

RESOURCE GUIDE



Office of
Mental Health



Seneca 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

Seneca County Crisis Response Team

24/7 Mobile Crisis Service

988 or 315-539-1980

Mobile crisis team can rapidly respond to you at your home or elsewhere in the community if necessary.

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.

Clifton Springs Comprehensive Psychiatric 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

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

Seneca County Community Counseling

Center *Program available at multiple sites and provides comprehensive Mental Health and Substance Use Disorder services.

*Community Counseling Center

31 Thurber Dr., Waterloo, NY 13165

315-539-1980

Hours: Monday-Thursday 8am-4pm, Friday 8am-3pm

*South County Clinic

7204 Main St., Ovid, NY 14521

315-220-3201

Hours: Monday 8:30am-4:30pm, Tuesday 8:30am-7pm,
Wednesday 8:30am-6pm, Friday 8:30am-4pm

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.

Seneca Ontario Community Services– Elmira Psychiatric Center

Outpatient MH Clinic

12 North Park Street, 2nd Floor, Seneca Falls, NY 13148

315-568-9412

Hours: Monday–Friday 8am-4:30pm

Peer Support Services

AspireHopeNY

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).

CASA Trinity Peer Crisis

line 24/7 crisis line
607-378-7479

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.

New Dawn Inpatient– Saint Joseph’s Hospital

Inpatient SUD program
555 St. Joseph's Boulevard, Elmira, NY 14901
607-737-7801
Hours: 24/7

Provides inpatient alcohol and drug treatment to help individuals who are physically dependent during the withdrawal period. Do not take Molina Insurance.

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)- Finger Lakes 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

Seneca County Department of Social Services (DSS)

1 Diprono Dr., Waterloo, NY 13165
315-539-1800, press 1; Fax: 315-539-9479
Hours: Monday-Friday 8am-5pm

Seneca 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

