

**Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis**  
**UR Medicine: Pediatric Behavioral Health & Wellness**  
**8/14/2020**

### **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.
  - Has immediate openings
  - Call 585-273-1776 or 585-275-8575
  - <https://www.urmc.rochester.edu/childrens-hospital/behavioral-health-wellness/partial-hospitalization.aspx>
  - The program has been converted to a Telehealth model including groups.
- **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.
  - Not providing walk-in hours until further notice.
  - <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 and zoom.
  - Hours: Monday – Thursday (8 am – 7 pm) and Friday (8am – 5 pm)
  - <https://www.liberty-resources.org>
- **Catholic Family Center (CFC)**
  - Accepting new patients age 5 through adult; call 585-546-7220
  - Scheduling intake appointments over the phone at 585-262-7000
  - Currently maintaining walk-in hours for all ages (youth and adults).
    - Monday 1-3; and Tuesday, Wednesday, Thursday 9-11.
  - <https://www.cfcrochester.org/>
- **Villa of Hope Behavioral Health Clinic**
  - 585-328-0834
  - Accepting new patients and currently conducting appointments via telehealth.
  - Hours: Monday – Friday (8am – 4 pm)
  - <https://villaofhope.org/>
- **Mt. Hope Family Center**
  - 585-275-2991 (All appointments are via 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.
  - <https://www.ontrackny.org/>

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- **Monroe County Office of Mental Health**
  - <https://www2.monroecounty.gov/mh-index.php#MentalHealth>
  - **Children's SPOA (Single Point of Access)**
    - 585-753-2881
    - <https://www2.monroecounty.gov/mh-CYSPOANew>
  - **Child and Family Treatment and Support Services (CFTSS)**
    - <https://www2.monroecounty.gov/mh-CFTSS>
    - Waitlist is approximately 1 ½ month (CPST, PSR, and OLP)
    - **Pathways** – (CPST, PSR, and OLP with 1 month wait) (HCBS no waitlist)
    - **Villa of Hope** – Telehealth for (OLP, CPST, and FPSS with 2 month waitlist, PSR with 1 month waitlist and YPST waitlist fluctuating)

**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
  - 855-227-7272

**Crisis Services—For Families, PCPs, and Schools to Access**

- **UR Medicine: Mobile Crisis Team @ 211**
  - Accepting new referrals, using Telehealth options to minimize direct staff/patient contact.
- **UR Medicine: Pediatric Behavioral Health & Wellness Outpatient Services Crisis Intervention Service**
  - Accepting urgent cases that are not already in mental health care; patients are being seen via Telehealth, although retaining ability to see acute patients in person; call the UR Med Behavioral Health Crisis Call Line at 585-275-8686.

**Crisis Services—Telephone or Online Support**

- **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; for youth and adults.
- **Trevor Project**
  - TrevorLifeline 1-866-488-7386
  - TrevorText – 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.
- **COVID-19 Emotional Support Hotline**
  - For youth and adults @ 844-863-9314
  - Monday thru Sunday, 8:00 am – 10:00 pm

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- **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/chat/>
- **National Parent Helpline**
  - Emotional support and problem-solving help for parents.
  - Available Monday through Friday, 1-10 pm @ 855-427-2736
- **Disaster Distress Helpline**
  - Call 1-800-985-5990 or text TalkWithUs to 66746. The Disaster Distress Helpline (DDH) provides crisis counseling and support for anyone in the U.S. experiencing distress or other behavioral health concerns related to any natural or human-caused disaster, including public health emergencies.
- **Crisis Text Line**
  - Text MHA to 741741, and you will be connected to a trained Crisis Counselor. Crisis Text Line provides free, text-based support 24/7.

**Crisis Services—For Behavioral Health providers to access**

- **Home Based Crisis Intervention (HBCI)**
  - 585-922-8040
  - Accepting new referrals, but only Telehealth (audio and video) visits at this time.
  - HBCI can offer the same frequency (3 visits per week) and 24/7 crisis phone support. Please reach out with clinical info if there is a specific youth/family in mind.
  - Offering brief, in-person, outside, weather permitting visits (must have clinical need)
  - Heather.Elston@rochesterregional.org
- **Hillside Family Crisis Services & Supports (FCSS)**
  - Can call Service Integration 585-256-7500.
  - Accepting referrals, Telehealth visits and home visits being offered.
  - Email Ann Crean at [acrean@hillside.com](mailto:acrean@hillside.com) for referrals.
  - Current waitlist is approximately 1 month
  - New staff worker (male).
- **Family Access and Connection Team (FACT)**
  - Taking referrals, a parent/guardian can call 753-2639 for assistance
  - Limiting face to face communication
- **Hillside Emergency Respite**
  - Parent would need to call, service integration, 256-7500 to start the process of respite.
  - They ( SI )would gather info as well as a clinical and health risk screen. SI would then send an email out with the youths Rick factors and the homefinder would start to present the youth with their risk factors to potential homes. If the home thinks they can meet the youths needs and are comfortable with the risk factors, then they discuss dates and intake.
- **Emergency Respite via Smith Rd.**
  - Jason West is the new program Counselor/Specialist
  - No current respite openings and there really isn't an anticipated date as there is a waitlist. Please feel free to do a referral. We are still accepting and reviewing referrals

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### **Substance Use Services**

- **UR Medicine: Strong Recovery Adolescent and Young Adult program**
  - 585-275-3161
  - Adolescent 14-18 and Young Adult 18-24
  - Telehealth visits at this time
  - <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
  - <https://villaofhope.org/>
- **Rochester Regional Health/Evelyn Brandon Chemical Dependency Clinic**
  - 585-922-9900
  - Ages 12-18; 18 and older; older adults
  - 81 Lake Avenue, Rochester, NY

### **Major Local Telephone and Web Resource Lines**

- **211/LIFE LINE:**
  - <https://www.211lifeline.org/>
  - 211/LIFE LINE is here for everyone, every day, anytime. Community members get connected with experienced telecounselors by simply dialing 211 for free and confidential assistance connecting to vital services within the community. When you need help locating basic resources (like food, clothing, shelter) or need crisis stabilization for yourself or someone you know, we are here to listen and here to help.
- **Kids Thrive 585:**
  - <https://kidsthive585.org/>
  - Child-focused Rochester, NY area non-profit (501c3) organization that highlights good work occurring throughout the community and improves access to resources for children, caregivers and child advocates.
- **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/chat/>
- **National Parent Helpline**
  - Emotional support and problem-solving help for parents.
  - Available Monday through Friday, 1-10 pm @ 855-427-2736
- **Rochester Parent Network Nurse Line/ 292-BABY**
  - 585-292-Baby (585-292-2229)

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### Health Home Referrals

*\*Must be enrolled in Medicaid and have two underlying conditions (e.g., obesity, asthma, mental health disorder)*

- **Golisano Children's Hospital Health Home Program**
  - 585-275-4242
  - <https://www.urmc.rochester.edu/childrens-hospital/health-home.aspx>
- **Pathways**
  - 607-937-3200
  - Website: <https://www.pathwaysforyou.org/>
  - Email: [info@pathwaysforyou.org](mailto:info@pathwaysforyou.org)
  - 33 Denison Parkway West, Corning, New York 14830
  - No waitlist for care management.
- **CHHUNY (Children's Health Home of Upstate New York)**
  - 855-209-1142
  - <https://www.childrenshealthhome.com/>
- **HHUNY (Adults - Health Homes of Upstate New York)**
  - 855-613-7659
  - <https://www.hhuny.org/>
- **Greater Rochester Health Home Network (Primarily Adults)**
  - 585-350-1400
  - <https://www.grhhn.org/home>

### Referrals and Services for Youth with possible sexual abuse issues

- **Bivona Child Advocacy Center**
  - 585-935-7800
  - <https://www.bivonacac.org/>
  - 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**
  - 585-275-2991
  - <https://www.psych.rochester.edu/MHFC/>
  - Most services require DHS referral
- **Linden Oaks Sexual Abuse Treatment Services (LOSATS)**
  - 585-586-6840
  - <https://www.losats.com/>
  - Only 1 provider at this time and not taking new patients
- **RESTORE Sexual Assault Services**
  - 585-546-2777
  - Hotline 1-800-527-1757
  - <https://restoresas.org/>
  - Telehealth visits

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- **REACH Program**
  - 585-935-7802
  - <https://www.urmc.rochester.edu/childrens-hospital/community-outreach-programs/reach-program.aspx>
  - REACH is a Referral and Evaluation service for Abused Children (PCP referral needed)
  - Fax intake form and a social worker will call to set up an evaluation
- **NYS Child Abuse Hotline**
  - 1-800-342-3720
  - <https://ocfs.ny.gov/main/cps/default.asp>

### **Community Based Support**

- **Compeer Rochester**
  - 585-546-8280
  - 259 Monroe Avenue, Rochester, New York
  - <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.
    - Currently have a small wait list of 5 people for HCBS.
    - 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
    - No wait for care coordination, skill builders (female) and peer mentors (female).
    - 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
      - <https://www2.monroecounty.gov/mh-CYSPOANew>
  - **Child and Family Treatment and Support Services**
    - <https://www2.monroecounty.gov/mh-CFTSS>
  - <https://www2.monroecounty.gov/mh-index.php#MentalHealth>
- **Hillside CFTSS Services**
  - Does not have a long wait, if any, at the moment. Just the typical processing/assignment time period

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- **Villa of Hope**
  - Not going back to face to face sessions just yet, but are offering Zoom and Phone.
  - OLP, CPST, FPSS have waitlists longer than 2 months
  - PSR is less than a month
  - YPST fluctuates, depending on the provider: we have quicker availability for a female provider, though our male provider has quite the waitlist
- **Pathways Inc.**
  - CFTSS – Are able to take referrals it is still going to take about 1 ½ months but I will start processing as soon as I can. Only doing CPST, PSR and OLP.
  - HCBS- There is no waitlist at all.
  - Agency also offers Skill building through Monroe County SPOA for non-medicaid youth. There is also no waitlist at this time for youth especially if they have no provider preference or don't mind a female provider.

### **Financial and Basic Needs Assistance**

- **211/LIFE LINE:**
  - <https://www.211lifeline.org/>
- **Monroe County Temporary Financial Assistance Program**
  - 585-753-6477
  - Utility bills, rent, and food stamps.
  - Applications available at 691 Paul Street and 111 Westfall Road.
  - Emergency assistance applications for food or rent must be applied for in person at St. Paul Street.
- **The Community Place of Greater Rochester - Family Services**
  - 585-288-0021, 585-327-7200, 585-336-4697
  - Offers family and emergency services including: Utility gas and electric bill payment assistance
  - Family support and case management
  - 14605, 14607, 14609, 14610, 14621
- **Catholic Family Center**
  - 585-232-2050
  - <https://www.cfcrochester.org/>
  - Financial Assistance back rent assistance, utility assistance, emergency security deposit, must have "pay or quit" or eviction notice
- **Jewish Family Service**
  - 585-461-0114 or send an email to [helpline@jfsrochester.org](mailto:helpline@jfsrochester.org) 9 a.m. to 5 p.m. daily and weekends
  - <https://www.jfsrochester.org/>
  - Services include counseling, emergency family assistance, food, friendly callers, and general support & resources.
- **Health Well Foundation**
  - (800) 675-8416
  - [https://www.healthwellfoundation.org/fund/covid-19-fund/?utm\\_medium=social&utm\\_source=MHA&utm\\_campaign=COVID-19\\_story](https://www.healthwellfoundation.org/fund/covid-19-fund/?utm_medium=social&utm_source=MHA&utm_campaign=COVID-19_story)
  - Assistance with costs associated with delivered food, medication, diagnostics, transportation and telehealth as a result of COVID-19 risk or incidence

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- **Food**
  - **Local school districts**
  - **Foodlink** 585-328-3380
    - <https://foodlinkny.org/need-food-map/>
  - **211/LIFE LINE:**
    - <https://www.211lifeline.org/>
- **Clothing**
  - **211/LIFE LINE:**
    - <https://www.211lifeline.org/>
- **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.
    - 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.
  - **Genesis House**
    - 585-235-2660
    - Emergency housing for youth 18-21; currently open.
  - **The Housing Council at PathStone**
    - 585-546-3700
    - <https://www.thehousingcouncil.org/>
  - **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.
  - **211/LIFE LINE:**
    - <https://www.211lifeline.org/>
  - **RAIHN**
    - 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.



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- Cars are being sanitized after each trip
- <http://www.medanswering.com/>

## Education

### • Education

- **RCSD Support Hotline** 585-262-8700 or 262-8100. The District has established a hotline for families regarding resources and supports, Monday to Friday, 8:00 am – 5:00 pm. Education May be provided in person for summer term.
- **Rochester City School District Special Education Parent Hotline** 585-262-8220, extended school year will be from July 6<sup>th</sup> to August 14<sup>th</sup> 2020 through tele-practice and distance learning.
- **Universal Pre-K Information** 585-262-8140
- **ABC Head Start** 585-325-5116, x2
- **IBERO American Action League, Inc.** 585-256-8900
- **Operation Transformation Rochester (Job Training)** 585-428-6342
- **Regional Early Childhood Direction Center** 585-249-7817
- **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>

## Developmental Concerns

- **Early Intervention** 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
- **Person Centered Services-** (585) 689-7459  
[aalbanese@personcenteredservices.com](mailto:aalbanese@personcenteredservices.com)  
Professionals or families can get assistance with applying for OPWDD. The intake department is a non-billable service to support families through the entire OPWDD eligibility and Medicaid process. Contact: Amy Albanese with questions or concerns about the OPWDD process and services for children with intellectual and developmental disabilities.
- **COVID-19 Resources for Parents of Children with Intellectual or Other Developmental Disabilities** <https://myemail.constantcontact.com/COVID-19-Resources-for-Parents-of-Children-with-Intellectual-or-Other-Developmental-Disabilities.html?soid=1114625386453&aid=7uHDuQOOUDE>

## Child Care

### • NYS Childcare Council

- 585-654-4720
- <https://childcarecouncil.com/>

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- **Monroe County DHS/Medicaid**
  - 585-753-6960
  - <https://www2.monroecounty.gov/hs-daycare>
- **YMCA**
  - <https://rochesterymca.org/>
- **Daystar**
  - 585-385-6287
  - 700 Lac de Ville Blvd, Rochester, NY
  - <https://www.daystarkids.org/>
  - For medically fragile children
- **Crisis Nursery of Greater Rochester**
  - 585-235-5750
  - [www.cngr.org](http://www.cngr.org)
  - 905 Monroe Avenue, Rochester, NY
  - 201 Genesee Park Blvd, Rochester, NY
  - When parents find themselves in crisis they may be temporarily unable to care for their children. The Crisis Nursery can provide the short-term childcare they need while resolving their problems.
  - Children from birth up to age twelve
  - Open 24 hours per day, most days of the year
- **NYS Childcare Resource**
  - <https://ocfs.ny.gov/programs/childcare/resources-for-families.php>
- **IBERO-American Action League**
  - 585-256-9800
  - <https://iaal.org/>

## LGBTQ

- **Trevor Project**
  - TrevorLifeline 1-866-488-7386
  - TrevorText – 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/en/news/146/trillium-health-earns-2019-lgbtq-health-care-equality-leader-designation>
- **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>

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### 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/news/story/4721/heal-program-offers-holistic-care-for-victims-of-interpersonal-violence.aspx>
- **RESTORE Sexual Assault Services**
  - 585-546-2777
  - Hotline 1-800-527-1757
  - <https://restoresas.org/>
- **Saathi of Rochester**
  - 585-234-1050
  - <https://www.facebook.com/saathiofrochester/>

### Parent Groups

- **Parenting Village**
  - 585- 270-1832
  - 255 East Ave #201, Rochester, NY, 14604
  - <https://www.facebook.com/ParentingVillageRochester/>; <http://www.ourparentingvillage.org/>
- **Parents as Teachers at Hillside Children's Center**
  - One Mustard Street, Suite 2-4050, Rochester, NY
  - Parent Education
  - 585-436-0370, ext. 308
- **Compeer Rochester**
  - 585-546-8280
  - 259 Monroe Avenue, Rochester, New York
  - <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.
- **Mental Health Association**
  - 585-325-3145

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- 320 N. Goodman St., Rochester, NY
- <https://www.mharochester.org/>

- **Peter Castle Family Resource Center**

- 585-436-0370
- 555 Avenue D, Rochester, NY
- <https://www.rcsdk12.org/domain/7158>

### Information about COVID-19 for Children

- **Talking To Children about COVID-19**

- [https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-\(coronavirus\)-a-parent-resource](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource)
- <https://www.urmc.rochester.edu/childrens-hospital/coronavirus-information-for-families/resources-for-families.aspx>
- [COVID-19 Resources for Parents of Children with Intellectual or Other Developmental Disabilities](#)
- <https://www.mghclaycenter.org/hot-topics/7-ways-to-support-kids-and-teens-through-the-coronavirus-pandemic/>
- <https://www.zerotothree.org/resources/3265-answering-your-young-child-s-questions-about-coronavirus>

### Starting the Discussion with Children on Racism:

- <https://childmind.org/article/racism-and-violence-how-to-help-kids-handle-the-news/>
- [https://www.apa.org/topics/kids-discrimination?utm\\_source=twitter&utm\\_medium=social&utm\\_campaign=apa-parenting&utm\\_content=kids-discrimination](https://www.apa.org/topics/kids-discrimination?utm_source=twitter&utm_medium=social&utm_campaign=apa-parenting&utm_content=kids-discrimination)