



Crisis Respite and Residential Crisis Support Programs: Frequently Asked Questions (FAQ)

1. What are Crisis Respite and Residential Crisis Support programs?

Crisis Respite and Residential Crisis Support programs are voluntary, short-term residential programs for people experiencing an emotional or mental health crisis that cannot be managed in their current living environment. They can be an alternative to emergency room visits or hospitalization if the person is not a danger to their own or others' safety.

These programs offer peer support. Peers are community members who use lived experience and professional training to provide services, including support and guidance, to people in addiction recovery or experiencing a mental health issue.

2. Do I need to have a mental health diagnosis to be admitted?

No, these programs are for any eligible person in emotional or mental health crisis, with or without a mental health diagnosis. A mental health diagnosis is not required.

3. What are the eligibility criteria for these programs?

The person must:

- Be 18 years of age or older
- Show symptoms of an emotional or mental health crisis
- Not be an imminent risk to their own or others' safety
- Be willing to participate in the program

4. Do I need to have insurance?

Insurance is not required. People who meet the criteria above are eligible to be accepted, regardless of their ability to pay.

5. How long can I stay at a program?

These programs are designed for short-term stays. People accepted to the program (called "guests") can stay anywhere from 1 to 28 days, depending on their assessed needs while in the program.

6. Are there programs in my borough?

Yes, there are programs in all five boroughs of New York City. Guests can also stay at any program with availability, even if they do not reside in that borough.

7. Are these programs an alternative to housing?

Crisis Respite and Residential Crisis Support programs are not able to help guests find housing. They are staffed to provide support through an emotional crisis. Guests are expected to have a plan for where they will live after they complete their stay.

8. Do I have to participate in services at the program?

Admission is voluntary. However, guests are expected to meet with staff and participate in program services to help them get through the emotional crisis and prepare for discharge. Those services include needs assessment, service planning, goal setting and other services based on individual need.

9. Will I be able to meet with clinical staff (psychiatrists, psychologists, therapists, social workers) at the program?

Guests are expected to meet with clinical staff outside of the program. Peer Support Specialists provide peer support in the program and can assist guests with referrals to needed services.

10. Will I be able to take my medication at the program?

Yes, guests are strongly encouraged to take their prescribed medication on their own. Assistance with medication reminders and medication storage is available upon request.

11. Will I be able to work while staying at the program?

Yes. While guests are expected to stay overnight at the program, they can continue their regular daily activities like going to work, attending school or classes, attending appointments with treatment providers, and visiting friends and family.

12. How do I get services?

Learn more about crisis respite and residential crisis support programs by calling 988. The referral form is available online at on.nyc.gov/crisis-respite-form.

Note: This FAQ includes considerations for both crisis respites and licensed Residential Crisis Support programs (licensed by the State Office of Mental Health) in NYC.