

# How to Reach Us

NYC Department of Health and Mental Hygiene  
Office of Consumer Affairs  
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Long Island City, NY 11101-4132  
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## More Information and Help

LifeNet: 311 or 800-LifeNet (800-543-3638)

Spanish LifeNet:

311 or 877-AYUDESE (877-298-3373)

Asian LifeNet (Mandarin, Cantonese or Korean):

311 or 877-990-8585

New York City  
Department of Health  
and Mental Hygiene  
Office of Consumer Affairs



Joel Charles



# Who We Are

New York City's mental hygiene system is made up of many agencies and providers serving people with mental health, substance use and developmental challenges.

That's why the Health Department's Division of Mental Hygiene created the Office of Consumer Affairs—to give consumers a voice.

Our staff members have first-hand knowledge of recovery-oriented services. We make sure that consumer interests are heard and integrated at all levels of city government.

For instance, we gather information directly from consumers to inform Health Department decisions on how to improve mental hygiene services.

*"I recently took part in a Health Department project to help integrate primary health care into mental health programs. My perspective as a consumer helped define the project."*

– Annie



Daniel Monrose



Mariana Graci

# Our Mission

**Our mission is to provide practical help and to promote four key messages:**

- Recovery should be the essential goal of all services.
- Physical and mental health should be fully integrated.
- Services for consumers should be integrated into the community.
- All services should be culturally appropriate.

# How We Can Help You

**We help connect you to:**

- Health Department work groups, committees and advisory groups
- Advocacy groups
- Scholarships to attend conferences and seminars
- Workshops and conferences

**Here's what consumers have said:**

*"I devoted myself to the consumer movement years ago. I found more acceptance, courage and belief in recovery with consumers than anywhere else."*

– Angela

*"I was feeling isolated and having a hard time functioning. Your office connected me with a peer. Now I attend consumer events regularly. I feel I'm part of a supportive community."*

– Tom

*"I attended your sex, communication and safety workshop. Now I feel empowered to protect myself."*

– Sharon



Susan Brown



Eleanor Dube

# How You Can Help Us

First, help spread the word that we're here. There are people who are not getting the help they need—and we can help connect them to it.

Second, call us. We need you at the table. Together, we can help improve recovery-oriented services citywide.