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; Walk-in or ambulance transport

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

Serving adults, children and youth

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

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

Serving adults, children and youth

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

Serving adults, children and youth

601 Elmwood Ave
Rochester, NY 14642

1425 Portland Ave
Rochester, NY 14621
Mental Health and Substance Use Disorder
Crisis Resources in Monroe County

URMC Crisis Line
- Talk with trained professionals about mental health challenges
- Currently focused on URMC 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
- Serving adults, children and youth

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
- Serving adults
- 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
- Serving adults, children and youth

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
- Serving adults only
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
- Serving adults only
- 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
- Serving adults only

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**

**Serving adults**

- **Walk-in or call**
  - 5 PM - 9 PM
  - (585) 325-3145 x300
- **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

**Serving adults**

- **Walk-in or call**
  - 3 PM - 11 PM
  - (585) 325-3599
- **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**

**Serving adults**

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