

Agency Resources for Those Experiencing Homelessness, Substance Use Disorder and Mental Health Disorders

Outreach and Resources

Onondaga County is a compassionate, service-rich community, with a focus on collective community improvement. Many business, community, and social service organizations work to assess community needs and develop a comprehensive strategy to reduce poverty. When the poorest members of our community members thrive, we all thrive.

The Downtown Committee works with a network of social assistance providers to connect those living with mental illness and addiction to services. If you or another member of our community needs assistance, here is a list of resources:

For Individuals Experiencing Homelessness:

Led by the Housing and Homeless Coalition, the Downtown Committee participates in monthly meetings with network providers to coordinate care for homeless individuals throughout Central New York.

- [211](#) provides a complete directory of health and human service agencies in our area. Dial 211 to locate community, social or government services. If you see someone sleeping outdoors, you may call this number year-round.
- [The Rescue Mission Alliance](#) provides emergency shelter, clothing, and three free meals every day. Through a Homeless Outreach Service mobile unit, staff reach out to individuals experiencing homelessness, offering to bring them to shelter, providing food, water, clothing, blankets and other support.
- [Catholic Charities of Onondaga County](#) offers emergency assistance and manages a food pantry. Through a men's shelter, housing assistance, health care, counseling and recovery programs, case workers help those in need achieve stability.
- [In My Father's Kitchen](#) builds relationships with chronically homeless individuals through street outreach and providing food and emergency supplies. Staff and volunteers operate 24 hours a day, seven days a week.
- [The Salvation Army](#) also has a food pantry, shelter for families and a shelter for women.
- [The Samaritan Center](#) serves hot breakfast and lunch meals seven days a week.
- [The Onondaga County Department of Social Services – Economic Security](#) helps people achieve independence by providing quality service in a timely, dignified manner.

For Individuals Experiencing Substance Use Disorder and Mental Health Disorders:

- [Helio Health](#) delivers a comprehensive approach to substance abuse and mental illness through treatment and support services.
- [ACR Health](#) links individuals with medical care, treatment for substance abuse and mental health, financial benefits and housing.
- [Hutchings Psychiatric Center](#) is a community-based mental health facility providing services for children and adults.
- [Onondaga County Office of Mental Health](#) works with community partners to deliver quality behavioral healthcare.

Who to Call, When

- **911** – Call in the event of an emergency. If you're not sure if it's a true emergency, call 911 and let the call-taker advise you.
- **211** – Call if you wish to connect social service providers to individuals in need. Call if concerned about individuals sleeping outside, especially in cold weather or for people who may need food/shelter/clothing, mental health care, addiction intervention.
- **(315) 423-HELP** – Call with any non-emergency concerns. 423-HELP is a special phone number established for Downtown Syracuse to provide assistance with quality of life concerns, such as loitering. After regular business hours, the phone rolls over to the Syracuse Police Department officers on duty. If there's no immediate answer, please leave a message including date, time, and details (location, activity, description) of the concern.