

# RESOURCE GUIDE



Office of  
Mental Health



## Genesee County

This resource guide includes information about where you can find help in your local community. All the programs and services listed below allow you to self-refer and some may offer walk-in appointments.

### Crisis Services & Support

**BH and Crisis Center—Rochester Regional Health**  
An alternative to the ER for those needing urgent mental health treatment.  
65 Genesee St, Rochester, NY 14611  
585-368-3950

**Genesee County Care & Crisis Hotline**  
24 Hour Crisis Hotline.  
585.283.5200, press 1

**United Memorial Medical Center**  
127 North Street, Batavia  
585- 343-6030

**East House – Affinity Place**  
No fee, short-term, peer run residence for times of crisis  
269 Alexander St., Rochester, NY 14607  
585-563-7083; Or email [Affinityplace@easthouse.org](mailto:Affinityplace@easthouse.org)  
Hours: 24/7  
Ages 21+ with a serious mental illness diagnosis experiencing a psychiatric crisis.

**East House - Affinity Place Warmline**  
Warm-line staffed 24/7 by peer mentors to provide support and somebody to talk to.  
585-563-7470—Call 24/7 for support

**988 Suicide & Crisis Lifeline**  
Call 988/Text 988  
Chat: [chat.988lifeline.org](https://chat.988lifeline.org)

**WNY Law Enforcement Helpline**  
Support to law enforcement members and their families.  
716-858-2677  
Call 24/7 for support and intake forms  
[www.wnylawenforcementhelpline.org](http://www.wnylawenforcementhelpline.org)

**Veterans Crisis Hotline**  
Confidential support for veterans.  
Call 988, and choose option “1” for veterans.  
Text: 838255 or chat online  
[www.veteranscrisisline.net/get-help-now/chat/](http://www.veteranscrisisline.net/get-help-now/chat/)

**Rochester Psychiatric Center Mobile Crisis Team (Adult)**  
Call direct at 585-241-1812, option 2  
Hours: Monday-Friday 8am-4pm, *no holiday/weekend coverage*

### Mental Health Treatment & Rehabilitation

**Genesee County Mental Health Clinic**  
Offers mental health treatment and case management.  
5130 E. Main St., Suite 2, Batavia, NY 14020  
585-344-1421  
New appointments are walk-ins only, avail. Mon-Fri 9am-3pm

**Oak Orchard Health**  
Provides adult and child mental health treatment  
319 West Main Street, Batavia, NY 14020  
585-599-6446  
Hours: Mon/Wed 8am-5pm; Th 8am-6pm; Fri 8am-4:30pm

**Horizon's Health Services**  
Provides MH and substance use treatment.  
314 Ellicott St, Batavia, NY 14020  
585-815-0247  
Hours: Mon/Wed 8am-4:30pm, Tu/Th 8am-7pm, Fri 8am-1pm

**Endeavor Health Services**  
150 Mt. Hope Avenue, Rochester, NY 14620  
716-895-6701—Intake line  
\*Call intake line for appointment/location and hours.

**Catholic Charities**  
25 Liberty St, Batavia, NY 14020  
585-343-0614  
\*Call for hours and appointment.

**UconnectCare Behavioral Health Services**  
Mental health and substance use treatment.  
430 E. Main St, Batavia, NY 14020  
585-343-1124  
\*Call for hours and appointment.

## Peer Support Services

### Recover Options Made Easy- ROME

Provides peer services, short term & intensive crisis respite, peer run/staffed residences, & supportive housing.  
716-531-5508 or 1-800-421-1114 dial 0  
Visit <https://recoveryoptionsny.org/contact/>  
Or email [info@recoveryoptionsny.org](mailto:info@recoveryoptionsny.org) for more information

Please call to learn more and to be directed to the appropriate program based on your individual needs.

### Mental Health Associates of Genesee/Orleans Co.

Provides support groups, peer services, and advocacy. 25 Liberty Street, Batavia, NY 14020  
585-344-2611  
Hours: Mon-Fri 12pm-4pm; Mon/Tues/Fri also 5pm-8pm

### Restoration Society

Peer mentor programs, employment assistance.  
220 East Main St, Batavia, NY 14020  
585-343-9162

**WNY Independent Living - Peer Connections** Supports mental wellness through building of life skills, peer socialization, and employment help with Job Club.  
716-836-0822, ext 336  
Hours: Monday-Friday 8:45 am-4:45 pm.

[www.wnyil.org/agencies/mental-health-peer-connection/](http://www.wnyil.org/agencies/mental-health-peer-connection/)

## Addiction or Substance Use Treatment and Support

### Horizons Recovery Center

Co-occurring and substance use treatment. Offers MAT  
314 Ellicott St, Batavia, NY 14020  
585-815-0247 for Batavia office.  
Call 716-831-1800 to schedule new patient intakes.

### Delphi Rise

24/7 Open Access Clinic  
72 Hinchey Rd, Rochester, NY 14624  
585-467-2230

### Uconnect Care—Detox Services

424 E. Main St, Batavia, NY 14020  
585-343-8330—Ask for detox  
Open access hours: Monday-Friday, 9am-11am  
\*Bring any current meds, clothes, and ID

### UconnectCare—Atwater Residential Program

424 E. Main St, Batavia, NY 14020  
585-343-8330—Call for intake/admission info.

### UconnectCare—Opioid Treatment Program

585-815-1894, call for program information.

### WNY Opioid Addiction Treatment MAT Hotline

716-463-6222  
Hours: 24/7

### Alcoholics Anonymous—Livingston Intergroup

585-281-0108  
Visit [www.livingstonareaintergroup.org](http://www.livingstonareaintergroup.org)  
Call 24/7 for information on groups held in your area.

### Narcotics Anonymous (NA)- Rochester Area Group

315-847-3842  
Call 24/7 for information on groups held in your area.

### Naloxone NOW:

Text "NARCAN" to 21000 to arrange for delivery.

## Other Services

### Genesee County Department of Social Services

Assists with SNAP, Medicaid, Temporary Assistance, HEAP, Adult Services, and other services.  
5130 East Main Street, Batavia, NY 14020  
585-344-2580, ext. 6524  
Hours: Monday-Friday 8:00am-5:00pm

### Restore Sexual Assault Services information

83 Main Street, Batavia, NY 14020  
24 hour hotline: 585-546-2777

### Domestic Violence Hotline: 585-343-7513

### Health Homes of Upstate New York (HHUNY)

Care management services for Medicaid recipients.  
1-855-613-7659  
Visit [www.hhuny.org/about/where-we-are/](http://www.hhuny.org/about/where-we-are/)  
Or email [referrals@hhuny.org](mailto:referrals@hhuny.org) or [askhhuny@hhuny.org](mailto:askhhuny@hhuny.org)

### YWCA:

Domestic violence and preventative services  
301 North Street, Batavia, NY 14020  
585-343-5808

### NYS Domestic and Sexual Violence Hotline

Hotline 1-800-942-6906  
Text 1-844-997-2121  
Chat: [opdv.ny.gov](http://opdv.ny.gov)

### USDA National Hunger Hotline

Food assistance for families.  
1-866-348-6479/English Or 1-877-842-6273/Spanish  
Hours: Monday-Friday 7am-10pm

### Medicaid Transportation MAS

Provide transportation to Medicaid recipients for medical appointments/non emergency medical transportation.  
1-866-753-4543 press 9  
Hours: Monday-Sunday 7am-7pm

To find more mental health programs and services visit our website at [www.omh.ny.gov](http://www.omh.ny.gov)



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