



Office of
Mental Health

Tips for Mental Health Providers Assisting Refugees

The New York State Office of Mental Health believes everyone should have an equal opportunity for mental wellness. As a mental health provider in New York State, you may encounter recent refugees. **We need to be aware of their experiences and cultural differences:**



Many migrants and refugees lack access to mental health services or experience barriers in accessing these. They also face disruptions in continuity of care.



Train your staff to acknowledge and understand relevant cultural beliefs (religion, gender roles, beliefs about medical care). **Culture plays a powerful role in how people seek, receive, and use mental health services.**



Refugees may not trust systems of care because of their immigration status, cultural stigma, and lack of education on mental health.

Ensure your signage and public health messages are translated in the most prevalent languages. Service providers should also ensure access to face-to-face interpretation, phone/video interpretation and written translation.

More Information: <https://omh.ny.gov/omhweb/language-access/>

Help is Available:

Keep these resources on hand to help the refugees you meet:

Office for New Americans: 1-800-566-7636

Get help navigating the services and supports available for New Americans

NYS Office of Mental Health's Customer Relations: 1-800-597-8481

Ask questions, report concerns and get help accessing New York State services

Suicide and Crisis Lifeline: Call or text 988, text Got5 to 741741 or visit 988lifeline.org/chat/

Confidential support and crisis resources

[New York 988 Resource Translation Request Form](#)

Please use this form to request 988-related resources in a language or format not currently available on the OMH website.

OMH Field Offices (Talk to someone about referrals and local services):

Central New York Field Office
Phone: (315) 426-3930

Hudson River Field Office
Phone: (845) 454-8229

Long Island Field Office
Phone: (631) 761-2508

New York City Field Office
Phone: (212) 330-1650

Western New York Field Office
Phone: (716) 533-4075

*(all resources provide
language access services)*