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*Mental Health Resources During the COVID-19 Crisis in Tompkins County*

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*Table of Contents*

**MENTAL HEALTH SERVICES**..... 2

**Tompkins County Department of Mental Health, (607) 274-6200**..... 2

        Clinic Services Offered ..... 2

        PROS Services Offered ..... 2

        Care Management Services ..... 2

**Cayuga Medical Center, 607-274-4011**..... 2

        Emergency Department:..... 2

        Adult:..... 2

        Adolescent: ..... 3

**Family & Children’s Service, 607-273-7494**..... 3

**National Alliance on Mental Illness (NAMI) Finger Lakes, (607) 273-2462** ..... 3

**Suicide Prevention & Crisis Service, 607-272-1616**..... 3

**The Mental Health Association in Tompkins County, 607 273-9250**..... 4

        Specific Program Updates:..... 4

            Family Support Services ..... 4

            The Jenkins Center/Peer Support ..... 4

            Youth Services..... 5

            Community Education..... 5

**SUBSTANCE USE DISORDER SERVICES** ..... 6

**Alcohol & Drug Council, 607-274-6288**..... 6

        Through telephone and video health technology ..... 6

**Cayuga Addiction Recovery Services, 607-273-5500**..... 6

        Outpatient..... 6

        OTP ..... 6

        Residence ..... 6

## Mental Health Services

Tompkins County [Department of Mental Health](#), (607) 274-6200

### Clinic Services Offered

- All therapy services provided by phone or Zoom.
- Psychiatric services including medications and client contacts being done by phone or Zoom.
- Nursing injectable services are being done on site with safety protocols in place.
- Crisis and intake services are provided by a small rotating team that are onsite. If someone comes to the building safety protocols are in place.
- 24/7 Mobile Crisis team available still with safety protocols in place.

### PROS Services Offered

- Classes are provided via Zoom.
- Individual services provided over the phone or by Zoom.
- Nursing injectable services are being done on site with safety protocols in place.
- Crisis and intake services are provided by a small rotating team that are onsite. If someone comes to the building safety protocols are in place.

### Care Management Services

- All services provided by phone or zoom
- Assessment for immediate needs such as assistance with food or pharmacy.
- Continue to work with member's providers to link/connect our members to viable community resources that they may need;
- Provide all necessary supports to help our members navigate through this difficult time

[Cayuga Medical Center](#), 607-274-4011

### Emergency Department:

Patients who present to the ED with mental health crisis are being screened for signs and symptoms of CoVID-19 in accordance with NYS and CDC guidelines as part of the normal medical screening process. Patients are then able to be seen by a mental health evaluator and/or a psychiatrist and are given appropriate disposition. While we have seen decidedly fewer presentations we continue to maintain capacity to increase our evaluations should the need present.

### Adult:

Construction is 100% complete and OMH has approved the opening of all adult beds. However, DOH has not given its approval so we continue to be unable to use 6 beds. Our inpatient daily census has been low overall and this has not impacted bed availability. Acuity of patient presentations has been significantly higher with a primary presentation being either psychotic disorders or mood disorders with psychotic features. We have altered our service delivery model and are utilizing teleconferencing to facilitate visits, consultation, and court processes. We are also reducing the size of our milieu based groups and spacing people out in keeping with the requirements for social distancing. We are also

trying to provide all patients with single rooms as much as possible which will continue as long as the demand for services allows for it.

#### Adolescent:

Construction is 100% complete and all adolescent beds are open. There have been relatively few presentations and the acuity has not been noticeably greater than we would normally expect. We have altered our service delivery model and are utilizing teleconferencing to facilitate visits, consultation, family meetings and court processes. We are also reducing the size of our milieu based groups and spacing people out in keeping with the requirements for social distancing.

#### [Family & Children's Service](#), 607-273-7494

Family & Children's Service is providing tele-mental health services (counseling and psychiatry) to current clients through both telephone and video chat platform.

- Intakes for new clients are available by telephone Monday through Thursday, 9am to 5pm, and Friday, 8am to 4pm.
- We are prioritizing urgent requests.
- Please call (607) 273-7494 for all requests and someone will return your call as soon as possible.
- Our building will remain closed to the public until further notice.

#### [National Alliance on Mental Illness \(NAMI\) Finger Lakes](#), (607) 273-2462

Through the COVID-19 response, NAMI Finger Lakes has worked to transition to a virtual environment. At this time, our Support Groups will begin again on April 7th via virtual meeting platform. We will continue to assess the need for our services and programs and adjust our offerings as opportunities are available.

If you are overwhelmed with worry about a loved one living with Mental Illness, please contact us—we've been there and we can help you. Call our local Help Line at (607) 273-2462 or email [help@namifingerlakes.org](mailto:help@namifingerlakes.org)

Visit our website at [namifingerlakes.org](http://namifingerlakes.org) for updates on the support and education opportunities we offer at this time, as well as important resources for anyone who wants to understand mental illness and its impact on our lives.

#### [Suicide Prevention & Crisis Service](#), 607-272-1616

At Suicide Prevention & Crisis Service, the Crisisline is open and waiting for your call at 1-800-273-TALK and at 607-272-1616.

### [The Mental Health Association in Tompkins County](#), 607 273-9250

The Mental Health Association in Tompkins County offices are closed, and staff are working from their homes.

- Individuals who need support, advocacy or information, can email [info@mhaedu.org](mailto:info@mhaedu.org) or find specific program contact information on our website at [www.mhaedu.org](http://www.mhaedu.org).
- We can still be contacted at 607 273-9250 but at this time, messages are only checked weekly on Monday morning. It is faster to be in touch via email.
- Messages may also be left on our Facebook page at <https://www.facebook.com/mhaedu/> though it is not a secure site.

#### Specific Program Updates:

##### *Family Support Services*

- Services continue to be provided by our two NYS Credentialed Family Peer Advocates. Services are provided online via Zoom, VSee (HIPPA compliant), or telephone support.
- Referrals for HCBS Family Support services may be emailed to [PVincent@mhaedu.org](mailto:PVincent@mhaedu.org) or [CNiven@mhaedu.org](mailto:CNiven@mhaedu.org). After they are received, Charles Niven, LMSW, FPA will reach out to schedule a video or phone assessment.
- A weekly parent support group is begin created and expected to launch April 6. The Parent group, which will replace our in-person support group, will be offered via Zoom. During groups, parents have an opportunity to discuss issues that may arise for them during this time, enhance their support network and learn what resources are available to them. We have a volunteer school social worker (who interned with us many years ago) who will join the group to offer their support.
- Because most of our skill builders where students at Cornell and IC, they are no longer providing services for us. We have one remaining skill builder who can meet with a youth enrolled in our services, online or over the phone, if the family decides it is right for them.

##### *The Jenkins Center/Peer Support*

- The Jenkins Center is closed. Peer Support Staff make weekly check-in calls to current members who have provided contact information.
- If an individual needs peer support, they should email [JenkinsCenter@mhaedu.org](mailto:JenkinsCenter@mhaedu.org). A Peer Support Staff member will be in touch within 48 hours.
- The Jenkins Center Facebook page has program information, or someone can also leave a message for the staff at <https://www.facebook.com/JenkinsCenter/>.
- The Jenkins Center members have also created an unofficial " virtual hangout." You can access the hangout here <https://hubs.mozilla.com/kiMdDqa/jc-club-room>. Members create an avatar and use their computers to talk/meet with each other. It has become a successful way for people to connect and even hold support groups. Interns/Volunteers including PCAT students are using this hub to stay connected and continue to support participants.
- An unofficial Facebook mental health support group has been created by a member of the Jenkins Center. It currently has 103 members.

### *Youth Services*

- Our Youth Services Director can be reached at [MLittle@mhaedu.org](mailto:MLittle@mhaedu.org). Youth services continues to support its participants by providing video meetings via Vsee and check-in calls. After the director is contacted, she will provide a Google Voice phone number where she can be contacted.
- A young adult support group meets weekly on Friday via VSee.

### *Community Education*

- Staff are working to make all our education programs available online (except MHFA which has a person requirement).  
For example, this Thursday we are providing a webex training on “Developing Wellness Tools” for Workforce Development’s JobLINK program.
- Mental Health 101 trainings will be offered via Zoom. We plan to start mid-April. They will be free of charge and advertised to the public.
- Currently our Wellness Recovery Action Planning (WRAP) facilitators are preparing to launch the course online. WRAP is free and open to all. Registration will be required as there is an attendee limit.

## Substance Use Disorder Services

[Alcohol & Drug Council](#), 607-274-6288

Through telephone and video health technology

Alcohol & Drug Council's full outpatient treatment (including Open Access) staff is still available 7 days a week to serve our community with:

- Assessments
- Medication Assisted Treatment
- Individual Counseling Sessions
- Referrals
- Group Counseling Sessions via Zoom

**Please call 607-274-6288** for more information, or to schedule an appointment with our clinical or medical staff

Prevention and Education staff are also available Monday through Friday and will be launching virtual activities soon.

Impaired Driver Program is suspended for now.

[Cayuga Addiction Recovery Services](#), 607-273-5500

### Outpatient

- All appointments are being conducted via telehealth at this time
- We posted a phone number on the door for new clients to call to get assessments if they are not a current patient
- We have modified the staff schedules to significantly reduce the number of staff in the building at one time
- We are continuing to do outreach via phone to let people know we are still available

### OTP

- Modified the dosing schedule to reduce the traffic in/out of the outpatient building
- Telehealth appoints are being done when appropriate
- We are continuing to take admissions
- We are continuing to do outreach via phone to let people know we are still available

### Residence

- Reducing capacity to 52 to create quarantine space in case we need it
- We reduced programming (mostly groups) to accommodate for staff shortages
- Evaluating patients with a safe place to discharge home to free up beds for clients coming from higher levels of care. The "higher level of care" facilities will be needed for patients who have greater medical needs.
- We are prioritizing referrals from higher levels of care, who do not have a "home" to go to
- We are continuing to accept referrals