

# RESOURCE GUIDE



Office of  
Mental Health



## Yates 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

#### Finger Lakes Mental Health Crisis Intervention

315-531-2400  
Hours: 24/7  
Staffed by clinic during business hours and hospital staff afterhours.

#### 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.

#### 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](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/)

#### 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.

### Mental Health Treatment & Rehabilitation

#### FLACRA- Penn Yan Site

CCBHC/Outpatient MH Clinic  
2466 Route 54A, Penn Yan, NY 14527  
315-536-7751  
Hours: Monday-Thursday 8am-8pm, Friday 8am-4:30pm, Saturday 8am to 2pm  
A Certified Community Behavioral Health Clinic (CCBHC), offering integrated care for mental health, substance use, and physical health with a focus on holistic social care needs.

#### John D. Kelly Clinic– Finger Lakes Health Outpatient

MH clinic  
418 North Main St., Penn Yan, NY 14527  
315-531-2400  
Hours: Tuesday, Thursday, Friday 8am-4:30pm, Monday & Wednesday 8am-8:30pm  
Providers outpatient MH services for patients throughout the life span.

## Peer Support Services

### 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).

### CASA Trinity Peer Crisis line

24/7 crisis line  
607-378-7479

### FLACRA Connections Rounded Recovery

Peer Support services  
20 Maiden Ln., Penn Yan, NY 14527  
833-435-2272 Ext. 5  
Peer-led, in-person and virtual group sessions designed to help you maintain your recovery and emotional wellbeing.

[www.flacra.org/connections-schedule](http://www.flacra.org/connections-schedule)

## 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. Support includes individual and group therapy and medical and prescription drug intervention as needed. 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

### Yates County Department of Social Services (DSS)

Assists with SNAP, Medicaid, Temporary Assistance, HEAP, Adult Services, and other services.  
417 Liberty St., Suite 2122, Penn Yan, NY, 14527  
315-536-5183  
Hours: Monday-Friday 9am-4pm

### Yates 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.  
417 Liberty St., Suite 1056, Penn Yan, NY 14527  
315-536-5114

### 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)

### 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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LIFELINE



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