



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 Finger Lakes 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
Suicide and Crisis Hotline	24/7	National	988
National Domestic Violence Hotline	24/7	National	1-800-799-7233
NYS Domestic Violence Hotline	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
Veteran’s Crisis Line	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
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
Problem Gambling Resource Center	M-F 9am-5pm EST	Finger Lakes	585-351-2262
Poison Control	24/7	National	1-800-222-1222
Lifeline <i>(only for 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
East House- Affinity Place	Warm Line, Peer Run Respite	Monroe	585-563-7470 (warm line) 585-563-7083 (respite services)
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	15 counties including: Wayne, Ontario, Seneca, Yates, Chemung, Tioga	southernt-mit.pdf (ny.gov) 1-844-435-7648
Clifton Springs Hospital	Comprehensive Psychiatric Emergency Program	Ontario, Seneca	315-462-1080
Rochester Psychiatric Center	Mobile Crisis Response Team	Livingston, Wayne, Wyoming, Genesee, Orleans	585-241-1812
Emergency Services	Police, Fire, Ambulance	All	911

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<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 (needhelppayingbills.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)
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)
Seneca County Resource Guide	Food, clothing, transportation, etc.	Cayuga, Ontario, Seneca, Wayne, Yates	Community Resources 07/01/22 (canva.com)
<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

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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)
Ontario County Public Health Department	Various services	Ontario	Ontario County Public Health Ontario County, NY - Official Website (ontariocountyny.gov)
Seneca County Public Health Department	Various services	Seneca	Seneca County Health Department – Keeping Our Communities Healthy + Safe
Seneca County Resource Guide	Various services	Cayuga, Ontario, Seneca, Wayne, Yates	Community Resources 07/01/22 (canva.com)
<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
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

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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)
Legal Assistance of Western NY	Various services	Monroe, Ontario, Steuben, Tioga, Chemung	Legal Assistance of Western New York, Inc.® (lawny.org)
Seneca County Legal Aid & Pro Bono Services	Various services	Seneca	Seneca County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory
Ontario County Legal Aid & Pro Bono Services	Various services	Ontario	Ontario County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory
<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)
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)

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Cayuga County Mental Health Resources	Various services	Cayuga	Mental Health Facilities in Cayuga County, NY (mentalhealthclinics.org)
Seneca County Mental Health Resources	Various services	Seneca	Mental Health Services – Seneca County, New York; https://senecacountycommunityschools.org/resource-guide
Ontario County Mental Health Resources	Various Services	Ontario	Mental Health Ontario County, NY - Official Website (ontariocountyny.gov); Mental Health Facilities in Ontario County, NY
Seneca County Resource Guide	Public and private clinicians	Cayuga, Ontario, Seneca, Wayne, Yates	Community Resources 07/01/22 (canva.com)
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

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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)
Tioga County Resource Guide Pg. 27- Substance Abuse Related	Various services	Tioga	tioga-county-resource-guide-2021.pdf (tiogacountyny.gov)
Seneca County Resource Guide	Various services	Cayuga, Ontario, Seneca, Wayne, Yates	Community Resources 07/01/22 (canva.com)
<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)
Ontario County	Overdose prevention training	Ontario	Combat Heroin Ontario County, NY - Official Website (ontariocountyny.gov)
Seneca County	Overdose prevention training	Seneca	Opioid Awareness – Seneca County, New York
FLACRA	Overdose prevention training	Multiple counties	Naloxone (Narcan) Training FLACRA
<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, Seneca, Ontario	Team Awareness Workplace Wellness NCADD Rochester (ncadd-ra.org)

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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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