



Helio Health

Where hope meets healing

Our Mission

To promote recovery from the
effects of substance use and
mental health disorders and other
health issues.

WORLD CLASS CUSTOMER SERVICE BUILT ON A CULTURE OF WELLNESS AND ENGAGEMENT. WORLD CLASS. CULTURE. FUNCTIONALITY. VALUED CUSTOMER. **EASY ACCESS.** ACTION. CARE. QUALITY. ACCESSIBLE. **COMPREHENSIVE CARE.** PATIENT CENTERED. UNIQUE CARE SERVICES. **EXCELLENT OUTCOMES.** MEASURE CLIENT ENGAGEMENT. **EXCELLENT VALUES.** TEAM BASED COORDINATED CARE. MEASURING OUTCOMES.





Inpatient Withdrawal and Stabilization





Helio Health's Withdrawal and Stabilization Services are NYS OASAS certified facilities offering treatment services to those that are temporarily incapacitated from alcohol and other substances. Medical and clinical staff are on-site 24 hours a day to assist patients in managing their mild to moderate withdrawal symptoms within a medically structured setting, providing a safe place to begin the recovery process. Individual and group counseling are combined with medical care and bed rest in a safe and comfortable environment. The average length of stay is 3-5 days but may vary based on the specific needs of the individual. Priority placement is given to pregnant I.V. drug users, pregnant women, I.V. drug users, and parents who have lost or are at risk of losing custody of their children due to substance abuse.

Syracuse



The Willows Inpatient Treatment Center has 25 beds offering medically monitored and medically supervised withdrawal and stabilization services.

847 James Street
Syracuse, NY 13203
(315) 492-1184

Rochester



The Evaluation Center has 40 beds offering medically monitored and medically supervised withdrawal and stabilization services.

1350 University Avenue
Rochester, NY 14607
(585) 287-5622

Binghamton



The Evaluation Center has 50 beds offering medically supervised withdrawal and stabilization services.

249 Glenwood Road, Building One
Binghamton, NY 13905
(607) 296-3072

The Willows

Inpatient Rehabilitation





Inpatient Rehabilitation is a short-term intensive program for patients requiring a highly structured, supportive environment. Utilizing a multi-disciplinary team consisting of medical and counseling professionals, programming is tailored to the needs of each patient. Individual and group counseling are coupled with patient education. Length of stay averages 14-20 days but is dependent on the individualized treatment plan. Continuing care coordination begins upon admission with referrals to services in the patient's home county.

847 James Street
Syracuse, NY 13203
(315) 492-1184

The Willows Inpatient Rehabilitation is an OASAS certified 40-bed facility and is the only inpatient program in Central New York that accepts women postpartum with newborn children up to 3 months old into treatment.



“They look at the entire picture and not just the little piece of addiction. Would my life be as it is today without Helio Health? No way. Helio Health has had a far-reaching, lasting impact on my life.”

Rick



The Meadows
Integrated Outpatient
Clinic





As a Certified Community Behavioral Health Clinic, Helio Health Outpatient Services provides a wide variety of enhanced treatment services for addressing substance use, mental health disorders, and problem gambling. These services, facilitated by trained and qualified professionals, include a 24-hour Regional Open Access Center for Addiction, the Center of Treatment Innovation, on-site pharmacy, targeted case management, an opioid treatment program, child and adolescent, veteran, and gambling treatment services. These programs are available to assist patients with setting and achieving their recovery goals.

Syracuse



The Meadows Integrated Outpatient Services

329 North Salina Street

Syracuse, NY 13203

(315) 471-1564

Certified Community Behavioral Health Clinic

In 2017, Helio Health became one of only 13 organizations in New York State to receive the designation of a Certified Community Behavioral Health Clinic (CCBHC.) This national program was developed to increase the care coordination and other treatment services for individuals with the most serious, complex mental illnesses and addictions. It serves both adults and children in need of care, regardless of their ability to pay. The CCBHC provides services that are person-centered, trauma-informed, and evidence-based. Helio Health is committed to delivering services that are flexible and mobile to adapt to the specific and changing needs of every individual.

CCBHC Services

- Outpatient mental health and substance use services
- Screening, assessment and diagnosis including risk management
- Primary care screening and monitoring
- Targeted case management
- Psychiatric rehabilitation services (daily living skills)
- Ancillary withdrawal
- Peer support, counseling services, and family support services
- Crisis mental health services
- 24-hour mobile crisis teams
- Emergency crisis intervention
- Crisis stabilization
- Connections with other providers and systems

CCBHC Serves

- Adults with substance use and/or mental health disorders
- Children with substance use and/or mental health disorders
- Those with long-term chronic substance use disorders
- Under-served individuals and families
- Low income individuals and families
- Individuals who are insured, uninsured or on Medicaid
- Individuals with complex health profiles
- Members of our Armed Forces and veterans

Targeted Case Management

Case Management services are intended to support the recovery and wellness goals of patients with complex/chronic needs. Case managers work with patients to:

- Promote hope and recovery by using strength-based, culturally appropriate, and person-centered practices.
- Maximize community integration and normalization
- Provide leadership in ensuring the coordination of resources for individuals eligible for behavioral health services

Veteran Services

Helio Health works with the Office of Veterans Affairs and the VA Hospital to ensure that our nation's service members and veterans are being properly cared for. This means receiving integrated, coordinated and recovery-oriented services with the core principles of privacy, security, and honor.

Child and Adolescent Services

The Child and Adolescent Clinic is designed to offer a comfortable and safe space for children ages 0-18 seeking help with behavioral health issues such as: substance use disorders, mental health disorders, and developmental disabilities.

Therapeutic techniques, evidence based practices and specialized services include, but are not limited to:

- Individual Counseling
- Community Reinforcement and Family Training (CRAFT)
- Group Therapy
- Cognitive Behavioral Therapy
- Play Therapy
- Art Therapy
- Person-Centered Therapy
- Psychiatric Evaluations
- Medication Monitoring
- Nursing and Physical Exams
- Care coordination with other providers and systems including: education, criminal justice, foster care, child welfare, primary care facilities and hospitals.





Regional Open Access Center for Addiction

Understanding that addiction does not run on a 9 to 5 schedule, Helio Health is committed to offering the help that is needed - whenever it is needed. Any individual that is ready to begin their journey to recovery can walk into the Regional Open Access Center for Addiction (ROACA) at any time to start the recovery process. Assessments are completed day or night to determine the appropriate level of care needed, with recommendations and referrals made for next step treatment options. Staff will inform the patient of recovery services available in their home or contiguous counties, as appropriate.

24/7 open access assessment services are available to residents of Onondaga, Oneida, Oswego, Madison, Cortland and Cayuga Counties.

329 North Salina Street
Syracuse, NY 13202
(315) 471-1564



“Helio Health saved my life. They gave me the tools that allowed me to grow. I wake up everyday with joy, with love, with a drive just to do the best I can, in whatever I do. I have more joy in my life today than I ever had - and that’s the gift. It’s the greatest gift that Helio Health gave me.”

Will

Center of Treatment Innovation

Operating in Cayuga, Madison, Oneida, Onondaga, Oswego and Otsego counties, the Center of Treatment Innovation (COTI) is a program designed to meet people where they are both physically and emotionally.

Utilizing lived recovery experiences, Peer Specialists provide non-clinical crisis support to those with opioid and other substance use disorders and assists them in overcoming barriers to treatment such as stigma, insurance, and transportation. Working together, clinicians and Peer Specialists complete in-community assessments and warm hand-off referrals to local services. Telepractice services link patients in-community with Medication Assisted Therapy (MAT) such as Suboxone or Vivitrol, when appropriate.

Other COTI supports may include: transportation to treatment, Narcan training, recovery plan development, family support services, and community education presentations.

For more information or for in-community help, please call (315) 401-4288





Additional Outpatient Services

Counseling Services

Individual counseling offers time to work on important personal concerns as they relate to recovery and overall mental health. Patients will meet regularly with their primary counselor utilizing evidenced-based practices with available medication management overseen by the Helio Health Psychiatrist and Psychiatric Nurse Practitioner.

Group counseling sessions can meet between one and five times weekly and provide motivation for members to learn more about themselves and the ways they relate to others while receiving social support from their peers.

Family counseling offers families the tools to build stronger relationships. By mediating open and honest dialogue, families can work together to rebuild trust and develop action plans that are positive and helpful for the family unit and for each family member.

Gambling Treatment Services

Outpatient Gambling Treatment Services are designed to support and reinforce recovery from gambling addiction. Program goals include the establishment and maintenance of abstinence from gambling and action toward a gambling-free lifestyle through more competent problem-solving skills, development of functional family patterns and introduction of alternative activities.

Professionals Group

Working directly with the Committee for Professional Assistance, the Committee of Physician Health (CPH), and the Statewide Peer Assistance for Nurses (SPAN), staff aid patients in the surrendering of their license, when required, to their governing body during treatment for substance use disorders. Individuals actively work to reintegrate back into the workforce through comprehensive treatment tailored toward the needs of each patient. Staff advocate for licensure reinstatement with continuous monitoring per the Professional Assistance Program (PAP) and CPH guidelines to ensure successful transition. Three levels of care offer accommodations for varying needs:

Outpatient Group meets three evenings per week.

Moderate Group meets two afternoons per week.

Relapse Prevention Group meets one time per week.

Opioid Treatment Programs





Opioid Treatment Program

Helio Health's Opioid Treatment Program (OTP) provides patients diagnosed with an Opioid Use Disorder (OUD) with daily dispensing of Medication Assisted Therapy. These services include assessment, individual, group and family counseling sessions, psychiatric evaluations, and medication management.

Treatment and medical sessions are provided by a multi-disciplinary team that focuses on individual patient needs. The Medication Assisted Therapy is dispensed on-site, with approved take home privileges over time.

Clinic hours are 6:00am - 2:00pm. Services are provided by appointment only.

Syracuse



Opioid Treatment Program
329 North Salina Street
Syracuse, NY 13203
(315) 471-1564 x138

Utica



Opioid Treatment Program
1213 Court Street, Suite 100
Utica, NY 13502
(315) 624-9835

Residential Services





The Residential Services of Helio Health provide a wide variety of living environments including Community Residences, Supportive Living and Permanent Housing. These services offer varying levels of oversight to allow for increasing independence while decreasing the risk of recidivism.

Community Residences allow patients to live in a supervised, structured living environment with other individuals seeking an alcohol and drug-free lifestyle. Each patient receives personalized care based on his or her needs, including: outpatient treatment, vocational assistance, and mental health therapy. Patients gain confidence in self-sustainability and independent living. The Community Residences help men and women re-enter society as recovering, productive, independent, and contributing members. Average length of stay is 3-6 months and is available to people who: are over the age of 18, have a diagnosed substance use disorder, are currently living in an environment not conducive to recovery or are homeless, and/or need case management and other supportive services. Staff is on-site 24 hours a day and programs are designed to enhance participation with community dining each night, community forums and life-skills groups.



Green Street
30-bed Residence for Men

121-125 Green Street
Syracuse, NY 13203
(315) 472-4442



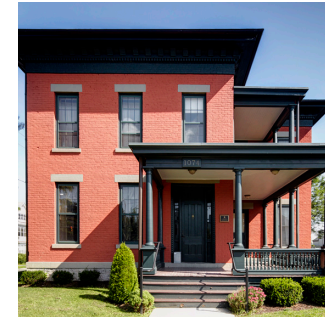
Lincoln House
30-bed Residence for Men

168 Lincoln Avenue
Syracuse, NY 13204
(315) 218-6492



James Street
16-bed Residence for Men

3606 James Street
Syracuse, NY 13206
(315) 701-4578



Harriett May Mills
12-bed Residence for
Women

1074 West Genesee Street
Syracuse, NY 13204
(315) 463-9266

Supportive Living provides a safe, sober environment to assist in the rehabilitation and ongoing recovery needs of patients. With three locations in Onondaga County, the program provides transitional living to men and women who: are 18 or older, have a diagnosis of substance use disorder, require the support of a residence that provides an alcohol, drug and tobacco free environment, do not require 24 hour a day on-site supervision by clinical staff, and exhibit the skills and strengths necessary to maintain abstinence and re-adapt to independent living in the community. Each resident is assigned to a Case Manager who works with them to implement an individualized service plan and provide support, guidance, and encouragement. Average length of stay is 6-9 months and residents are expected to maintain a 35-hour-a-week schedule consisting of: outpatient treatment, volunteering, educational programming and/or employment.



Pathway Houses of Helio Health in Rochester, NY is recognized in the community as a leader in providing quality services for men recovering from alcoholism and other substance use disorders. Operating three homes and several apartments, Pathway Houses serves men who require continued assistance remaining sober and drug-free. With sustained focus on employment and self sufficiency, Pathway Houses achieves recovery and reentry into the community as demonstrated by measurable outcomes.

Residential Services Office

329 North Salina Street
4th Floor
Syracuse, NY 13202
(315) 472-9964

Administration Offices

1350 University Avenue
Rochester, NY 14607
(585) 232-4674



"I do enjoy life today...life is simple today. My journey has shown me effective ways of dealing with challenges."

Chris



Permanent Housing programs help homeless individuals to obtain and maintain stable housing.

Housing First Model: this model is an approach that connects individuals experiencing homelessness to stable housing. It does not require preconditions such as sobriety, treatment, or service participation. Supportive case management services are offered to maximize housing stability and prevent returns to homelessness.

Chronically Homeless Program: this project exclusively serves individuals that are chronically homeless. People eligible for this program are selected from the Coordinated Entry list, which is compiled from shelter and outreach participants. Participants must meet the HUD definition of chronic homelessness and have a disabling condition. Supportive case management services are offered to assist individuals with obtaining needed community relationships, such as medical services, educational opportunities and daily living skills.

Rapid Re-Housing: this Housing First rapid rehousing project is designed to serve homeless individuals annually by assisting with: rental subsidy, case management, and care coordination. Staff assist residents in creating and achieving goals in an individualized service plan where the primary focus is self-sufficiency. Referrals to address medical, family, legal, and employment/vocational goals can be made, if desired.

Medicaid Redesign Team: this scattered site apartment program serves individuals with chronic substance use disorders that are identified as high-cost Medicaid users. The program is designed to help reduce Medicaid costs and provide stability in health and recovery, economic self-sufficiency, and community reintegration.

K.E.E.S. Keys to *Employment* and *Economic* Stability

The K.E.E.S. program was established in 2008 as part of an innovative residential services program designed to equip people with the necessary tools to better their current economic and occupational status. People residing in the K.E.E.S. program have access to a computer lab and educational workshops to help them establish or rebuild their careers. K.E.E.S. provides private living apartments that are fully furnished and move-in ready. To be eligible for the K.E.E.S. program, individuals must be homeless under HUD criteria and have a documented disabling condition. Each person is assigned a case manager who will provide counseling and support. The case manager will assist with person-centered objectives, partnering with individuals to help them meet their goals.

Staff assist participants in continuing their education and gaining employment by helping to identify educational programs, guiding residents through the process of entering higher education, and offering a series of employability workshops. Major topics include:

- Obtaining employment with a criminal record
- Resume and cover letter writing
- Interview skills
- Career inventory workshops
- Workplace presentation
- How to successfully complete a job application
- Financial literacy

Residential Services Offices are located at 329 North Salina Street, 4th Floor, Syracuse, NY 13203 (315) 472-9964 and 1350 University Avenue, Rochester, NY 14607 (585) 232-4674

Rochester Community Based Services



The **Hospital Diversion** Program is a Case Management service for those struggling with an opioid addiction who are ready to receive help. Initially, a one-on-one meeting between patient and case manager is conducted in which an assessment is completed to determine the type of treatment needed. The case manager will send a referral to a treatment facility based on the results of the assessment and will follow up with the patient as needed to help find additional support and community resources.

Working with a case manager can include, but is not limited to, assistance with: educational goals, obtaining legal services, employment counseling, aftercare services, financial benefits, physical and mental health services, and finding sober supports and community activities.

Hospital Diversion Program
(585) 281-5578

Wellness **Recovery Action** Plan (WRAP) Services

is a strengths-based, person-centered, case management program that is offered to individuals who have successfully completed withdrawal and stabilization services in Monroe County. Together the patient and case manager will create a plan to work towards achieving self-identified goals in areas of education, legal, financial, social, child care and other supports.

Patients will complete monthly Quality of Life Assessment Surveys with their case manager to review progress and to make referrals as necessary.

WRAP Services
(585) 284-5632



“Helio Health - it’s changed my life. It’s saved my life. I wouldn’t be where I am without it. I just feel like a new person. I definitely believe that my life has been transformed...I do take this one day at a time; but it’s one good day at a time.”

Donna

Recovery Services





The **Recovery Center** is a drop-in center open to all members of the recovery community. Whether a person has just started their recovery journey or has been in recovery for years, the Recovery Center is a welcoming and supportive environment. Drop-in hours are: Monday, Tuesday, Thursday and Friday from 10:00am-2:00pm.



Aftercare Services are non-medical services to help a person maintain recovery by encouraging engagement in the recovery community and providing the opportunity to consistently check-in with a support team.

Aftercare Services include:

- Peer specialist services: Wellness Recovery Action Plan (WRAP), monthly check-in calls, peer-led support groups
- Warm-line support
- Referrals to care, community resources, or other services

Home and Community Based Services

are recovery oriented and evidence-based. Services can be provided at the recovery center, in the individual's home or at a meeting place in the community. It is the intent to meet the participant where they are and help them to build lifelong skills by exploring their interests, connecting them to community services, overcoming barriers and by celebrating their strengths.

HCBS services include:

- Peer Supported Empowerment Services
- Educational Support Services
- Psycho-social Rehabilitation
- Habilitation/Residential Support Services
- Family Support and Training
- Pre-vocational Services
- Transitional Employment
- Intensive Supported Employment
- Ongoing Supported Employment

Interventions are available for people concerned for a loved one with a substance use disorder and/or mental health disorder. All interventions are completed with a credentialed staff member. An intervention package includes three one-hour family sessions to prepare and plan the intervention, phone supports from the interventionist while planning, and an intervention with the family and counselor present. For additional information email:

interventions@helio.health

Recovery Services

714 Hickory Street
Syracuse, NY 13202
(315) 701-1518

Training Institute



The Helio Health **Training Institute** offers quality continuing education to individuals interested in furthering their career in behavioral healthcare and other human services disciplines.

License Re-credentialing: recredentialing hours for NYS licensed social workers and licensed mental health counselors available across a range of topics including: ethics, trauma-informed care, grief, and evidence based practices.

CASAC Training: the entire 350 Hour CASAC Credentialing Course offers the credit hours required for each of the four sections in the CASAC application. Participants can complete modules as they fit into their lifestyle or financial circumstances.

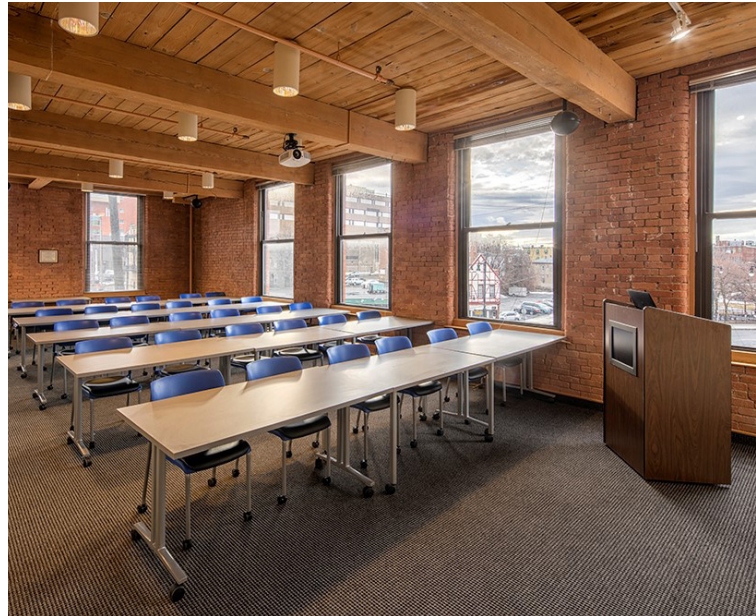
CASAC Re-credentialing: beyond initial certification the Training Institute also offers courses for recredentialing the CASAC. Courses offered include topics such as motivational interviewing, counselor wellness, time management, treatment of nicotine dependence, and case management.

Peer Certification and Re-certification: the Training Institute is an approved NYCB training center for Certified Recovery Peer Advocates and can offer initial certification courses for NYS peers.

Community Education: as part of our commitment to our communities, the Training Institute offers Defensive Driving, CPR and Mental Health First Aid classes as well as free Narcan trainings and health education sessions.

Helio Health is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors #MHC-2257. Helio Health is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #00007.

The Training Institute
329 North Salina Street
Syracuse, NY 13203
(315) 474-5506





GIVE HOPE

One of the best ways to help someone healing from a substance use or mental health disorder is to invest in recovery. There are many **ways to give**, ranging from becoming a monthly Warrior for Recovery to creating an online campaign in honor of a loved one's recovery. **Attend an event** to help raise funds and awareness or **volunteer** your time to help give others a second chance.

All proceeds support the
Helio Health Foundation
to bring hope and healing to those working towards recovery.

For more information please visit our website
www.helio.health/fundraising/foundation



