

Line	Population	Service
Hotline 251-0600 24 Hours	All	Provides support for people of all ages with a wide range of concerns. Trained telephone workers help callers talk out social, emotional, and mental health issues.
Chat <a href="http://www.contactsyracuse.org">www.contactsyracuse.org</a> Monday – Friday, 3 PM – 5 PM	All	Online service provides a safe place to talk about social, emotional, and mental health issues.
National Suicide Prevention Lifeline <a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a> 24 Hours 800-273-8255	All	Serves individuals who are in emotional distress or suicidal crisis.
TeleCare Monday – Friday 7:30 AM – 10 PM For information call: 251-1400 x110 or x116	Seniors, People with Disabilities	Provides a daily phone call to individuals who are isolated and/or vulnerable.
ACCESS 24 Hours 463-1100	Families with Youth in Crisis	Provides support for youth experiencing mental health crises.
Helpline <a href="http://www.ongov.net">www.ongov.net</a> 24 Hours 435-8300	All	Provides information about and referrals to over 800 human services agencies in the community.
Mental Health Connection <a href="http://www.contactsyracuse.org/mental-health">www.contactsyracuse.org/mental-health</a> 24 Hours 446-5606	All	Provides mental health information and referral to over 300 mental health providers in the community.



# ACCESS to Services for Children and Youth

## **A SYSTEM OF CARE FOR ONONDAGA COUNTY CALL ACCESS: 315-463-1100**

### **What Is ACCESS?**

ACCESS is the assessment and planning process for children and youth in Onondaga County with emotional and behavioral challenges.

Services are family-driven and youth-guided and are grounded in the belief that families and youth are experts regarding their lives.

ACCESS is a multi-agency, cross-systems team with staff from Child Welfare, Juvenile Justice, Mental Health and Parent Partners. A dedicated **24-7 phone line (315-463-1100)** allows families and youth to call and be connected with appropriate services from the start. This process is family-initiated and creates one point of entry/access and the team responds to meet the youth/family's need(s).

### **Goals & Outcomes**

The main goal of ACCESS is better outcomes for children/youth who have emotional or behavioral challenges. The right service is provided at the right time and at the right intensity, which will result in better outcomes. In addition, ACCESS:

- ☐ Creates a coordinated system that makes it easier for families and youth to get the services they need in a timely manner;
- ☐ Pools community resources, services and expertise for increased access and availability;
- ☐ Encourages creative planning and customized services in an innovative way;
- ☐ Provides increased supports to families and youth if they are on a wait list;
- ☐ Decreases lengths of stay in intensive services; and
- ☐ Increases the level of satisfaction reported by families and youth.

**NYS Affordable Health Care Navigator**

Stacy Sturdevant

@ The Salvation Army

677 South Salina Street

Syracuse, NY 13202

(315) 479-1382

**Grief and Bereavement Services**

**Hope for the Bereaved**

4500 Onondaga Blvd.

Syracuse NY 13219

(315) 475-4673

**Center for Living with Loss**

990 7<sup>th</sup> North Street

Liverpool, NY 13088

(315) 634-1100