

# Crisis is different for everyone. But you can always call 211.

## *Have you or someone you know been feeling:*

- Nervous, hopeless, restless and/or fidgety?
- So sad that nothing can cheer you up?
- Like everything takes effort?
- Worthless?
- Worried about hurting yourself or others? and/or
- Out of control with use of alcohol or drugs?

***Counselors at 211 can connect you to the help you need right away.***



211 connects you quickly to services. Call 211 or text 898-211 for:



### Phone Support

Local and National: Talk to a counselor or peer\* at any time—24 hours a day, 7 days a week



### Mobile Crisis

Support will come to you, wherever you are



### Community-based Crisis Programs

Walk in and meet with a counselor or peer\* or call ahead for respite care



### Drug and Alcohol Recovery Supports

Talk to someone who can support you on the phone or walk-in



### Emergency Room

The best choice when you need medical care or are unable to keep yourself or others safe

#### **\*Peer Support:**

Sometimes it is easier to talk to people who have been through the same things. Peer Support Specialists or “Peers” have done well in recovery and now help others going through the same things. They can help support you and connect you to care.

Call 211 or scan QR code with smartphone for full service list





## Phone Support (Local)

Talk to a counselor or peer at any time—24 hours a day, 7 days a week

Service	Age Group	Contact Information	What kind of help can I get?
<b><u>211/Lifeline</u></b> Goodwill of the Finger Lakes Available 24/7	Adult & Youth	Call: 211 or 1-877-356-9211 Text: 898211	<b>For addiction, mental health, and/or other challenges:</b> Talk with a counselor who can help get things stable and connect you to needed services and basic resources; also for suicide Prevention.
<b><u>Warm Line – Affinity Place</u></b> East House/ Mental Health Association Available 24/7	Adult	Peer Support: (585) 563-7470	<b>For mental health challenges:</b> Talk with Peer Support Specialists who have been successful in the recovery process and now helps others experiencing similar situations.
<b><u>Crisis Line</u></b> Rochester Regional Health (RRH) Available 9:00 am-9:00 pm Daily	Adult	(585) 368-3950	<b>For addiction and/or mental health challenges:</b> Talk with trained professionals about crisis mental health and addiction.
<b><u>Crisis Call Line</u></b> University of Rochester Medical Center (URMC) Available 24/7	Adult & Youth	(585) 275-8686	<b>For mental health challenges:</b> Talk with trained professionals if you are feeling overwhelmed, scared, or panicked, depressed or anxious, or need help to follow your safety plan.
<b><u>Peer and Family Support Line</u></b> Liberty Resources Available 24/7	Adult	Peer Support: 1-855-778-1300 Family/After-Hours Support: 1-855-778-1200	<b>For addiction and/or substance use challenges:</b> Talk with Peer Support Specialists who have been successful in the recovery process and now help others experiencing similar situations. One-on-one peer and family support.
<b><u>24 Hour Crisis Line</u></b> Center for Youth Available 24/7	Youth & Families	(585) 271-7670	<b>For youth in crisis or families who need emergency care:</b> Talk with staff if you are a youth in crisis; the Crisis Nursery is a place to take your kids during a crisis.
<b><u>Domestic Violence Hotline</u></b> Willow Available 24/7	Adults	Call/Text: (585) 222-7233	<b>For domestic violence support:</b> Talk or text with a trained professional and get help for abuse of you or a loved one.



## Phone Support (National)

Talk to a counselor or peer at any time—24 hours a day, 7 days a week

Service	Age Group	Contact Information	What kind of help can I get?
<b><u>Crisis Text Line</u></b> Available 24/7	Adult & Youth	Text “HOME” to the number 741741	<b>For all crisis situations:</b> Connect to a crisis counselor whose goal is to get you to a composed, safe space either by being there and listening or connecting you to further help if needed.
<b><u>National Suicide Prevention Lifeline</u></b> Available 24/7	Adult & Youth	Call/Text: 988	<b>For all crisis situations:</b> Talk with a crisis counselor if you are in distress and need crisis resources. Often connects to 211 locally, for resources.
<b><u>TrevorLifeline &amp; TrevorText</u></b> Trevor Project Available 24/7	Adult & Youth	Call: 1-866-488-7386 Text: “START” to the number 678-678	<b>For LGBTQ+ youth &amp; adults in crisis:</b> Talk or text with a counselor to get help during crisis.
<b><u>Veterans Crisis Line</u></b> Available 24/7	Adult	988 Press 1 Text: 838255	<b>For Veterans in crisis:</b> Connect with caring, qualified responders with the Department of Veterans Affairs.



## Mobile Crisis

Mental health experts will come to your home or a community location

Service	Age Group	Contact Information	What kind of help can I get?
<b><u>Crisis Outreach Team</u></b> Rochester Regional Health (RRH) Available everyday 9am-9pm	Adult	(585) 368-3950 or 211	<b>For addiction and/or mental health challenges:</b> Part of the Behavioral Health Access and Crisis Center (BHACC) team and includes trained workers and peers who visit in-person at home or other community location during a crisis. Workers provide help that is needed and connect to help for the future.
<b><u>Mobile Crisis Team</u></b> University of Rochester Medical Center (URMC) Available 24/7	Adult & Youth	(585) 275-8686 or 211	<b>For mental health challenges:</b> Trained mental health workers respond to individuals or families at home, in the community, or at school if someone is having a mental health crisis. Get mental health assessment, crisis intervention, and support. Workers provide help that is needed and connect to help for the future.
<b><u>Person In Crisis (PIC) Team</u></b> <b>(City only)</b> City of Rochester Available 24/7	Adult & Youth	211	<b>For addiction and/or mental health challenges in the City of Rochester:</b> Trained emergency response workers respond to mental health and substance use/addiction calls in place of law enforcement. Workers provide help that is needed and connect to help for the future.



## Community-based Crisis Programs

Walk in and meet with a counselor or peer during the day or after-hours or call ahead for respite care

Service	Age Group	Contact Information	What kind of help can I get?
<b><u>Behavioral Health Access &amp; Crisis Center (BHACC)</u></b> Rochester Regional Health (RRH) Available everyday 9am-9pm	Adult	(585) 368-3950 65 Genesee Street Rochester, NY 14611	<b>For addiction and/or mental health urgent care:</b> BHACC can be used as an alternative to the emergency room for mental health or addiction crises. Provides help that is needed now and connects to help for the future.
<b><u>Open Access</u></b> Delphi Rise Available 24/7	Adult & Youth	Intake: (585) 627-1777 After Hours: (585) 627-1777 72 Hinchey Road Rochester, NY 14611	<b>For addiction and/or substance use challenges:</b> 24/7 walk-in clinic. No appointment needed. Peers and staff provide support, evaluations, and connection to “next step” treatment and recovery.
<b><u>Hope Place</u></b> Villa of Hope Available everyday 3pm-11pm	Adult	(585) 325-3599 or 1-877-584-HOPE 1099 Jay Street, Building P Rochester, NY 14611	<b>For mental health and addiction challenges:</b> Peer Support Specialists help coordinate services, community resources, and natural supports. Can be used as an alternative to the emergency room. Provides help that is needed now and connects to help for the future.
<b><u>Self-Help Drop in Center</u></b> Mental Health Association Available everyday 5pm-9pm	Adult	(585) 325-3145 x300 274 N. Goodman St., Suite D103	<b>For addiction and/or substance use challenges:</b> 24/7 walk-in clinic. No appointment needed. Peers and staff provide support, evaluations, and connection to “next step” treatment and recovery.
<b><u>Affinity Place Respite</u></b> East House Available 24/7	Adult	(585) 563-7083 269 Alexander Street Rochester, NY 14607	<b>For mental health challenges:</b> Peer-run respite program for people in a mental health crisis. Guests stay for 3-5 days, get wellness assistance, and connects to help for the future. Can be an alternative to the going to the hospital.



## Drug, Alcohol, & Recovery Supports

Talk to someone who can support you on the phone or walk-in

Service	Age Group	Contact Information	What kind of help can I get?
<b><u>Open Access</u></b> Delphi Rise Available 24/7 Call or walk-in	Adult & Youth	Intake: (585) 627-1777 After Hours: (585) 627-1777 72 Hinchey Road Rochester, NY 14611	24/7 walk-in clinic. No appointment needed. Peers and staff provide support, evaluations, and connection to “next step” treatment and recovery.
<b><u>Behavioral Health Access &amp; Crisis Center (BHACC)</u></b> Rochester Regional Health (RRH) Available everyday 9am-9pm Call or walk-in	Adult	(585) 368-3950 65 Genesee Street Rochester, NY 14611	An urgent care for mental health and addiction crises. BHACC can be used as an alternative to the emergency room. Provides help that is needed now and connects to help for the future.
<b><u>Pathways of Helio Health Inpatient Rehabilitation Center</u></b> Helio Health Available 24/7 Call or walk-in	Adult	(585) 287-5622 1850 Brighton Henrietta Town Line Road Rochester, NY 14623	Provides services for people in need of medically supervised and medically monitored withdrawal/detox and stabilization services from alcohol or drugs.
<b><u>Recovery Support Navigator Team</u></b> Liberty Resources Available 24/7 Phone Support only	Adult & Family	Peer Support: 1-855-778-1300 Family and After-Hours Support: 1-855-778-1200	Talk with Peer Support Specialists who have been successful in the recovery process and help others experiencing similar situations. One-on-one peer and family support.
<b><u>211/Lifeline</u></b> Goodwill of the Finger Lakes Available 24/7 Phone Support only	Adult & Youth	211 or 1-877-356-9211 Text Line: 898211	Talk with a counselor who can help get things stable, connect you to needed services and basic resources.

**NOTE: Many local clinics for substance use offer same day walk-in care and medication assisted treatment for substance misuse.** For location & contact information see the documents titled: "Monroe County OASAS Certified Treatment Provider Directory," "Recovery Services in Monroe County," (Peer SUD supports), and "12-Step Programs," at this link: <https://ncadd-ra.org/resources/information-referral/>



## Emergency Room

The best choice when you need medical attention or are unable to keep yourself or others safe

Service	Age Group	Contact Information	What kind of help can I get?
<b><u>Rochester General Hospital</u></b> Rochester Regional Health (RRH) Available 24/7	Adult & Youth	(585) 922-4000 1425 Portland Avenue Rochester, NY 14621	Crisis services when medical attention is needed, or a person is unable to keep themselves or others safe. Mental health inpatient admission is available for adults, if needed.
<b><u>Strong Memorial Hospital</u></b> University of Rochester Medical Center (URMC) Available 24/7	Adult & Youth	(585) 275-2100 601 Elmwood Avenue Rochester, NY 14642	Comprehensive Psychiatric Emergency Program (CPEP) for mental health challenges and medical emergency department for substance use challenges. Crisis services when medical attention is needed, or a person is unable to keep themselves or others safe. Mental health inpatient admission is available for adults & youth, if needed.
<b><u>Unity Hospital</u></b> Rochester Regional Health (RRH) Available 24/7	Adult & Youth	(585) 723-7000 1555 Long Pond Road Rochester, NY 14626	Crisis services when medical attention is needed, or a person is unable to keep themselves or others safe. Inpatient detox for addiction or substance use disorder, if needed.