

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



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children and youth



ROCHESTER REGIONAL HEALTH

Strong Emergency Dept. / CPEP

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



Rochester General Emergency Dept.

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

24/7; Walk-in or ambulance transport



24/7; Walk-in or ambulance transport

Strong ED #: (585) 275-4551

Comprehensive Psychiatric Emergency Program

(CPEP) #: (585) 275-4501



(585) 922-2000

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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

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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

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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



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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



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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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