



National Council on Alcoholism & Drug Dependence-Rochester Area

MONROE COUNTY OASAS CERTIFIED TREATMENT PROVIDERS

1931 Buffalo Road - Rochester, New York 14624
 Telephone: (585) 719-3480 or 719-3483 Fax: (585) 423-1908
 Website: www.ncadd-ra.org

SERVICE DESCRIPTION	PROVIDERS NAME							
	ABC	Baden St.	CFC/Restart	Conifer	Delphi Rise	East House	Helio Health	Huther-Doyle
Website	www.abcinfo.org	www.badenstreet.org	www.cfcrochester.org	www.coniferpark.com	www.delphirise.org	www.easthouse.org	www.helio.health	www.hutherdoyle.com
Intake Contact Person	Evangeline Jenkins	Ivonne Villafane	Emily Price	Lasheka Leonard	Shani Valazquez	Elizabeth Kingsley-Curran	Admissions Team	Kara Phillips
Phone Number	585-262-4330 x 3200	585-325-4910 x 1141	585-546-7220 x5053	585-546-7220 x 4400	585-467-2230 x 121	585-238-4893	585-287-5622	585-287-9569
Fax Number	585-262-4826	585-546-1491	585-546-2607	585-442-8494	585-730-6110	585-238-4899	585-287-5628	585-325-5154
E-Mail	ejenkins@abcinfo.org	ivillafane@badenstreet.org	epriec@cfcrochester.org	leonard@libertymgt.com	svelazquez@delphirise.org	ekingsleycurran@easthouse.org	HelioRocAdmissions@helio.health	KPhillips@hutherdoyle.com
EVALUATION SERVICES								
Evaluation	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE		PROVIDE	PROVIDE
Walk-in Evaluations	M-F 8:30am-3pm 33 Chestnut St.		M-Th 8:30am-3pm F 8:30am-1pm 79 N Clinton Ave	M-F 11am-3pm 556 S. Clinton Ave.	24/7 835 W. Main St.		24 / 7 1350 University Ave.	M-F 8am - 3pm 360 East Ave
CLIENT TYPE								
Youth under 18								
Adult	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Female	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Male	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Client with Children	ACCEPT		ACCEPT		ACCEPT	ACCEPT		ACCEPT
ADDICTION SERVICES								
Alcohol Use Disorder	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
Substance Use Disorder	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
Opioid Use Disorder	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
* MAT	* S / V	* S / V	* S / V	* S / V	* S / V		* S / V	* S / V
Dual Diagnosis	PROVIDE		PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
Gambling Treatment			PROVIDE					
Spanish Program	PROVIDE	PROVIDE	PROVIDE				PROVIDE	
LEVEL OF CARE								
Detox				PROVIDE			PROVIDE	
Stabilization			PROVIDE					
Inpatient				PROVIDE				
Outpatient	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE			PROVIDE
Residential			PROVIDE			PROVIDE		
INSURANCE TYPE								
Aetna			ACCEPT	ACCEPT	ACCEPT		ACCEPT	ACCEPT
CIGNA				ACCEPT	ACCEPT			ACCEPT
Excellus	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Fidelis	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Medicaid	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Medicare	ACCEPT		ACCEPT	ACCEPT	ACCEPT			ACCEPT
MVP	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Public Assistance	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT		ACCEPT
Tricare								
YourCare Health Plan	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Sliding Fee Scale	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT

For the most updated version of this directory, visit <https://ncadd-ra.org/news-resources/resources-advocacy-research>
 For the version of this directory that includes other area counties, visit <https://ncadd-ra.org/programs-services/finger-lakes-addiction-resource-center>
 Disclaimer: Information included on this template is updated bianually based on data shared with NCADD-RA from each of the providers.

Revised January 2021

* MAT (Medication Assisted Treatment) Code: M = Methadone / S = Suboxone / V = Vivitrol/ Sd = Sublocade

OPEN ACCESS 24/7 Walk-in Evaluations Delphi Rise, 835 W. Main St. Rochester, NY 14611 (585) 627-1777

Outpatient Treatment

Monroe County

As an outpatient, an individual may become involved in a variety of treatment settings. Duration of treatment and focus of the program may vary according to the needs of the individual. A person may access outpatient services without having been in an inpatient psychiatric setting.

Partial Hospitalization

Partial hospitalization provides, in an outpatient setting, most of what is provided in inpatient care. The focus is on acute, short-term crisis intervention and there is a heavy reliance on individual and group therapy. Clients generally participate for half or full day. It is designed to prevent hospitalization or shorten the length of stay of inpatient care.

STRONG BEHAVIOR HEALTH

Adult Partial Hospital Program

279-7850

Specialty Areas: Serves individuals with co-occurring mental illness and substance use disorders.

Child and Adolescent Partial Hospital Service

273-1776

Serves children/adolescents ages 12-18

THE HEALING CONNECTION

641-0281

Comprehensive partial hospitalization eating disorders program for adolescents and adults ages 12 and over.

Intensive mental health services for children with a serious emotional disturbance are accessed through the Family Access and Connection Team. This includes the Home and Community Based Services Waiver program and the Intensive/Supportive Case Management program. Families may call (585) 753-2639 to speak with a facilitator. Hours are Monday and Friday 9am – 5pm, Tuesday, Wednesday and Thursday 9am – 8pm.

Clinics

Clinic treatment programs may serve adults and/or children and youth providing an array of outpatient services designed to minimize symptoms and the adverse effects of mental illness, maximize wellness and promote recovery and resilience. Programs use a person-centered, recovery oriented and individualized approach to providing services which include assessment, crisis intervention, medication management, psychotherapy and the coordination of all health-related services. Family, friends and other supportive individuals are encouraged to be involved in care. All clinical providers utilize a variety of evidence-based approaches and each of the clinics provide integrated treatment for individuals with mental health and substance use concerns.

CATHOLIC FAMILY CENTER

546-7220

- Mental Health Clinic
- Serves children, adolescents and adults

HILLSIDE CHILDREN'S CENTER

256-7500

Mental Health Clinics

Serve individuals ages 2-21 at Crestwood Campus (2075 Scottsville Rd., Rochester, NY 14623), Cotter Building (1337 East Main St., Rochester, NY 14609), Anthony Jordan Health Center (82 Holland St., Rochester, NY 14605), and Hilton Village Elementary School (100 School Lane, Hilton, NY 14468)

LIBERTY RESOURCES BEHAVIORAL HEALTH CLINIC

410-3370

- Mental Health Clinic
- Serves adults and children 5 yrs. +
- Walk-in hours available for those seeking initial services

ROCHESTER REGIONAL HEALTH

Behavioral Health Of Rochester General

Genesee Mental Health Center

(585) 922-7770

Serves children, adolescents and adults

Rochester Mental Health Center

(585)922-2500

Serves children, adolescents and adults

Behavioral Health Of Unity Health

Unity Mental Health/Evelyn Brandon Health Center

(585) 368-6900

Serves adults ages 18+

Unity Mental Health/Greece Clinic

(585) 368-6700

Serves adults ages 18+

Rochester Psychiatric Center

241-1262

- Steven Schwarzkopf Clinic
- Serves adults ages 18+

Rochester Rehabilitation Center

271-2520

- Adult Mental Health Clinic
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- Strong Behavioral Health

Adult Ambulatory Clinic

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Serves adults ages 18+

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Deaf Wellness

275-6785

- Videophone: 286-5085
- Serves adults ages 18+

Lazos Fuertes

279-7849

Serves Spanish-speaking adults ages 18+

Older Adults Services

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Serves individuals ages 60+ and caretakers or family members who are helping an older adult face mental health challenges

Strong Family Therapy Services

275-8321

Strong Ties Community Support Program

279-4900

Serves adults with serious and persistent mental illness (SPMI)

Personal Recovery-Oriented Services (PROS)

Personalized Recovery-Oriented Services (PROS) is an intensive mental health treatment program which integrates treatment, support and rehabilitation services in one program site, under a single NYS OMH license and offers individuals a customized array of recovery-oriented services. PROS is for people who are 18 years of age or older, have a designated mental illness diagnosis and have a functional disability due to the severity and duration of mental illness.

PROS services have different levels of intensity and are designed to meet each person's needs on an individualized basis. PROS can help people develop the awareness, knowledge and skills to manage the symptoms of their mental illness through skill-based classes, individual therapy, and skill development and practice so they can become a contributing member of the community. This may include getting and keeping a job, getting their own place to live, returning to school, or improving or re-establishing meaningful relationships in their lives.

DEPAUL PROS

777-3500

Comprehensive PROS with clinic treatment

ROCHESTER REGIONAL HEALTH

Behavioral Health Of Rochester General

(585) 922-7200

PROS at Genesee Mental Health Center

Comprehensive PROS with clinic treatment and focus on both mental illness and substance abuse

Behavioral Health Of Unity Health

(585)368-6982

UNITY PROS

Comprehensive PROS with clinic treatment

ROCHESTER REHABILITATION CENTER

Ventures PROS

256-3430

Comprehensive PROS with clinic treatment

Other Vocational Services

These are vocational services delivered outside of PROS. These services are available to individuals with a history of mental health and chemical dependency issues.

ACCES-VR (ADULT CAREER AND CONTINUING EDUCATION SERVICES – VOCATIONAL REHABILITATION)

238-2900

The New York State Office of Adult Career and Continuing Education Services serves individuals with physical, emotional, and developmental disabilities.

In Monroe County, orientations are held every Thursday at 10:00 a.m. and 1:15 p.m. at 109 S. Union Street, 2nd floor, Rochester. Sign language interpreters are available at the 1:15 p.m. orientations. In Livingston County, ACCESS-VR is located at the Government Center, 6 Court Street, Geneseo, Room 107. Please call Reginald Clark, counselor assistant at 238-2939 to apply for services. Group orientation is no longer provided in Livingston County.

EAST HOUSE EDUCATION AND EMPLOYMENT SERVICES

238-4800

The program is open to individuals with mental illness or chemical who are enrolled in an East House residential program or who are referred by another licensed program that has a agreement with East House. Those programs include: Daisy Marquis Jones Women's Community Residence, Pathway Houses of Rochester, Catholic Family Center Chemical Dependency Residential Programs, DePaul Single Residence Occupancy (SRO) Programs, and Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR) and the New York State Opportunities for Accessing Recovery Successfully (NY SOARS).

DEPAUL WORKGUIDE

777-3500

WorkGuide is an ACCES-VR funded program that assessment, job placement, coaching, follow-up and an Employment Network that can take Tickets to Work.

Mental Health and Substance Use Disorder Crisis Resources in Monroe County

If you or someone you know is experiencing a crisis, and looking for an alternative to 911 services, refer to the crisis services below and over the following pages. For a life-threatening medical emergency, please contact 911.



2-1-1 Lifeline

211 can quickly and empathetically help someone in need reach an expert or assistance safely.



24/7



Call: 2-1-1 or (585) 275-5151
Text: 898-211



Serving adults,
children and youth



ROCHESTER REGIONAL HEALTH

Strong Emergency Dept. / CPEP

- Medical attention is needed
- Inability to stay safe until Mobile Crisis arrives
- An inpatient admission is wanted/needed



Rochester General Emergency Dept.

- Medical attention is needed
- Concerns could include:
suicide attempt, overdose, bleeding

24/7; Walk-in or ambulance transport



24/7; Walk-in or ambulance transport

Strong ED #: (585) 275-4551

Comprehensive Psychiatric Emergency Program

(CPEP) #: (585) 275-4501



(585) 922-2000

Serving adults, children and youth



Serving adults, children and youth

601 Elmwood Ave
Rochester, NY 14642



1425 Portland Ave
Rochester, NY 14621

Mental Health and Substance Use Disorder Crisis Resources in Monroe County



URMC Crisis Line

- Talk with trained professionals about mental health challenges
- Currently focused on URMC patients but will speak with anyone who calls.
- Coping with issues related to mental illness, for example a panic or anxiety attack.



Monday-Friday; 7 AM - 8 PM
Saturday - Sunday 10 AM- 6:30 PM

(585) 275-8686

Serving adults, children
and youth



Behavioral Health Access & Crisis Center



An urgent care for mental health and substance use challenges.

- Thoughts of Self-Harm
- Inability to follow up with MH Provider
- Relationship Problems
- Depression and Anxiety
- Substance Use Concerns

Monday-Friday; 8 AM - midnight
Walk-in: Monday-Friday 8 AM-10 PM

Main #: (585) 368-3950

Crisis #: (585) 368-3058

Serving adults



89 Genesee Street
Rochester, NY 14611

URMC Mobile Crisis

- Not at risk of harming self and others
- Willing to be seen in the community – either at home or a neutral location
- Additional support is needed to manage a crisis situation
- Referrals are needed/desired for services/supports in the community
- Mental Health focus only



Monday-Friday: 8 AM - 10 PM
Saturday & Sunday: 8 AM - 4:30 PM

(585) 529-3721
or: 2-1-1

Serving adults, children and youth



RRHS Crisis Outreach Team

- Visits to home or other community location by the professionals from RRHS Behavioral Health Access and Crisis Center (BHACC)
- Access to care for mental health or substance use challenges where you are

8 AM - 4 PM

(585) 368-3950

Serving adults only



Mental Health and Substance Use Disorder Crisis Resources in Monroe County

Substance Use Disorder Specific Resources

Helio Detox



- Provides medical supervision of withdrawal from alcohol and drugs
- Provides medical monitoring for individuals temporarily incapacitated because of intoxication by alcohol or drugs



24/7; Walk-in



(585) 287-5622



Serving adults only



1350 University Ave
Rochester, NY 14607

Liberty Peer & Family Support Lines



- Talk with certified peers who have experience with services
- Will connect to further care



Monday-Friday 9 AM - 4:30 PM
*After hours are available



Peer Support #: 1-855-778-1300
Family Support #: 1-855-778-1200
After-hours line #: 1-855-778-1200



Serving adults only

Open Access



- Best entry point for SUD needs in Monroe County
- Immediate assessment and connection to care
- Rapid access to peer support



24/7; Walk-in



(585) 627-1777



Serving adults and youth.



835 W Main Street
Rochester, NY 14611

Mental Health and Substance Use Disorder Crisis Resources in Monroe County

Mental Health Association Self-Help Drop In Center



- Need to talk to someone but therapist's office is closed
- Not yet an emergency room situation, and talking to someone could prevent ER visit
- Caring peers provide walk-in guests with person-to-person support, problem-solving assistance, and resource information



Walk-in or call
5 PM - 9 PM



(585) 325-3145 x300



Serving adults



344 N. Goodman St.
Rochester, NY 14607

Villa of Hope - Hope Place



- For individuals struggling with challenges related to mental health
- Peer Support staff are experienced in:
 - advocacy
 - coordinating services, community resources and natural supports,
 - supporting and developing strengths of individuals and families



Walk-in or call
3 PM - 11 PM



(585) 325-3599



Serving adults



1099 Jay St. Building P
Rochester, NY 14611

East House - Affinity Place Respite and Warm-Line



- Peer-run 8-bed respite program for those challenged with mental health symptoms - Call ahead to reserve a space
- Affinity Place warm line - staffed by Peer Support Specialists who understand that at times, it can be easier to talk to individuals who have had similar experiences



Respite (585) 563-7083
Warm Line (585) 563-7470



Serving adults

Bereavement Providers for Children, Teens and Families

Name	Number	Discipline	Address	Notes
Counseling				
Monroe County				
Peg DeBaise	(585) 683-9628	LMFT	95 Allens Creek Road, Roch, 14618	All ages including adults
Dr. David Driscoll	(585)248-8740	PsyD	1815 S. Clinton Ave, St 360, Roch, NY 14618	Children & teens, MVP, Excellus, Cigna and Aetna
Margaret Figueroa	(585) 727-0136	LCSW-R	1150 Pittsford-Victor Rd, Pittsford 14534	Teens (16+) and young adults and adults
Debbie Burke Gravetter	(585)415-4913	LCSW	80 West Avenue, Brockport, NY 14420	All ages, all insurances
Kara Juszczak	(585) 880-8838	LCSW-R	95 Allens Creek Rd, Roch, 14618	Ages 16+ , trauma
Keshishian, McCann, & Sefton-Silver	(585)244-4161	PhD	130 Allens Creek Rd, Suite 230, Roc, NY 14618	Children and teens
Stacey Kulik	(585)613-1736	LCSW	111 Marsh Rd, Pittsford 14534	Prefers to work with younger children
Lindsey Macaluso	(585) 737-6295	LCSW	95 Allens Creek Road, Roch, 14618	Children & adolescents (18 mo - 18 yrs)
Karen McDermott	(585)271-4030	PhD	120 Allens Creek Rd, Roch, NY 14618	All ages,young adult, mood/anxiety/brv, Cigna, Aetna, Excellus
Dr. Elizabeth Meeker	(585)248-8740	PsyD	1815 S. Clinton Ave, St 360, Roch, NY 14618	Children & teens, MVP, Excellus
Chris Pollack	(585)586-9420	PhD	220 Linden Oaks, Suite 200, Roch, NY 14610	Age 5-college, Blue Cross, Excellus, Aetna, Cigna, No MVP
Madeleine Reynolds	(585)586-8433	LMHC	46 Prince Street, LL004, Roch, NY 14607	Chronically/terminally ill children/families and bereavement
Bree D. Scribner	(585) 704-4004	LCSW	111 Marsh Rd, Pittsford 14534	Older teens, couples
Christine Steerman	(585)292-9720	PhD	980 Westfall Rd, Roch, NY 14618/Lima location	All ages, Aetna, Cigna, Excellus, some MVP
Paul Swiatek	(585) 234-3387	LMSW	Brighton	Couples, teens
Michael Teisl	(585)953-4834	PhD	877 Elmwood Ave, also Perinton location	Children and teens, prefers preschool age, trauma
Jennifer West	(585)451-4481	PHD	900 Winton Rd S, Suite 200, Roc,NY 14618	Prefers preschool-age 10, Excellus, Aetna, BC Option, no MVP/Cigna
Pittsford Youth Services	(585)280-6610	LMSW	4 South Main St, Pittsford, NY 14534	Pittsford Students and families
Spencerport Family Support Center (Erin Hassall)	(585)349-5155	LMFT	71 Lyell Avenue, Spencerport, NY 14559	Spencerport students and families
Agape Counseling Assoc.	(585) 385-6030	Various	Penfield & Chili locations	Christian Counseling: Kathy Goodrich,Nitza Rodrigues,Debbra Babb
Linden Oaks Therapy Office	(585)586-1600	Various	100 Linden Oaks, Suite 200, Roch, NY 14610	Ages 8+, won't accept straight Medicaid
Rochester Psychological Associates	(585)223-5920	PhD	620 CrossKeys Office Park, Fairport, NY 14450	All ages including adults, families
Tree of Hope Counseling	(585)500-9420	Various	95 Allens Creek Road, Roch, 14618	Serves all ages including adults
Seneca County				
Family Counseling Services of the Fingerlakes	(315)789-2613	Various	115 Fall Street, Seneca Falls, NY 13148	All ages
Jamie Sealy	(315)586-8894	LCSW-R	115 Fall Street, Seneca Falls, NY 13148	Teenagers, does not accept Medicaid
Wayne County				
Family Counseling Services of the Fingerlakes	(315)331-8494	Various	165 E. Union St, Newark, NY 14513	All ages
Wayne Behavioral Health	(315)946-8722	Various	1519 Nye Rd, Lyons, NY 14489	All ages
Margaret Masci	(585) 229-1033	LCSW	Honeoye	Wellness Counseling of the Finger Lakes
Julie Eveleigh	(585) 624-5380	LCSW	Bloomfield	
Thomas Durham	(585) 703-8942	LCSW-R	Canandaigua	
Creative Arts Therapists (ex: music, art, and play therapy)				
York Wellness &Rehab Inst. @ Nazareth	(585)389-2770	Various	4245 East Ave, Rochester, NY 14618	Art, music and play therapy
Spectrum Creative Arts	(585)383-1999	Various	3300 Monroe Ave, Rochester, NY 14618	Music and art therapy

Outpatient Treatment

Monroe County

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Partial Hospitalization

Partial hospitalization provides, in an outpatient setting, most of what is provided in inpatient care. The focus is on acute, short-term crisis intervention and there is a heavy reliance on individual and group therapy. Clients generally participate for half or full day. It is designed to prevent hospitalization or shorten the length of stay of inpatient care.

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DEPAUL PROS

777-3500

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ROCHESTER REGIONAL HEALTH

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Comprehensive PROS with clinic treatment and focus on both mental illness and substance abuse

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UNITY PROS

Comprehensive PROS with clinic treatment

ROCHESTER REHABILITATION CENTER

Ventures PROS

256-3430

Comprehensive PROS with clinic treatment

Other Vocational Services

These are vocational services delivered outside of PROS. These services are available to individuals with a history of mental health and chemical dependency issues.

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238-2900

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THERAPISTS SKILLED IN WORKING WITH GRIEF AND LOSS ISSUES

Psychiatrists

Dr. Catherine Flannery 1357 Monroe Ave., Rochester 14618
442-9601

Psychologists

Dr. Elizabeth Doyne 46 Prince St, Rochester 14607
454-3820

Dr. Mark Grey 980 Westfall Rd., Rochester 14618
292-6630

Dr. John Durland 100 White Spruce Blvd., Rochester 14623
272-4610

Dr. Elaine Greene 304 Troy Rd., Rochester 14618
244-0128 (grief and broad practice, no Viahealth/traditional Medicaid, MVP,
MVP/BC option, Medicare, Aetna, Cigna, UBH and Excellus)

Joe Russo 25 Canterbury Road, Suite 313, Rochester, NY 14607
506-6096 (Grief, LGBT issues, codependency, accepts most insurance and
has a sliding scale fee)

Mental Health Centers at area hospitals and many agencies provide care on a sliding-scale basis.
Check with: *AGAPE Counseling* (594-4800 and 385-6030); *Catholic Family Center* (546-3617); *Family Service of Rochester* (388-2320); *Jewish Family Service* (461-0110); *St. Joseph's Neighborhood Ctr* (325-5260); *Spiritus Christi* (325-1180) and *Marriage & Family/Mental Health Counseling* (473-2671).

Social Workers and Family Therapists

Dr. Marla Britton 46 Prince Street, Rochester, NY 14607
209-5317 accepts most insurances, works with general grief and trauma associated with
suicide/overdose loss

Lynn Acquafondata Crossbridge Office Park (2000 S. Winton Rd), Rochester, NY
14618
330-1340 (family therapy, pastoral counseling)

Shelly D'Agnolo 110 Allens Creek Rd., Rochester 14618
442-4670 (PTSD, grief work, life threatening illness, anxiety, accepts most
insurances, no one under 21)

Peg DeBaise, LMFT 95 Allens Creek Rd., Rochester 14618
683-9628 certified in thanatology, grief therapy, individuals, couples and
children (>6) \$110 per session

Pam Finger 625 Cross Keys Office Pk, Fairport 14450
425-2840, x 5 (co-dependency center, grief, anxiety, addiction recovery, children
of alcoholics, accepts most insurances)

Ruth Friga 95 Allens Creek Rd, Building 2, Suite 14, Rochester 14618
271-8840

General Practice (anxiety, depression, adjustment disorder)
Gender identity, chronic illness
Accepts all insurances and Medicaid HMOs

Hope Herting 349 W. Commercial Street, East Rochester, NY 14445
420-7966 (accepts Aetna and Excellus)

Grace Harlow Klein, Ph.D 15 Arnold Park, Rochester, NY 14607 (Center for Human
Encouragement)
473-2733 works out of her home, no ins, sliding scale available

Emily Krohn, LCSW-R 1815 S. Clinton Ave, Ste. 630, Rochester 14618
730-2043

Lee McAvoy 1722 Mt. Hope Ave, Rochester 14620
301-6196 (traumatic loss, EMDR, works with adults, MVP and Excellus)

Margaret Mathews, MSW 100 Navarre Road
749-9542 Rochester, NY 14621
(private pay with sliding scale)

Jeff Munson 277 Alexander St. Suite 302, Rochester 14607
423-0284 (accepts most insurances)

Elaine Shulman 130 Allens Creek Office Park, Rochester 14618
244-3730

Katherine Sargent, LMHC 919 Winton Road S, Rochester, NY 14618
315-415-0308

Jennifer Thompson, LCSW 1415 Monroe Ave, Rochester, NY 14618
228-9900 (holistic approach, home visits)

Marilyn Waddell 541 Monroe Avenue, Rochester, NY 14618
234-1302 (accepts most insurances)

Pam Walter 764 Crosskeys Office Park, Fairport 14450
425-4750 (accepts all insurances)

Bonnie J. White The Grief and Trauma Recovery Counseling Centre
585-735-4785 1100 University Ave Suite 203/204 Rochester, NY 14607
(accepts most insurance and EAP, specializes in EFT and trauma after stigmatized loss)

Cheryl Bianchi, LCSW-R Eastside Psychotherapy Associates
232-3120 1441 East Avenue, Suite 311, Rochester, NY 14610
(specializes in trauma)

Tom Porpiglia Life Script Mental Health Counseling Services
704-0376 202 Dickinson Road, Webster, NY 14580
(specializes in EFT, trauma and work with Veterans, accepts most insurance and EAP)

English Road Psychotherapy Practice, 1800 English Road, Suite 6, Rochester 14616 (225-9720)
Tree of Hope Counseling 95 Allens Creek Road, Rochester, NY 14618 (500-9420)

----- Other Psychotherapists -----

Sheila Briody, SSJ, D. Min. 417 South Ave., Rochester 14620 Phone: 325-1018
(St. Joseph's Community Center for the underinsured or non-insured)

** We're unable to keep track of what insurance coverage is available through each provider and each individual's policy. Also -- check with your own physician to expedite the referral process.

Adolescent/Young Adult Treatment Programs

Rochester

All Provide MAT—All Outpatient facilities

Rochester Regional Health (5-18)

585-922-9900

www.rochesterregional.org

Multiple locations*

W-I: MWF 8am-3:00pm

Strong Recovery—AYA Program (14-24)

585-275-3161

www.urmc.rochester.edu

2613 W. Henrietta Rd, Suites C & D

Rochester, NY 14623

Villa of Hope

585-328-0834

Cdclinic@villaofhope.org

1099 Jay Street, Bldg. J, Ste.202

Rochester, NY 14611

Westfall Associates

585-473-1500

www.westfallassociates.com

919 Westfall Rd, Bldg. B, Ste.60

Rochester, NY 14618

Buffalo

Best Self (CCBHC)

716-884-0888

<https://www.bestselfwny.org/young-adults/>

Multiple Locations*

BryLin Behavioral Health System

716-633-1927

<https://www.brylin.com/adolescent-addiction-treatment-center/>

531 Farber Lakes Drive, Suite #202

Buffalo, NY 14421

Offers MAT

Endeavor Health Services (CCBHC)

716-895-6701

Multiple Locations*

Offers MAT

Horizon Health Services

Delta Village--Residential

716-831-1800

www.horizon-health.org

Kids Escaping Drugs, Renaissance Campus—Residential, YA

716-827-9462

www.ked.org

920 Harlem Road

West Seneca, NY 14224

Syracuse

Elmcrest for Children & Families

315-446-6250 ext. 371

<https://elmcrest.org/>

960 Salt Springs Road

Syracuse, NY 13224

Helio Health (CCBHC)

Meadows Integrated Outpatient Clinic

315-471-1564

<https://www.helio.health/treatment-programs/children-and-adolescent-services/>

329 North Salina Street

Syracuse, NY 13202

Offers MAT

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
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Outpatient Behavioral Health

- **UR Medicine: Pediatric Behavioral Health & Wellness (PBH&W) Outpatient Services**
 - New requests for services are being triaged, call 585-279-7800; new patients are being accepted; ages birth to 18; youth and families are being seen via Telehealth and in person
 - <https://www.Golisano.urmc.edu/behavioralhealth>
- **UR Medicine: Adolescent Partial Hospital Program (PHP)**
 - Accepting new patients; ages 12-18. Telehealth model.
 - Call 585-273-1776 or 585-275-8575
 - <https://www.urmc.rochester.edu/childrens-hospital/behavioral-health-wellness/partial-hospitalization.aspx>
- **UR Medicine: Mental Health & Wellness Outpatient Services**
 - Accepting new **adult** patients 18+ @ 585-273-5050
 - New downtown location open at 150 Chestnut Street
 - <https://www.urmc.rochester.edu/mental-health-wellness/adult-services.aspx>
- **Rochester Regional Health: Genesee Mental Health Center (GMHC)**
 - Accepting new patients; age 5 through adult; call 585-922-7770.
 - Providing walk in hours for children only (Ages 5-19) M, W, F 8:30-10:30 am
 - Virtual Walk in via Zoom for ages 5-19 M, W, F 8:30-10:30 am (call 922-7270) to schedule
 - No walk-in hours for Adults until further notice
 - <https://www.rochesterregional.org/locations/rochester/genesee-mental-health-center>
- **Liberty Resource Behavioral Health**
 - 585-410-3370
 - Accepting new patients and conducting counseling by phone and zoom.
 - <https://www.liberty-resources.org>
- **Catholic Family Center (CFC)**
 - Accepting new patients age 5 through adult; call 585-546-7220
 - Scheduling intake appointments over the phone at 585-262-7000
 - Currently maintaining walk-in hours for all ages (youth and adults).
 - Monday 1-3; and Tuesday, Wednesday, Thursday 9-11.
 - <https://www.cfrochester.org/>
- **Villa of Hope Behavioral Health Clinic**
 - 585-328-0834
 - Accepting new patients and currently conducting appointments via telehealth.
 - Limited in person appointments
 - <https://villaofhope.org/>
- **Mt. Hope Family Center**
 - 585-275-2991 (All appointments are via telehealth)
 - <https://www.psych.rochester.edu/MHFC/>
 - Most services require DHS referral
- **OnTrackNY**
 - Accepting new referrals for patients with psychosis @ 585-241-1364. Clinical information needs to be faxed over; then, if child meets requirements, an evaluation will be conducted via Telehealth.
 - <https://www.ontrackny.org/>

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
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- **Monroe County Office of Mental Health**

- <https://www2.monroecounty.gov/mh-index.php#MentalHealth>
- **Children's SPOA (Single Point of Access)**
 - 585-753-2881
 - <https://www2.monroecounty.gov/mh-CYSPOANew>
- **Child and Family Treatment and Support Services (CFTSS)**
 - <https://www2.monroecounty.gov/mh-CFTSS>
 - Waitlist is approximately 1 ½ month (CPST, PSR, and OLP)
 - **Pathways** – (CPST, PSR, and OLP with 1 month wait) (HCBS no waitlist)
 - **Villa of Hope** – Telehealth for (OLP, CPST, and FPSS with 2-month waitlist, PSR with 1-month waitlist and YPST waitlist fluctuating)

Behavioral Health Resources – Only for Primary Care Providers to Access

- **NYS Project Teach**

- Child Psychiatric Consultation, Referrals, Training for Primary Care Providers, video consultations
- <https://projectteachny.org/>
- Face to face consultations occur within 2 weeks of request
- 855-227-7272

Crisis Services—For Families, PCPs, and Schools to Access

- **UR Medicine: Mobile Crisis Team @ 529-3721** or if no answer, call 211
 - Accepting new referrals, using Telehealth options to minimize direct staff/patient contact.
- **UR Medicine: Pediatric Behavioral Health & Wellness Outpatient Services Crisis Intervention Service**
 - Accepting urgent cases that are not already in mental health care; patients are being seen via Telehealth, although retaining ability to see acute patients in person; call the UR Med Behavioral Health Crisis Call Line at 585-275-8686.

Crisis Services—Telephone or Online Support

- **UR Medicine: Behavioral Health Crisis Call Line**
 - 585-275-8686
 - Hours: Monday-Friday: 7 am - 8 pm; and Saturday, Sunday and Holidays: 10 am - 6:30 pm
 - Licensed clinicians can help to determine level of care needed and connect families with appropriate services; for youth and adults.
- **Trevor Project**
 - TrevorLifeline 1-866-488-7386
 - TrevorText – text Start to 678678 – confidential text messaging with a counselor, available 24/7.
 - <https://www.thetrevorproject.org/>
 - Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people ages 13-24.
- **COVID-19 Emotional Support Hotline**
 - For youth and adults @ 844-863-9314
 - Monday thru Sunday, 8:00 am – 10:00 pm

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
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- **National Suicide Prevention Hotline (24 Hours)**
 - Free and confidential prevention and crisis resources for people in distress.
 - 800-273-8255 or online chat platform @ <https://suicidepreventionlifeline.org/chat/>
- **National Parent Helpline**
 - Emotional support and problem-solving help for parents.
 - Available Monday through Friday, 1-10 pm @ 855-427-2736
- **Disaster Distress Helpline**
 - Call 1-800-985-5990 or text TalkWithUs to 66746. The Disaster Distress Helpline (DDH) provides crisis counseling and support for anyone in the U.S. experiencing distress or other behavioral health concerns related to any natural or human-caused disaster, including public health emergencies.
- **Crisis Text Line**
 - Text MHA to 741741, and you will be connected to a trained Crisis Counselor. Crisis Text Line provides free, text-based support 24/7.

Crisis Services—For Behavioral Health providers to access

- **Home Based Crisis Intervention (HBCI)**
 - 585-922-8040
 - Accepting new referrals, Telehealth (audio and video) visits and in-home visits are now offered
 - HBCI can offer the same frequency (3 visits per week) and 24/7 crisis phone support. Please reach out with clinical info if there is a specific youth/family in mind.
 - Heather.Elston@rochesterregional.org
- **Hillside Family Crisis Services & Supports (FCSS)**
 - Can call Service Integration 585-256-7500.
 - Accepting referrals, Telehealth visits and home visits being offered.
 - Email Ann Crean at acrean@hillside.com for referrals.
- **Children and Youth Evaluation Services (CYES)**
 - Call 1-833-333-2937 for questions and to request referral
 - Short wait list and doing in home visits
- **Family Access and Connection Team (FACT)**
 - Taking referrals, a parent/guardian can call 753-2639 for assistance
 - Limiting face to face communication
- **Hillside Emergency Respite**
 - Parent would need to call, service integration, 256-7500 to start the process of respite.
 - They would gather info as well as a clinical and health risk screen. Respite services have at least a 2-month waiting list
- **Emergency Respite via Smith Rd.**
 - Jason West is the new program Counselor/Specialist
 - Phone: 585-241-1778
 - Fax: 585-787-1683
 - Jason.West@omh.ny.gov
 - We are reviewing referrals and we have an opening now for a respite

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Substance Use Services

- **UR Medicine: Strong Recovery Adolescent and Young Adult program**
 - 585-275-3161
 - Adolescent 14-18 and Young Adult 18-24
 - <https://www.urmc.rochester.edu/mental-health-wellness/addiction-services.aspx>
- **Villa of Hope Behavioral Health Clinic**
 - 585-328-0834
 - Adolescents and Young adults ages 12-26
 - <https://villaofhope.org/>
- **Rochester Regional Health/Evelyn Brandon Chemical Dependency Clinic**
 - 585-922-9900
 - Ages 12-18; 18 and older; older adults
 - 81 Lake Avenue, Rochester, NY

Major Local Telephone and Web Resource Lines

- **211/LIFE LINE:**
 - <https://www.211lifeline.org/>
 - 211/LIFE LINE is here for everyone, every day, anytime. Community members get connected with experienced tele counselors by simply dialing 211 for free and confidential assistance connecting to vital services within the community. When you need help locating basic resources (like food, clothing, shelter) or need crisis stabilization for yourself or someone you know, we are here to listen and here to help.
- **Kids Thrive 585:**
 - <https://kidsthive585.org/>
 - Child-focused Rochester, NY area non-profit (501c3) organization that highlights good work occurring throughout the community and improves access to resources for children, caregivers and child advocates.
- **National Suicide Prevention Hotline (24 Hours)**
 - Free and confidential prevention and crisis resources for people in distress.
 - 800-273-8255 or online chat platform @ <https://suicidepreventionlifeline.org/chat/>
- **National Parent Helpline**
 - Emotional support and problem-solving help for parents.
 - Available Monday through Friday, 1-10 pm @ 855-427-2736
- **Rochester Parent Network Nurse Line/ 292-BABY**
 - 585-292-Baby (585-292-2229)

Health Home Referrals

****Must be enrolled in Medicaid and have two underlying conditions (e.g., obesity, asthma, mental health disorder)***

- **Golisano Children's Hospital Health Home Program**
 - 585-275-4242
 - <https://www.urmc.rochester.edu/childrens-hospital/health-home.aspx>

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- **Pathways**
 - 607-937-3200
 - Website: <https://www.pathwaysforyou.org/>
 - Email: info@pathwaysforyou.org
 - 33 Denison Parkway West, Corning, NY 14830
 - No waitlist for care management
- **CHHUNY (Children's Health Home of Upstate New York)**
 - 855-209-1142
 - <https://www.childrenshealthhome.com/>
- **HHUNY (Adults - Health Homes of Upstate New York)**
 - 855-613-7659
 - <https://www.hhuny.org/>
- **Greater Rochester Health Home Network (Primarily Adults)**
 - 585-350-1400
 - <https://www.grhhn.org/home>

Referrals and Services for Youth with Possible Sexual Abuse Issues

- **Bivona Child Advocacy Center**
 - 585-935-7800
 - <https://www.bivonacac.org/>
 - Self-referrals, PCP-referrals, and accepting referrals from internal advocates and CPS workers who are continuing to see children/families (back to full capacity).
- **Mt. Hope Family Center**
 - 585-275-2991
 - <https://www.psych.rochester.edu/MHFC/>
 - Most services require DHS referral
- **Linden Oaks Sexual Abuse Treatment Services (LOSATS)**
 - 585-586-6840
 - <https://www.losats.com/>
 - Not currently taking new patients
- **RESTORE Sexual Assault Services**
 - 585-546-2777
 - Hotline 1-800-527-1757
 - <https://restoresas.org/>
 - Telehealth visits
- **REACH Program**
 - 585-935-7802
 - <https://www.urmc.rochester.edu/childrens-hospital/community-outreach-programs/reach-program.aspx>
 - REACH is a Referral and Evaluation service for Abused Children (PCP referral needed)
 - Fax intake form and a social worker will call to set up an evaluation

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- **NYS Child Abuse Hotline**
 - 1-800-342-3720
 - <https://ocfs.ny.gov/main/cps/default.asp>

Community Based Support

- **Compeer Rochester**
 - 585-546-8280
 - 259 Monroe Avenue, Rochester, NY
 - <https://www.compeerrochester.org/home>
 - Big Brother/Big Sister-type mentor program for youth with mental health challenges
Accepting referrals via email. Parent orientation will not be setup until their office re-opens. Telehealth and virtual contact through phone calls, e-mails, and video conferencing remain the safest and preferred methods of service delivery.
Services will not take place in homes or in the Compeer office until further notice.
 - Currently accepting youth referrals for the mentoring program is from 5-21 and the waitlist has no set time frame. However, girls are matched faster than boys, accepting all referrals for PSR, Habilitation, Peer, and FST.
- **Center for Teen Empowerment**
 - 585-697-3464
 - <https://teenempowerment.org/>
 - Employs Rochester youth who engage their peers, adults, and community leaders in youth-led initiatives.
- **Pathways to Peace**
 - 585-428-6339
 - <https://www.cityofrochester.gov/pathwaystopeace/>
 - Peace Manager of Youth Outreach & Violence Prevention
- **Monroe County Office of Mental Health**
 - **Children's SPOA (Single Point of Access)**
 - 585-753-2881
 - No wait for care coordination, skill builders (female) and peer mentors (female).
 - Health Home CM typically takes 2 weeks to connect after a referral is submitted.
 - For youth interested in males, there is an undermined wait at this time due to a shortage of male workers
 - Care coordination, skill building, and youth peer mentor services available through SPOA.
 - Current wait lists for care coordination and youth peer mentor (for males it is a longer wait).
 - Right now our waitlist for Non-Medicaid Care Coordination is about 2 months.
 - For youth open to female Skill Builders there is no wait. For youth looking for male Skill Builders there is a wait of approximately a month or two.
 - For youth open to female Youth Peer Mentors there a month or so wait and for youth seeking a male Youth Peer Mentor the wait is longer- still dealing with a shortage of male youth peer mentors
 - <https://www2.monroecounty.gov/mh-CYSPOANew>

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- **Child and Family Treatment and Support Services**
 - <https://www2.monroecounty.gov/mh-CFTSS>
- <https://www2.monroecounty.gov/mh-index.php#MentalHealth>
- **Hillside CFTSS Services**
 - PSR services: Taking referrals with a 2-month waiting list.
 - Respite: 2 month waiting list.
 - OLP, CPST, FPSS, YPST services: No waitlist
 - HBCS (waiver) referrals accepted and no waitlist for Community Self-Advocacy Services, no waitlist for Care Giver Family Support Services.
 - Email referrals to: referrals@hillside.com
- **Villa of Hope**
 - Currently offering Zoom and Phone appointments
 - OLP, CPST, FPSS have waitlists longer than 2 months
 - PSR waitlist is less than a month
 - YPST fluctuates, depending on the provider
- **Pathways Inc.**
 - There is no waitlist for CPST or PSR with medical necessity.
 - There is no waitlist for HCBS
 - There is waitlist for OLP and OLP evaluation at this time
 - Agency also offers Skill building through Monroe County SPOA for non-Medicaid youth. There is also no waitlist at this time for youth especially if they have no provider preference or don't mind a female provider.

Financial and Basic Needs Assistance

- **211/LIFE LINE:**
 - <https://www.211lifeline.org/>
- **Monroe County Temporary Financial Assistance Program**
 - 585-753-6477
 - Utility bills, rent, and food stamps.
 - Applications available at 691 Paul Street and 111 Westfall Road.
 - Emergency assistance applications for food or rent must be applied for in person at St. Paul Street.
- **The Community Place of Greater Rochester - Family Services**
 - 585-288-0021, 585-327-7200, 585-336-4697
 - Offers family and emergency services including: Utility gas and electric bill payment assistance
 - Family support and case management
 - 14605, 14607, 14609, 14610, 14621
- **Catholic Family Center**
 - 585-232-2050
 - <https://www.cfcrochester.org/>
 - Financial Assistance back rent assistance, utility assistance, emergency security deposit, must have "pay or quit" or eviction notice

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- **Jewish Family Service**
 - 585-461-0114 or send an email to helpline@jfsrochester.org 9 a.m. to 5 p.m. daily and weekends
 - <https://www.jfsrochester.org/>
 - Services include counseling, emergency family assistance, food, friendly callers, and general support & resources.
- **Health Well Foundation**
 - 800-675-8416
 - https://www.healthwellfoundation.org/fund/covid-19-fund/?utm_medium=social&utm_source=MHA&utm_campaign=COVID-19_story
 - Assistance with costs associated with delivered food, medication, diagnostics, transportation and telehealth as a result of COVID-19 risk or incidence
- **Food**
 - **Local school districts**
 - **Foodlink** 585-328-3380
 - <https://foodlinkny.org/need-food-map/>
 - **211/LIFE LINE:**
 - <https://www.211lifeline.org/>
- **Clothing**
 - **211/LIFE LINE:**
 - <https://www.211lifeline.org/>
- **Housing**
 - **Center for Youth**
 - 585-271-7670
 - <https://www.centerforyouth.net/>
 - Emergency housing for youth up to 21; currently open with limit of 5 youths.
 - Youth in need of housing can call Center for Youth directly at 585-271-7670.
 - For emergency shelter placement through DHS, youth can call the county at 585-753-2750 during the hours of 8:00 am – 2:00 pm and after hours (after 5pm) at 585-442-1742.
 - **Genesis House**
 - 585-235-2660
 - Emergency housing for youth 18-21; currently open.
 - **The Housing Council at PathStone**
 - 585-546-3700
 - <https://www.thehousingcouncil.org/>
 - **LawNY**
 - 585-325-2520, ext. 5652 (Leave a voice mail and someone will respond within 24 hours.)
 - <https://www.lawny.org/node/354>
 - Legal Assistance of Western New York provides free legal aid to people with problems such as eviction, foreclosure, denial of unemployment benefits, denial of public assistance.
 - **211/LIFE LINE:**
 - <https://www.211lifeline.org/>
 - **RAIHN**
 - Currently accepting families into its shelter program, however they are using hotel for shelter space until we are able to return to our normal model of using congregational space for shelter. Families can call directly to check on shelter space

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- **Transportation**

- **Regional Transit Service (RTS)**
 - 585-288-1700
 - Regular fares now
 - <https://www.myrts.com/>
- **Medical Answering Service (MAS)**
 - 866-932-7740
 - Still in operation with limited group rides.
 - Drivers and patients over the age of 2 have to wear a mask.
 - Cars are being sanitized after each trip
 - <http://www.medanswering.com/>

Education

- **Education**

- **RCSD Support Hotline** 585-262-8700 or 262-8100. The District has established a hotline for families regarding resources and supports, Monday to Friday, 8:00 am – 5:00 pm. Education May be provided in person for summer term.
- **Rochester City School District Special Education Parent Hotline** 585-262-8220
- **Universal Pre-K Information** 585-262-8140
- **ABC Head Start** 585-325-5116, x2
- **IBERO American Action League, Inc.** 585-256-8900
- **Operation Transformation Rochester** (Job Training) 585-428-6342
- **Early Childhood Family and Community Engagement (FACE) Center** 585-249-7817
They offer resources and information for families of children age 5 and under.
- **School Age FACE Center** 585-249-7848
For children aged 5-21.
- **Starbridge** 585-546-1700 Educational advocacy services
<https://starbridgeinc.org/how-we-can-help/with-school>
- **New York State Education Department** <http://www.nysed.gov/>
- **PBS Learning Media** <https://www.pbslearningmedia.org/resource/coronavirus-student-guide-explainer-updates-video/pbs-newshour/#.XmvUa6hKiUm>

Developmental Concerns

- **Early Intervention** 585-753-KIDS (585-753-5437) Option-1 (birth to 3)
- **CP Rochester** 585-334-6000
- **Golisano Autism Center Helpline** 1-866-AUTISM-4 (1-866-288-4764) or
HelpLine@GolisanoAutismCenter.org
- **UR Medicine: Developmental and Behavioral Pediatrics' Levine Autism Center (formerly Kirsch)**
585-275-2986

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- **Person Centered Services**
585-689-7459
aalbanese@personcenteredservices.com
Professionals or families can get assistance with applying for OPWDD. The intake department is a non-billable service to support families through the entire OPWDD eligibility and Medicaid process. Contact: Amy Albanese with questions or concerns about the OPWDD process and services for children with intellectual and developmental disabilities.
- **Prime Care NY**
844-347-3168
Help families through OPWDD eligibility and provide Care Coordination
<https://primecareny.org/enroll>
- **COVID-19 Resources for Parents of Children with Intellectual or Other Developmental Disabilities**
<https://myemail.constantcontact.com/COVID-19-Resources-for-Parents-of-Children-with-Intellectual-or-Other-Developmental-Disabilities.html?soid=1114625386453&aid=7uHDuQO0UDE>

Child Care

- **NYS Childcare Council**
 - 585-654-4720
 - <https://childcarecouncil.com/>
- **Monroe County DHS/Medicaid**
 - 585-753-6960
 - <https://www2.monroecounty.gov/hs-daycare>
- **YMCA**
 - <https://rochesterymca.org/>
- **Daystar**
 - 585-385-6287
 - 700 Lac de Ville Blvd, Rochester, NY
 - <https://www.daystarkids.org/>
 - For medically fragile children
- **Crisis Nursery of Greater Rochester**
 - 585-235-5750 and 24-hour Crisis Line: 585-271-7670
 - www.cngr.org
 - 905 Monroe Avenue, Rochester, NY and 201 Genesee Park Blvd, Rochester, NY
 - When parents find themselves in crisis they may be temporarily unable to care for their children. The Crisis Nursery can provide the short-term childcare they need while resolving their problems.
 - Children from birth up to age twelve
 - Open 24 hours per day, most days of the year
- **NYS Childcare Resource**
 - <https://ocfs.ny.gov/programs/childcare/resources-for-families.php>
- **IBERO-American Action League**
 - 585-256-9800
 - <https://iaal.org/>

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LGBTQ

- **Trevor Project**
 - Trevor Lifeline 1-866-488-7386
 - Trevor Text – text Start to 678678 – confidential text messaging with a counselor, available 24/7.
 - <https://www.thetrevorproject.org/>
 - Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people ages 13-24.
- **Trillium Health**
 - 585-545-7200
 - Primary Care and other health services
 - <https://www.trilliumhealth.org/en/news/146/trillium-health-earns-2019-lgbtq-health-care-equality-leader-designation>
- **Golisano Children’s Hospital Gender Health Services**
 - 585-275-2964
 - Provides services to aid families, youth, and young adults who identify as transgender, gender fluid, or have other questions or concerns about their gender.
 - <https://www.urmc.rochester.edu/childrens-hospital/adolescent/gender-health-services.aspx>

Domestic Violence/Intimate Partner Violence

- **Willow Domestic Violence**
 - 585-232-5200
 - 24-Hour Hotline 585-222-SAFE (585-222-7233)
 - 24-Hour Text Line 585-348-SAFE (585-348-7233)
 - TTY Line: 232-1741
 - <https://willowcenterny.org/>
- **RESOLVE of Greater Rochester**
 - 585-425-1580
 - <https://www.resolve-roc.org/>
- **HEAL**
 - 585-275-HEAL (585-275-4325)
 - Program Offers Holistic Care For Victims of Interpersonal Violence.
 - <https://www.urmc.rochester.edu/news/story/4721/heal-program-offers-holistic-care-for-victims-of-interpersonal-violence.aspx>
- **RESTORE Sexual Assault Services**
 - 585-546-2777
 - Hotline 1-800-527-1757
 - <https://restoresas.org/>
- **Saathi of Rochester**
 - 585-234-1050
 - <https://www.facebook.com/saathiofrochester/>

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
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Parent Groups

- **Parenting Village**
 - 585- 270-1832
 - 255 East Ave #201, Rochester, NY, 14604
 - <https://www.facebook.com/ParentingVillageRochester/>; <http://www.ourparentingvillage.org/>
- **Parents as Teachers at Hillside Children’s Center**
 - One Mustard Street, Suite 2-4050, Rochester, NY
 - Parent Education
 - 585-436-0370, ext. 308
- **Compeer Rochester**
 - 585-546-8280
 - 259 Monroe Avenue, Rochester, NY
 - <https://www.compeerrochester.org/home>
- **Mental Health Association**
 - 585-325-3145
 - 320 N. Goodman St., Rochester, NY
 - <https://www.mharochester.org/>
- **Peter Castle Family Resource Center**
 - 585-436-0370
 - 555 Avenue D, Rochester, NY
 - <https://www.rcsdk12.org/domain/7158>

Information about COVID-19 for Children

- **Talking To Children about COVID-19**
 - [https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-\(coronavirus\)-a-parent-resource](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource)
 - <https://www.urmc.rochester.edu/childrens-hospital/coronavirus-information-for-families/resources-for-families.aspx>
 - [COVID-19 Resources for Parents of Children with Intellectual or Other Developmental Disabilities](#)
 - <https://www.mghclaycenter.org/hot-topics/7-ways-to-support-kids-and-teens-through-the-coronavirus-pandemic/>
 - <https://www.zerotothree.org/resources/3265-answering-your-young-child-s-questions-about-coronavirus>

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Starting the Discussion with Children on Racism

- <https://childmind.org/article/racism-and-violence-how-to-help-kids-handle-the-news/>
- https://www.apa.org/topics/kids-discrimination?utm_source=twitter&utm_medium=social&utm_campaign=apa-parenting&utm_content=kids-discrimination

Monroe County Department of Public Health Information

MCDPH Frequently Asked Questions

MCDPH: If someone in a classroom tests positive for COVID-19

MCDPH: 3 Ways to Get a COVID-19 Test in Monroe County

COVID-19 Vaccine Info <https://am-i-eligible.covid19vaccine.health.ny.gov/>