



# New York—State Resource Guide

## State Behavioral Health Agency

For more information about admission, care, treatment, release, and patient follow-up in public or private mental health and substance abuse treatment facilities, contact your State agency:

Office of Mental Health  
44 Holland Avenue  
Albany, NY 12229  
Toll-free: 800-597-8481 (Statewide)  
Internet: <http://www.omh.state.ny.us>

*Spanish language assistance available*

New York State Office of Alcoholism and Substance Abuse Services  
1450 Western Avenue  
Albany, NY 12203  
Phone: 518-473-3460  
Toll-free: 800-522-5353 (Statewide)  
Fax: 518-485-6014  
E-mail: [communications@oasas.state.ny.us](mailto:communications@oasas.state.ny.us)  
Internet: <http://www.oasas.ny.gov>

## State Protection and Advocacy Agency

Each State has a protection and advocacy agency that receives funding from the Federal Substance Abuse and Mental Health Services Administration (SAMHSA). Agencies are mandated to protect and advocate for the rights of people with mental illnesses and to investigate reports of abuse and neglect in facilities that care for or treat individuals with mental illnesses. These facilities, which may be public or private, include hospitals, nursing homes, community facilities, board and care homes, homeless shelters, jails, and prisons. Agencies provide advocacy services or conduct investigations to address issues that arise during transportation or admission to such

facilities, during residency in them, or within 90 days after discharge from them. Contact:

New York State Commission on Quality of Care and Advocacy for Persons with Disabilities  
401 State Street  
Schenectady, NY 12305  
Toll-free: 800-624-4143 (Statewide)  
Internet: <http://www.cqc.ny.gov>

*Spanish language assistance available*

## Family Support

The Center for Mental Health Services awards grants to statewide, family-run networks to provide support and information to families of children and adolescents with serious emotional, behavioral, or mental disorders. For more information, contact:

Families Together in New York State, Inc  
737 Madison Avenue  
Albany, NY 12208  
Phone: 518-432-0333  
Toll-free: 888-326-8644 (Statewide)  
Fax: 518-434-6478  
E-mail: [info@ftnys.org](mailto:info@ftnys.org)  
Internet: <http://www.ftnys.org>

### **Centers for Medicare and Medicaid Services (CMS)**

The Centers for Medicare and Medicaid Services, which are part of the U.S. Department of Health and Human Services, investigate some complaints about treatment facilities that receive Medicare and Medicaid funding. For further information at the national level, contact:

Centers for Medicare and Medicaid Services  
7500 Security Boulevard  
Baltimore, MD 21244-1850  
Phone: 410-786-3000  
Toll-Free: 877-267-2323  
E-mail: [question@cms.gov](mailto:question@cms.gov)  
Internet: <http://www.cms.gov>

You may also share your concerns with staff at the Centers for Medicare and Medicaid Services office in your area, which is Region 2. The regional office address and telephone number are:

New York Regional Office  
Centers for Medicare and Medicaid Services  
26 Federal Plaza, Room 3811  
New York, NY 10278-0063  
Phone: 212-616-2205  
Fax: 212-264-2665  
Internet:  
<http://www.cms.gov/RegionalOffices/Downloads/NewYorkRegionalOffice.pdf>

### **Advocacy Organizations**

Mental Health America (formerly the National Mental Health Association) maintains a referral and information center and can help you locate local chapters. These local groups have information about community services and engage in national and State level advocacy. For more information about the association, write or call:

Mental Health Association in New York State  
194 Washington Avenue, Suite 415  
Albany, NY 12210  
Phone: 518-434-0439  
Toll-free: 800-766-6177 (Statewide)  
Fax: 518-427-8676  
E-mail: [info@mhanys.org](mailto:info@mhanys.org)  
Internet: <http://www.mhanys.org>

The National Alliance on Mental Illness maintains a helpline for information on mental illnesses and referrals to local groups. The local self-help groups have support and advocacy components and offer education and information about community services for families and individuals. For information about the Alliance's affiliates and activities in your State, contact:

NAMI New York State  
260 Washington Avenue, 2<sup>nd</sup> Floor  
Albany, NY 12210  
Phone: 518-462-2000  
Toll-free: 800-950-3228 (Statewide)  
Fax: 518-462-3811  
E-mail: [helpline@naminy.org](mailto:helpline@naminy.org)  
Internet: <http://www.naminy.org>

Statewide consumer organizations are run by and for consumers of mental health services and promote consumer empowerment. These organizations provide information about mental health and other support services at the State level and are active in addressing and advocating for mental health system issues. For information about consumer activities in your area, contact:

Bureau of Recipient Affairs  
New York State Office of Mental Health  
44 Holland Avenue, Eighth Floor  
Albany, NY 12229  
Phone: 518-473-6579  
Fax: 518-474-8998

Mental Health Empowerment Project  
21 Colvin Avenue  
Albany, NY 12206  
Phone: 518-434-1393  
Internet: <http://www.mhepinc.org>

PEOPLE, Inc.  
378 Violet Avenue  
Poughkeepsie, NY 12601  
Phone: 845-452-2728  
Fax: 845-452-2793  
Internet: <http://www.projectstoempower.org>

The National Mental Health Consumers' Self-Help Clearinghouse, funded partly by SAMHSA, promotes and helps to develop consumer-run self-help groups across the country. Technical assistance and materials are available on such topics as organizing groups, fundraising, leadership development, incorporating, public relations, advocacy, and networking. For more information, contact:

The National Mental Health Consumers' Self-Help Clearinghouse  
1211 Chestnut Street, Suite 1207  
Philadelphia, PA 19107  
Phone: 215-751-1810  
Toll-free: 800-553-4KEY (539)  
Fax: 215-636-6312  
E-mail: [info@mhsselfhelp.org](mailto:info@mhsselfhelp.org)  
Internet: <http://www.mhsselfhelp.org>

The National Empowerment Center is a Technical Assistance Center run by mental health consumers/survivors. The Center's mission is to carry a message of recovery, empowerment, hope and healing to people who have been diagnosed with mental illness. The Center provides information and referrals to consumer/survivor resources nationwide and offers technical assistance to individuals and groups involved in consumer empowerment activities. The Center distributes recovery-related publications and sponsors education and training activities. For information on consumer/survivor activities in your area, contact:

The National Empowerment Center  
599 Canal Street  
Lawrence, MA 01840  
Phone: 978-685-1494  
Toll-free: 800-769-3728  
Fax: 978-681-6426  
Internet: <http://www.power2u.org>

### **Other Sources of Information**

There are many sources of information that you can tap. Your area mental health authority, which is generally a part of the local government, may be useful. Other branches of your city or county government also may be able to help. For example, the education office might have information about help for children, and the agency for the aging might know about services for senior citizens. In addition, your family physician or area hospital may be able to make referrals. For legal advice, contact your local bar association or go to <http://www.findlegalhelp.org>. Also, your local library and telephone yellow pages may have resource lists for sources of help in your community.

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