

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
11/1/2021

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 being accepted; ages birth to 18; youth and families are being seen via telehealth and in person
 - <https://www.Golisano.urmc.edu/behavioralhealth>
- **UR Medicine: Adolescent Partial Hospital Program (PHP)**
 - Accepting new patients; ages 12-18. Telehealth model.
 - Call 585-273-1776 or 585-275-8575
 - <https://www.urmc.rochester.edu/childrens-hospital/behavioral-health-wellness/partial-hospitalization.aspx>
- **UR Medicine: Mental Health & Wellness Outpatient Services**
 - Accepting new **adult** patients 18+ @ 585-273-5050
 - New downtown location open at 150 Chestnut Street
 - <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. Initial intakes are in person.
 - Walk-in hours for ages 5-19 are Monday, Wednesday, & Friday from 8:30-10:30 am
 - Walk-in hours for Adults are Tuesday & Thursday from 8:00-10:00 am
 - <https://www.rochesterregional.org/locations/rochester/genesee-mental-health-center>
- **Liberty Resource Behavioral Health**
 - 585-410-3370
 - Accepting new patients and conducting counseling by phone or Zoom – intakes are in-person
 - New location: 175 Winton Rd North (same building as Aldi's)
 - Walk-in hours are Monday from 10:30 am-12:00 pm and Tuesday & Thursday from 8:30-10:00 am
 - <https://www.liberty-resources.org>
- **Catholic Family Center (CFC)**
 - Accepting new patients age 5 through adult; call 585-546-7220 or 585-262-7000
 - Scheduling intake appointments over the phone at 585-262-7000
 - Currently maintaining walk-in hours for all ages (youth and adults)
 - Monday-Thursday from 8:30 am-2:00 pm & Friday's from 8:30 am-12:00 pm
 - Children Services – 87 N. Clinton Avenue, Adult Services – 79 N. Clinton Avenue
 - <https://www.cfcrochester.org/>
- **Villa of Hope Behavioral Health Clinic**
 - 585-328-0834
 - Not accepting new patients until January 2022
 - Limited in-person appointments
 - <https://villaofhope.org/>
- **Mt. Hope Family Center**
 - 585-275-2991 (Appointments are via in-person or telehealth)
 - <https://www.psych.rochester.edu/MHFC/>
 - Most services require DHS referral

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- **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 or in-person.
 - <https://www.ontrackny.org/>
- **Monroe County Office of Mental Health**
 - <https://www2.monroecounty.gov/mh-index.php#MentalHealth>
 - **Children’s SPOA (Single Point of Access)**
 - 585-753-2881, 585-753-6104, or 585-753-2680
 - <https://www2.monroecounty.gov/mh-CYSPOANew>
 - **Child and Family Treatment and Support Services (CFTSS)**
 - <https://www2.monroecounty.gov/mh-CFTSS>
 - Please contact Monroe County SPOA for waitlist of Pathways and Villa of Hope at 585-753-6104 or 585-753-2680.

Behavioral Health Resources – Only for Primary Care Providers to Access

- **NYS Project Teach**
 - Child Psychiatric Consultation, Referrals, Training for Primary Care Providers, video consultations
 - <https://projectteachny.org/>
 - Face to face consultations occur within 2 weeks of request
 - 877-709-1771

Crisis Services—For Families, PCPs, and Schools to Access

- **UR Medicine: Mobile Crisis Team @ 529-3721** or if no answer, call 211
 - Accepting new referrals, using telehealth or in-person.
- **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 or in-person, 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.

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- **COVID-19 NYS 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 Sunday from 8:00 am-8:00 pm @ 855-427-2736
- **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, Telehealth (audio and video) visits and in-home visits are now offered
 - 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
 - Current waitlist is 2-4 weeks.
- **Hillside Family Crisis Services & Supports (FCSS)**
 - Can call Service Integration 585-256-7500.
 - Accepting referrals, Telehealth visits and home visits being offered.
 - For referrals: Contact Ann Crean at acrean@hillside.com or 585-489-1523.
- **Children and Youth Evaluation Services (CYES)**
 - Call 1-833-333-2937 for questions and to request referral
 - Short wait list and doing in home visits
- **Family Access and Connection Team (FACT)**
 - Taking referrals, a parent/guardian can call 753-2639 for assistance
 - Limiting face to face communication
- **Hillside Emergency Respite**
 - Parent would need to call, service integration, 256-7500 to start the process of respite.
 - They would gather info as well as a clinical and health risk screen. Respite services have at least a 2-month waiting list

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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
 - Not accepting new patients until January 2022
 - 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

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 tele counselors 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>

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- **Pathways**
 - 607-937-3200
 - Website: <https://www.pathwaysforyou.org/>
 - Email: info@pathwaysforyou.org
 - 33 Denison Parkway West, Corning, NY 14830
 - No waitlist for care management
- **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>

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 (back to full capacity).
- **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/>
 - Currently accepting new patients
- **RESTORE Sexual Assault Services**
 - 585-546-2777
 - Hotline 1-800-527-1757
 - <https://restoresas.org/>
 - Telehealth visits
- **Society for The Protection of Care of Children (SPCC)**
 - 585-325-6101
- **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)
 - Fax intake form and a social worker will call to set up an evaluation

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- **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, NY
 - <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. Telehealth and virtual contact through phone calls, e-mails, and video conferencing remain the safest and preferred methods of service delivery.
Services will not take place in homes or in the Compeer office until further notice.
 - Currently accepting youth referrals for the mentoring program is from 5-21 and the waitlist has no set timeframe. However, girls are matched faster than boys, accepting all referrals for PSR, Habilitation, Peer, and FST.
- **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.
- **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, 585-753-6104, or 585-753-2680
 - No wait for care coordination, skill builders (female) and peer mentors (female).
 - Health Home CM typically takes 2 weeks to connect after a referral is submitted.
 - For youth interested in males, there is an undermined wait at this time due to a shortage of male workers
 - Care coordination, skill building, and youth peer mentor services available through SPOA.
 - Current wait lists for care coordination and youth peer mentor (for males it is a longer wait).
 - Right now our waitlist for Non-Medicaid Care Coordination is about 2 months.
 - For youth open to female Skill Builders there is no wait. For youth looking for male Skill Builders there is a wait of approximately a month or two.
 - For youth open to female Youth Peer Mentors there a month or so wait and for youth seeking a male Youth Peer Mentor the wait is longer- still dealing with a shortage of male youth peer mentors
 - <https://www2.monroecounty.gov/mh-CYSPOANew>

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- **Child and Family Treatment and Support Services**
 - <https://www2.monroecounty.gov/mh-CFTSS>
 - <https://www2.monroecounty.gov/mh-index.php#MentalHealth>
- **Hillside CFTSS Services**
 - PSR services: Closed - no availability
 - Respite: No availability
 - OLP (Currently 25-person waitlist), CPST (available now), FPSS (available now)
 - HBCS (waiver) referrals accepted for Community Self-Advocacy Services and Care Giver Family Support Services. This is a longer process now with 25-person maximum waitlist.
 - Email referrals to: referrals@hillside.com. Depending on the service, there is a maximum of 25 kids per each service, and only 25 kids can be put on the waitlist – after that, the service is not available.
- **Villa of Hope**
 - Currently offering Zoom and Phone appointments
- **Pathways Inc.**
 - There is no waitlist for CPST or PSR with medical necessity.
 - There is no waitlist for HCBS
 - There is waitlist for OLP and OLP evaluation at this time
 - Agency also offers Skill building through Monroe County SPOA for non-Medicaid youth. There is also no waitlist at this time for youth especially if they have no provider preference or don't mind a female provider.

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.
 - **SNAP Benefit Questions:** Phone: 585-753-2740
 - **Cash Benefit Questions:** Phone: 585-753-2750
 - **Medicaid Benefit Questions:** Phone: 585-753-2760
 - **Childcare Questions:** Phone: 585-753-6316
 - **Child Support Questions:** Phone: 888-208-4485
 - Our offices, located at 111 Westfall Road, Rochester, NY 14620 and 691 St. Paul Street, Rochester, NY 14605, are open between the hours of 8:00 am to 4:00 pm. Walk-in applications are accepted Monday - Friday between these hours.

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- **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
 - Family Services, located at the Parsells Avenue and the Central Park sites, assists individuals and families to meet their basic needs such as food, clothing, shelter, and health. A variety of services are provided including advocacy, case management, referrals, home management skill-building, and financial workshops. Specific assistance available include: food, rent/mortgage assistance, day bus pass, and personal items.
- **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
 - Patients can call for an appointment at any time, and those appointments will be scheduled between 2:00 – 4:00 pm each weekday. Walk-in hours begin at 9 am on a first come first served basis until Case manager’s schedules are full or until 12:30 pm on slower days.
- **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.
 - Telehealth or in-person appointments are available - to schedule an appointment contact Madeleine Reynolds at mreynolds@jfsrochester.org or call 585-506-3060.
- **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
- **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/>

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- **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. The 13-bed shelter serves you 12-17 years old, for up to 30 days.
- 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.

- **The Housing Council at PathStone**

- 585-546-3700
- <https://www.thehousingcouncil.org/> or email thc@pathstone.org

- **LawNY**

- 585-325-2520, ext. 5652 (Leave a voice mail and someone will respond within 24 hours.)
- <https://www.lawny.org/node/354> or <http://www.nysba.org/lawyerreferral/>
- Legal Assistance of Western New York provides free legal aid to people with problems such as eviction, foreclosure, denial of unemployment benefits, denial of public assistance.

- **211/LIFE LINE:**

- <https://www.211lifeline.org/>

- **RAIHN**

- 585-506-9050
- Currently accepting families into its shelter program, however they are using hotel for shelter space until we are able to return to our normal model of using congregational space for shelter. Families can call directly to check on shelter space

- **Transportation**

- **Regional Transit Service (RTS)**

- 585-288-1700
- Regular fares now
- <https://www.myrts.com/>

- **Medical Answering Service (MAS)**

- 866-932-7740
- Still in operation with limited group rides.
- Drivers and patients over the age of 2 have to wear a mask.
- Cars are being sanitized after each trip
- <http://www.medanswering.com/>

Education

- **Education**

- **RCSD Technology Support** 585-262-8700 or 262-8100.
- **Rochester City School District Special Education Parent Hotline** 585-262-8220
- **Early Intervention/Preschool Special Education** 585-753-KIDS (585-753-5437) Option-1 (birth to 3)
- **Universal Pre-K Information/Registration** 585-262-8140
- **ABC Head Start** 585-325-5116, x2
- **IBERO American Action League, Inc.** 585-256-8900

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- **Operation Transformation Rochester** (Job Training) 585-428-6342
- **Early Childhood Family and Community Engagement (FACE) Center**
Resources and information for families of children 5 and under, contact 585-249-7817
Resources and information for families of children 5 – 21, contact 585-249-7814
- **Starbridge**
Main Number: 585-546-1700, Educational advocacy services: 585-224-7359
<https://starbridgeinc.org/how-we-can-help/with-school>
- **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>
- **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 problems such as eviction, foreclosure, denial of unemployment benefits, denial of public assistance.
- **Office of Adult Career and Continuing Education Services Vocational Rehabilitation (ACCES-VR)**
 - 585-238-2900 or visit <http://www.acces.nysed.gov/vr/>

Developmental Concerns

- **Early Intervention/Preschool Special Education** 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
- **Rochester Regional Health Developmental-Behavioral Pediatrics Program**
585-922-4698
800 Carter St, Rochester, NY 14621
- **Person Centered Services**
<https://personcenteredservices.com/>
Professionals or families can get assistance with applying for OPWDD. The intake department is a non-billable service to support families through the entire OPWDD eligibility and Medicaid process. Contact: Amy Albanese with questions or concerns about the OPWDD process and services for children with intellectual and developmental disabilities.
General Numbers:
For enrollment & eligibility: 855-208-3533 (8:00a – 4:30p)
For general information or to locate a care coordinator: 888-977-7030 (8:00a – 4:30p)
For those who are already enrolled and have an urgent need: 833-200-0678 on-call service (4:30p – 8:00a)
Anonymous line for questions/concerns/issues: 866-324-2460
- **The ARC of Monroe**
585-271-0660
<https://arcmonroe.org/>

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- **Easterseals New York, Diagnostic & Treatment Center, Rochester**
585-292-5830
Only Kessler (school and residential) will be open next year
<https://www.easterseals.com/newyork/>
- **Prime Care NY**
844-347-3168
Help families through OPWDD eligibility and provide Care Coordination
<https://primecareny.org/enroll>
- **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
- **Crisis Nursery of Greater Rochester**
 - 585-235-5750 and 24-hour Crisis Line: 585-271-7670
 - <https://www.centerforyouth.net/crisis-nurseries/>
 - 464 Rosewood Terrace, Rochester, NY 14609 and 201 Genesee Park Blvd, Rochester, NY 14619
 - 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, 365 days/year
- **NYS Childcare Resource**
 - <https://ocfs.ny.gov/programs/childcare/resources-for-families.php>
- **IBERO-American Action League**
 - 585-256-9800
 - <https://iaal.org/>

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LGBTQ

- **Trevor Project**
 - Trevor Lifeline 1-866-488-7386
 - Trevor Text – 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/healthcare/transgender-center-of-excellence>
- **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/>
- **HEAL**
 - 585-275-HEAL (585-275-4325)
 - Program Offers Holistic Care For Victims of Interpersonal Violence.
 - <https://www.urmc.rochester.edu/mental-health-wellness/adult-services/outpatient/heal.aspx>
- **RESTORE Sexual Assault Services**
 - 585-546-2777
 - Hotline 1-800-527-1757
 - <https://restoresas.org/>
- **Saathi of Rochester**
 - 585-234-1050
 - <https://www.saathiofrochester.org>

Eating Disorder Services

- **Golisano Children’s Hospital Adolescent Medicine Services** 585-275-2964
- **Healing Connection** 585-641-0281

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Medical Conditions

- **URMC Child Neurology** 585-275-2808
<https://www.urmc.rochester.edu/neurology/our-divisions/child-neurology.aspx>
- **URMC Pediatric Sleep Medicine Services** 585-340-8949
<https://www.urmc.rochester.edu/childrens-hospital/sleep-center.aspx>

Parent Groups

- **Parenting Village**
 - 585- 270-1832
 - 255 East Ave #201, Rochester, NY, 14604
 - <https://www.facebook.com/ParentingVillageRochester/> or <http://www.parentingvillage.org/>
 - One Mustard Street, Suite 2-4050, Rochester, NY
 - Parent Education
 - 585-436-0370, ext. 308
- **Parents as Teachers at Hillside Children's Center**
 - One Mustard Street, Suite 2-4050, Rochester, NY
 - Parent Education
 - 585-654-1707
 - [Parents-As-Teachers-SS.pdf \(hillside.com\)](#)
- **Compeer Rochester**
 - 585-546-8280
 - 259 Monroe Avenue, Rochester, NY
 - <https://www.compeerrochester.org/family>
- **Mental Health Association**
 - 585-325-3145
 - 320 N. Goodman St., Rochester, NY
 - <https://www.mharochester.org/> or <https://www.mharochester.org/services/family-support/>
- **Parent to Parent New York**
 - The Finger Lakes Office
 - Phone: Currently covered by our Capital Region office 1-800-305-8817 or (518) 381-4350
 - Place where families of individuals with special needs, and the professionals who support them, can meet and share information.
 - <http://parenttoparentnys.org/offices/finger-lakes/>
- **Highland Hospital Maternity**
 - Designed for women and families to help them prepare for childbirth and the joys and challenges of caring for newborn infants.
 - Paid classes
 - For more information or questions about financial assistance, call us at (585) 473-2229 or email hhclasses@urmc.rochester.edu.
 - Sign up for classes on the website:
<https://www.urmc.rochester.edu/highland/maternity/classes.aspx>

Community Resources for Youth and Families with Behavioral Health Challenges During the COVID-19 Crisis
UR Medicine: Pediatric Behavioral Health & Wellness
11/1/2021

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

Monroe County Department of Public Health Information

MCDPH Frequently Asked Questions

MCDPH: If someone in a classroom tests positive for COVID-19

MCDPH: 3 Ways to Get a COVID-19 Test in Monroe County

COVID-19 Vaccine Info <https://am-i-eligible.covid19vaccine.health.ny.gov/>