

RESOURCE GUIDE



Office of
Mental Health



Orleans 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

Orleans County Care & Crisis Hotline

585-283-5200; press 1
This is a 24/7, free, and confidential service for individuals in Genesee & Orleans Counties, available in English and Spanish.

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/

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

Orleans County Mental Health

Outpatient MH clinic
14014 Route 31 West, Albion, NY 14411
585-589-7066; press 2
Hours: Monday, Thursday & Friday 9am-5pm; Tuesday 9am-8pm; Wednesday 8am-8pm; 1st & 3rd Saturday 9am-1pm
Priority Open Access for new patients is available Mon-Fri with start times at 1:00pm & 2:00pm. Arrive 30 minutes prior to start. New patients may also be seen on a walk-in basis up to 90 minutes before closing time, depending upon availability.

Oak Orchard Health

Certified Patient Centered Medical Home offering outpatient MH
301 West Ave., Albion, NY 14411
585-589-5613; press 4
Hours: Monday-Thursday, 8am-8pm; Friday 8am-5pm
Also offers Blood Tests, Dental Care, General Medical Care, General Psychiatry, Health Insurance Information/ Counseling, and Pediatrics.

Peer Support Services

Mental Health Associates of Genesee/Orleans Co.

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

CASA Trinity Peer Crisis line

24/7 crisis line
607-378-7479

MHA Warm Line

585-813-0072
Hours: Monday-Friday 12pm-8pm;
Saturday-Sunday 5pm-8:30pm
Peer to peer, non-crisis telephone service providing support and encouragement to adults with mental health concerns.

Addiction or Substance Use Treatment and Support

UConnectCare Detox Center

Medically Supervised Detox Center
424 East Main St., Batavia, NY 14020
585-815-1860
Hours: Walk-in intakes Monday-Friday, 9am-11am only
*Bring any current meds, clothes, ID

Alcoholics Anonymous (AA)- Rochester Intergroup

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

Narcotics Anonymous (NA)- Niagara-Orleans Region

716-478-6992
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

Orleans County Department of Social Services

Assists with SNAP, Medicaid, Temporary Assistance, HEAP, Adult Services, and other services.
14016 Route 31 West, Albion, NY, 14411
585-589-7000; dial 4, Fax:585-589-7479
Days Open: Monday-Friday, 9am-5pm

Orleans 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.
14014 Route 31, Albion, NY 14411
585-589-2875, Fax: 585-589-6395

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

988

SUICIDE & CRISIS
LIFELINE



BeWell.ny.gov



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