

# CN Guidance opens 24/7 mental health, substance use center in Hicksville

Adina Genn//December 8, 2025//

## THE BLUEPRINT:

- [CN Guidance](#) & Counseling Services opens a 24/7 crisis center for [mental health](#) and substance abuse in [Hicksville](#).
- Walk-in stabilization support offered for adults, children and families.
- Services include assessments, psychiatric care, detox support and medication-assisted treatment.
- Provides a safe alternative to ER visits with on-site nursing and recovery-experienced staff.

Hicksville is now home to the [Community Crisis Center](#), which provides round-the-clock, walk-in mental health and substance-use [crisis stabilization](#) services for adults, children and families. The center, an arm of CN Guidance & Counseling Services and located at 950 South Oyster Bay Road, is designed to help foster meaningful recovery in the opioid overdose epidemic, youth mental health crisis and more.

“Launching the Community Crisis Center is bringing a new kind of innovative [urgent care](#) to [Long Island](#),” Jeffrey Friedman, CEO of CN Guidance, said in a news release about the new Community Crisis Center.

The [nonprofit behavioral health](#) provider, which has served Long Island for more than 50 years, opened the center to the public on Saturday.

“Through this landmark facility, individuals in crisis will have a dedicated place to go, any time of day or night, where they can receive immediate care and avoid unnecessary hospital visits,” Friedman said. “This center stands as a place where people are met with kindness and compassion and given the tools to find hope, healing and stability.”

The center is designed to bring “an innovative model of crisis stabilization support that bridges the gap between emergency departments and community-based care,” according to CN Guidance.

The center’s 24/7/365 walk-in access is for anyone experiencing a mental health or [substance use](#) crisis, including individuals brought in voluntarily by family, friends, police or mobile crisis teams.

On-site services include rapid screening and assessment, psychiatric evaluation and treatment planning, health monitoring, medication management, outpatient detox, medication-assisted treatment for substance use disorders, and coordinated discharge and aftercare support.

The center’s 24-hour nursing team is there to ensure a safe, clinically appropriate alternative to hospital emergency rooms. The center features staff with lived recovery experience to deliver individualized, recovery-oriented support during moments of acute need.

The center also offers emergency observation, evaluation and stabilization for adults and children ages five and up in a comfortable, non-hospital setting.

Located in the same space as CN Guidance's Certified Community Behavioral Health Clinic, the new facility, with the support of the New York State Office of Mental Health and Nassau County, expands the organization's mission to deliver comprehensive, trauma-informed and customized care across the region.

Tags: Community Crisis Center, behavioral health, mental health, crisis stabilization, Hicksville, opioid epidemic, Long Island, Urgent care, CN Guidance, substance use

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