**Peer Support Warm Lines for New York State (NYS)**

**Warmlines vs. Hotlines.**

**A *warmline* is a phone number people can call to get support and learn about available mental health and recovery resources relevant to them or their loved ones.**

**A *crisis hotline* is a phone number people can call to get immediate emergency telephone counseling.**

**State-Wide**:

- **Dial 211*.***– 24/7. The 211 service statewide will connect anyone, free of charge to a warm or crisis line or to any health or human service. You do NOT need minutes on your phone to contact 211, and if you tell them that you don’t have minutes on your cell phone, they will TRY to connect you directly to the service you require.

**-** [Your Local 211 | United Way 211](https://www.211.org/about-us/your-local-211) website

- **MHEP 24/7 Warmline**: 1-800-643-7462.

- **MHEP (M-F 9-5)** **Warmline**: 518-268-1663.

- **NAMI helpline**: (518) 248-7634

**Western NY:**

**Genesee, Livingston, Monroe, Orleans, Wayne and Wyoming counties.**

East House – Affinity Place Warmline – 24/7

585-563-7470

**Genesee/Orleans**

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

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

**Erie County**

Housing Options Made Easy Warmlines – 7 days a week. *4PM -11PM*.

844-749-3848, Voicemail Text: 716-392-2221

**Cattaraugus and Chautauqua Counties**

(800) 339-5209 4pm-11pm. 7 days/week. Text: 716-392-0252

- 211/LIFELINE- (Spanish speaking staff on most shifts*)* (585) 275-5151 or 877-356-9211

**NYC:**

NYC Well: All services are available 24/7/365. Call 1-888-692-9355 and press option 2 to speak to a peer support specialist.

NYC Well*:* For Deaf and Hard of Hearing, Call 711.

NYC Well: Por Espanola: 1-888-692-9355. Press 3.

NYC Well: 中文: 1-888-692-9355, Press 4

NYC Well: Text “WELL” to 65173. Available 24/7/365

**Central NY:**

- Peer Support Warmline –Mental Health Association of the Southern Tier- 24/7

(607) 240-7291. Open to all NYS residents to call.

- Hopeline- Mental Health Association Essex County- 24/7

(800) 440-8074. PRESS 2. M-F. 8am-3:30pm.

- Crisis Intervention Hotline/Warmline- 24/7 (315)251-0600. All counties.

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

TTY: 1-800-377-3281

**Broome County**

Peer Support Warmline

Phone: 607-240-7291

**Fulton County**

St. Mary’s Healthcare (also serves Hamilton and Montgomery Counties)

website Crisis/Warm Line

Phone: 518-842-9111

**Jefferson County**

Mental Health Association of Jefferson County, MHA website

Warmline and Adult Respite Program

Phone: 315-788-0970

**Onondaga County**

Contact Syracuse website

Warmline 24/7/365

Phone: 315-251-0600

TTY: 877-400-8740

**St. Lawrence County**

Reachout of St. Lawrence County, Inc.

Telephone Crisis intervention and Information & Referral Hotline 24/7/365

Phone: 315-265-2422

**Hudson River Region:**

- Hudson Valley 211: Dial 211 or 1-800-899-1479. 24/7/365. (United Way Helpline for basic needs not a warmline)

- Albany*:* CAP Careline: call 518-427-5056 (5pm-1am)

**Long Island Region:**

- Hands Across Long Island (HALI) Warmline 631-234-1925 ext 1

Monday 10:00 am -4:00 pm

Tuesday 10:00 am - 4:00 pm

Wednesday 10:00 am - 9:00 pm

Thursday 10:00 am - 4:00 pm

Friday 10:00 am - 4:00 pm

***National Suicide Prevention/Crisis Hotlines:***

**A *crisis hotline* is a phone number people can call to get immediate emergency telephone counseling.**

**- Crisis Text Line:** Text "Got5" to 741-741  
 Frontline worker? Text “FRONTLINENY” to 741-741 for specialized support

- **National Suicide Prevention Lifeline:** 1-800-273-TALK (8255)

- **Teen Line**: 24/7- (800)852-8336 or 310-855-4673 9pm-1am EST or text “*TEEN”* to 839863

9pm-1am EST

- **Veteran’s Crisis Hotline**- (800) 273-8255 and press ; or text 838255; Deaf and hard of hearing line: 1-800-799-4889

- **Trans Lifeline**: (877) 565-8860

- **The Trevor Project**: (866) 488-7386

- **Police Organization Providing Peer Assistance (POPPA):** 888-267-7267

- **Boys Town/Your Life Your Voice**: 800-448-3000. 24/7. Text “*VOICE”* to 20121. 1pm- 1am EST

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