



National Council on Alcoholism & Drug Dependence-Rochester Area
1931 Buffalo Road - Rochester, New York 14624
Telephone: (585) 719-3480 or 719-3490 Fax: (585) 423-1908
Website: www.ncadd-ra.org

Workplace Wellness Community Resources

Over the last few years, Americans have had their lives disrupted by the pandemic, economic instability, and social unrest. We’ve seen increased rates of depression, anxiety, post- traumatic stress symptoms and substance use nationwide. Employers are recognizing that these challenges impact the workforce and that there is a need to prioritize workforce wellbeing. Offering information about community resources can be one way to support employees. Please use this as a guide for navigating community resources in Monroe, Livingston, Steuben, Chemung and Tioga Counties.

| Category of Support/Agency Name | Services Offered | Region/County Served | Contact Information |
|--|-------------------------------------|----------------------|---------------------|
| <i>Hotline/Crisis Line: used for immediate emergency telephone counseling, usually by trained staff</i> | | | |
| COVID-19 NYS Emotional Support Helpline | 24/7 | NYS | 1-844-863-9314 |
| National Domestic Violence Hotline | 24/7 | National | 1-800-799-7233 |
| NYS Office for the Prevention of Domestic Violence | 24/7 | NYS | 1-800-942-6906 |
| Sexual Assault Hotline | 24/7 | National | 1-800-656-4673 |
| National Child Abuse Hotline | 24/7 | National | 1-800-422-4453 |
| National Suicide Prevention Lifeline | 24/7 | National | 1-800-273-8255 |
| The Trevor Project <i>(supporting LGBTQ young adult community)</i> | 24/7 | National | 1-866-488-7386 |
| National Eating Disorder Hotline | M-Th 9am-9pm EST Fri 9am-5pm EST | National | 1-800-931-2237 |
| National Alliance on Mental Illness | M-F 10am-6pm EST | National | 1-800-950-6264 |
| Veteran’s Crisis Line | 24/7 | National | 1-800-273-8255 |
| SAMHSA National Helpline <i>(alcohol/drug use support)</i> | 24/7 | National | 1-800-662-4357 |
| NYS Substance Abuse Hotline | 24/7 | NYS | 1-877-846-7369 |
| Poison Control | 24/7 | National | 1-800-222-1222 |
| Lifeline <i>(information and referral services)</i> | 24/7 | Local | 211 |

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| <i>Crisis Services: used for emergency mental health situations</i> | | | |
| Crisis services | Telephonic, in-home, community based, respite, urgent care | Monroe | MC-CrisisServices.pdf (monroecounty.gov) |
| Behavioral Health Access & Crisis Center | Urgent care for mental health and addiction services | Monroe | Behavioral Health Access and Crisis Center Rochester Regional Health |
| Crisis Services | Emergency and inpatient services | Livingston | Emergency & Inpatient Mental Health Association of Rochester, NY (mharochester.org) |
| Mental Health Crisis Intervention Program | Mental health crisis intervention | Steuben | Mental Health Crisis Intervention Program (211lifeline.org) |
| Southern Tier Mobile Integration Team | Crisis support and access to programs/ services | Chemung, Steuben, Tioga | southern-ti-mobile-integration-team.pdf (ny.gov) |
| <i>Financial/Economic Supports: used for emergency and/or long term financial and economic situations</i> | | | |
| Monroe County Financial Assistance | Public assistance programs | Monroe | 585-753-6000 Program Monroe County Financial Assistance: (ny.gov) |
| Consumer Credit Counseling Services of Rochester | Debt management program, credit/ budget counseling, etc. | Monroe | 585-546-3440 Debt Management, Credit Counseling Consumer Credit Counseling Service (CCCS) of Rochester, NY (cccsofrochester.org) |
| Livingston County Assistance Programs | Food and financial assistance programs | Livingston | Livingston County New York assistance programs Geneseo (needhelp-payingbills.com) |
| Catholic Charities of Steuben/Livingston Counties | Food, clothing, shelter; budget counseling; health insurance; | Steuben, Livingston | Assistance Request Form Catholic Charities Steuben / Livingston (ccsteubenlivingston.org) |

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| Chemung County Assistance Programs | HEAP; financial assistance; emergency services; housing; food; foreclosure and mortgage assistance | Chemung | Chemung County assistance programs Elmira (needhelppayingbills.com) |
| Community Resources: Broome and Tioga Counties | Various services | Tioga | Community Resources Broome & Tioga 122011 (broomecountyny.gov) |
| Tioga County Resource Guide | Food, clothing, shelter, transportation, etc. | Tioga | tioga-county-resource-guide-2021.pdf (tiogacountyny.gov) |
| <i>Physical Health Supports: used to access public health programs</i> | | | |
| *For individual/specific resources, contact your Primary Care Physician or Insurance Company | | | |
| Monroe County Department of Public Health | Various services | Monroe | Public Health Monroe County, NY |
| Livingston County Department of Health | Various services | Livingston | Services Livingston County, NY - Official Website |
| Steuben County Department of Public Health | Various services | Steuben | Steuben County (steubencountyny.gov) |
| Chemung County Health Department | Various services | Chemung | Health Department Chemung County, NY (chemungcountyny.gov) |
| Tioga County Public Health Department | Various services | Tioga | Tioga County, New York Government - Public Health (tiogacountyny.com) |
| Tioga County Resource Guide | Various services | Tioga | tioga-county-resource-guide-2021.pdf (tiogacountyny.gov) |
| <i>Legal Resources/Supports: used to understand and access free/low cost legal supports</i> | | | |
| Monroe County Law Department | Various services | Monroe | Law Monroe County, NY |
| Monroe County Legal Aid and Pro Bono Services | Various services | Monroe | Monroe County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory |
| Free Legal Services | Various services | Monroe | FreeLegalServices.pdf (nycourts.gov) |
| Veterans Service Agency Legal Services Resource Guide | Various services | Monroe | Veterans Legal Monroe County, NY |

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| Livingston County Legal Aid and Pro Bono Services | Various services | Livingston | Livingston County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory |
| Legal Services for the Elderly | For persons aged 60 and over | Livingston | Legal Services for the Elderly Livingston County, NY - Official Website |
| Steuben County Legal Aid and Pro Bono Services | Various services | Steuben | Steuben County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory |
| Chemung County Legal Aid and Pro Bono Services | Various services | Chemung | Chemung County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory |
| Chemung County Legal Assistance | For persons with low income | Chemung | Legal Assistance of Western New York - Elmira - Chemung County, New York (networkofcare.org) |
| Tioga County Resource Guide Pg. 6- Legal Assistance | Various services | Tioga | tioga-county-resource-guide-2021.pdf (tiogacountyny.gov) |
| <i>Mental Health Supports: used to navigate community mental health resources (inpatient, outpatient, etc.)</i> | | | |
| Monroe County Office of Mental Health | Various services | Monroe | Mental Health Services Monroe County, NY |
| Livingston County Mental Health Services Guide | Various services | Livingston | Mental Health Facilities in Livingston County, NY (mentalhealthclinics.org) |
| Livingston County Mental Health Services | Various services | Livingston | Mental Health / Community Services Livingston County, NY - Official Website |
| Mental Health Association- Livingston County Resources | Various services | Livingston | Livingston County Mental Health Association of Rochester, NY (mharochester.org) |
| Steuben County Mental Health Services Guide | Various services | Steuben | Mental Health Facilities in Steuben County, NY (mentalhealthclinics.org) |

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| Chemung County Mental Health Services Guide | Various services | Chemung | Counseling / Outpatient Treatment returned 23 sub-categories Chemung County, New York (networkofcare.org) |
| Tioga County Resource Guide Pg. 24- Mental Health Services | Various services | Tioga | tioga-county-resource-guide-2021.pdf (tiogacountyny.gov) |
| American Foundation for Suicide Prevention: Western NY Chapter | Various services | Western NY counties | Western New York AFSP |
| <i>Substance Use Supports: used to navigate substance use treatment programs (detox, inpatient, outpatient, etc.)</i> | | | |
| DePaul's National Council on Alcoholism and Drug Dependence- Rochester Area/Finger Lakes Addiction Resource Center | Health fairs, presentations, events and training, resource directories, etc. | Finger Lakes Region | https://ncadd-ra.org Upcoming Events NCADD Rochester (ncadd-ra.org) Finger Lakes Addiction Resource Center NCADD Rochester (ncadd-ra.org) |
| Delphi Rise Open Access Clinic | Evaluates and refers to appropriate level of care (detox, inpatient, or outpatient care) | Monroe | Delphi Rise Open Access Clinic (211lifeline.org) |
| Monroe County Office of Mental Health/Addiction Services | Various services | Monroe | Addiction Services Monroe County, NY |
| Monroe County Opioid Information and Resources | Various services | Monroe | Opioid Information & Resources – Monroe County, NY |
| CASA Trinity | Various services | Livingston, Chemung, Tioga | CASA-Trinity |
| Catholic Charities of Steuben/Livingston Counties | Various services | Livingston, Steuben | Addiction Services, Prevention & Support Catholic Charities Steuben / Livingston (ccsteubenlivingston.org) |
| Steuben County Department of Alcoholism and Substance Abuse Services | Various services | Steuben | Steuben County (steubencountyny.gov) |

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| Tioga County Resource Guide Pg. 27- Substance Abuse Related | Various services | Tioga | tioga-county-resource-guide-2021.pdf (tiogacountyny.gov) |
| <i>Opioid Overdose Training: free overdose prevention training to community members</i> | | | |
| NYS Department of Health Training Calendar | Overdose prevention training | NYS | Opioid Overdose Program Registration Calendar (nyoverdose.org) |
| Finger Lakes/Rochester Region | Overdose prevention training | Monroe | Community Calendar of Opioid Overdose Trainings (ny.gov) |
| Western NY/Buffalo Region | Overdose prevention training | Livingston, Chemung, Tioga | Community Calendar of Opioid Overdose Trainings (ny.gov) |
| Trillium Health | Overdose prevention training | NYS | Trillium Health Virtual Narcan Training Sessions (surveygizmo.com) |
| <i>Workplace Wellness Supports: used to access assessment, training and community resources pertaining to workplace wellness</i> | | | |
| DePaul's National Council on Alcoholism and Drug Dependence- Rochester Area | Assessment, focus groups, workshops, ambassador training | Monroe | Team Awareness Workplace Wellness NCADD Rochester (ncadd-ra.org) |
| CASA-Trinity | Assessment, focus groups, workshops, ambassador training | Livingston, Chemung, Tioga | Team Awareness Workplace Wellness NCADD Rochester (ncadd-ra.org) |
| Catholic Charities of Steuben/Livingston Counties | Assessment, focus groups, workshops, ambassador training | Livingston, Steuben | Team Awareness Workplace Wellness NCADD Rochester (ncadd-ra.org) |

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