

## Mental Health and Substance Use Disorder Crisis Resources in Monroe County

If you or someone you know is experiencing a crisis, and looking for an alternative to 911 services, refer to the crisis services below and over the following pages. For a life-threatening medical emergency, please contact 911.



### 2-1-1 Lifeline

211 can quickly and empathetically help someone in need reach an expert or assistance safely.



24/7



**Call:** 2-1-1 or (585) 275-5151  
**Text:** 898-211



Serving adults,  
children and youth



### Strong Emergency Dept. / CPEP

- Medical attention is needed
- Inability to stay safe until Mobile Crisis arrives
- An inpatient admission is wanted/needed



24/7; Walk-in or ambulance transport

**Strong ED #:** (585) 275-4551

**Comprehensive Psychiatric Emergency Program  
(CPEP) #:** (585) 275-4501

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601 Elmwood Ave  
Rochester, NY 14642



## ROCHESTER REGIONAL HEALTH

### Rochester General Emergency Dept.

- Medical attention is needed
- Concerns could include:  
suicide attempt, overdose, bleeding

24/7; Walk-in or ambulance transport

(585) 922-2000

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1425 Portland Ave  
Rochester, NY 14621

# Mental Health and Substance Use Disorder Crisis Resources in Monroe County



## ROCHESTER REGIONAL HEALTH

### URMC Crisis Line

- Talk with trained professionals about mental health challenges
- Currently focused on URM patients but will speak with anyone who calls.
- Coping with issues related to mental illness, for example a panic or anxiety attack.



Monday-Friday; 7 AM - 8 PM  
Saturday - Sunday 10 AM- 6:30 PM

(585) 275-8686

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### Behavioral Health Access & Crisis Center

An urgent care for mental health and substance use challenges.

- Thoughts of Self-Harm
- Inability to follow up with MH Provider
- Relationship Problems
- Depression and Anxiety
- Substance Use Concerns



Monday-Friday; 8 AM - midnight  
Walk-in: Monday-Friday 8 AM-10 PM

**Main #:** (585) 368-3950

**Crisis #:** (585) 368-3058



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89 Genesee Street  
Rochester, NY 14611

### URMC Mobile Crisis

- Not at risk of harming self and others
- Willing to be seen in the community – either at home or a neutral location
- Additional support is needed to manage a crisis situation
- Referrals are needed/desired for services/supports in the community
- Mental Health focus only



Monday-Friday: 8 AM - 10 PM  
Saturday & Sunday: 8 AM - 4:30 PM

(585) 529-3721  
**or: 2-1-1**

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### RRHS Crisis Outreach Team

- Visits to home or other community location by the professionals from RRHS Behavioral Health Access and Crisis Center (BHACC)
- Access to care for mental health or substance use challenges where you are

8 AM - 4 PM

(585) 368-3950

# Mental Health and Substance Use Disorder Crisis Resources in Monroe County

## Substance Use Disorder Specific Resources

### Helio Detox



- Provides medical supervision of withdrawal from alcohol and drugs
- Provides medical monitoring for individuals temporarily incapacitated because of intoxication by alcohol or drugs



24/7; Walk-in



(585) 287-5622



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1350 University Ave  
Rochester, NY 14607

### Liberty Peer & Family Support Lines



- Talk with certified peers who have experience with services
- Will connect to further care



Monday-Friday 9 AM - 4:30 PM  
\*After hours are available



**Peer Support #:** 1-855-778-1300  
**Family Support #:** 1-855-778-1200  
**After-hours line #:** 1-855-778-1200



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### Open Access



- Best entry point for SUD needs in Monroe County
- Immediate assessment and connection to care
- Rapid access to peer support



24/7; Walk-in



(585) 627-1777



Serving adults and youth.



835 W Main Street  
Rochester, NY 14611

## Mental Health and Substance Use Disorder Crisis Resources in Monroe County

### Mental Health Association Self-Help Drop In Center



- Need to talk to someone but therapist's office is closed
- Not yet an emergency room situation, and talking to someone could prevent ER visit
- Caring peers provide walk-in guests with person-to-person support, problem-solving assistance, and resource information



Walk-in or call  
5 PM - 9 PM



(585) 325-3145 x300



Serving adults



344 N. Goodman St.  
Rochester, NY 14607

### Villa of Hope - Hope Place



- For individuals struggling with challenges related to mental health
- Peer Support staff are experienced in:
  - advocacy
  - coordinating services, community resources and natural supports,
  - supporting and developing strengths of individuals and families



Walk-in or call  
3 PM - 11 PM



(585) 325-3599



Serving adults



1099 Jay St. Building P  
Rochester, NY 14611

### East House - Affinity Place Respite and Warm-Line



- Peer-run 8-bed respite program for those challenged with mental health symptoms - Call ahead to reserve a space
- Affinity Place warm line - staffed by Peer Support Specialists who understand that at times, it can be easier to talk to individuals who have had similar experiences



**Respite** (585) 563-7083  
**Warm Line** (585) 563-7470



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