



Pediatric Behavioral Health & Wellness

Community Behavioral Health Resources During COVID-19 Crisis

For updates, additions, or suggestions, please contact [Jorge Arroyo@URMC.Rochester.edu](mailto:Jorge_Arroyo@URMC.Rochester.edu)
Updated 4/2/2020

Outpatient Behavioral Health

- **UR Med: Pediatric Behavioral Health & Wellness (PBH&W) Outpatient Services**
 - New requests for services are being triaged, call 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.
- **UR Med: Adolescent Partial Hospital Program (PHP)**
 - Accepting new patients; ages 12-18.
 - The program has been converted to a Telehealth model including groups.
 - Call 585-273-1776 or 275-8575
- **UR Med: Mental Health & Wellness Outpatient Services**
 - Accepting new **adult** patients 18+ @ (585) 273-5050
- **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.
- **Liberty Resource Behavioral Health**
 - Accepting new patients via phone 585-410-3370 ext. 200 or 201; or patients can go online <https://www.liberty-resources.org>; Not providing walk-in hours until further notice.
- **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.
- **Villa of Hope Behavioral Health Clinic**
 - Currently conducting appointments via Telehealth; not accepting new patients until further notice
 - Not providing walk-in hours until further notice.
- **Tree of Hope Counseling** (private practice group)
 - Accepting new patients; children and adults.
 - <http://www.treeofhopecounselingrochester.com/new-patient-form-and-contact-form.html>
- **Linden Oaks Sexual Abuse Treatment Services (LOSATS)**
 - Accepting new referrals, with visits conducted via Telehealth; call (585) 586-6840

Crisis Services—For families, PCPs, and schools to access

- **UR Med: Mobile Crisis Team @ 211**
 - Accepting new referrals, using Telehealth options to minimize direct staff/patient contact.
- **UR Med: Pediatric Behavioral Health & Wellness (PBH&W) 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 Med: Behavioral Health Crisis Call Line**
 - Licensed clinicians can help to determine level of care needed and connect families with appropriate services; for youth and adults.
 - 585-275-8686
 - Hours: Monday-Friday: 7am -8pm; and Saturday, Sunday and Holidays: 10am 6:30pm
- **COVID-19 Emotional Support Hotline (24 hours)**
 - For youth and adults @ (844) 863-9314
- **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

Crisis Services—For Behavioral Health providers to access

- **Home Based Crisis Intervention (HBCI)**
 - 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 585-922-8040
- **Hillside Family Crisis Services & Supports (FCSS)**
 - 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. Can call Service Integration 585-256-7500.

Other Resources

- **Bivona Child Advocacy Center**
 - Accepting referrals from internal advocates and CPS workers who are continuing to see children/families.
- **Compeer Rochester**
 - Accepting referrals via email. Parent orientation will not be setup until their office re-opens.
- **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.
- **Pathways**
 - Accepting new referrals for case management and skill building.
- **Wi-Fi / Internet (FREE!)**
 - 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.
 - Can support Telehealth access as well as other needs.