



NYC Well

September 29, 2022

Overview

- What is NYC Well?
- NYC Well as the 988 hub
- Peer support services

What is NYC Well?

- Free, confidential service
- 24/7/365
- Talk, text and chat
- English, Spanish, Mandarin/Cantonese
- Counselors and Peer Support Specialists
- Mobile Crisis Teams Single Point of Access
- Warm Transfers to referrals
- Follow up Services
- Public facing Services Finder



988 and the Role of NYC Well

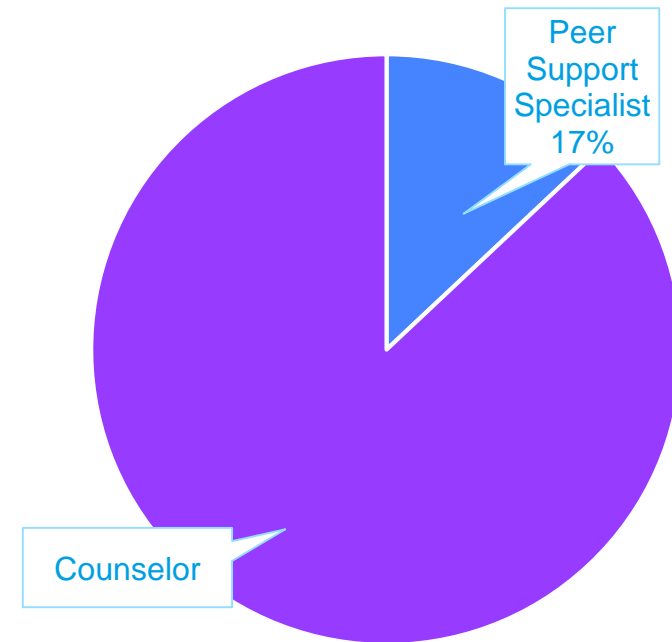
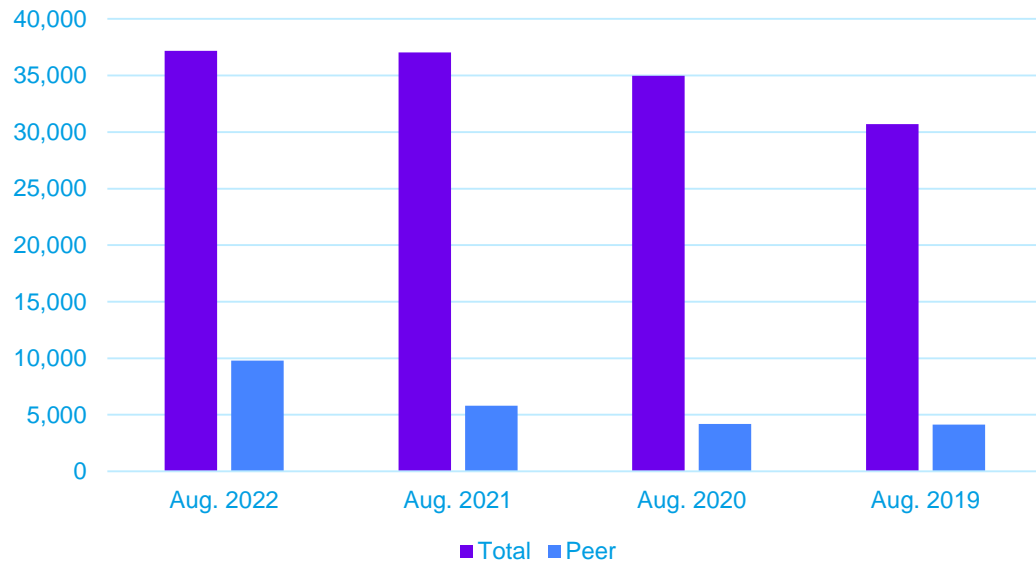
NYC Well is the answering point for calls to the 988 Suicide and Crisis Lifeline that originate from a New York City area code.

- Callers will connect with a counselor:
 - Actively listen
 - Assess for safety
 - De-escalate and identify coping skills
 - Refer to services as appropriate, including peer support services



Looking at the data

Contacts from 2019-2022



2021 Data

Peer Support Services

- Who can reach out
- Reasons someone might reach out
- What to expect when seeking peer support at NYC Well



Working at NYC Well as a peer

- NYC Well's peer services includes
 - 53 peers
 - 6 peer supervisors
 - 1 peer manager
 - Peer positions in the training and QI team.
- A day in the life of a peer support specialist
- Who can apply to be a peer support specialist



How to apply

<https://www.vibrant.org/get-involved/work-for-us/>

Questions?

Comments?

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Talk 1-888-NYCWELL
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Text WELL to 65173*



Chat nyc.gov/nycwell