



About the Mental Health Association of New York City

By developing innovative service models, raising awareness, promoting improved policies, and disseminating best practices, the Mental Health Association of New York City (MHA-NYC) has been a local and national leader for over 40 years in helping people achieve good mental health.

Serving as a local organization with national impact, our three-part mission of service, advocacy, and education influences all we do.

1-800-LIFENET
(1-800-543-3638)
www.800lifenet.org

Find us on Facebook and Twitter:



www.facebook.com/mhaofnyc



@mhaofnyc

English LifeNet:
1-800-LIFENET (800-543-3638)

Spanish LifeNet:
1-877-AYUDESE (877-293-3373)

Asian LifeNet (available in Cantonese and Mandarin):
1-877-990-8585

Deaf/Hearing Impaired:
TTY 1-212-982-5284

See how you can support LifeNet and other vital programs of MHA-NYC by visiting our web site at
<http://www.mhaofnyc.org/donate-now.aspx>



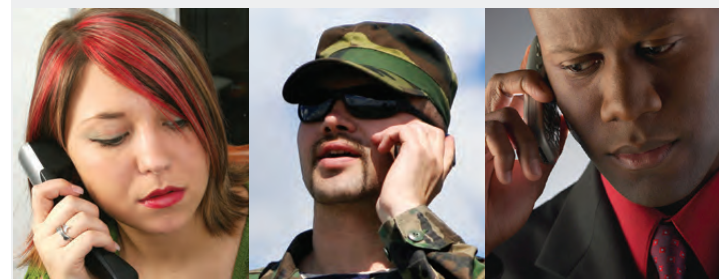
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New York, NY 10004
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*LifeNet is a program of MHA-NYC. LifeNet is funded through contracts with the New York City Department of Health and Mental Hygiene.

Coping with life can be difficult. Getting help is easy.

LifeNet provides free and confidential mental health and substance abuse information, referral, and crisis hotline services for New York City residents 24 hours a day / 7 days a week.



1-800-LIFENET
(1-800-543-3638)

www.800lifenet.org



How can LifeNet help me?

By Phone

Many of us have concerns about emotional, mental, or substance abuse problems. These can seem overwhelming and leave us feeling helpless. LifeNet is available to help people who are:

- Feeling sad or depressed
- Concerned about problem gambling, alcohol and/or drug abuse
- Feeling worried, nervous, or stressed
- Experiencing a troubling change in mood or behavior
- Feeling suicidal
- Concerned about family or other relationships
- Experiencing trauma or loss
- Afraid of hurting themselves or others
- Seeking mental health care and substance abuse referrals

Online

LifeNet Network of Care (www.800lifenet.org) is a comprehensive online resource for individuals, families, and agencies in need of help and information.

Compiling community-based resources from across the New York City region, LifeNet Network of Care allows anyone with access to the Internet to locate needed services in their area, recent studies, and information on common mental health issues.

Go online to:

- Search our extensive database of mental health services
- Email crisis counselors for information
- Find articles about mental health topics
- Create a confidential, personal health record



What happens when I call LifeNet?

You will be connected to a trained behavioral health professional, who will pay attention to your needs. An experienced crisis counselor will respond to your concerns and help you to decide on a comfortable next step in getting help, providing information and a referral in your area.

Translation services are available for over 140 languages, ensuring that everyone who calls will be able to access all resources and treatments.

“Thank you so much. This (call) made me feel better. The crisis counselors made me feel like I am not crazy. They showed me the compassion and respect that I needed.”

–LifeNet Caller

“Being a LifeNet counselor is a very rewarding experience. Every day we help people from all walks of life with widely varying situations and needs. Part of the satisfaction of working with callers, lies in identifying ways to help in each unique experience and personalizing the call to specifically address the caller’s needs.”

–LifeNet Crisis Counselor

Can LifeNet assist people in crisis situations?

Yes, and we do so every day.

Our crisis counselors are trained in assessing the problem and its severity. If a serious risk is present, our crisis counselors will work with the caller to keep them safe, including connecting them to crisis or emergency services if needed.

A federally-funded evaluation of LifeNet and seven other crisis call centers, published in 2007, showed that callers to LifeNet were less emotionally distressed and/or suicidal after the call. When evaluators followed-up with suicidal callers three weeks after the call, nearly 12% of the suicidal callers spontaneously stated that the call kept them from killing themselves.



“A lot of callers reach out to us with very painful situations. Our goal is to comfort and respect the caller while helping them find treatment, counseling, ongoing support and also stepping in to advocate on their behalf when needed. The best feeling in the world is when a caller feels better at the end of the call and we have given them some relief and hope that they will be able to get help.”

–LifeNet Crisis Counselor

If you cannot locate the information online, or are in crisis, please call **1-800-LIFENET.**

Individuals: Call 1-800-LIFENET Providers: Visit www.800LIFENET.org