

RESOURCE GUIDE



Office of
Mental Health



Ontario 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

Clifton Springs Comprehensive Psych Emergency Program (CPEP)

Provides 24/7 emergency psychiatric services to people of all ages in urgent need of psychiatric evaluation
2 Coulter Rd, Clifton Springs NY 14432
315-462-1080

Clifton Springs Mobile Crisis Team

315-462-1080
Call 24/7 for mobile crisis intervention and mental health services. Evaluations can be completed virtually or can come to you in the community. Psychiatric evaluations can be completed in the ER at Clifton Springs, virtually or in person in the community.

The Trevor Project Hotline

24/7 Crisis hotline for LGBTQ young people
Call 1-866-488-7386 or text 678-678
Free, confidential and secure 24/7 service offering crisis counselors for individuals who are struggling with issues such as coming out, LGBTQ identity, depression, and suicide.

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

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/

Mental Health Treatment & Rehabilitation

Ontario County Mental Health Center

Outpatient MH clinic
3019 County Complex Dr., Canandaigua, NY 14424
585-396-4363; Fax: 585-396-4993
Hours: Mon/Thurs/Fri 8am-5pm; Tue/Wed 8am-7pm
Open Access Hours: Mon 8am-11am, Tue/Thu 12:30pm-3:30pm

Clifton Springs Behavioral Health Clinic

Outpatient MH clinics, *multiple sites
***Clifton Springs Site:**
2 Coulter Rd., Clifton Springs, NY 14432
585-922-9900 for intake
Hours: Monday-Thursday 8:30-5pm, Friday 8:30am-4pm
***Canandaigua Site:**
35 North St., Canandaigua NY 14424
585-922-9900 for intake
Hours: Monday and Thursday 8am-7:30pm,
Tuesday, Wednesday, and Friday 8am-4:30pm

FLACRA– Geneva site

CCBHC/Outpatient MH Clinic
116 Lewis St., Geneva, NY 14456
315-781-0771
Hours: Monday-Thursday 7am-8pm, Friday 7am-5pm,
Saturday 7am-2pm
Offer a comprehensive integrated range of services including crisis services, screening & assessment, outpatient MH and SUD treatment, medication management, primary care screening, targeted case management, and psychiatric rehabilitation.

Peer Support Services

Mental Health Association (MHA) Ontario County

Multiple Peer-Based Programs
120 North Main St., Canandaigua, NY 14424
585-629-0386
Hours: Tuesday 11am-5pm; Wednesday 10am-4:30pm;
Thursday 9am-4:30pm

CASA Trinity Peer Crisis line

24/7 crisis line
607-378-7479

AspireHope NY

Peer Support services
25 West Steuben St., Bath, NY 14810
607-776-2164
Parent, Youth, or Adult peer services and support, including Home & Community Based Support (HCBS) and Child and Family Treatment and Support Services (CFTSS).

Lakeview Health Services

Peer support services
600 W Washington St., Geneva, NY 14456
315-789-5501

Addiction or Substance Use Treatment and Support

FLACRA COTI Team

Mobile Substance Use Crisis Response
1-833-435-2272
Hours: 24/7
Offers immediate response services including overdose prevention, treatment, and community recovery support for addiction to prescription opioids and illicit drugs such as heroin. Helps those in crisis and reduce opioid-related deaths.

Alcoholics Anonymous (AA)- Finger Lakes Area Inter-group

315-789-5955
Call 24/7 for information on groups held in your area.

Narcotics Anonymous (NA): Fingerlakes 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

Ontario County Department of Social Services (DSS)

Assists with SNAP, Medicaid, Temporary Assistance, HEAP, Adult Services, and other services.
3010 County Complex Dr., Canandaigua, NY, 14424
585-396-4060; Fax: 585-396-4980
Hours: Monday-Friday, 8:30am-5pm

Ontario County Single Point of Access (SPOA)

Centralized referral system to assists individuals with social and mental health including case management, housing, and mental health treatment.
609 West Washington St., Geneva, NY 14456
315-789-0550; Fax: 315-789-0555
Services provider through Lakeview Health

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/
Or email referrals@hhuny.org or askhhuny@hhuny.org

NYS Domestic and Sexual Violence Hotline

Hotline 1-800-942-6906
Text 1-844-997-2121
Chat: 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



BeWell.ny.gov

