



Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis  
UR Medicine: Pediatric Behavioral Health & Wellness  
5/12/2022

Mt. Hope Family Center

- 187 Edinburgh St, Rochester, NY 14608
- 585-275-2991 (Appointments are via in-person or telehealth)
- <https://www.psych.rochester.edu/MHFC/>
- Most services require DHS referral

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>
  - Please contact Monroe County SPOA for waitlist of Pathways and Villa of Hope at 585-753-6104 or 585-753-2680.
- Family Access and Connection Team (FACT)
  - Taking referrals, a parent/guardian can call 753-2639 for assistance

Behavioral Health Resources – Only for Primary Care Providers to Access

NYS Project Teach

- Child Psychiatric Consultation, Referrals, Training for Primary Care Providers, video consultations
- <https://projectteachny.org/>
- Face to face consultations occur within 2 weeks of request
- 877-709-1771

Crisis Services—

UR Medicine: Behavioral Health Crisis Call Line

- 585-275-8686
- Hours: Monday-Friday: 7 am - 8 pm; and Saturday, Sunday and Holidays: 10 am - 6:30 pm
- Licensed clinicians can help to determine level of care needed and connect families with appropriate services, such as Mobile Crisis Team; for youth and adults.

UR Medicine: Mobile Crisis Team

- 585-275-8686; 585- 529-3721; 211
- Accepting new referrals, using telehealth or in-person.

UR Medicine: Pediatric Behavioral Health & Wellness Outpatient Services START (formerly Crisis Intervention Service)

- Accepting urgent cases that are not already in mental health care; patients are being seen via telehealth or in-person; call the UR Med Behavioral Health Crisis Call Line at 585-275-8686.

## Crisis Services—

### Trevor Project

- Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender

## Substance Use Services

UR Medicine: Strong Recovery Adolescent and Young Adult program

- 585-275-3161
- Adolescent 14-18 and Young Adult 18-24
- <https://www.urmc.rochester.edu/mental-health-wellness/addiction-services.aspx>

Villa of Hope Behavioral Health Clinic

- 585-328-0834
- Adolescents and Young adults ages 12-26
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### Pathways

- o 607-937-3200
- o Website: <https://www.pathwaysforyou.org/>
- o Email: [info@pathwaysforyou.org](mailto:info@pathwaysforyou.org)

### CHHUNY (Children's Health Home of Upstate New York)

- o 855-209-1142
- o <https://www.childrenshealthhome.com/>

### HHUNY (Adults - Health Homes of Upstate New York)

- o 855-613-7659
- o <https://www.hhuny.org/>

### Greater Rochester Health Home Network (Primarily Adults)

- o 585-350-1400
- o <https://www.grhhn.org/home>

## Referrals and Services for Youth with Possible Sexual Abuse Issues

### Bivona Child Advocacy Center

- o 585-935-7800
- o <https://www.bivonacac.org/>
- o Self-referrals, PCP-referrals, and accepting referrals from internal advocates and CPS workers who are continuing to see children/families (back to full capacity).

### Mt. Hope Family Center

- o 585-275-2991
- o <https://www.psych.rochester.edu/MHFC/>
- o Most services require DHS referral

### Linden Oaks Sexual Abuse Treatment Services (LOSATS)

- o 585-586-6840
- o <https://www.losats.com/>
- o Currently accepting new patients

### RESTORE Sexual Assault Services

- o 585-546-2777
- o Hotline 1-800-527-1757
- o <https://restoresas.org/>
- o Telehealth visits

## Community Based Support

### Compeer Rochester

- 585-546-8280
- 259 Monroe Avenue, Rochester, NY
- <https://www.compeerrochester.org/home>
- Big Brother/Big Sister-type mentor program for youth with mental health challenges  
Accepting referrals via email. Parent orientation will not be setup until their office re-opens.  
Telehealth and virtual contact through phone calls, e-mails, and video conferencing remain the safest and preferred methods of service delivery.  
Services will not take place in homes or in the Compeer office until further notice.
- Currently accepting youth referrals for the mentoring program is from 5-21 and the waitlist has no set timeframe. However, girls are matched faster than boys, accepting all referrals for PSR, Habilitation, Peer, and FST.

### Center for Teen Empowerment

- 585-697-3464
- <https://teenempowerment.org/>
- Employs Rochester youth who engage their peers, adults, and community leaders in youth-led initiatives.

### Pathways to Peace

- 585-428-6339
- <https://www.cityofrochester.gov/pathwaystopeace/>
- Peace Manager of Youth Outreach & Violence Prevention

### Monroe County Office of Mental Health

- Children's SPOA (Single Point of Access)  
585-753-2881, 585-753-6104, or 585-753-2680
- Health Home CM typically takes 2 weeks to connect after a referral is submitted.
- For youth interested in males, there is an undermined wait at this time due to a shortage of male workers
- Care coordination, skill building, and youth peer mentor services available through SPOA.
- Current wait lists for care coordination and youth peer mentor (for males it is a longer wait).

Financial and Basic Needs Assistance

211/LIFE LINE:









LGBTQ

Golisano Children's Hospital Gender Health Services

- o 585-275-



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Information about COVID-