

**1. National Parent Helpline [\(855\) 427-2736](tel:8554272736)**

Emotional support and problem-solving help for parents available Monday through Friday, 1-10 pm.

**2. University of Rochester Behavioral Health Crisis Line [\(585\) 275-8686](tel:5852758686)**

Crisis Call Line available to individuals who may be coping with issues related to a mental illness, for example, a panic or anxiety attack, but who do not feel the need to visit our Psychiatric Emergency Department. Therapists are available 24/7 to answer calls.

**3. TrevorLifeline [1-866-488-7386](tel:18664887386)  
TrevorText [text Start to 678678](tel:678678)**

Confidential text messaging/call with a counselor, available 24/7.

Website: <https://www.thetrevorproject.org/>

Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people ages 13-24.

**4. Hillside Home Based Crisis Intervention (HBCI) Hillside Children's Center [\(585\) 256-7500](tel:5852567500)**

Home Based Crisis Intervention (HBCI) is an intensive service designed to immediately assist families with children (5-17) in crisis. Through HBCI, families regain a sense of control, reestablish bonding, and gain empowerment. Families are taught to be assertive and act as their own advocates, as well as given tools for anger and depression management, child development, and behavior management. They are also taught how to access other community resources to ensure sustained family health. The expected duration of service is from four to six weeks with families receiving up to 10 hours of service each week. Participation is voluntary and at no cost to the family.

**5. Rochester Regional Home-Based Crisis Intervention Program [\(585\) 922-8040](tel:5859228040)**

Rochester Regional Health's home-based crisis program assists families with children (5-17), who are in a mental health crisis by providing an alternative to an inpatient stay. The overall goal of the program is to provide short-term, intensive in-home intervention services due to the imminent risk of their child being admitted to a psychiatric hospital.