

MADISON COUNTY RESOURCES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS

Information for the City of Oneida • Mental Health • Public Health • DSS • Housing Resources

Purpose: To provide City of Oneida staff, first responders, and community partners with a clear overview of Madison County resources that can assist individuals experiencing homelessness, including behavioral health, public health, emergency assistance, housing stabilization, and supportive housing.

QUICK REFERENCE — WHERE TO START

Mental health / behavioral health crisis	Madison County Mental Health Crisis Line 315-366-2327 — press 1 to get connected to a crisis worker
Immediate life-threatening emergency	911
Homelessness / emergency assistance	Madison County DSS Individuals can present to the DSS lobby for an assessment and assistance.
Housing stabilization / housing programs	Community Action Partnership (CAP) Housing stabilization, homelessness prevention, supportive housing, transitional housing, rental assistance, and rapid rehousing.

1. MADISON COUNTY MENTAL HEALTH RESOURCES

Outpatient Mental Health Clinic • 138 North Court Street, Veterans Memorial Building, Wampsville, NY 13163 • 315-366-2327

- Individual and group outpatient therapy; medication management for established clients; walk in crisis services; 24-hour crisis line; referrals to after-hours mobile crisis; Open Access for new clients, Monday-Friday 8:30a-3:00p

Resource	Contact
Court-Based Mental Health Navigator -assists with individuals who are involved with court and also have mental health needs	Melissa Hale • 315-264-8006
Madison County SPOA -helps individuals with mental health needs connect to appropriate services and supports	Samantha Ratnour, LMSW • 315-366-2327 • SPOA@madisoncounty.ny.gov
Oneida City Police C.A.R.E. Specialist -behavioral health specialist working with people in crisis, connecting them to resources	Julie Mosley • 315-813-5534
Pathways Wellness Center — Peer Specialists supporting individuals with mental health needs	1-855-387-3030 • 1019 Northside Shopping Center, Oneida
Assisted Outpatient Treatment (AOT) / Enhanced Voluntary Agreement (EVA) -program assists with high-risk individuals in the community	Gabrielle Buffoline, LMSW • 315-366-2327

2. MADISON COUNTY PUBLIC HEALTH RESOURCES

- Two full-time Community Health Worker positions provide information and referral services along with direct assistance on housing, insurance, food, and other needs.
- Housing Collaborative of Madison County was established in 2025 to increase healthy, accessible, and stable housing in Madison County. Information Available here: <https://mcruralhealthcouncil.org/program/housing-collaborative/>.

3. MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES (DSS)

When an individual presents to the DSS lobby as homeless, DSS follows a practical, individualized process:

1. Meet with the individual and assess the situation.
2. Most often, help the person identify a resource—such as a friend, family member, or support person—for shelter.
3. Encourage and assist the individual in completing applications for financial assistance and/or ongoing services.
4. If the individual cannot identify a shelter resource, DSS can get the person to a shelter or when deemed appropriate pay for temporarily (a few days) while the individual applies for assistance.
5. Encourage and assist the individual in applying for housing programs through other agencies, including CAP and Liberty Resources.

Important: DSS does not provide housing directly. The assistance process is voluntary.

4. COMMUNITY ACTION PARTNERSHIP (CAP) — HOUSING RESOURCES

Community Action Partnership (CAP) provides housing stabilization and homelessness-related services that can be used in conjunction with DSS, Mental Health, Public Health, and other community resources. CAP offices: 3 East Main Street, P.O. Box 249, Morrisville, NY 13408 • 315-684-3144; 1001 New Market Drive, Canastota, NY 13032 • 315-697-3588. Additional offices in Oneida, Utica, Rome, and Ilion. www.capmadco.org

Program	Type of Assistance	Who It Serves	Contact
Temporary Assistance – Housing Support	Utility shutoff prevention, rent arrears, security deposits	Income-eligible individuals/families needing one-time help	Kaleigh Bascom • 315-280-0889
Burke Landing – Cazenovia	Permanent supportive housing + specialty services	Eligible homeless individuals with qualifying needs, including SMI, DV history, or ages 18–25	Cathy Reddy • 315-679-8990
Larson-Dale Apartments – Canastota	Transitional housing, up to 24 months + supportive services	Eligible homeless families with children	Deirdre Everspaugh • 315-697-3588 ext. 14
Continuum of Care	Rental assistance + intensive supportive services/case management	Eligible homeless individuals, families, and specified populations	Jennifer Blackmer • 315-697-3588 ext. 22
Social Care Network	Security deposits, case management, rental arrears, utilities, furniture	Eligible Medicaid MCO enrollees with an assessed need	Amy Marecek • 315-684-3144 ext. 10 / Cory Marsh • 315-697-3588 ext. 44
STEHP	Homelessness prevention, pre-eviction support, case management, rapid rehousing	Income-eligible households experiencing or at risk of homelessness	Francis Dodgson • 315-697-3588

KEY TAKEAWAY

Madison County has multiple points of support that can be used together. Depending on the individual's circumstances, City staff and first responders can connect people experiencing homelessness with behavioral health services, public health navigation and referrals, DSS emergency assistance, and CAP and other community-based housing and support resources.

NEED HELP NOW? Life-Threatening Emergency: Call 911 | Mental Health Crisis Line: 315-366-2327 — Press 1