

# RESOURCE GUIDE



Office of  
Mental Health



## Monroe 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

#### **URMC Strong Memorial Hospital- CPEP**

Comprehensive Psychiatric Emergency Program  
Provides 24/7 emergency psychiatric services to people of all ages in urgent need of psychiatric evaluation.  
601 Elmwood Ave., Rochester, NY 14642  
585-275-2100

#### **URMC Mobile Crisis Team**

24 Hour Crisis Hotline for Monroe County  
585-275-8686

MH crisis support for those who do not feel the need to visit CPEP. Crisis team can rapidly respond to you at your home or elsewhere in the community if necessary.

#### **Rochester Regional BH Access and Crisis Center**

Urgent care for mental health and addictions crisis.  
65 Genesee St, Rochester, NY 14611  
585-368-3950

Hours: Monday-Friday 9am-9pm

An alternative to the emergency room. You may walk-in without an appointment or call ahead to be accepted as soon as space is available.

#### **988 Suicide & Crisis Lifeline**

Call 988/Text 988  
Chat: [chat.988lifeline.org](https://www.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](https://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/](https://www.veteranscrisisline.net/get-help-now/chat/)

#### **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.

### Mental Health Treatment & Rehabilitation

#### **URMC- Strong Minds Adult Mental Health**

**Services** CCBHC/Outpatient MH Clinic  
150 North Chestnut St., Rochester, NY 14604  
585-273-5050  
Hours: Monday-Thursday 7:30am-7pm;  
Friday 7:30am-5pm  
Call for phone screening for appropriate services.

#### **URMC-Strong Recovery**

CCBHC/Outpatient MH Clinic  
2613 W. Henrietta Rd., Rochester, NY 14623  
585-275-3161 Fax: 585-273-1089  
Hours: Monday-Friday 6:15am-6:30pm,  
Saturday 7am-11am

#### **Villa of Hope - Mental Health and Social Service**

Outpatient MH Clinic  
1099 Jay St. #P, Rochester, NY 14611  
585-865-1550, dial 1 for new intake  
Hours: Monday-Thursday 8am-7pm, Friday 8am-5pm  
Eligibility: All ages, family and individuals

#### **Monroe County Single Point of Access (SPOA)**

Centralized referral system to assist individuals with social and mental health including case management, housing, and mental health treatment.  
Monroe County Office of Mental Health  
1099 Jay St. Bldg. J, 2nd Floor, Rochester, NY 14611  
585-753-2874 Fax: 585-753-2885

## 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

### Villa of Hope - Hope Place

Peer-run Living Room Program  
1099 Jay St. Building #P, Rochester, NY 14611  
585-325-3599 or 585-328-0740  
Hours: Daily 3pm-11pm

### Affinity Place Warmline

Call 24/7 for peer support  
585-563-7470

### Mental Health Association (MHA) of Rochester

Multiple Peer-Based Programs  
274 N Goodman St. Suite D103, Rochester, NY 14607  
585-325-3145 main office  
Hours: Wellness Center M-F 9:30-4:30, Self-Help drop-in center M-F 4pm-9pm, 1:1 peer crisis support M-F 1-4pm  
Programs include Anger Management, Creative Wellness, Life Skills, Youth and Family Peer Support, Education and Employment Support, Community Resource Navigation.

### Compeer Rochester

Peer support, volunteer services, and mentoring  
585-546-8280  
Choose program for referrals  
[www.compeerrochester.org/programs](http://www.compeerrochester.org/programs)

## Addiction or Substance Use Treatment and Support

### Delphi Rise

24/7 Open Access Clinic  
72 Hinchey Rd, Rochester, NY 14624  
585-467-2230  
Provides on-demand substance abuse evaluations and referrals.

### Alcoholics Anonymous (AA)- Rochester Central

Office 585-232-6720  
Call 24/7 for information on groups held in your area.

### Narcotics Anonymous (NA)- Northern NY Region

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

### OASAS 24-Hour Hopeline

24/7 helpline for substance use and gambling concerns.  
1-877-846-7369 or text 467369

### Never Use Alone

Nationwide service where operators with lived experience remain with the caller while using and oversee that the person uses safely.  
877-696-1996 Call 24/7/365

### Naloxone NOW:

Text "NARCAN" to 21000 to arrange for delivery.

## Other Services

### Monroe County Department of Social Services

Assists with SNAP, Medicaid, Temporary Assistance, HEAP, Adult Services, and other services.  
111 Westfall Road, Rochester, NY, 14620  
585-753-6477 Fax: 585-753-6102  
Hours: Monday-Friday 8:00am-4:00pm

### Alternate Monroe County DSS locations

**Lifespan of Greater Rochester**  
1900 South Clinton Ave, Rochester, NY, 14618  
585-244-8400, ext. 102  
Hours: Monday-Friday 8:30am-4:30pm

### Catholic Charities Family & Community Service

1460 Lyell Ave, Rochester, NY, 14606  
585-238-8620, ext. 13221  
Hours: Monday-Friday 8:30am-4:30pm

### 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

### 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)

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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