

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

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 still being accepted; ages birth to 18; patients are being seen via Telehealth, although retaining ability to see acute patients in person.
 - <https://www.urmc.rochester.edu/childrens-hospital/behavioral-health-wellness/outpatient.aspx>
- **UR Medicine: Adolescent Partial Hospital Program (PHP)**
 - Accepting new patients; ages 12-18.
 - 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
 - <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**
 - 315-498-5961
 - 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
 - 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
 - <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/>

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

- **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**
 - <https://www2.monroecounty.gov/mh-CFTSS>

Behavioral Health Resources – Only for Primary Care Providers to Access

- **NYS Project Teach**
 - Child Psychiatric Consultation, Referrals, Training for Primary Care Providers
 - <https://projectteachny.org/>

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
- **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

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UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

- **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 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.
 - Heather.Elston@rochesterregional.org
- **Hillside Family Crisis Services & Supports (FCSS)**
 - Can call Service Integration 585-256-7500.
 - Accepting referrals, but only Telehealth visits at this time.
 - Patients may choose to: (a) participate via phone/Zoom, or (b) be placed on waitlist until in-person services resume.
 - Email Ann Crean at acrean@hillside.com for referrals.

Substance Use Services

- **UR Medicine: Strong Recovery Adolescent and Young Adult program**
 - 585-275-3161
 - Adolescent 14-18 and Young Adult 18-24
 - <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

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UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

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)

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
 - 33 Denison Parkway West, Corning, New York 14830
 - Accepting new referrals for case management and skill building.
- **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>

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

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.
- **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/>
 - Accepting new referrals, with visits conducted via Telehealth.
- **RESTORE Sexual Assault Services**
 - 585-546-2777
 - Hotline 1-800-527-1757
 - <https://restoresas.org/>
- **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)
- **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.
- **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.

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UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

- **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
 - <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>

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 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
 - 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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UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

- **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 civil legal problems such as eviction, foreclosure, denial of unemployment benefits, denial of public assistance.
 - **211/LIFE LINE:**
 - <https://www.211lifeline.org/>
- **Transportation**
 - **Regional Transit Service (RTS)**
 - 585-288-1700
 - <https://www.myrts.com/>
 - Fares will be waived until June 7th.
 - **Medical Answering Service (MAS)**
 - 866-932-7740
 - <http://www.medanswering.com/>
- **Wi-Fi / Internet**
 - Charter Communications (Spectrum) is providing complimentary Wi-Fi for 60 days to households with K-12 and college students and/or that qualify as low-income. Existing customers or customers with outstanding balances are not eligible. Supports telehealth, education.

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UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

Education

- **Education**

- **RCS D 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.
- **Rochester City School District Special Education Parent Hotline** 585-262-8220
- **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
- **UR Medicine: Developmental and Behavioral Pediatrics' Levine Autism Center (formerly Kirsch)** (585) 275-2986
- **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=7uHDuQO0UDE>

Child Care

- **NYS Childcare Council**
 - 585-654-4720
 - <https://childcarecouncil.com/>
- **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

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6/3/2020

- **Crisis Nursery of Greater Rochester**
 - 585-235-5750
 - 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>

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/>

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6/3/2020

- **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
 - 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>

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UR Medicine: Pediatric Behavioral Health & Wellness
6/3/2020

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