

ThriveNYC and COVID-19

The COVID-19 pandemic has had a profound mental health impact on New Yorkers. To ensure that services are available and reaching those who need care, ThriveNYC has adapted how programs are delivered and launched new engagement strategies to eliminate barriers to care.

THRIVENYC ADAPTED MENTAL HEALTH PROGRAMS TO CONTINUE MEETING CLIENTS' NEEDS

During COVID-19, ThriveNYC's innovative mental health programs continue to serve New Yorkers.

- **Several programs – specifically those that reach New Yorkers with the highest needs and strengthen crisis prevention and response – have continued to provide in-person services:**
 - In 100+ family shelters and 50+ runaway and homeless youth residences and drop-in centers,
 - At 46 high-need sites in the public health system, through the Mental Health Service Corps,
 - Through mobile treatment teams that provide intensive, ongoing treatment right in the community to people living with serious mental illness right in their communities, many of whom are experiencing homelessness, and
 - Through Mobile Crisis Teams, which can be sent to people's homes within hours to respond to urgent mental health situations.
- **To keep New Yorkers safe from COVID exposure, many ThriveNYC programs have adapted to offer mental health services remotely, including:**
 - Tele-mental health services for isolated older adults, people harmed by crime, violence or abuse, and young children who have been exposed to trauma,
 - Remote therapy and bereavement support for students and families, and
 - Mental health screening and referrals for low-income New Yorkers through 11 community-based organizations.
- **To respond to increased need during the pandemic, NYC Well – the City's comprehensive mental health helpline – fielded an increased number of calls:**
 - The monthly call volume increased in March, April, May and June compared to 2019.
 - More than 120,000 people visited the NYC Well website in April 2020 – up 400% from last year.

THRIVENYC LAUNCHED NEW ENGAGEMENT STRATEGIES TO ELIMINATE BARRIERS TO CARE

- **To combat social isolation and promote mental health for vulnerable populations, ThriveNYC:**
 - Launched Mission: VetCheck, in partnership with the Department for Veterans' Services, in which volunteers from veterans' community are making supportive check-in calls to veterans, with over 12,000 calls made so far.
 - Almost 25% of veterans who spoke to a volunteer were referred to services, including for food assistance, unemployment, and testing information.
 - Embedded mental health and safety screening and referrals into the City's emergency food delivery outreach to over 200,000 aging New Yorkers
 - Trained 75 public housing resident volunteers to make mental health referrals for fellow public housing residents
- **To grow the capacity of partner organizations to promote mental health during COVID-19, ThriveNYC:**
 - Launched a toolkit on workplace mental health during COVID-19 and trained 400+ employees on the toolkit
 - Created a toolkit for faith leaders on promoting mental health during and following a disaster, and trained 175+ faith leaders on the strategies included in the toolkit
- **To let New Yorkers know about mental health resources available to them during COVID-19, ThriveNYC:**
 - Created and [Online Guide to Mental Health Support New Yorkers Can Access While Staying Home](#), which has had over 35,000 visits since late March and includes a directory of free mental health services

Learn more at www.nyc.gov/thrivenyc