



## MISSION

The mission of the Seneca County Crisis Response Team (CRT) is to provide immediate person-centered, trauma-informed, recovery-focused, and culturally affirming services to individuals in crisis due to mental illness and/or co-occurring substance use disorders while working to reduce inappropriate and/or over-utilization of inpatient psychiatric hospitalization and emergency services. The Crisis Response Team is designed to provide 24 hour/7 day a week crisis support to individuals in Seneca County who are experiencing or are at imminent risk of experiencing a mental health crisis.

Services will be offered to individuals without regard to race, color, religion, sex, national origin, age, handicap or inability to pay.

## CONTACT US



**ACCESS THE SENECA COUNTY CRISIS RESPONSE TEAM BY CALLING 988 or 800-310-1160 – SERVICES ARE AVAILABLE 24 HOURS, 7 DAYS A WEEK**

**SENECA COUNTY COMMUNITY COUNSELING CENTER**  
31 Thurber Drive  
Waterloo, New York 13165

**PHONE: 315.539.1980 OR 1985**

**CLINIC HOURS:**  
Monday – Thursday | 8AM-8PM  
Friday | 8AM-5PM

**WALK-IN CRISIS SERVICES AND OPEN ACCESS TO OUTPATIENT MENTAL HEALTH AND SUBSTANCE USE SERVICES ARE AVAILABLE DURING CLINIC HOURS**

**SENECA COUNTY COMMUNITY COUNSELING CENTER**  
***CRISIS RESPONSE TEAM***





### Who can contact 988?



988 is for everyone and it's more than a 'suicide' line. **Contact 988 if you are:**

- suicidal
- experiencing a mental health or substance use-related crisis
- experiencing any kind of emotional distress
- worried about someone in distress.

988 is for people of all ages, genders, sexes, ethnicities, races, religions, sexual orientations, and socioeconomic statuses. If you are a Veteran or Spanish speaker, 988 has dedicated lines for you.

### What happens when I contact 988?



When contacting 988, you will first be routed to a local Lifeline crisis center based on your area code. A trained crisis counselor will answer and listen to how your problem is affecting you. They then provide support and share resources if needed. If a local crisis center is unable to take the call, you will be automatically routed to a national backup crisis center. All contact with 988 is voluntary.

Talk with us.



## SERVICES

Crisis Intervention/Stabilization

Crisis Mental Health Assessments

Peer Support Services

Rapid linkage and/or re-linkage to treatment

Interim Mental Health Treatment

Mental Health Transportation

Connections to treatment providers and support systems in the community

Referrals to non-mental health services as needed

Services provided in person or via telehealth at any location within Seneca County

Services provided in collaboration with local law enforcement agencies, school districts, and community partners as needed

There is hope.



## ELIGIBILITY

Services are available to any individual in need physically located in Seneca County.

## COST

No cost at this time for crisis services.

