

FINGER LAKES REGIONAL PLANNING CONSORTIUM

HELP & SUPPORT RESOURCES

GENERAL RESOURCES – 211 LIFE LINE

Food	Housing	Mental Health	Substance Abuse	Health	Utilities
Finances	Household Items	Legal	Employment & Education	Family	Military
Disaster	Volunteer				

For the following counties: Monroe, Livingston, Ontario, Seneca, Wayne, Cayuga

211 Life Line: Call 211 on the phone or go to: <https://211lifeline.org/>

For the following counties: Chemung, Schuyler, Steuben, Yates, Allegany

211 Life Line: Call 211 on the phone or go to: <https://www.ihsnet.org/ihs-services/2-1-1-helpline/>

MENTAL HEALTH RESOURCES

National Suicide Prevention Lifeline is available 24 hours a day at 1-800-273-8255. We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

National Disaster Distress Helpline 1-800-985-5990 or text “TalkWithUs” to 66746. Offers 24/7 emotional support and if you have any medical concerns, you can speak to a trusted healthcare provider.

NY State OMH (Office of Mental Health) Emotional Support Line 1-844-863-9314

The Emotional Support Line provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.

AFFINITY PLACE WARM LINE SERVICE is 585-563-7470

If you are feeling like you need to talk to someone who understands what you are going through, please call our warm line. We are here to help. The Affinity Place Warm Line service is staffed by Peer Support Specialists who understand that at times, it can be easier to talk to individuals who have had similar experiences. The warm line, which is operated 24 hours per day and 7 days per week, is 585-563-7470. Call us today.

CELL PHONE RESOURCES

[Assurance Wireless Program – How Medicaid Clients Can Get Cell Phones and More Minutes](#)

[FCC'S Lifeline - Affordable Communication Program](#)

community resources for **FAMILY SAFETY**

BIVONA CHILD ADVOCACY CENTER

1 Mt. Hope Avenue, Rochester, NY 14620
585-935-7800

- › Phone consultation related to child safety
- › Investigation of child abuse concerns
- › Mental health services for children who have experienced trauma

 @BivonaCAC

BIVONACAC.ORG



NATIONAL DOMESTIC VIOLENCE HOTLINE

Hotline: 1-800-799-7233
TTY: 1-800-787-3224

THEHOTLINE.ORG

NEW YORK STATE CHILD ABUSE HOTLINE

Statewide Toll Free Telephone Number:
1-800-342-3720
TDD/TTY: 1-800-638-5163
Video Relay System provider
call 1-800-342-3720

RESTORE SEXUAL ASSAULT SERVICES

24 hour hotline: 585-546-2777

- › Crisis intervention for sexual assault survivors and their loved ones
- › Short-term counseling
- › Support/advocacy through medical evidence collection process
- › Support/advocacy through legal and court process
- › Information & Referral
- › Community & Professional education programs

 @RestoreSAS

RESTORESAS.ORG



RESOLVE ROCHESTER

PO Box 21, Fairport, NY 14450
(confidential, safe location)
585-425-1580

- › One-on-one virtual therapy for domestic violence survivors
- › Phone therapy for domestic violence survivors
- › Financial counseling for domestic violence survivors

 @Resolveroc/@Resolveroch

RESOLVE-ROC.ORG



LIFESPAN OF GREATER ROCHESTER

585-244-8400

- › Lifespan assists older adults (60+)
- › Investigation and intervention services in cases and suspected cases of elder abuse and mistreatment in ten Finger Lakes counties in upstate New York.

 @Lifespan_Roc

LIFESPANROCHESTER.ORG



WILLOW DOMESTIC VIOLENCE CENTER

24-Hour Hotline: (585) 222-SAFE (7233)
24-Hour Text Line: (585) 348-SAFE (7233)

- › Emergency Shelter
- › Safety Planning
- › Phone Counseling and Support
- › Remote Court Advocacy
- › All services are free and confidential

 @WillowCenterRoc

WILLOWCENTERNY.ORG



IGNITE

585-286-2713 | email: deafignite@gmail.com
We support the needs of Deaf, DeafBlind, and hard of hearing survivors of domestic and/or sexual violence.

- › Advocacy Services
- › Crisis Intervention
- › Medical and Hospital Advocacy
- › Legal Advocacy
- › Accompaniment: Go with you to the hospital, court, making police contacts, finding shelter

 @Deafignite

DEAFIGNITE.ORG



UNIVERSITY OF ROCHESTER MEDICAL CENTER GOLISANO CHILDREN'S HOSPITAL FAMILY RESOURCE CENTER

- › Help with immediate needs
- › Parenting support

 @Urmed_gch/@GolisanoChildrensHospital

GOLISANO.URMC.EDU/COVID



FINGER LAKES REGION - COUNTY WEBSITE RESOURCES

Chemung County: <https://chemung.ny.networkofcare.org/mh/content.aspx?cid=9136>

(607) 737-5501

Chemung County Crisis Line 607-442-6900

Crisis Text Line: Text HOME to 74171

Livingston County: <https://www.livingstoncounty.us/152/Mental-Health-Community-Services>

585-243-7250

[Livingston County News Support Map](#)

Monroe County: <https://www2.monroecounty.gov/mh-index.php>

585-243-7250

[Monroe County Emergency-Crisis Services](#)

Ontario County: <https://www.co.ontario.ny.us/99/Mental-Health>

(585) 396-4363

Crisis Text Line: Text HOME to 741741

Schuyler County: <https://www.schuylercounty.us/149/Mental-Health-Services>

(607) 535-8282

Suicide Prevention Lifeline 1-800-279-TALK (8255)

Seneca County: <https://www.co.seneca.ny.us/gov/community/mental/>

(315) 539-1980

[Mental Health Toolkit – Being at Home During COVID-19](#)

Steuben County: <https://www.steubencony.org/pages.asp?PGID=30>

(607) 324-2483

[Wellness Matters Newsletter](#)

Wayne County: <https://web.co.wayne.ny.us/index.php/wbhn/>

(315) 946-5722

[Mental Health Resources During an Emergency](#)

Yates County: <https://www.yatescounty.org/156/Community-Services>

(315) 536-5135

[Yates County Resource List](#)

Mental Health Association (MHA) of Rochester Website Resource

<https://www.mharochester.org/covid-19-coronavirus-resources-for-our-community/>

For clients with smart phones or PC's, MHA recommends these apps:

Calm – Calm is a leading app for meditation and sleep. Join the millions experiencing lower stress, less anxiety, and more restful sleep with our guided meditations, Sleep Stories, breathing programs, masterclasses, and relaxing music. Recommended by top psychologists, therapists, and mental health experts.

What's Up? – A free app utilizing some of the best CBT (Cognitive Behavioral Therapy) and ACT (Acceptance Commitment Therapy) methods to help you cope with Depression, Anxiety, Anger, Stress and more! With a beautiful, modern design, simple heading and easy-to-follow methods, you can get to what helps you the most in seconds.

Calm Harm – Calm Harm provides tasks to help you resist or manage the urge to self-harm. Get started by setting your password so that it's completely private. You can personalize it if you wish, by choosing the background color theme and deciding on whether you would like some company using a variety of friendly characters. The app then provides you with four categories of tasks to help you surf the urge. 'Distract' helps in learning self-control; 'Comfort' helps you care rather than harm; 'Express yourself' gets those feelings out in a different way and 'Release' provides safe alternatives to self-injury. There is also a 'Breathe' category to help calm and get back in control. You can do the activities for either blocks of five minutes or fifteen minutes with a countdown for each minute. You will be able to track your progress and notice change.

Self-Help for Anxiety Management (SAM) – SAM is a friendly app that offers a range of self-help methods for people who are serious about learning to manage their anxiety. SAM has been developed by a university team of psychologists, computer scientists, and student users. Established methods of self-help have been combined with high standards of usability to provide an engaging, flexible, and practical resource.

MindShift – Is anxiety getting in the way of your life? MindShift uses scientifically proven strategies based on Cognitive Behavioral Therapy (CBT) to help you learn to relax and be mindful, develop more effective ways of thinking, and use active steps to take charge of your anxiety.

Breathe – Slow down, take a deep breath...how are you feeling, what are you thinking? Check-in with your emotions to receive daily meditation and mindfulness recommendations tuned to how you feel. This calming meditation app experience is uniquely designed to help you stay mindful, de-stress, sleep better, and build the emotional strength and confidence to handle life's ups and downs. Mindfulness & meditation is the practice, Stop, Breathe & Think is the process.

Not OK – The notOK App™ takes the guesswork out of asking for help when you're feeling vulnerable. We'll notify your trusted contacts that they've been selected as your support group, so when the time comes and you need to reach out, you'll just have to open the app and press the large, red notOK App™ button.

MoodTools – If you are feeling sad, anxious, or depressed, lift your mood with MoodTools! MoodTools is designed to help you combat depression and alleviate our negative moods, aiding you on your road to recovery.