

ONONDAGA COUNTY PROGRAMS AND SERVICES

Enclosed is information about services from many of our Onondaga County departments, such as the Department of Social Services - Economic Security, Adult and Long Term Care Services, the Health Department, and Children and Family Services. Also enclosed, is information about services from many of our Community Based Organizations (CBO) regarding homelessness, drug and alcohol treatment, community centers, and more.

WHAT IS A COMMUNITY BASED ORGANIZATION?

A CBO is a nonprofit organization whose main purpose is to, in some capacity, improve the lives of others. CBO's exist throughout all parts of Onondaga County and are there to provide programs and services to our county's residents.

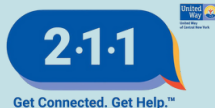
FOR MORE INFORMATION:



Visit onondaga.gov/departments for a complete list of all departments and agencies within Onondaga County

OR

Call **211** for more information and resources.



Updated November 2025

DIAL 2-1-1

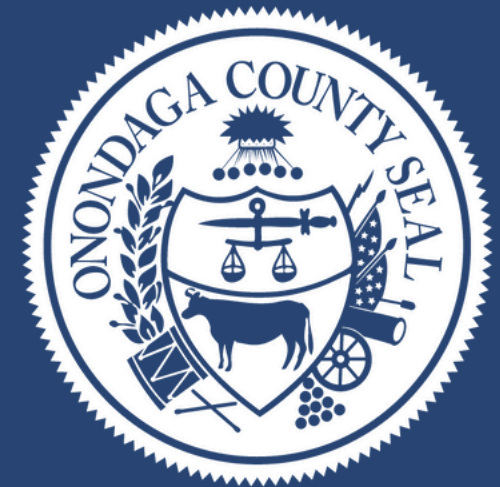
24-HOUR HEALTH AND HUMAN SERVICES
INFORMATION FOR ONONDAGA,
JEFFERSON, LEWIS, OSWEGO, AND ST.
LAWRENCE COUNTIES

- HOUSING AND UTILITIES
- FAMILY SERVICES
 - FOOD
 - MENTAL HEALTH
- SUBSTANCE ABUSE
- TRANSPORTATION
 - HEALTH
 - FINANCES
- HOUSEHOLD ITEMS
 - DISASTER
 - LEGAL
- EMPLOYMENT
- EDUCATION
- GOVERNMENT
 - MILITARY
- HOLIDAY ASSISTANCE

CONTACT HOTLINE: (315) 251-0600
988 SUICIDE AND CRISIS LIFELINE: 988

FOR ADDITIONAL RESOURCES:
VISIT [211CNY.COM](https://211cny.com)
DIAL 2-1-1

ONONDAGA COUNTY COMMUNITY RESOURCES



J. Ryan McMahon, II
County Executive

JOHN H. MULROY CIVIC CENTER
421 MONTGOMERY STREET,
SYRACUSE, NY 13202

COUNTY SERVICES

Social Services-Economic Security (DSS-ES):

Burial Assistance: (315) 748-0437

Child Care Assistance: (315) 435-5683

Provides financial assistance for eligible families.

Child Support Services: 1 (888) 208-4485

Assists custodial parents in obtaining court ordered child support for their children.

Fair Hearings: (315) 435-2843

Investigations: (315) 435-3675

Responsible for ensuring program integrity.

Home Energy Assistance Program (HEAP): (315) 435-8295

Energy financial assistance program.

Liens: (315) 435-3650

Medicaid: (315) 435-2928

Provides health coverage to those eligible.

Repayment Agreement: (315) 435-3672

Supplemental Nutrition Assistance Program (SNAP): (315) 435-2700

Provides electronic benefits that can be used like cash to purchase food.

Temporary Assistance (TA): Provides temporary financial assistance for those eligible.

- **TA Intake:** (315) 435-2825
- **TA Undercare:** (315) 435-2877

TA Employment Program: (315) 442-3242

Assists TA and/or SNAP applicants and recipients overcome employment barriers.

Adult and Long Term Care Services:

Adult Protective Services (APS): (315) 435-2815

APS aims to keep individuals over the age of 18 safe from harm due to inability to care for themselves.

Ageing Services: (315) 435-2362

Aims to improve and enrich the quality of life for all older persons in Onondaga County.

Long-Term Services: (315) 435-5600

Assist individuals, receiving public funds (Medicaid), to remain in their home through effective long term care management.

NY Connects of Onondaga County: (315) 435-1400

Veterans Services:

(315) 435-3219

Funding for medical treatment/nursing home care for veterans and provides information, assistance, and advocacy

Children and Family Services:

Child Abuse Hotline: (315) 422-9701 or 1-800-342-3720

If you are deaf or hard of hearing, call 1-800-638-5163.

Child Protective Services (CPS): (315) 435-2884

CPS safeguards the physical, mental, and emotional well being of abused/neglected children.

Foster and Adoption Services: (315) 435-3827

The Homefinding Unit recruits, trains and certifies foster and adoptive families.

Mental Health Services:

Main: (315) 435-3355

Prevention, treatment, and rehabilitation services.

ACCESS: (315) 463-1100

Assesses, plans and refers children, youth and families struggling in home, school and/or community.

Assisted Outpatient Treatment (AOT): (315) 435-7711x4695

Children's Mental Health: (315) 520-6930

Crisis Connect: (315) 251-0800

Available 24 hours a day, 7 days a week for anyone experiencing a mental health crisis.

Single Point of Access (SPOA): (315) 435-711x4695

Assists individuals who have serious psychiatric disabilities and need specific mental health services.

Health Department:

Animal Bites: (315) 435-3165

Homeowner Issues: (315) 435-1649

Asbestos, Bed Bugs, Rodents, etc.

Home, Health & Safety: (315) 435-5431

Fire Safety, Asthma Education, Carbon Monoxide Poisoning, etc.

Immunization Clinic: (315) 435-2000

Lead Poisoning Control Program: (315) 435-3271

Educates community, identifies homes with lead paint, provides follow-up services, offers blood lead testing clinics.

Rabies: (315) 435-3165

Rabies shot clinics for dogs, ferrets, and cats.

Substance Use/Overdose Prevention: (315) 435-3280

The STD Center: (315) 435-3236

Walk-in basis for STD testing. Must provide a photo-ID. Parent's permission not required.

Women, Infants, Children (WIC): (315) 435-3304

Provides checks monthly to buy food with ideas on preparing meals, and provides connections to health care.

COMMUNITY SERVICES

Drug and Alcohol Treatment Programs:

Catholic Charities Hope Connections Recovery Center:

(315) 362-7629

Crouse Health Addiction Treatment Services: (315) 470-8304

Helio Health: Open Access (315) 471-1564

Salvation Army of Onondaga County: 1 (800) 728-7825

Syracuse Community Behavioral Health Services:

(315) 476-7921

Syracuse Recovery Services (SRS): (315) 475-1771

Emergency Services:

American Red Cross: (315) 234-2200

Emergency Disaster Services (EDS): (315) 475-1688

Provides relief to the community in the event of a major disaster.

Community Centers:

Alice C. Barber Day Center: (315) 701-3814

CNY Diaper Bank: (315) 400-0556

Provides free diapers to families in need

County East Family Resource Centers: (315) 437-7071

Dunbar Association: (315) 760-3155

Provides senior services, health & wellness programs, youth development and after school programs, and community programs

Spanish Action League, La Liga: (315) 475-6153

Provides support, youth development, language services, and more.

Syracuse City Department of Parks, Recreation, & Youth Programs:

- **Youth Recreation Center:** Provides daily recreational opportunities for local youth ages 7 to 15 years; (315) 473-4330
- **SAGE Upstate:** Works to improve the well-being of older LGBTQ+ people in CNY through health programs, fitness classes, support groups, events focused toward reducing isolation, community center, and education for providers of agings services; (315) 478-1923

Syracuse Community Connections (SCC): (315) 474-6823

Syracuse Northeast Community Center (SNCC): (315) 472-6343

Westcott Community Center: (315) 478-8634

Westside Family Resource Center (FRC): (315) 470-3352

Shelters:

Catholic Charities: (315) 530-1946 -- single individuals who identify as male.

Rescue Mission: (315) 472-6251 -- single individuals.

Salvation Army:

- **Barnabas Shelter:** (315) 475-9744x106 --Provides shelter for youth and adults.
- **Booth House:** Provides shelter for homeless youth ages 13 to 17 for up to 60 days; (315) 471-7628
- **Emergency Family Shelter:** (315) 479-1332
- **Women's Shelter:** (315) 472-0947

Vera House: Domestic Violence and Sexual Assault

Provides comprehensive emergency sheltering services to those in crisis including children and elderly; (315) 425-0818

Clothing Giveaways:

Catholic Charities of Onondaga County: (315) 424-1876

Hot Meals/Food Pantries:

Assumption Church Hot Meals/Food Pantry: (315) 473-9101

Baldswinville Community Food Pantry: (315) 635-6442

Echo Meals on Wheels: (315) 487-2878

Fayetteville Manilius Food Pantry: (315) 682-3688

Food Bank of CNY: (315) 437-1899

Meals on Wheels of Syracuse: (315) 478-5948

Samaritan Center: (315) 472-0650