

## Outpatient Behavioral Health

### UR Medicine: Pediatric Behavioral Health & Wellness (PBH&W) Outpatient Services

- New requests for services are being triaged, call 585-279-7800; new patients are being accepted; ages birth to 18; youth and families are being seen via telehealth and in person
- <https://www.Golisano.urmc.edu/behavioralhealth>

### UR Medicine: Adolescent Partial Hospital Program (PHP)

- Accepting new patients; ages 12-18. Telehealth model.
- Call 585-273-1776 or 585-275-8575
- <https://www.urmc.rochester.edu/childrens-hospital/behavioral-health-wellness/partial-hospitalization.aspx>

### UR Medicine: Mental Health & Wellness Outpatient Services

- Accepting new adult patients 18+ @ 585-273-5050
- New downtown location open at 150 Chestnut Street
- <https://www.urmc.rochester.edu/mental-health-wellness/adult-services.aspx>

### Rochester Regional Health: Genesee Mental Health Center (GMHC)

- Accepting new patients; age 5 through adult; call 585-922-7770. Initial intakes are in person.
- Walk-in hours for ages 5-19 are Monday, Wednesday, & Friday from 8:30-10:30 am
- Walk-in hours for Adults are Tuesday & Thursday from 8:00-10:00 am
- <https://www.rochesterregional.org/locations/rochester/genesee-mental-health-center>

### Liberty Resource Behavioral Health

- 585-410-3370
- Accepting new patients and conducting counseling by phone or Zoom – intakes are in-person
- New location: 175 Winton Rd North (same building as Aldi's)
- Walk-in hours are Monday from 10:30 am-12:00 pm and Tuesday & Thursday from 8:30-10:00 am
- <https://www.liberty-resources.org>

### Catholic Family Center (CFC)

- Accepting new patients age 5 through adult; call 585-546-7220 or 585-262-7000
- Scheduling intake appointments over the phone at 585-262-7000
- Currently maintaining walk-in hours for all ages (youth and adults)
  - Monday-Thursday from 8:30 am-2:00 pm & Friday's from 8:30 am-12:00 pm
- Children Services – 87 N. Clinton Avenue, Adult Services – 79 N. Clinton Avenue
- <https://www.cfcrochester.org/>

### Villa of Hope Behavioral Health Clinic

- 585-328-0834
- Not accepting new patients until January 2022
- Limited in-person appointments
- <https://villaofhope.org/>

### Mt. Hope Family Center

- 585-275-2991 (Appointments are via in-person or telehealth)
- <https://www.psych.rochester.edu/MHFC/>
- Most services require DHS referral

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis  
UR Medicine: Pediatric Behavioral Health & Wellness  
11/1/2021

OnTrackNY

- Accepting new referrals for patients with psychosis @ 585-241-1364. Clinical information needs to be faxed over; then, if child meets requirements, an evaluation will be conducted via telehealth or in-person.
- <https://www.ontrackny.org/>

Monroe County Office of Mental Health

- <https://www2.monroecounty.gov/mh-index.php#MentalHealth>

Children's SPOA (Single Point of Access)

- 585-753-2881, 585-753-6104, or 585-753-2680
- <https://www2.monroecounty.gov/mh-CYSPOANew>

Child and Family Treatment and Support Services (CFTSS)

- <https://www2.monroecounty.gov/mh-CFTSS>

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COVID-19 NYS Emotional Support Hotline

- For youth and adults @ 844-863-9314
- Monday thru Sunday, 8:00 am – 10:00 pm

National Suicide Prevention Hotline (24 Hours)

- Free and confidential prevention and crisis resources for people in distress.
- 800-273-8255 or online chat platform @ <https://suicidepreventionlifeline.org>





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Child and Family Treatment and Support Services

- <https://www2.monroecounty.gov/mh-CFTSS>
- <https://www2.monroecounty.gov/mh-index.php#MentalHealth>

Hillside CFTSS Services

- PSR services: Closed - no availability
- Respite: No availability
- OLP (Currently 25-person waitlist), CPST (available now), FPSS (available now)
- HBCS (waiver) referrals accepted for Community Self-Advocacy Services and Care Giver Family Support Services. This is a longer process now with 25-person maximum waitlist.
- Email referrals to: [referrals@hillside.com](mailto:referrals@hillside.com). Depending on the service, there is a maximum of 25 kids



## Housing

- Center for Youth  
585-271-7670  
<https://www.centerforyouth.net/>  
Emergency housing for youth up to 21; currently open with limit of 5 youths.  
Youth in need of housing can call Center for Youth directly at 585-271-7670. The 13-bed shelter serves you 12-17 years old, for up to 30 days.  
For emergency shelter placement through DHS, youth can call the county at 585-753-2750 during the hours of 8:00 am – 2:00 pm and after hours (after 5pm) at 585-442-1742.
- The Housing Council at PathStone  
585-546-3700  
<https://www.thehousingcouncil.org/> or email [thc@pathstone.org](mailto:thc@pathstone.org)
- LawNY  
585-325-2520, ext. 5652 (Leave a voice mail and someone will respond within 24 hours.)  
<https://www.lawny.org/node/354> or <http://www.nysba.org/lawyerreferral/>  
Legal Assistance of Western New York provides free legal aid to people with problems such as eviction, foreclosure, denial of unemployment benefits, denial of public assistance.
- 211/LIFE LINE:  
<https://www.211lifeline.org/>
- RAIHN  
585-506-9050  
Currently accepting families into its shelter program, however they are using hotel for shelter space until we are able to return to our normal model of using congregational space for shelter. Families can call directly to check on shelter space

## Transportation

- Regional Transit Service (RTS)  
585-288-1700  
Regular fares now  
<https://www.myrts.com/>
- Medical Answering Service (MAS)  
866-932-7740  
Still in operation with limited group rides.  
Drivers and patients over the age of 2 have to wear a mask.  
Cars are be7.33 262.25 Tm0 g0 G( )JTJETQ EMC /P AMCTm4 792 reW\*nBT/F2 12 Tf1 0 0 1 558.12 380

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- Operation Transformation Rochester (Job Training) 585-428-6342
- Early Childhood Family and Community Engagement (FACE) Center  
Resources and information for families of children 5 and under, contact 585-249-7817  
Resources and information for families of children 5 – 21, contact 585-249-7814
- Starbridge  
Main Number: 585-546-1700, Educational advocacy services: 585-224-7359  
<https://starbridgeinc.org/how-we-can-help/with-school>
- New York State Education Department <http://www.nysed.gov/>
- PBS Learning Media <https://www.pbslearningmedia.org/resource/coronavirus-student-guide-explainer-updates-video/pbs-newshour/#.XmvUa6hKiUm>
- LawNY  
585-325-2520, ext. 5652 (Leave a voice mail and someone will respond within 24 hours.)  
<https://www.lawny.org/node/354>  
Legal Assistance of Western New York provides free legal aid to people with problems such as eviction, foreclosure, denial of unemployment benefits, denial of public assistance.
- Office of Adult Career and Continuing Education Services Vocational Rehabilitation ACCES-VR  
585-238-2900 or visit <http://www.acces.nysed.gov/vr/>

#### Developmental Concerns

- Early Intervention/Preschool Special Education 585-753-KIDS (585-753-5437) Option-1 (birth to 3)
- CP Rochester 585-334-6000
- Golisano Autism Center Helpline 1-866-AUTISM-4 (1-866-288-4764) or  
[Helpline@GolisanoAutismCenter.org](mailto:Helpline@GolisanoAutismCenter.org)
- UR Medicine: Developmental and Behavioral Pediatrics' Levine Autism Center (formerly Kirsch)  
585-275-2986
- Rochester Regional Health Developmental-Behavioral Pediatrics Program  
585-922-4698  
800 Carter St, Rochester, NY 14621
- Person Centered Services

# Community Resources for Youth and Families with Behavioral Health Challenges During the COVID

## LGBTQ

### Trevor Project

- Trevor Lifeline 1-866-488-7386
- Trevor Text – text Start to 678678 – confidential text messaging with a counselor, available 24/7.
- <https://www.thetrevorproject.org/>
- Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people ages 13-24.

### Trillium Health

- 585-545-7200
- Primary Care and other health services
- <https://www.trilliumhealth.org/healthcare/transgender-center-of-excellence>

### Golisano Children's Hospital Gender Health Services

- 585-275-2964
- Provides services to aid families, youth, and young adults who identify as transgender, gender fluid, or have other questions or concerns about their gender.
- <https://www.urmc.rochester.edu/childrens-hospital/adolescent/gender-health-services.aspx>

## Domestic Violence/Intimate Partner Violence

### Willow Domestic Violence

- 585-232-5200
- 24-Hour Hotline 585-222-SAFE (585-222-7233)
- 24-Hour Text Line 585-348-SAFE (585-348-7233)
- TTY Line: 232-1741
- <https://willowcenterny.org/>

### RESOLVE of Greater Rochester

- 585-425-1580
- <https://www.resolve-roc.org/>

### HEAL

- 585-275-HEAL (585-275-4325)
- Program Offers Holistic Care For Victims of Interpersonal Violence.
- <https://www.urmc.rochester.edu/mental-health-wellness/adult-services/outpatient/heal.aspx>

## Medical Conditions

URMC Child Neurology 585-275-2808

<https://www.urmc.rochester.edu/neurology/our-divisions/child-neurology.aspx>

URMC Pediatric Sleep Medicine Services 585-340-8949

<https://www.urmc.rochester.edu/childrens-hospital/sleep-center.aspx>

## Parent Groups

### Parenting Village

- 585- 270-1832
- 255 East Ave #201, Rochester, NY, 14604
- <https://www.facebook.com/ParentingVillageRochester/> or <http://www.parentingvillage.org/>
- One Mustard Street, Suite 2-4050, Rochester, NY
- Parent Education
- 585-436-0370, ext. 308

### Parents as Teachers at Hillside Children's Center

- One Mustard Street, Suite 2-4050, Rochester, NY
- Parent Education
- 585-654-1707
- [Parents-As-Teachers-SS.pdf \(hillside.com\)](#)

### Compeer Rochester

- 585-546-8280
- 259 Monroe Avenue, Rochester, NY
- <https://www.compeerrochester.org/family>

### Mental Health Association

- 585-325-3145
- 320 N. Goodman St., Rochester, NY
- <https://www.mharochester.org/> or <https://www.mharochester.org/services/family-support/>

### Parent to Parent New York

- The Finger Lakes Office
- Phone: Currently covered by our Capital Region office 1-800-305-8817 or (518) 381-4350
- Place where families of individuals with special needs, and the professionals who support them, can meet and share information.
- <http://parenttoparentnys.org/offices/finger-lakes/>

## Information about COVID-19 for Children

### Talking To Children about COVID-19

- o <https://www.nasponline.org/resources->