of Nassau

516-489-0100 ext. 1

M-F, 9am to 9pm

NATIONAL SUICIDE PREVENTION/CRISIS HOTLINES

All of these hotlines are available 24 hours a day, 7 days a week, 365 days a year unless otherwise specified. All times are Eastern Standard times.

Crisis Text Line

Text: **Got5** to 741-741

Frontline worker? Text: **FRONTLINENY** to 741-741 for specialized support

988 Suicide & Crisis Lifeline

Call or Text 988

988 Lifeline support is offered in Spanish. To call a Spanish-speaking crisis counselor, dial 988 and then press 2. To text with a Spanish-speaking crisis counselor, text AYUDA to 988.

Los servicios de llamada, texto, y chat de 988 Lifeline se ofrecen en español. Para comunicarse con un consejero de crisis que habla español, marque 988 y luego presione 2. Para enviar un mensaje de texto a un consejero de crisis que habla español, envíe la palabra AYUDA al 988.

LGBTQI+ people under 25 can access LGBTQI+ support on both 988 Crisis Chat or Text. You'll be asked if you want to opt-in to this support before you're connected to a crisis counselor.

Veterans and active service members can reach the Veterans Crisis Line by texting 838255 or calling 988 and pressing 1.

Trevor Lifeline (The Trevor Project)

866-488-7386

Police Organization Providing Peer Assistance (POPPA)

888-267-7267

National Maternal Mental Health Hotline

833-TLC-MAMA (1-833-852-6262)

Teen Line

800-852-8336 9pm-1am EST or text: **TEEN** to 839863

9pm-1am EST

Boys Town/Your Life Your Voice

800-448-3000.

Text: **VOICE** to 20121. *1pm- 1am*

LGBT National Hotlines

Hours for LGBT Hotlines: Monday - Friday, *4pm - 12am*. Saturday, *12pm - 5pm*.

Main line 888-843-4564: Serves callers of all ages offering peer-counseling, information and local resources.

Youth 800-246-7743: Serves callers up to the age of 25 offering information, support, and local resources.

Seniors 888-234-7243: Offers peer-support to callers who are often very isolated sometimes still closeted, and in need of a caring, non-judgmental person to talk with. This hotline is broadly defined as inclusive of people ages 50 and over.