Tips for Mental Health Providers Assisting Afghanistan Refugees

The New York State Office of Mental Health believes everyone should have an equal opportunity for mental wellness. As a mental health provider in New York State, you may encounter recent refugees from Afghanistan. We need to be aware of their experiences and cultural differences:

More than half the Afghan population struggles with depression, anxiety, and post-traumatic stress, but less than 10 percent get the help and support they need.

Afghan refugees may not trust systems of care because of their immigration status, cultural stigma, and lack of education on mental health.

Afghanistan is a multilingual country with two widely used languages: Pashto and Dari. Make sure your signage and public health messages are available in these languages. Service providers should also ensure access to face-to-face interpretation, phone/video interpretation and written translation.


Help is Available: (all resources provide language access services)

NYS Office of New Americans Hotline: 1-800-566-7636
Get help navigating the services and supports available for New Americans

NYS Office of Mental Health’s Customer Relations: 1-800-597-8481
Ask questions, report concerns and get help accessing New York State services

NY Project Hope COVID-19 Emotional Support Helpline: 1-844-863-9314
NY’s free, confidential COVID-19 crisis counseling helpline

National Suicide Prevention Lifeline: 1-800-273-TALK (8255) or text Got5 to 741741
Confidential support and crisis resources

OMH Field Offices (Talk to someone about referrals and local services):

Central New York Field Office Phone: (315) 426-3930
New York City Field Office Phone: (212) 330-1650
Hudson River Field Office Phone: (845) 454-8229
Western New York Field Office Phone: (716) 533-4075
Long Island Field Office Phone: (631) 761-2508

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