



Goals and Objectives 2024-2027
Nassau County Office of Mental Health,
Developmental Disabilities Services & Chemical Dependency

Omayra Perez, Director of Community Services
(omayra.perez@hhsnassaucountyny.us)

Goal 1

Goal 1: Title Workforce Recruitment and Retention

Goal 1: Target Completion Date Jun 30, 2027

Goal 1: Description Workforce retention continues to be an ongoing issue as reported by various community-based organizations. It has been shared that many potential hires are longer for positions that are remote based or a hybrid model. The majority of the services provided require in person interaction.

Goal 1: OASAS? Yes Goal 1: OMH? Yes Goal 1: OPWDD? No

Goal 1: Need Addressed 1 Workforce

Goal 1: Need Addressed 2 Housing

Goal 1: Need Addressed 3 Crisis Services

Goal 1, Objective 1: Title Workforce Recruitment and Retention

Goal 1, Objective 1, Target Completion Date Jun 30, 2027

Goal 1, Objective 1, Description The LGU will continue to assess for any barriers to services as a result of workforce shortage and the resulting effect on our system of care. Will explore community provider interest in establishing an ad hoc committee to address this goal.

Goal 1, Objective 2: Title Workforce Recruitment and Retention

Goal 1, Objective 2, Target Completion Date Jun 30, 2027

Goal 1, Objective 2, Description The LGU will monitor staffing levels during the annual assessment/audit period.

Goal 2

Goal 2: Title Housing

Goal 2: Target Completion Date Jun 30, 2027

Goal 2: Description Affordable housing in Nassau County remains problematic for the majority of constituents. Existing homes are not sufficient enough to address the growing need for shelter. Over the past few years, there has been an influx of individuals and families seeking housing coming from Central America. Many of our housing providers are challenged by regulatory rules limiting the number of sites that can be built. In addition, communities requiring variances have been unsuccessful to pass due to the fear of bring down the value of communities. A wait list for MH housing in Nassau County continues to increase primarily due to a lack of availability of housing, staffing and special needs. Special needs include behavioral supports, medical and assisting those residents who are aging in place. OPWDD also experiencing an increased need for housing.

Nassau County Data:

Goal 2: OASAS? Yes Goal 2: OMH? Yes Goal 2: OPWDD? Yes

Goal 2: Need Addressed 1 Housing

Goal 2: Need Addressed 2

Goal 2: Need Addressed 3

Goal 2, Objective 1: Title Housing

Goal 2, Objective 1, Target Completion Date Jun 30, 2027

Goal 2, Objective 1, Description The LGU will continue to advocate for additional funding to enhance the SPA housing program within Nassau County. Inclusive of the various housing levels such as community residence, supported housing, apt treatment and family units.

Nassau County Data:

- Currently there are 1,297 applicants on NC mental health housing waiting list.
- Wait time for the low priority applicants is very long.
- Demands for CR-SRO type of housing is very high, yet NC only has 50 CR-SRO beds.
- Despite growing needs for additional mental health beds in Nassau County no further housing bed have been added to the

system since 2020 for Community Residence, Single Room Occupancy, and Apartment Treatment where the need is tremendous.

- Nassau County Supported Housing capacity was increased only by 31 additional beds since 2020.
- According to Psyckes there were 30 recipients with Homelessness Flag among high need/risk consumers served in the past 12-month by Nassau County mental health outpatient providers.
- According to Psyckes there were 271 recipients with Homelessness Flag among mental health consumers served in the past 12-month by Nassau County OMH outpatient mental health

Goal 3

Goal 3: Title Crisis's Services

Goal 3: Target Completion Date Jun 30, 2027

Goal 3: Description NYS OMH awarded one of Nassau County CBO's, funds to establish an Intensive Crisis Stabilization Center. The ICSC includes collaborative efforts with other community-based organization in developing a centralized system.

Goal 3: OASAS? Yes Goal 3: OMH? Yes Goal 3: OPWDD? No

Goal 3: Need Addressed 1 Crisis Services

Goal 3: Need Addressed 2

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Crisis Services

Goal 3, Objective 1, Target Completion Date Jun 30, 2027

Goal 3, Objective 1, Description Elements of the ICSC plan includes partnering with the mobile crisis team, respite housing, hospitals and local police. The goal is to gather key stakeholders in the community to provide a wrap-around network of services to address the overall needs of the individual. The ICSC was awarded to CN Guidance and is expected to start at the end of 2023, beginning 2024.

Goal 4

Goal 4: Title Forensics Services

Goal 4: Target Completion Date Jun 30, 2027

Goal 4: Description Nassau County continues to see an increase in 730 exams. Nassau County would like to modify the annual expense for restorative services.

Goal 4: OASAS? No Goal 4: OMH? Yes Goal 4: OPWDD? No

Goal 4: Need Addressed 1 Forensics

Goal 4: Need Addressed 2 Other

Goal 4: Need Addressed 3

Goal 4, Objective 1: Title Forensics

Goal 4, Objective 1, Target Completion Date Jun 30, 2027

Goal 4, Objective 1, Description Discuss with NYS OMH how to improve communication and collaboration with State Psychiatric Hospitals regarding the length of stay for individuals in need of restorative services.

Nassau County Data:

In 2022 a total of 56 exams were ordered. 2022 costs were \$4,200,132.13

In 2023, exams conducted so far is a total of 55.

Goal 4, Objective 2: Title Increase LGU funding for Assisted Outpatient Treatment Program

Goal 4, Objective 2, Target Completion Date Jun 30, 2027

Goal 4, Objective 2, Description Nassau County's AOT Program has grown significantly. Nassau County is in need of additional staff and psychiatric time.

Nassau County Data:

In 2013 NC average number of AOT active petitions were 146 cases. Currently the average number of AOT active petitions in the county stands at 359. Which represents a significant increase in the expansion of the AOT program and services.

As a result the number of AOT evaluations has increased substantially. Last year alone NC AOT program scheduled 429 AOT evaluations and completed 372 evaluations.

As AOT program expands it puts tremendous demands on the office workforce and resources. Currently 43% of our staff are involved with and contribute to the AOT services at different level.

Goal 5

Goal 5: Title Case Mangement/Care Coordination

Goal 5: Target Completion Date Jun 30, 2027

Goal 5: Description Increase in funding for Non-Medicaid Care Coordination Services. Nassau County has a need for Non-Medicaid care coordination for individuals that do not qualify for Health Home services. Access to care coordination services is delayed due to no available slots and a rev• According to Psyckes only 16.7% of mental health consumers that received by mental health outpatient providers in the past 12 months had care coordination services as well.

- According to Psyckes 43.4% of Nassau County eligible population for Health Home Plus are not enrolled in Health Home

care coordination.

- According to Psyckes 65.8% of Nassau County eligible population for Health Home Plus had no Health Home services in the past 12 months.
- According to Psyckes 71.6% of Nassau County eligible population for Health Home Plus had no Health Home services in the past 3 months.
- According to Psyckes among Nassau County adult HARP population enrollees 66.5% are not enrolled in Health Home care coordination.

Goal 5: OASAS? No Goal 5: OMH? Yes Goal 5: OPWDD? No

Goal 5: Need Addressed 1 Case Management/Care Coordination

Goal 5: Need Addressed 2

Goal 5: Need Addressed 3

Goal 5, Objective 1: Title Non-Medicaid Care Coordination

Goal 5, Objective 1, Target Completion Date Jun 30, 2027

Goal 5, Objective 1, Description Continue dialogue with OMH Field Office and explore opportunities for reallocating unused funds. However, options are limited due to funding restrictions which do not allow for allocations to non-Medicaid care coordination.

Goal 5, Objective 2: Title Health Home Utilization

Goal 5, Objective 2, Target Completion Date Jun 30, 2027

Goal 5, Objective 2, Description Explore why eligible Health Home recipients are not receiving services. Data for Nassau County reflect the following:

- According to Psyckes only 16.7% of mental health consumers that received mental health outpatient in the past 12 months had care coordination services as well.
- According to Psyckes 43.4% of Nassau County eligible population for Health Home Plus are not enrolled in Health Home care coordination.
- According to Psyckes 65.8% of Nassau County eligible population for Health Home Plus had no Health Home services in the past 12 months.
- According to Psyckes 71.6% of Nassau County eligible population for Health Home Plus had no Health Home services in the past 3 months.
- According to Psyckes among Nassau County adult HARP population enrollees 66.5% are not enrolled in Health Home care coordination.

Goal 6

Goal 6: Title Opioid Crisis

Goal 6: Target Completion Date Jun 30, 2027

Goal 6: Description Nassau County's opioid use and fatalities continues on an upward trend. Nassau County will be awarding through a Request for Expressions of Interest, multiple awards to several community organizations.

Goal 6: OASAS? Yes Goal 6: OMH? No Goal 6: OPWDD? No

Goal 6: Need Addressed 1 Other

Goal 6: Need Addressed 2

Goal 6: Need Addressed 3

Goal 6, Objective 1: Title Opioid Crisis

Goal 6, Objective 1, Target Completion Date Jun 30, 2027

Goal 6, Objective 1, Description Work collaboratively with future awardees of the Opioid Response RFEI to establish services to address the opioid upward trends in Nassau County.



Update to 2024-2027 Goals and Objectives Nassau County Office of Mental Health, Chemical Dependency & Developmental Disabilities Services

Omayra Perez, DCS
omayra.perez@hhsnassaucountyny.us

Goal 1	
Title	Workforce Recruitment and Retention
Update	The Nassau County Advisory Council on Substance Use was established. The Workforce subcommittee was developed to address workforce recruitment and retention.
OBJECTIVES	
Workforce Recruitment and Retention	Ongoing
Workforce Recruitment and Retention	Ongoing
OBJECTIVE UPDATES	
Create a pipeline between higher education institutions, training and substance use programs. Utilizing the County procurement process in encouraging these institutions to apply in the areas of treatment, prevention and supports.	
Identify opportunities to reallocate funding towards increasing starting salaries and onboarding benefits.	
Emphasizes the ability to create a culture that incentivize longevity. Invest in supervision and learning environment for staff, streamline non-regulatory paperwork and provide support for non-clinical staff to assume responsibility whenever possible. Provide for greater flexibility in managing work life balance.	

Goal 2	
Title	Housing
Update	There has been an increase of 207 SPA applications compared to last year. Currently there are 1,504 applicants on the Nassau County Mental Health Housing wait list. Low priority rated applications continue to experience to have longer wait time for housing. Three Scattered Site Supportive Housing Rest awards were issued adding 15 units among 3 Housing Providers.
OBJECTIVES	
Housing	["]
OBJECTIVE UPDATES	
Continue to advocate for additional housing units within Nassau County.	

Goal 3	
Title	Crisis's Services
Update	Nassau Crisis Stabilization Center is expected to open in January 2025.
OBJECTIVES	
Crisis Services	["]
OBJECTIVE UPDATES	

Goal 4	
Title	Forensics Services
Update	The total number of forensic 730 exams for 2023 increased to 97. The cost of NYS Court remands in 2023 was 1,734,840.43. Thus far in 2024, the cost of NYS Court remands through May is 1,394,046.03
OBJECTIVES	
Forensics	Ongoing
Increase LGU funding for Assisted Outpatient Treatment Program	Ongoing
OBJECTIVE UPDATES	
In 2023 Nassau County AOT Program scheduled 497 AOT evaluations and completed 429 evaluations. The Nassau County AOT Program is in need of additional OMH funds to meet the increase demands of the program.	
Nassau County acquired additional psychiatric time to address the expansion of AOT. Due the shortage of available psychiatrist this continues to be an ongoing objective.	

Goal 5	
Title	Case Mangement/Care Coordination
Update	Increase funding for non-Medicaid care coordination services for individuals who do not qualify for health home services.
OBJECTIVES	
Non-Medicaid Care Coordination	["]
Health Home Utilization	["]
OBJECTIVE UPDATES	

Goal 6	
Title	Opioid Crisis
Update	Nassau County Opioid settlement funds were awarded in three phases. In the first phase, funding was awarded to seven community-based providers. Nassau County continues to use opioid settlement funds to support new initiatives that address the opioid crisis.
OBJECTIVES	
Opioid Crisis	["]
OBJECTIVE UPDATES	



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

**2024 Needs Assessment Form
Nassau County Office of Mental Health,
Chemical Dependency & Developmental Disabilities Services**

Adverse Childhood Experiences Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Recent research has begun to focus on the increase rate of adverse childhood experiences potentially worsening during the COVID pandemic. Preliminary recommendations of a few research studies outline the need for further investments in youth services. There is also special attention paid to the impact of the pandemic on communities of color.

Case Management/Care Coordination Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Crisis Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Cross System Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Forensics Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? No

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Housing Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Inpatient Treatment Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Non-Clinical Supports Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County CBO's continue to struggle meeting OASAS 822 guidance regarding hiring peer supports,

Prevention Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Youth Only

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County continues to advocate for community based prevention entities and schools to increase efforts in prevention activities.

Problem Gambling Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County continues to advocate for community based prevention entities and schools to address gambling concerns.

Refugees and Immigrants Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? No

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Respite Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County is seeing an increase in need in respite services. Another obstacle affecting respite services includes staff retention and recruitment. This is particularly difficult as these programs operate on a 24 hour basis.

Transition Age Services Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? No

Need Applies to: Youth Only

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County works with transitioning youth through adolescent and youth CBO's which specially identify if an adolescent would require additional supports as they transition from child servicing system to an adult system of care.

Transportation Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Workforce Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Community based organizations are struggling to retain staff and recruit individuals..

LGU Representative: Omayra Perez

Submitted for: Nassau County Office of Mental Health, Chemical Dependency & Developmental Disabilities Services



2025 Needs Assessment Form
**Nassau County Office of Mental Health, Chemical Dependency &
Developmental Disabilities Services**

Adverse Childhood Experiences Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Recent research has begun to focus on the increase rate of adverse childhood experiences potentially worsening during the COVID pandemic. Preliminary recommendations of a few research studies outline the need for further investments in youth services. There is also special attention paid to the impact of the pandemic on communities of color.

Case Management/Care Coordination Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Crisis Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Cross System Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Encourage network to assess individual agency capabilities of providing co-occurring disorder treatment by distributing Assessment Tool For Dual Diagnosis Capability (DDCAT) Index. Based on survey responses, system will advocate and support co-occurring disorder training of related systems, for example judicial systems, probation, youth services, and schools. System of Care will explore convening roundtable discussions with Nassau County Universities and Colleges to explore needs and school curriculums preparation of students for core competencies in co-occurring treatment within scope of practice.

Forensics Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? No

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Housing Yes

Applies to OASAS? Yes
Applies to OMH? Yes
Applies to OPWDD? Yes
Need Applies to: Both Youth and Adults
Do any of the Goals on the Goals and Objectives Form address this need? Yes
Need description (Optional):

Inpatient Treatment Yes

Applies to OASAS? Yes
Applies to OMH? Yes
Applies to OPWDD? Yes
Need Applies to: Both Youth and Adults
Do any of the Goals on the Goals and Objectives Form address this need? No
Need description (Optional): A newly established OMH initiative partnering community-based providers with inpatient facilities to improve communications and foster ongoing work relationship in providing optimum care for individuals in both domains.

Non-Clinical Supports Yes

Applies to OASAS? Yes
Applies to OMH? Yes
Applies to OPWDD? Yes
Need Applies to: Both Youth and Adults
Do any of the Goals on the Goals and Objectives Form address this need? No
Need description (Optional): Nassau County CBO's continue to struggle meeting OASAS 822 guidance regarding hiring peer supports,

Outpatient Treatment Yes

Applies to OASAS? Yes
Applies to OMH? Yes
Applies to OPWDD? Yes
Need Applies to: Both Youth and Adults
Do any of the Goals on the Goals and Objectives Form address this need? Yes
Need description (Optional):

Prevention Yes

Applies to OASAS? Yes
Applies to OMH? Yes
Applies to OPWDD? Yes
Need Applies to: Youth Only
Do any of the Goals on the Goals and Objectives Form address this need? No
Need description (Optional): Nassau County continues to advocate for community-based prevention entities and schools to increase efforts in prevention activities.

Problem Gambling Yes

Applies to OASAS? Yes
Applies to OMH? Yes
Applies to OPWDD? Yes
Need Applies to: Both Youth and Adults
Do any of the Goals on the Goals and Objectives Form address this need? No
Need description (Optional): Nassau County continues to advocate for community-based prevention entities and schools to address gambling concerns.

Refugees and Immigrants Yes

Applies to OASAS? Yes
Applies to OMH? Yes
Applies to OPWDD? Yes
Need Applies to: Both Youth and Adults
Do any of the Goals on the Goals and Objectives Form address this need? Yes
Need description (Optional):

Residential Treatment Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Youth Only

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): There is a need for regional RTF male placements.

Respite Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County is seeing an increase in need in respite services.

Another obstacle affecting respite services includes staff retention and recruitment. This is particularly difficult as these programs operate on a 24-hour basis.

Transition Age Services Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Youth Only

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County is in need of transition age services.

Transportation Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): Nassau County has a complex and non-reliable transportation system that impinges on access to care. Increase funding needed to work with CBOs in assisting clients' access to treatment.

Workforce Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

LGU Representative: Omayra Perez**Submitted for:** Nassau County Office of Mental Health, Chemical Dependency & Developmental Disabilities Services

**Directory of Mental Health
Services for
Children and Adults**



**Nassau County
Department of
Human Services**

**Office of Mental Health,
Chemical Dependency &
Developmental
Disabilities Services**

The Nassau County Office of Mental Health, Chemical Dependency, and Developmental Disabilities Services promotes the development of a comprehensive, coordinated system of services that enables those with a mental illness, chemical addiction, or developmental disability to maximize their functioning to live safely and successfully in the community.

Our mission is to:

- **Promote the highest quality of clinical, supportive, and rehabilitative services, so that individuals can safely and effectively work towards recovery.**
- **Foster the delivery of services that enable the developmentally disabled to achieve their potential for autonomous functioning and self-sufficiency.**
- **To provide oversight and methods of accountability to ensure that services are responsive to individuals needs and are delivered in accordance with best practice standards.**
- **To evolve services in a changing health care environment that meet one's holistic needs.**
- **Provide for full, open, and meaningful participation for the people who use services.**
- **To safeguard the client's right to receive services and maximize client choice.**
- **To ensure that those most in need have access to care.**
- **To ensure county planning incorporates input from clients, family, providers, and the community at large.**

With our mission in mind, we have compiled a directory of providers and their services available in Nassau County.

We hope you find this to be a comprehensive tool and an informative resource to help navigate services in our community.

Please call our Behavioral Health Helpline at 516-227-TALK (8255) for more specific information or for further assistance.

Sincerely,

Omayra Pérez

**Omayra Pérez, MSW, R-LCSW
Director of Community Services**



BRUCE A. BLAKEMAN
NASSAU COUNTY EXECUTIVE

Nassau County Department of Human Services Office of Mental Health,
Chemical Dependency and Developmental Disabilities Services in partnership with
South Shore Child Guidance Center and Long Island Crisis Center

HAVING TROUBLE COPING *with Stress, Anxiety, Fear, Depression, Loneliness and/or Drugs/Alcohol?*

MENTAL HEALTH/SUBSTANCE USE HELPLINE AND NASSAU COUNTY MOBILE CRISIS TEAM Can Help You or Someone You Care About!



A 516-227-Talk (8255) qualified professional will assist in screening concerns and directing all calls to the appropriate **MENTAL HEALTH** and **SUBSTANCE USE** resources.

The Nassau County Mobile Crisis Team is a unit comprised of clinical experts who provide on-site intervention and evaluation for community members and their families. The crisis team provides assessment and referrals to appropriate resources.

- **Need Resources and/or Information?**
- **The Mobile Crisis Team Will Come to You!**
- **Available 24/7 • All Calls Are Confidential**



516-227-TALK (8255)



Contents

Government Offices	1
Crisis Services	2
Inpatient Hospitals – Mental Health	5
Mental Health Crisis Residence – Adult	6
Crisis Respite Residential Services – Children	7
Crisis Respite Residential Services – Adults	8
Children’s Psychiatric Hospital Discharge Planner	9
Home Based Crisis Intervention (HBCI)	10
Residential Eating Disorder Treatment	11
Mental Health Outpatient Treatment and Rehabilitative Services	12
OMH Outpatient Partial Hospitalization	17
OMH Intensive Day Treatment Program – Adolescents	18
OMH OnTrackNY	19
Programs Licensed for Integrated Mental Health, Chemical Dependency, & Physical Health	20
OMH Personalized Recovery Oriented Services (PROS)	21
OMH Adult Single Point of Access (SPOA)	22
OMH Adult Assertive Community Treatment (ACT) Services	23
OMH Assisted Outpatient Treatment (AOT)	24
OMH Single Point of Access (SPOA) for Children	25
OMH Youth Assertive Community Treatment (ACT) Services	29
Children and Family Treatment and Support Services (CFTSS)	30
Mental Health Adult Housing – Single Point of Access (SPA) Housing	31
Mobile Residential Support Team	33
OMH Family Care Residential Program	34
Forensic Services	35
Community Mental Health Promotion and Support (COMHPS)	37
Respite Services – Youth	38
OMH Family Support Programs	40
Educational Advocacy	42
Social Programs for Adults	43

Peer Support Services	45
Vocational Programs.....	47
Legal Assistance	50
Financial Management	51
Training and Education.....	52

Government Offices

Nassau County Department of Human Services

Office of Mental Health, Chemical Dependency and Developmental Disabilities Services

60 Charles Lindbergh Boulevard, Suite 200

Uniondale, New York 11553-3687

Phone: 516-227-7057

Fax: 516 - 227-7076

behavioralhealth@hhsnassaucountyny.us

NYS Office of Mental Health (OMH)

Central Office
44 Holland Avenue
Albany, New York 12229
1-800-597-8481
www.omh.ny.gov

Long Island Field Office
Pilgrim Psychiatric Center, Building 45-3
998 Crooked Hill Road
West Brentwood New York 11717-1087
631-761-2508
www.omh.ny.gov

NYS Office of Addiction Services and Supports (OASAS)

Central Office
1450 Western Avenue
Albany, New York 12203-3526
518-473-3460
www.oasas.ny.gov

Long Island Regional Office
Pilgrim Psychiatric Center, Building 1
998 Crooked Hill Road
West Brentwood, New York 11717-1087
631-434-7263
www.oasas.ny.gov

Office for People With Developmental Disabilities (OPWDD)

Central Office
44 Holland Avenue
Albany, New York 12229-0001
1-866-946-9733
www.opwdd.ny.gov

Long Island Regional Office
415 Oser Avenue A
Hauppauge, New York 11788
631-434-6100
www.opwdd.ny.gov

Crisis Services

Emergency Services	911
---------------------------	------------

Nassau County Behavioral Health Helpline	516-227-TALK (8255)
---	----------------------------

Information and referrals Available 24/7. A qualified professional will assist in screening concerns and directing all calls to the appropriate mental health and substance use resources.

Nassau County Mobile Crisis Intervention Team for Adults and Children	516-227-TALK (8255)
--	----------------------------

The Nassau County Mobile Crisis Team is a unit comprised of clinical experts who provide on-site intervention and evaluation for community members and their families. The crisis team provides assessment and referrals to appropriate resources. Examples of services are screening, assessment, stabilization, triage, and/or referral to an appropriate program or programs. The mobile crisis team also has the ability to work with the police to arrange for the transport of a person to the hospital if needed.

Nassau University Medical Center Psychiatric Emergency Room	2201 Hempstead Turnpike East Meadow, NY 11554 516-572-4775
--	---

A self-contained emergency room in Nassau County ready to care for those in crisis. The Psychiatric Emergency Department is fully staffed, and open for referrals 24 hours a day, every day of the year.

The tools used to diagnose and stabilize patients in acute psychiatric distress include:

- Detailed interviewing and multi-modal data gathering.
- Thorough medical evaluations to rule out neurovascular problems, adverse reactions to medications, and other diseases and disorders whose symptoms might appear to be psychiatric in origin.
- New psychotropic medications to alleviate psychological pain.
- Crisis counseling skills to provide immediate coping strategies to help the patient deal with psychosocial stressors contributing to admission to the PED.
- Discharge planning and referrals to appropriate inpatient or outpatient services.

Crisis Services

Long Island Crisis Center	516-679-1111
Long Island Crisis Center provides free, confidential, and non-judgmental programs and services to support and empower Long Islanders at critical times in their lives. They provide short-term crisis counseling, suicide prevention, information, and referrals on a wide range of issues through their 24-hour, seven-day-a-week, crisis hotlines, and live online and mobile chat.	

Suicide and Crisis Lifeline	988 For TTY Users: Use your preferred relay service or dial 711 then 988.
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 in the United States.	

Crisis Text Line	Text GOT5 to 741741
New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. A live, trained Crisis Counselor receives the text and responds, all from a secure online platform.	

Crisis Services

<p style="text-align: center;">Behavioral Health Crisis Center at Zucker Hillside Hospital – Walk-in Clinic</p>	<p>75-59 263rd Street Glen Oaks, NY 11004 714-470-8300</p>
<p><u>Target Population:</u> Adults, over 18, presenting in a mental health crisis, but do not necessarily require the services of an emergency room.</p>	
<p>The Adult Behavioral Health Crisis Center, part of Zucker Hillside Hospital’s Adult Outpatient Psychiatry Department, is a walk-in clinic that provides individuals with short-term psychiatric services and connects them to long-term care. With a multidisciplinary team of psychiatrists, nurse practitioners, medical assistants, social workers, care coordinators and peer advocates, they are equipped to provide psychotherapy, referrals for outpatient care, and prescriptions for medication (as needed). The program is open Monday through Friday, 9am to 3pm.</p>	

<p style="text-align: center;">Cohen Children’s Pediatric Behavioral Health Urgent Care Center – Walk-in Clinic</p>	<p>269-01 76th Avenue New Hyde Park, NY 11040 718-470-3148</p>
<p><u>Target Population:</u> Children and adolescents, age 5-17, presenting in a mental health crisis, but do not necessarily require the services of an emergency room.</p>	
<p>The Cohen Children’s Pediatric Behavioral Health Urgent Care Center provides timely access to pediatric mental health services for children and adolescents (age 5-17) presenting in a mental health crisis. The program is designed as an alternative treatment setting for those who need urgent (same day) intervention, but do not necessarily require the services of the emergency room. (If the child does need the emergency room for a mental health issue, they should go straight to the emergency room.) The program is open Monday through Friday, 9am to 3pm.</p>	

Inpatient Hospitals – Mental Health

A 24-hour inpatient treatment program that is a place for people in need of treatment for severe mental disorders. Psychiatric hospitals are built and designed to be safe environments for patients to receive intensive treatment for their mental health conditions.

Location	Program	Address	Phone	Population Served
Amityville	South Oaks Hospital-Northwell Health	400 Sunrise Highway Amityville, NY 11701	631-608-5610	Adult +18 Children (Under 18)
Amityville	Brunswick Hospital Center	81 Louden Avenue Amityville, NY 11701	631-789-7421	Adult +18 Adolescents
Dix Hills	Sagamore Children’s Psychiatric Center – Office of Mental Health	197 Half Hollow Road Dix Hills, NY 11746	631-370-1700	Children (Under 18)
East Meadow	Nassau University Medical Center	2201 Hempstead Turnpike East Meadow, NY 11554	516-572-6511	Adult +18 Children (Under 18)
Glen Oaks	Zucker Hillside Hospital-Northwell Health	75-59 263rd Street Glen Oaks, NY 11004	718-470-8100	Adult +18 Adolescents
Oceanside	Mount Sinai South Nassau	One Healthy Way Oceanside, NY 11572	516-632-3000	Adult +18
Rockville Centre	Mercy Medical Center	1000 North Village Avenue Rockville Centre, NY 11570	516-705-2248	Adult +18
West Brentwood	Pilgrim Psychiatric Center – Office of Mental Health	998 Crooked Hill Road West Brentwood, NY 11717	631-761-3500	Adult +18

Mental Health Crisis Residence – Adult

<p>Mental Health Association of Nassau County - Turquoise House I and II</p>	<p>16 Main Street Hempstead, NY 11550 516- 489-2322</p>
<p><u>Population Served:</u> Adults, over age 18, in a psychiatric crisis not requiring inpatient level of care, who would benefit time out of their home environment.</p>	
<p>Turquoise House I and II are peer respite wellness centers that allow guests to use their crisis as an opportunity, providing connection, hope, and a successful alternative to hospitalization. Turquoise House II is a Crisis Residence. Guests stay in a comfortable, homelike environment for up to 28 days for intensive, transformative support, served by a team of trained Peer Specialists who support, accept, and listen. Self-help mutual support is reciprocal and produces empowerment in the participants.</p>	

Crisis Respite Residential Services – Children

Children's Crisis Respite provides short-term respite residential care for Nassau County residents ages 5 - 17 in psychiatric crisis by the use of structured and supportive crisis respite beds. The goal of the program is to provide swift crisis intervention and to foster long-term stabilization for children and adolescents in psychiatric crisis without the use of psychiatric hospitalizations or other overly restrictive placements. Referrals for the program must be submitted to the Children's Crisis Respite Coordinator through Mental Health Association (MHA).

Mental Health Association of Nassau County - Children's Crisis Respite Coordinator	516-243-2531
<u>Population Served:</u> Nassau County residents ages 5 - 17 in psychiatric crisis not requiring inpatient level of care.	

OMH Sagamore Crisis Residence	631-370-1606
<u>Population Served:</u> Nassau County and Suffolk County residents ages 10 - 17 in psychiatric crisis not requiring inpatient level of care.	

Crisis Respite Residential Services – Adults

Crisis Respite Residential services are licensed residential (24 hours/day) stabilization program, which provide services for acute symptom reduction and the restoration of patients to pre-crisis level of functioning. These programs are time limited for persons until they achieve stabilization (generally up to 30 days). Crisis residences serve persons experiencing rapid or sudden deterioration of social and personal conditions such that they are clinically at risk of hospitalization but may be treated in this alternative setting.

Central Nassau Guidance and Counseling Services	950 South Oyster Bay Road Hicksville, NY 11801 516-822-6111
CEC Health Care - Safe Harbor	113 Glen Cove Avenue Glen Cove, NY 11542 516-622-8888 ext. 3
Population Served: Nassau County residents age 18 and older diagnosed with a mental illness currently experiencing a psychiatric crisis that does not require hospitalization.	

Children’s Psychiatric Hospital Discharge Planner

The Children’s Hospital Discharge Planner is available for any Nassau County residents under the age of 21 who are hospitalized psychiatrically. Please note, the youth does not need to be inpatient at hospital located in Nassau County to be eligible, they just need to be a resident of Nassau. The goals of the Children’s Hospital Discharge Program is to shorten hospital stays by transitioning to appropriate community supports, avoid re-hospitalization and psychiatric emergency room visits through the provision of appropriate community mental health resources. The program provides consultation to hospital staff to ensure adequate discharge planning, provides individualized planning and service coordination, and transitions children and adolescents to appropriate mental health resources including follow-up services.

Mental Health Association of Nassau County - Children’s Hospital Discharge Planner	516-243-2531
<u>Population Served:</u> Nassau County residents under age 21 who are psychiatrically hospitalized.	

Home Based Crisis Intervention (HBCI)

South Shore Guidance Center	114 Church Street Freeport, NY 11520 516-868-3030
<u>Population Served:</u> Nassau County residents between the ages of 5-18 who are at risk for a psychiatric hospitalization.	
This program provides short-term, intensive home-based services to families to prevent the psychiatric hospitalization of a child or adolescent. Over a 4–6-week period the objective is to resolve crisis situations, enhance family functioning, promote self-sufficiency, assist in keeping families together, and linkage to community-based supports.	

Residential Eating Disorder Treatment

<p>Center for Discovery Eating Disorder Treatment - Community Residence for Eating Disorder Integrated Treatment (CREDIT)</p>	<p>3 Sunset Avenue East Quogue, NY 11942 866-477-3359</p>
<p><u>Population Served:</u> Individuals ages 12-18 who are struggling with an eating disorder.</p>	
<p>Center for Discovery Community Residence for Eating Disorder Integrated Treatment (CREDIT) Program treats patients of all genders age 12-18 for eating disorders. This adolescent treatment facility partners with Learnwell for education consultation so patients can stay on track with their education and learning while in treatment. Treatment modalities offered include cognitive behavior therapy (CBT), exposure & response prevention (ERP), and dialectical behavioral therapy (DBT).</p>	
<p>Monte Nido Glen Cove</p>	<p>1 Saint Andrews Lane Glen Cove, NY 11542 516-219-9732</p>
<p><u>Population Served:</u> Individuals over age 18 who are struggling with an eating disorder.</p>	
<p>An adult residential eating disorder program focuses on the restoration of physiological and nutritional balance, implementation of healthy eating and exercise routines, elimination of harmful behaviors, and development of motivation and treatment engagement. The objective is to help each client achieve a clear understanding of their eating and/or exercise disorder and its effect on their life, as well as an individualized appreciation of what is necessary for their personal recovery.</p>	

Mental Health Outpatient Treatment and Rehabilitative Services

An outpatient clinic treatment program shall provide treatment designed to minimize the symptoms and adverse effects of illness, maximize wellness, and promote recovery. Outpatient clinic treatment is for adults, adolescents, and/or children and can provides an array of treatment services for assessment and/or symptom reduction or management. Services include but are not limited to individual and group therapies. The purpose of such services is to enhance the person's continuing functioning in the community. The intensity of services and number/duration of visits may vary. Programs provides assessments, clinical treatment, and support, and psychoeducation. Services are individualized and may include individual, group, and family therapy and medication management with a psychiatrist if needed.

Location	Program	Address	Phone
Baldwin	Mount Sinai South Nassau - Mental Health Counseling Center	2277 Grand Avenue Baldwin, NY 11510	516-377-5400
East Meadow	EPIC Long Island	1500 Hempstead Turnpike East Meadow, NY 11554	516-739-7733
East Meadow	Nassau University Medical Center (NUMC) - Ambulatory Mental Health Service	2201 Hempstead Turnpike East Meadow, NY 11554	516-572-6822
Freeport	South Shore Guidance Center	114 Church Street Freeport, NY 11520	516-868-3030
Garden City	Mercy Medical Center – Behavioral Health Services	506 Stewart Avenue Garden City, NY 11530	516-705-3400
Glen Cove	CEC Health Care	113 Glen Cove Avenue Glen Cove, NY 1154	516-622-8888 ext. 3
Glen Oaks	Northwell Health Zucker Hillside – Adult Outpatient	75-59 263 rd Street Glen Oaks, NY 11004	718-470-8100
Glen Oaks	Northwell Health Zucker Hillside - Child and Adolescent Outpatient	75-59 263 rd Street Glen Oaks, NY 11004	718-470-8100
Glen Oaks	Northwell Health Zucker Hillside – Geriatric Outpatient	75-59 263 rd Street Glen Oaks, NY 11004	718-470-8100

Mental Health Outpatient Treatment and Rehabilitative Services

Location	Program	Address	Phone
Hempstead	Hispanic Counseling Center	344 Fulton Avenue Hempstead, NY 11550	516-538-2613
Hempstead	Mount Sinai South Nassau - Mental Health Counseling Center	250 Fulton Avenue Hempstead, NY 11550	516-485-5710
Hicksville	Central Nassau Guidance and Counseling Services	950 S. Oyster Bay Road Hicksville, NY 11801	516-822-6111
Long Beach	Long Island Reach, Inc.	2-12 West Park Avenue Long Beach, NY 11561	516-889-2332
Roslyn Heights	North Shore Child & Family Guidance	480 Old Westbury Road Roslyn Heights, NY 11577	516-626-1971
Valley Stream	New Horizon Counseling Center	50 W. Hawthorne Avenue Valley Stream, NY 11580	516-569-6600

Central Nassau Guidance and Counseling	950 S Oyster Bay Road Hicksville, NY 11801 516-822-6111
---	--

Population Served: The program provides services to age 5 through adult.

As a Certified Community Behavioral Health Clinic (CCBHC), the program's goal is to protect and strengthen the psychological well-being of children and adults by treating the emotional and psychiatric problems, co-occurring and substance use disorders, and medical problems that would otherwise impede their ability to function successfully within their families, at school, in the workplace and in the community.

Mental Health Outpatient Treatment and Rehabilitative Services

CEC Health Care	113 Glen Cove Avenue Glen Cove, NY 1154 516-622-8888 ext. 3
------------------------	--

Population Served: This program provides services to children, adolescents, and adults.

The Mental Health clinic has the ability to work collaboratively with the Article 28 clinic to ensure that physical health and dentistry is also addressed for the individuals served.

EPIC Long Island	1500 Hempstead Turnpike East Meadow, NY 11554 516-739-7733
-------------------------	---

Population Served: This program provides services to children, adolescents, and adults.

This agency has a new specialty in treating individuals with eating disorders.

Hispanic Counseling Center	344 Fulton Avenue Hempstead, NY 11550 516-538-2613
-----------------------------------	---

Population Served: This program provides services to children, adolescents, and adults, starting at age 5 and older.

The goals of this program are to meet the pressing need for bilingual/bicultural services in the area of outpatient mental health services and to offer a culturally sensitive mental health treatment modality for adults and children in order to reduce and stabilize psychiatric symptoms, and to enhance recipient functioning and integration into their families and communities.

Long Beach Reach, Inc.	2-12 West Park Avenue Long Beach, NY 11561 516-889-2332
-------------------------------	--

Population Served: This program provides services to children, adolescents, and adults.

Mercy Medical Center – Behavioral Health Services	506 Stewart Avenue Garden City, NY 11530 516-705-3400
<u>Population Served:</u> This program provides services to adults, age 18 and older.	
Mercy Medical Center’s Chemical Dependency Program Family Counseling Service is a NYS licensed 822 medically supervised adult Chemical Dependency program with an Integrated Licensed OMH Clinic. The program specializes in the care of adults with Co-occurring Disorders of addiction and mental illness.	

Mount Sinai South Nassau - Mental Health Counseling Center	2277 Grand Avenue Baldwin, NY 11510 516-377-5400	250 Fulton Avenue Hempstead, NY 11550 516-485-5710
<u>Population Served:</u> This program provides services to children, adolescents, and adults, ages 5 and older.		
The location in Baldwin provides intensive Outpatient Program (IOP) services.		

Nassau University Medical Center (NUMC) - Ambulatory Mental Health Services	2201 Hempstead Turnpike East Meadow, NY 11554 516-572-6822
<u>Population Served:</u> This program provides services to children, adolescents, and adults.	

New Horizon Counseling Center	50 W. Hawthorne Avenue Valley Stream, NY 11580 516-569-6600
<u>Population Served:</u> This program provides services to children, adolescents, and adults.	

North Shore Child and Family Guidance Center	480 Old Westbury Road Roslyn Heights, NY 11577 516-626-1971
<u>Population Served:</u> This program provides services to children and adolescents.	
In addition to the traditional outpatient program, the Fay J. Lindner Triage and Emergency Program (Triage Program) is tailored for individuals who are discharged from hospitals and/or presenting with risk for self-harm or suicide and are seen for emergency assessments within 48 hours of their telephone call. Clients referred to the Triage Program are seen at least twice a week and their parents are seen in a weekly parenting group as well as participating in weekly family therapy sessions. The agency also has a satellite location in Manhasset that provides services around post-partum.	

<p>Northwell Health Zucker Hillside – Adult Outpatient</p>	<p>75-59 263rd Street Glen Oaks, NY 11004 718-470-8100</p>
<p><u>Population Served:</u> This program provides services to adults, 18 and older.</p>	

<p>Northwell Health Zucker Hillside - Child and Adolescent Outpatient</p>	<p>75-59 263rd Street Glen Oaks, NY 11004 718-470-8100</p>
<p><u>Population Served:</u> This program provides services to children and adolescents.</p>	

<p>Northwell Health Zucker Hillside – Geriatric Outpatient</p>	<p>75-59 263rd Street Glen Oaks, NY 11004 718-470-8100</p>
<p><u>Population Served:</u> This program provides services to g.</p>	

<p>South Shore Guidance Center – Children’s Clinic and Adult Clinic</p>	<p>114 Church Street Freeport, NY 11520 516-868-3030</p>
<p><u>Population Served:</u> This program provides services to children and adolescents ages 5 to 21 as part of the Children’s Clinic, and services for individual age 18 and older under the Adult Clinic.</p>	

OMH Outpatient Partial Hospitalization

A partial hospitalization program is a program for adults or adolescents which provides active treatment designed to stabilize or ameliorate acute symptoms in a person who would otherwise need hospitalization. “Partial” refers to the fact that treatment is provided in a highly structured environment, but only during the day.

A partial hospitalization program shall provide the following services: assessment and treatment planning, health screening and referral, symptom management, medication therapy, medication education, verbal therapy, case management, psychiatric rehabilitation readiness determination and referral, crisis intervention services, activity therapy, discharge planning and clinical support services. The program can be used to ease transition following an inpatient psychiatric hospitalization or to avoid an admission.

Population Served: Individuals who need intensive treatment for psychiatric illness but do not need the 24-hour care of an overnight hospital stay. The intensive support allows individuals to continue to live at home, where they can maintain independence and ties to your community and loved ones.

Community Based Prevention Providers				
Location	Program	Address	Phone	Population Served
Baldwin	Mount Sinai South Nassau	2277 Grand Avenue Baldwin, NY 11510	516-377-5440	Age 18+
Garden City	Mercy Medical Center	506 Stewart Avenue Garden City, NY 11530	516-705-3400	Age 18+
Glen Oaks	Zucker Hillside Hospital	75-59 263 rd Street Glen Oaks, NY 11004	516-470-8170	Age 18+
Amityville	South Oaks Hospital	400 Sunrise Highway Amityville, NY 11701	631-608-5340	Ages 13 – 17

OMH Intensive Day Treatment Program – Adolescents

The Intensive Day Treatment Program integrates mental health and age-appropriate education services for children and adolescents living in the community. The program provides a blend of mental health and special education services in a fully integrated program. The program includes: special education in small classes, individual and group counseling, family services such as family counseling and crisis intervention, and behavior modification.

Wantagh Day Treatment Program Sagamore Children’s Psychiatric Center/Nassau BOCES	2850 Jerusalem Avenue Wantagh, NY 11793 516-781-4097
--	---

OMH OnTrackNY

OnTrackNY is a team-based, intensive, evidence-based, and recovery-oriented Coordinated Specialty Care (CSC) program. It serves youth and young adults ages 16-30 experiencing newly emergent non-affective psychotic disorders. OnTrackNY helps youth to achieve their goals for school, work, and social relationships, avoid disability, and reduce hospitalization rates. The OnTrackNY CSC team provides on- and off-site services.

OnTrackNY at Central Nassau Guidance and Counseling Services	950 South Oyster Bay Road Hicksville, NY 11801 516-396-2780
OnTrackNY at South Oaks Hospital	400 Sunrise Highway Amityville, NY 11701 631-608-5570

Programs Licensed for Integrated Mental Health, Chemical Dependency, & Physical Health

OMH, OASAS, and DOH are partners in the development, implementation, and oversight of the Integrated Outpatient Services (IOS) license. The integration of physical and behavioral health services can help improve the overall quality of care for individuals with multiple health conditions by treating the whole person in a more comprehensive manner.

Location	Program	Address	Phone
Hempstead	Mount Sinai South Nassau – Behavioral Health Services	250 Fulton Avenue Hempstead, NY 11550	516-485-5710
Hicksville	Central Nassau Guidance and Counseling Services	950 South Oyster Bay Road Hicksville, NY 11801	516-822-6111
Garden City	Mercy Medical Center – Behavioral Health Services	506 Stewart Avenue Garden City, NY 11530	516-705-3400

OMH Personalized Recovery Oriented Services (PROS)

Personalized Recovery Oriented Services (PROS) is a comprehensive recovery-oriented program for individuals with severe and persistent mental illness. The goal of the program is to integrate treatment, support and rehabilitation in a manner that facilitates the individual's recovery. Goals for individuals in the program are to: improve functioning, reduce inpatient utilization, reduce emergency services, reduce contact with the criminal justice system, increase employment, attain higher levels of education and secure preferred housing. There are four "service components" in the program: Community Rehabilitation and Support (CRS), Intensive Rehabilitation (IR), Ongoing Rehabilitation and Support (ORS) and Clinical Treatment.

Population Served: Individuals 18 years of age and older who have been diagnosed with a serious mental illness with a goal of recovery focused on the resumption of life roles that include their ability to socialize, maintain activities of daily living and obtain employment.

Location	Program	Address	Phone
Plainview	Central Nassau Guidance and Counseling Services – Roads to Recovery PROS	55 West Ames Court Suite 100 Plainview, NY 11803	516-822-6111
Old Bethpage	Family Residences & Essential Enterprises Inc. – Terry’s Place PROS	191 Sweet Hollow Road Old Bethpage, NY 11804	516-870-1600
Hempstead	The Mental Health Association of Nassau County - The Gathering Place PROS	16 Main Street Hempstead, NY 11550	516-489-2322
Garden City	Mercy Medical Center – Horizon PROS	506 Stewart Avenue Garden City, NY 11530	516-632-7980
Great Neck	WellLife Network - Northern Lights PROS	800 Northern Boulevard Great Neck, NY 11021	516-829-9666

OMH Adult Single Point of Access (SPOA)

Adult SPOA (Single Point of Access) coordinates referrals for care coordination agencies and ACT Team providers. An individual receiving care coordination services can expect assistance with accessing services that support an improved quality of life. Care coordination can involve assistance with housing, outpatient treatment, vocational services, day programs and disability benefits. Additionally, the Adult SPOA unit provides referrals for care coordination services for those individuals without Medicaid coverage and is available to offer assistance as you navigate the mental health system. Clients with Medicaid may also make a direct referral to a Health Home for care coordination services.

Nassau County Adult SPOA – Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Developmental Disabilities Services	60 Charles Lindbergh Boulevard, Suite 200 Uniondale, NY 11553 516-227-7057
---	---

Adult Health Home Care Management

Health Home Care Management program provides coordinated, comprehensive medical and behavioral health care to Medicaid-enrolled adults with chronic conditions. Home Health Care Management assures access to appropriate services, improves health outcomes, reduces preventable hospitalizations and emergency room visits, promotes the use of health information technology, and avoids unnecessary care. Health Home Care Managers are expected to provide comprehensive care management, health promotion, transitional care including appropriate follow-up from inpatient to other settings, patient and family support, and referrals to community and social support services. Health Home Care Managers promote optimal health and wellness for adults diagnosed with severe mental illness. Wellness and recovery goals are attained by implementing a person-centered approach to service delivery and ensuring linkages to and coordination of essential community resources.

Health Home Plus (HH+) is an intensive Health Home Care Management (HHCM) service established for defined populations with Serious Mental Illness (SMI) who are enrolled in a Health Home.

Equivalent services are available for individual who do not have active Medicaid.

Lead Health Homes Serving Adults	
Northwell Health Home 516-316-6969	Skyward Health 1-888-980-8410

OMH Adult Assertive Community Treatment (ACT) Services

A team of professionals assigned to treat, monitor and ensure outpatient continuity of care for a select group of individuals diagnosed with a severe mental illness and whose needs have not been met by more traditional mental health services. ACT Teams provide treatment, rehabilitation, case management and support services.

Population Served: Adults whose diagnosable mental illness significantly impairs his/her ability to function in the community without supports. ACT clients are those individuals who are generally high users of services including frequent acute psychiatric hospitalizations, emergency and/or crisis services and criminal justice involvement.

All referrals for Adult ACT services must be made through the Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Developmental Disabilities Services.

Nassau County Adult SPOA – Nassau County Department of Human Services Office of Mental Health, Chemical Dependency	60 Charles Lindbergh Boulevard Suite 200 Uniondale, NY 11553 516-227-7057
---	--

Adult ACT Program Name	Contact Number
Central Nassau Guidance and Counseling Services	516-822-6111
CEC Health Care	516-622-8888 ext. 3
South Shore Association for Independent Living (SAIL)	516-855-1800

If individuals are eligible for ACT services and they have forensic background or history, they may be appropriate for the Forensic Assertive Community Treatment (FACT) Team. The FACT programs have a focus on providing the forensic population with targeted interventions, support services and advocacy to reduce recidivism by stabilizing their psychiatric disorder and addressing their social determinants of health needs.

Adult FACT Program Name	Contact Number
Central Nassau Guidance and Counseling Services	516-822-6111

OMH Assisted Outpatient Treatment (AOT)

AOT provides a court ordered outpatient treatment program designed to assure that those who cannot live safely in the community, due to their history of non-compliance and present circumstances, receive the clinical care and case management they need to safely manage in the community.

Target Population:

- At least 18 years of age and suffers from mental illness; and
- Is unlikely to survive in the community without supervision, based on a clinical determination; and
- Has history of non-compliance with treatment for mental illness which has led to either 2 hospitalizations from mental illness in the preceding 3 years, or resulted in at least 1 act of violence toward self or others or threats of serious physical harm to self or others within the preceding 4 years; and
- Is unlikely to accept the treatment recommended in the treatment plan; and
- Is in need of AOT to avoid a relapse or deterioration that would likely result in serious harm to self or others; and
- Will likely benefit from AOT

The AOT Order includes a comprehensive Treatment Plan which includes outpatient program attendance and medication management in addition to monitoring and supervision by the Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Development Disabilities Services AOT Unit. AOT recipients will receive Care Coordination services via a Care Coordination Agency or an Assertive Community Treatment (ACT) team.

Nassau County AOT – Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Developmental Disabilities Services	60 Charles Lindbergh Boulevard, Suite 200 Uniondale, NY 11553 516-227-7057
--	---

OMH Single Point of Access (SPOA) for Children

The Children’s SPOA assists in linking children with serious emotional disturbance to services that can assist in meeting their needs. The Children’s SPOA is characterized by a multi-disciplinary representation of agencies. Referrals may be made to SPOA for children, age five through some to 21, with a psychiatric diagnosis who meet the NYS OMH criteria for Serious Emotional Disturbance (SED). The aim is to ensure appropriate access to both intensive in-home services and residential services. The Children’s SPOA Coordinator provides case consultation, systems navigation, referral, and linkage to mental health supports and services.

<p>Nassau County Children’s SPOA – Nassau County Department of Human Services Office of Mental Health, Chemical Dependency</p>	<p>60 Charles Lindbergh Boulevard Suite 200 Uniondale, NY 11553 516-227-7057</p>
---	---

In-Home Services:

In-Home providers can meet with the individual and their family in their home and community.

<p>Family and Children’s Association (FCA) - Non-Medicaid Care Coordination</p>	<p>377 Oak Street, 5th Floor Garden City, NY 11530 516-485-5976</p>
<p><u>Population Served:</u> Children and adolescents ages 5 through 21 who are diagnosed with a Serious Emotional Disturbance (SED), have private insurance or no insurance, and live in Nassau County. This program serves clients who are typically medium to low acuity.</p>	
<p>The Non-Medicaid Care Coordination program supports children with a Serious Emotional Disturbance (SED). Care coordination services may include linkage to needed services, monitoring established goals and outcomes, and providing case specific advocacy to help ensure the child is able to remain at home and within the community upon discharge. Services include comprehensive care management, coordinating with service providers and clinicians to ensure changes in treatment are addressed, crisis intervention, advocating, collaborating with other providers, and linking to needed services and supports.</p>	

Federation of Organizations - Home-Based Empowerment Support Team (Home-BEST)	1 Farmingdale Road West Babylon, NY 11704 631-669-5355 ext. 1191
<p><u>Population Served:</u> Children and adolescents up to age 21 who reside in Nassau County and are at risk of hospitalization or out-of-home placement due to their Serious Emotional Disturbance (SED).</p>	
<p>This is an intensive in-home program, includes a multidisciplinary team of mental health professionals, care coordinators and youth peer advocates to provide youth and their families or caregivers with education, tools and skills to better handle situation. The Home-BEST team also coordinates with the youth's school and clinical supports to effect better outcomes and connects the families to community resources to assist in meeting their unique needs.</p>	

North Shore Child and Family Guidance Center – Clinical Care Coordination Team (CCCT)	480 Old Westbury Road Roslyn Heights, NY 11577 516-626-1971
<p><u>Population Served:</u> Children and adolescents up to age 21 who have a Serious Emotional Disturbance (SED) and reside in Nassau County. Children demonstrate or have a history of being at high risk including, but not limited to, the following: be at substantial risk of out of community placement such as hospitalization and/or residential placement; school avoidant; non-compliant with medication; whom traditional outpatient services have not been effective.</p>	
<p>This program provides in-home and/or community based clinical services, including individual therapy, family therapy, and psychiatric consultation, evaluation, and monitoring with a goal of engaging the child to outpatient treatment or a lower level of care. Children involved usually refuse to participate in therapy, often are school avoidant, and frequently have limited social contacts.</p>	

North Shore Child and Family Guidance Center – Coordinated Children’s Service Initiative (CCSI)	480 Old Westbury Road Roslyn Heights, NY 11577 516-626-1971
<p><u>Population Served:</u> children and adolescents up to age 21 with a Serious Emotional Disturbance (SED) diagnosis with current multi-system involved (e.g. family court, Individual Education Program, juvenile justice, Person in Need of Supervision (PINS), Child Protective Services, etc.)</p>	
<p>This program provides care coordination which facilitates service delivery, including acquiring benefits, helping children/families make and keep appointments and assisting them in arranging needed behavioral health, physical health, and psychiatric rehabilitation services. This program also seeks to find appropriate school placements, vocational training, or employment as well as linkages to services that prevent or resolve crises and addresses social determinants of health (SDOH) needs. Staff help families learn skills needed to avoid use of emergency rooms and/or inpatient services. They also provide psychoeducation on resources available and how to access them, enabling children and families to move toward self-sufficiency and self-advocacy.</p>	

Children’s Health Home Care Management:

Population Served: Individuals up to age 21 who have active Medicaid that have been diagnosed with a serious emotional disturbance (SED), complex trauma, HIV/AIDS or two chronic health conditions (i.e., asthma, diabetes, heart disease, high blood pressure, substance abuse, or obesity).

Care Management works with the child/family and providers of services to identify service needs, developing an overall rehabilitation goal, and writing service plans with the child/family that include strategies and objectives to address their identified needs. Care management facilitates service delivery, including acquiring benefits, helping child/families make and keep appointments and assisting child/family in arranging needed behavioral health, physical health and psychiatric rehabilitation services and finding appropriate school placement, vocational training or employment. Services also provide linkage to services that prevent or resolve crises in order to prevent unnecessary use of emergency rooms and/or inpatient services, and assuring crisis intervention services 24 hours per day, 7 days/week.

Lead Health Homes Serving Children	Contact Number
Collaborative for Children and Families	332-228-1268
Northwell Health Home	516-287-6046
Skyward Health	1-888-980-8410

Home and Community Based Services (HCBS)

Population Served: Children and adolescents up to age 21 with active Medicaid who are eligible for Health Home Care Management services and are at risk of hospitalization or out of home placement may be eligible for HCBS services.

HCBS provides a system of care that accounts for the strengths, preferences, and needs of the individual, as well as the desired outcome. The array of services help children remain in their community and avoid higher levels of care and out-of-home placements. HCBS for children include the following: caregiver/family supports and services, community self-advocacy training and supports, respite (planned and crisis), prevocational services, supported employment, day/community habilitation, palliative care, environmental/vehicle modifications, adaptive and assistive equipment.

Residential Services

Community Residences (CR):

Community Residences are 8-bed residential programs for children that provide an intensive therapeutic environment and restorative services including but not limited to behavior management, counseling services, independent living skills, daily living skills, socialization skills, medication management, health services and family support services. The goal of the program is to teach the youth necessary skills to be able to successfully return home with their families and communities. Program staffing provides for 24-hour awake supervision.

Location	Program	Phone	Ages Served
Deer Park	SCO Family of Services - Shining Point CR	631-243-0305	13-17
Dix Hills	WellLife Network - Dix Hills CR	631-683-4396	13-17
Lakeview	Family and Children's Association (FCA) - Lakeview House CR	516-678-5991	13-17
Merrick	MercyFirst - Merrick House CR	516-868-2050	9-14
Setauket	WellLife Network - Setauket CR	631-751-0197	13-17

Residential Treatment Facility (RTF):

Residential Treatment Facilities provide fully integrated mental health treatment and special education services under the direction of a psychiatrist, in a well-supervised residential setting. RTFs can serve youngsters between 5 and 21 years of age. Most youngsters are served for an extended stay between 6 months and 2 years. Access to an RTF is through the Authorization Review Process under the guidance of the Office of Mental Health.

Location	Program	Phone	Ages/Gender Served
Dix Hills	SCO Family of Services – Madonna Heights RTF	631-213-0300	12-17 Female

Please note, Madonna Heights RTF is the only RTF available in the Long Island region. To view additional RTF locations, please visit: <https://omh.ny.gov/omhweb/childservice/docs/residential-treatment-facility-map.pdf>

OMH Youth Assertive Community Treatment (ACT) Services

Youth ACT teams deliver intensive, highly coordinated, individualized services and skilled therapeutic interventions through an integrated, multidisciplinary team approach. Youth ACT services are delivered in the home or other community-based settings. The purpose of Youth ACT is to support children with complex mental health needs and their families so that they may remain in their homes and communities, achieve success in their educational, vocational or employment endeavors and foster positive relationships among friends and family.

Population Served: Children and adolescents ages 10 to 21, who are diagnosed with a Serious Emotional Disturbance (SED) who have continuous high service needs that are not being met in more traditional service settings. The children are at risk of institutional level of care, require intensive interventions in order to adequately support the child and family’s complex needs, to avoid high end services or facilitate and support a successful transition back to community.

All referrals for Youth ACT services must be made through the Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Developmental Disabilities Services:

Nassau County Adult SPOA – Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Developmental Disabilities Services	60 Charles Lindbergh Boulevard, Suite 200 Uniondale, NY 11553 516-227-7057
---	---

Youth ACT Program Name	Contact Number
Central Nassau Guidance and Counseling Services	516-822-6111

Children and Family Treatment and Support Services (CFTSS)

Population Served: Children and Youth (under age 21) who are covered by Medicaid and have mental health and/or substance use needs may be eligible for Children and Family Treatment and Support Services. These services meet the individual needs of children/youth and their families/caregivers in their home and community. They can help: identify mental health and/or substance use needs early, provide support in the home and community, prevent the need for emergency room visits, hospital stays, or out of home placements.

Services Include:	
Other Licensed Practitioner	Provides evaluation/assessment, treatment planning, psychotherapy, and crisis intervention in non-traditional settings, including home, community, and other site-based setting when appropriate.
Crisis Intervention	Mobile services provided to youth who are identified as experiencing acute psychological/emotional change which results in an increase in personal distress and exceeds the ability of those involved to effectively resolve it. Face-to-face interventions and face-to-face or in person follow up.
Community Psychiatric Supports and Treatment	Designed to provide community-based services to children and families who may have difficulty engaging in formal office settings. Includes intensive intervention (individual and family counseling, behavior management support), crisis avoidance and crisis management, education about treatment options based on needs, strengths-based service planning and support for physical health and safety.
Psychosocial Rehabilitation	Hands on, task-oriented activities focused on rehabilitative needs of the youth which are usually provided in the community, including the home. Includes interventions to work on personal and community competence, social and interpersonal skills, daily living skills, and community integration.
Family Peer Support Services	Provides a structured, strength-based relationship between a Family Peer Advocate (FPA) and the parent/family member/caregiver for the benefit of the child/youth. Includes engagement, bridging and transition support, self-advocacy, self-efficacy, and empowerment; parent skill development, developing community connections and natural supports.
Youth Peer Support and Training	Engagement, support, community connection, and skill building from a credentialed Youth Peer Advocate professional, who has past experience(s) in the service system.

Mental Health Adult Housing – Single Point of Access (SPA) Housing

Single Point of Access (SPA) is committed to providing housing to Nassau County residents with serious behavioral health issues regardless of race, creed or color, in an effort to promote recovery through a strength-based support system. The SPA strives to reduce stigma and provide opportunities for recovery and is responsive to individual recipient wishes and needs in an effort to reduce hospitalization and homelessness.

Population Served: Eligibility for SPA housing is based on meeting the criteria for Serious Mental Illness (SMI) as defined by the New York State OMH. The County residence is demonstrated by current address. For non-residence, a meaningful connection to the county of interest will be considered.

Single Point of Access Housing Unit	191 Sweet Hollow Road Old Bethpage, NY 11804 631-231-3562 Fax: 516-667-2856 http://www.spahousingli.org
--	---

There are four general levels of housing that can be applied for based on needs:	
Supervised Community Residence - CR	These programs are supervised 24 hours per day. These residences typically house 8 – 15 individuals in one large house. Food is provided. Residents are offered all restorative services, generally with an emphasis on Daily Living Skills such as cooking, cleaning, personal hygiene, food shopping and money management. Medication is supervised as needed. There is also a Young Adult CR specifically available for individuals age 18-30.
SRO Community Residence (CR-SRO)	This level offers individuals their own bedrooms usually in a large building with up to 50 residents. Staff supervision is present 24 hours per day. It is recommended that residents prepare their own meals. A meal plan may be available for purchase depending on location. Restorative services are available.
Apartment Treatment - ATP	These programs typically receive staff visits several times each week, depending on level of need. There are generally 2 – 3 residents per house or apartment. Residents are expected to have good daily living skills, and be able to hold their own medication. Food is not provided. Instead, residents receive an allowance, which is used to purchase food and cleaning supplies. Applicants should have some ability to manage their own medications.
Supportive Housing - SHP	Supportive Housing programs vary. Programs may offer shared apartments, houses for three individual adults, or families. Individuals residing in Supportive Housing pay 30% of their monthly income toward their rent. The rest of their rent is subsidized. Residents of these programs live fairly independently, and may receive visits 1- 4 times monthly. Supportive Housing is considered long term housing.

The agencies providing SPA housing are located across the County and offer different levels of care:

Central Nassau Guidance & Counseling Services 516-822-6111	Mercy Haven, Inc. 631-277-8300	State Operated Community Residence (SOCR) – West Hempstead 516-489-9607
CEC Health Care 516-622-8888 ext. 3	Mercy Medical Center 506 Stewart Avenue Garden City, NY 11530 (631) 474-4120	State Operated Community Residence (SOCR) – North Merrick 516-223-9526
Circulo De La Hispanidad 516-431-1135	Options for Community Living 631-361-9021	State Operated Community Residence (SOCR) – Oceanside 516-536-0554
Family and Children Association (FCA) 516-285-1151	Project REAL - Residential Experience in Adult Living 516- 223-9570	State Operated Community Residence (SOCR) – Lindenhurst 631-225-0476
Family Residences & Essential Enterprises (FREE) 516-870-1600	Phoenix House of Long Island 631-306-5700	State Operated Community Residence (SOCR) – Transitional SOCR South 516-761-3101
Federation of Organizations 631- 669-5355	South Shore Association for Independent Living (SAIL) 516-855-1800	Transitional Services/NY for Long Island (TSLI) 631-231-4705
Hands Across Long Island (HALI) 631-234-1925	State Operated Community Residence (SOCR) - Brentwood 631-952-9018	Transitional Services for New York (TSI) 718-746-6647
Hispanic Counseling Center 516-538-2613	State Operated Community Residence (SOCR) – Brentwood 631-342-0126	Well Life Network 718-559-0516
Mental Health Association of Nassau County 516-489-2322		

Mobile Residential Support Team

Population Served: Individuals diagnosed with mental illness who are living in SPA Supportive Housing and require additional support to maintain their housing, and/or avoid the use of high-cost emergency services.

The goal of The Mobile Residential Support Team (MRST) is to improve quality of life and to promote the independence of recipients assigned to the team. The team also provides support in the community to ensure recipients can remain safely housed at the current level of care. Services provided by the team include crisis intervention, peer support, and monitoring of medical conditions to help decrease psychiatric/medical ER visits and/or hospitalizations. The MRS team also assists recipients by coordinating care between providers, connecting recipients to beneficial resources in the community, and addressing any issues that may prevent recipients from maintaining stable housing.

Agency	Contact Number
Central Nassau Guidance & Counseling Services	516-822-6111
CEC Health Care	516-622-8888 ext. 3
Family Residences & Essential Enterprises (FREE)	516-870-1600
Federation of Organizations	631-669-5355
South Shore Association for Independent Living (SAIL)	516-855-1800

OMH Family Care Residential Program

Family Care is a residential program sponsored by OMH for people diagnosed with serious mental illness. The program places individuals with people certified to deliver residential care in their own homes. Family Care providers receive training, support, and financial reimbursement for their services. Residents develop meaningful relationships and become productive and active members of their communities. The Family Care Team matches persons who are willing to share their home and community with individuals who want guidance, support, and the companionship of a family environment.

<p>Long Island Family Care Pilgrim Psychiatric Center</p>	<p>998 Crooked Hill Road West Brentwood, NY 11717 631-761-3500</p>
--	---

Forensic Services

The Department of Human Services provides mental health evaluations and court testimony on individuals appearing before the County, District, or Supreme Court. In addition, the Department provides consultation services on behalf of individuals in Family Court.

<p>Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Developmental Disabilities Services</p>	<p>60 Charles Lindbergh Boulevard, Suite 200 Uniondale, NY 11553 516-227-7057</p>
---	--

If individuals are eligible for ACT services and they have forensic background or history, they may be appropriate for the **Forensic Assertive Community Treatment (FACT) Team**. The FACT programs have a focus on providing the forensic population with targeted interventions, support services and advocacy to reduce recidivism by stabilizing their psychiatric disorder and addressing their social determinants of health needs.

Adult FACT Program Name	Contact Number
Central Nassau Guidance & Counseling Services	516-822-6111

Forensic Housing is available through the Single Point of Access (SPA) Housing. The Forensic Housing program provides housing and support in the community to adults in Nassau County diagnosed with a serious mental illness (SMI) that have had legal involvement as a result of untreated mental illness. The goal of the program is to provide stable housing and as well as staff support to assist recipients with managing their mental/physical health to improve quality of life and to decrease future legal involvement. Enhanced staff support also serves to assist recipients with navigating the guidelines of any legal mandates, improve treatment adherence, and to improve daily living skills, and provide coordination of care. Applications must be submitted through the Single Point of Access Housing Unit.

<p>Single Point of Access Housing Unit</p>	<p>191 Sweet Hollow Road Old Bethpage, NY 11804 631-231-3562 Fax: 516-667-2856 http://www.spahousingli.org</p>
---	---

Forensic Mobile Residential Support Team (MRST)

Family Residences & Essential Enterprises (FREE)

516-870-1600

Population Served: Individuals with a forensic background living in OMH Scattered Site Supportive Housing throughout Nassau County.

FREE Forensic MRST (Mobile Residential Support Team) is committed to supporting individuals diagnosed with a mental illness and returning to the community from incarceration, or incarceration and subsequent psychiatric hospitalization, with both their transition into, as well as continued success, in the community with intensive support services.

Jail Diversion Program

Central Nassau Guidance & Counseling Services

**55 West Ames Court Suite 100
Plainview, NY 11803
516-822-6111**

Population Served: Nassau County Phoenix Jail Diversion Program recipients.

This program focuses on providing support to individuals who have pled guilty to a criminal offence in Nassau County and are being processed through the Phoenix Jail Diversion program. Care coordination services include but are not limited to linking clients to needed treatment and community resources, monitoring compliance with court ordered services including medication evaluation and monitoring compliance with mental health or substance abuse treatment, housing support, assistance in vocational areas, managing daily activities and appropriate socialization. Supportive treatment services include psychosocial and risk assessments; short term and transitional treatment; and advocacy.

Nassau County Mental Health Court Care Coordination Program

Central Nassau Guidance & Counseling Services

**55 West Ames Court Suite 100
Plainview, NY 11803
516-822-6111**

Population Served: Nassau County Mental Health Court recipients.

This program focuses on care coordination activities for individuals diagnosed with a mental health disorder and who has pled guilty to a criminal offence in Nassau County. Care coordination services include but are not limited to linking clients to needed treatment and community resources, monitoring compliance with court ordered services including medication evaluation and monitoring compliance with mental health or substance abuse treatment, housing support, assistance in vocational areas, managing daily activities and appropriate socialization.

Community Mental Health Promotion and Support (COMHPS)

COMHPS teams provide emotional support/counseling, wellness activities, and screenings and referral when needed, to licensed mental health professionals.

Charles Evans Center	857 South Oyster Bay Road Bethpage, NY 11714 516-622-8888
Hispanic Counseling Center	344 Fulton Avenue Hempstead, NY 11550 516-538-2613

Respite Services – Youth

Respite services provide relief to the family from caregiving responsibilities, allow situations to stabilize, and prevent hospitalizations and/or longer-term placements out of the home. Services are designed to enhance the capacity of families to care for their child by promoting positive functioning that assists the child in living successfully in their home and community. The separation of adolescents from their families, affords their caregivers to engage in self-care activities and/or time to address other priorities. This temporary pause from the demands of caregiving can help reduce overall family stress and enables families to better meet the needs of their child.

<p>Family and Children’s Association (FCA) – Family Center Respite</p>	<p>377 Oak Street, Garden City, NY 11530 516-485-5976</p>
<p><u>Population Served:</u> Families in Nassau County who have a child between 5 and 18 years of age with a Serious Emotional Disturbance (SED) diagnosis.</p>	
<p>Respite is offered on a weekly basis through a formal enrollment process. Families can receive up to three hours of respite each week for 26 weeks. Respite is provided on an individual basis in the home and/or community dependent upon the family's needs and preferences. Depending on the age and the needs of the child, forms of skill building may be incorporated into the services such as working on prevocational skills, applying for jobs, money management and socialization.</p>	

<p>Hispanic Counseling Center – Respite Services</p>	<p>344 Fulton Avenue Hempstead, NY 11550 516-538-2613</p>
<p><u>Population Served:</u> Children and adolescents ages 6 to 21, with behavioral health concerns.</p>	
<p>The program’s mission is to provide comprehensive services for parent and their children or adolescents who have been diagnosed with severe behavioral issues or mental health concerns. The program provides support for children and respite for the parents while teaching them needed skills. The program provides structured, on-site group activities, tutoring, socialization, and recreational activities, and off-site leisure activities during non-school hours.</p>	

Respite Services – Youth

<p style="text-align: center;">North Shore Child and Family Guidance Center – Respite Services</p>	<p style="text-align: center;">480 Old Westbury Road Roslyn Heights, NY 11577 516-626-1971</p>
<p><u>Population Served:</u> Youth ages 12 through 17 with a mental health diagnosis.</p>	
<p>Respite is a program designed to build upon children's and adolescent's strengths to increase positive interaction with peers and the community; to minimize self-imposed isolation, expand coping skills, and to strengthen problem solving skills in the community through peer interactions and clinical support. This program provides rehabilitative services designed to increase social skills and re-integrate the youth into the community. In addition, children are exposed to new experiences and new people to help alleviate symptoms of social anxiety.</p>	

<p style="text-align: center;">North Shore Child and Family Guidance Center – Wilderness Program</p>	<p style="text-align: center;">480 Old Westbury Road Roslyn Heights, NY 11577 516-626-1971</p>
<p><u>Population Served:</u> Adolescents ages 12 through 18 who have a Serious Emotional Disturbance (SED).</p>	
<p>The Wilderness program offers full-day Saturday Respite Services of outdoor wilderness activities for serious emotionally disturbed (SED) adolescents. The program holds non-competitive but challenging and success-oriented wilderness adventures for group members, in a new, unique environment, where all members begin on an equal footing, without the history and stigma of failure associated with poor performances at school and in social settings.</p>	

OMH Family Support Programs

Family Support programs offer support and education for individuals who have family members who have a mental health condition.

<p>Family and Children’s Association (FCA) – Family Center Respite</p>	<p>377 Oak Street, Garden City, NY 11530 516-485-5976</p>
<p><u>Population Served:</u> Families in Nassau County who have a child between the ages of 5 and 18 years of age with or at risk of developing a mental health disorder.</p>	
<p>The program provides an array of formal and informal services to support and empower families with the goal of reducing stress and enhancing their ability to care for their child. Services are provided by Family Peer Advocates (FPAs) who are uniquely qualified based on their personal parenting experience. Family Peer Advocates offer individualized support and advocacy, educational advocacy, parent support groups, evidence-based parenting courses, parent, child and family workshops, family engagement events and a family advisory committee. Group activities create opportunities to broaden experiences, augment knowledge, develop and implement parenting skills, and increase social networking.</p>	

<p>Hispanic Counseling Center – Respite Services</p>	<p>344 Fulton Avenue Hempstead, NY 11550 516-538-2613</p>
<p><u>Population Served:</u> The program provides services to families in Nassau County with children ages 6 through 21 with behavioral health concerns. This program has a specialty working with Spanish speaking families.</p>	
<p>The program offers family support, assist families in navigating the system linking them to necessary services while providing workshops and courses on parenting that are matched to each of their needs. Family Peer Advocates (FPAs) work to provide support services for families with youth that are experiencing emotional, behavioral, and mental health challenges, opportunities for families to connect to and support one another, parenting skills and educational workshops, and advocacy and limited case management.</p>	

<p>Long Island Families Together</p>	<p>21 Greene Avenue, Suite 101 Amityville, NY 11701 631-264-543</p>
<p><u>Population Served:</u> Caregivers of children ages 5 through 21, who are raising a child with a social, emotional, or behavioral diagnosis.</p>	
<p>LIFT acts as a warm line, answering phone calls and email queries from families and professionals throughout Nassau and Suffolk County where they connect families to services and help them navigate the system. They organize annual events that connect family and youth navigating the children’s behavioral health system with policymakers and decisionmakers. They educate the community through a monthly newsletter and periodic parent education webinars.</p>	

Mental Health Association of Nassau County - Adult Family Support	16 Main Street Hempstead, NY 11550 516-489-2322
<u>Population Served:</u> Caregivers of individuals with mental health challenges, substance use disorders or developmental disabilities.	
The goal of this program is to assist family members and caregivers who have a loved one currently facing mental health challenges, substance abuse disorder, developmental disability, or co-occurring disorder with improving their understanding of illness, resources, systems of care and related programs and services. The program includes weekly family support groups and incorporates evidenced based practices through the provision of psychoeducation, guidance, referrals to community resources and advocacy to assist support group members in getting the help they requested.	

National Alliance on Mental Illness (NAMI)	P.O. Box 176 Carle Place, NY 11514 516-326-0797
<u>Population Served:</u> Individuals living with mental health conditions and their loved ones.	
The program's goal is to educate and advocate about mental illness, treatment rehabilitation and all other sources available. Services provided in support of objectives are classes, support groups and monthly meetings. The program also provides a help line service for people who experience mental health conditions and their loved ones.	

North Shore Child and Family Guidance Center – Family Advocate Program	480 Old Westbury Road Roslyn Heights, NY 11577 516-626-1971
<u>Population Served:</u> Families who are raising a child who is experiencing social, emotional, developmental, substance use, and/or behavioral challenges in their home, school placement, or community.	
The Family Advocate Program offers an array of services including formal and informal supports provided to families raising a child who is experiencing social, emotional, developmental, substance use and/or behavioral challenges in their home, school placement, or community. The primary objective of the Family Advocate Program is to strengthen natural supports and family networks to help children function in their homes and in the community, as well as make progress in the developmental areas including social, emotional, behavioral, and academic. In addition to individual work, all families are invited and encouraged to attend weekly family peer-support group facilitated by credentialed Family Peer Advocates.	

Educational Advocacy

Long Island Advocacy Center	99 Herricks Road New Hyde Park, NY 11040 516-248-2222
<u>Population Served:</u> Families of students with disabilities, including emotional disabilities.	
This program provides advice, representation, and training in educational advocacy to families of students with disabilities, including those with emotional disabilities and the mental health professionals who work with them. They provide assistance to family members and professionals regarding education regulations and how they can be applied to help students.	

Social Programs for Adults

Central Nassau Guidance and Counseling Services – Drop-In Center	950 South Oyster Bay Road Hicksville, NY 11801 516-822-6111
<p><u>Population Served:</u> Adults that reside in Nassau County that are diagnosed with serious mental illnesses and other psychiatric disabilities.</p>	
<p>This center provides its participants with a safe, nurturing, and structured program four times per week, designed to offer clients the opportunity to meet others, participate in recreational activities, become knowledgeable of other resources in the community, and have a meal. The work of this Drop-In Center is geared toward enabling the participants to enhance their interpersonal relationships, increase their opportunities for socialization, and create stability and independence within their personal lives. Additionally, there is a transportation program that aims to provide transportation for participants of the Drop-In Center.</p>	

Mercy Medical Center – Drop-In Center	506 Stewart Avenue Garden City, NY 11530 516-705-3400
<p><u>Population Served:</u> Individuals 18 years and older living in Nassau County with a primary diagnosis of mental illness, who are functionally impaired.</p>	
<p>The program's operation is a five day a week program of planned social and recreational activities. The program includes a breakfast and lunch provided, social and recreational experiences, consumer choice via discussion and planning of upcoming activities, and community exploration and integration activities.</p>	

Social Programs for Adults

<p style="text-align: center;">Mercy Medical Center – Specialized Opportunities for Achieving Recovery (SOAR)</p>	<p style="text-align: center;">506 Stewart Avenue Garden City, NY 11530 516-705-3400</p>
<p><u>Population Served:</u> Individuals 55 years and older living in Nassau County with a primary diagnosis of mental illness, who are functionally impaired.</p>	
<p>The SOAR program includes planned social and recreational activities in a safe environment. They have varied sessions and speakers of interest to the program's participants. Program includes social and recreational experiences, including weekly 'socials,' holiday events, consumer choice via discussion and planning of upcoming activities, health and wellness activities to maintain the level of functioning within the community, community integration to increase utilization of community resources independent of staff.</p>	

<p style="text-align: center;">New Horizon Counseling Center - The Meeting Place Clubhouse, Drop-In Program</p>	<p style="text-align: center;">50 W. Hawthorne Avenue Valley Stream, NY 11580 516-569-6600</p>
<p><u>Population Served:</u> Adults, age 18 and older, who are diagnosed with a Serious Mental Illness.</p>	
<p>The Drop-In program's focus is to provide individuals who are currently undecided about vocational goals and/or need to focus on socialization goals prior to employment an emotionally safe, supportive, and friendly environment in which members can interact with one another. Members are provided with structured groups and recreational activities that are in line with their needs, goals, and paths of recovery, in a safe and inviting setting available every weekday and two Saturdays each month. Members have the opportunity to transition to the pre-Vocational program once their main focus becomes their vocational goals. Additionally, there is a transportation program that aims to provide transportation for participants of the Drop-In Center.</p>	

Peer Support Services

<p>Mental Health Association of Nassau County - Compeer</p>	<p>16 Main Street Hempstead, NY 11550 516- 489-2322</p>
<p><u>Population Served:</u> Nassau County adults and children in recovery with mental illness, developmental disabilities, and co-occurring diagnoses</p>	
<p>Compeer (Companion/Peer) matches volunteers and adults recovering from mental illness in a one-to-one supportive friendship relationship. This also helps to lessen the stigma of mental illness.</p>	

<p>Mental Health Association of Nassau County – Consumer Link</p>	<p>16 Main Street Hempstead, NY 11550 516- 489-2322</p>
<p><u>Population Served:</u> Adults, age 18 and older, with mental illness.</p>	
<p>This program utilizes peer services to provide self-help, skill training, and advocacy groups to promote recovery, independency, empowerment, and increased self-direction and self-esteem. The program provides advocacy and dedication to work for positive change in the mental health system and for the rights of individuals diagnosed with psychiatric illnesses. Additionally, there is a transportation program that aims to provide transportation for participants of the Consumer Link Program.</p>	

<p>Mental Health Association of Nassau County – PFC Dwyer Project/Vet2Vet</p>	<p>16 Main Street Hempstead, NY 11550 516-489-2322</p>
<p><u>Population Served:</u> Veterans, regardless of discharge service.</p>	
<p>The Nassau County “Vet2Vet” Program provides peer support utilizing the national Vet2Vet model of peer support founded by Vietnam Veteran Moe Armstrong. Primarily, Vet2Vet services are provided in small “Peer Networking Groups”. These will be small groups (4 – 8 veterans) lead by 2 veteran peer facilitators. Vet2Vet services may also be provided individually, and/or by phone.</p>	

Peer Support Services

Oceanside Counseling Center – Peer Program	71 Homecrest Court Oceanside, NY 11572 516-766-6283
<p><u>Population Served:</u> Individuals who are deemed to have a substance use disorder, and who are determined to be able to achieve or maintain abstinence and recovery goals with the application of outpatient services; or be a significant other who manifests psychological, behavioral, and/or emotional effects arising from another individual's chemical abuse or dependence.</p>	
<p>Peer specialists can work as an adjunct to clinical treatment, adding extra support when necessary. Such services can include assisting with concrete needs, linking clients to self-help groups, linkage to treatment/referrals, and additional support.</p>	

Thrive Recovery Community and Outreach Center	1025 Old Country Road Suite 400 Westbury, NY 11590 516-765-7600
<p><u>Population Served:</u> Individuals who struggle with substance use.</p>	
<p>THRIVE's goal is to help individuals and families find, maintain, and strengthen their recovery through peer-based support, navigation assistance and referral services; provide interactive educational programs that promote wellness, economic prosperity and civic engagement; and maintain a safe, welcoming haven for substance-free recreational and social activities. The center provides recovery coaching with peers as well as peer support groups and workshops.</p>	

Vocational Programs

<p>Abilities, Inc. - Integrated Supported Employment</p>	<p>201 IU Willets Road Albertson, NY 11507 516-465-1400</p>
<p><u>Population Served:</u> Adults with various mental health and/or developmental disabilities, who have demonstrated the potential for success in the workforce and are motivated to be employed.</p>	
<p>The goal of this program is to assist and support adults with varied psychiatric or developmental disabilities to utilize their strengths and transferable skills to reach their maximum vocational potential and obtain competitive and integrated employment. The services may include pre-employment coaching including job development, travel training, on-site job coaching, and off-site intervention including advocacy and assistance with services other than employment but related to employment, i.e. transportation.</p>	

<p>Family and Children’s Association (FCA) - Family Treatment and Recovery Center</p>	<p>180 S. Broadway Hicksville, NY 11801 516-935-6858</p>
<p><u>Population Served:</u> Adults and adolescents (ages 13 and up) who are experiencing negative consequences associated with substance involvement, are diagnosed with a Substance Use Disorder, or are the Significant Other(s) of an individual with a substance use issue.</p>	
<p>The program’s objective is to empower individuals and families by assisting them in acquiring the knowledge, life skills and supports that will help them in overcoming obstacles to achieve and maintain a lifestyle of recovery. Services provided include individual vocational and educational sessions, financial education and planning, budgeting, skills development such as resume writing and job interview skills.</p>	

<p>Mercy Medical Center - Vocational Rehabilitation</p>	<p>95 Pine Street Freeport, NY 11520 516-546-7070</p>	<p>526 Greengrove Avenue Uniondale, NY 11553 516-546-7070</p>
<p><u>Population Served:</u> Individuals who are residing in Mercy Hall and Recovery House that have verbalized stabilization to begin slowly pursuing work-readiness.</p>		
<p>This program consists of a Vocational Counselor that is a Certified Rehabilitation Counselor (CRC). The CRC meets with the residents 30 days after their admission to Mercy Hall or Recovery House. CRC provides individual and group counseling to assist the client achieve employment skills and work readiness while balancing a life in recovery. The individual and group counseling sessions focus on interviewing skills, resume writing, work-readiness, life skills, communication skills, and recovery.</p>		

New Horizon Counseling Center - The Meeting Place Clubhouse, Assisted Competitive Employment (ACE)	50 W. Hawthorne Avenue Valley Stream, NY 11580 516-569-6600
<u>Population Served:</u> Adults, age 18 and older, who are diagnosed with a Serious Mental Illness.	
The Assisted Competitive Employment (ACE) program's overall mission is to provide assistance in the Pre-Vocational component that are ready to pursue their own vocational goals. The ACE program provides group as well as one-on-one support to assist members during the employment process.	

New Horizon Counseling Center - The Meeting Place Clubhouse, Helping Hearts	50 W. Hawthorne Avenue Valley Stream, NY 11580 516-569-6600
<u>Population Served:</u> Adults, age 18 and older, who are diagnosed with a Serious Mental Illness.	
The Helping Hearts affirmative business' purpose is to enable the client employees to receive on the job vocational training, develop their skill sets and work ethic through job coaching by Clubhouse staff as well as prepare them for competitive employment opportunities in a transitional work place environment. Client employees are given the responsibility of interacting face-to-face with their clients, maintaining a work schedule and developing professional relationships.	

New Horizon Counseling Center - The Meeting Place Clubhouse, Pre-Vocational Program	50 W. Hawthorne Avenue Valley Stream, NY 11580 516-569-6600
<u>Population Served:</u> Adults, age 18 and older, who are diagnosed with a Serious Mental Illness.	
The purpose of the Pre-Vocational program is to assist the members in developing the necessary skills and confidence to prepare them for entry into a vocational setting and transition into the Assisted Competitive Employment (ACE) Program. These skills include building self-confidence, improving social interaction, cognition as well as additional employment skills needed for the ACE Program. The overall goal of this process is to assist members in their vocational goals towards entering and/or re-entering the workforce, volunteering, or becoming active and productive members of their community.	

Northwell Health - Zucker Hillside Hospital Nassau Day Training	600 Hempstead Turnpike, Suite 120 West Hempstead NY 11552 516-929-2290
<u>Population Served:</u> Adults, age 18 and older, who have serious and persistent mental illness who may also have comorbid medical issues, substance abuse and homelessness.	
The goal of the Nassau Day Training Program is to utilize the psychiatric rehabilitation model to be an employment center to provide vocational services to underserved communities and populations in Nassau County. The overall mission is to increase community integration, and independent functioning in the area of employment in the shortest time possible.	

Northwell Health - Zucker Hillside Hospital Nassau Day Training Sign-On Enterprises	600 Hempstead Turnpike, Suite 120 West Hempstead NY 11552 516-929-2290
<u>Population Served:</u> Adults, age 18 and older, who have serious and persistent mental illness who may also have comorbid medical issues, substance abuse and homelessness.	
Sign-On Enterprises is a consumer run business utilizing the psychiatric rehabilitation model that is located within the Nassau Day Training Program. The purpose of this enterprise is to train consumers to have competitively paid work skills and behaviors. For some clients this could involve developing technology skills that would make them employable in the business community. Consumers are trained in all aspects of sign making. The overall arching mission is to increase independent functioning in the area of employment.	

The Rehabilitation Institute, Inc. – Integrated Employment Local Assistance	191 Bethpage-Sweet Hollow Road, Bethpage, NY 11804 516-870-1657
<u>Population Served:</u> Adults, age 18 and older, with a mental health diagnosis.	
The goal is to maximize the participants’ vocational success through long term, integrated, competitive employment at or above minimum wage. This employment is secured by each person as they complete one of TRI’s training programs.	

The Rehabilitation Institute, Inc. – Meals on Wheels	191 Bethpage-Sweet Hollow Road, Bethpage, NY 11804 516-870-1657
<u>Population Served:</u> Adults, age 18 and older, with a mental health diagnosis living in Nassau County.	
This program delivers nutritious meals to individuals with a mental health diagnosis and are in financial need who would otherwise have difficulty providing nutritious meals for themselves. Meals are also prepared and delivered by individuals with disabilities in order to enhance their employable skills.	

The Rehabilitation Institute, Inc. – Transformed Business Model	191 Bethpage-Sweet Hollow Road, Bethpage, NY 11804 516-870-1657
<u>Population Served:</u> Individuals with disabilities who must be referred through ACCES-VR.	
This program provides vocational training and paid employment opportunities with community-based employment as the desired outcome for each individual. Individuals are provided with work readiness skills in preparation for community-based employment. Job development and job coaching supports are provided to assist individuals to understand and complete their job responsibilities efficiently in a field in which they demonstrate a proclivity for working in.	

Legal Assistance

<p>Mental Hygiene Legal Service</p>	<p>600 Old Country Road, Suite 224 Garden City, NY 11530 516-493-3976</p>
<p><u>Population Served:</u> This program is a dedicated legal advocacy program providing a broad range of protective legal services and assistance to mentally disabled persons under the care or jurisdiction of State-operated or licensed facilities</p>	
<p>The Mental Hygiene Legal Service (MHLS) is a New York State agency responsible for representing, advocating and litigating on behalf of individuals receiving services for a mental disability. Program provides legal presentation without charge to patients in a psychiatric facility</p>	

<p>Nassau Suffolk Law Services Committee, Inc. - Nassau Mental Health Law Project</p>	<p>One Helen Keller Way, 5th Floor Hempstead, NY 11550 516-292-8100</p>
<p><u>Population Served:</u> Individuals who are seriously and persistently mentally ill individuals who require the services of a lawyer to maintain the stability of their income, their housing, their family or their access to medical care.</p>	
<p>The Project provides legal support necessary to enable persons with mental illness to maintain stability and remain in the community.</p>	

Financial Management

Mental Health Association of Nassau County – Financial Management	16 Main Street Hempstead, NY 11550 516- 489-2322
<p><u>Population Served:</u> Adults, age 18 and older, who receive or have applied for benefits through the Social Security Administration.</p>	
<p>The Financial Management Program offers Representative Payee services for individuals receiving funds from the Social Security Administration or Veteran’s Administration who are unable to manage their own finances. Program enrollment is voluntary in most cases and consumers are assisted with budgeting, financial advocacy and education to assist in increasing their independence to successfully manage their own finances.</p>	

Training and Education

Education and training opportunities are provided for mental health professionals. In addition, education programs are offered in the community to promote awareness of and to combat the stigma of mental illness.

<p>Nassau County Department of Human Services Office of Mental Health, Chemical Dependency and Developmental Disabilities Services</p>	<p>60 Charles Lindbergh Boulevard, Suite 200 Uniondale, NY 11553 516-227-7057</p>
---	--

<p>Mental Health Association of Nassau County – Education and Training</p>	<p>16 Main Street Hempstead, NY 11550 516- 489-2322</p>
---	--

<p>Mental Health Association of Nassau County – Health Home Training</p>	<p>16 Main Street Hempstead, NY 11550 516- 489-2322</p>
---	--

Population Served: Health Home Care Coordination staff.

The program’s goal is to provide workshops and/or conferences, face-to-face or virtually, to meet the training needs of Nassau County health home staff in supporting their work with clients.