



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, Erie, Livingston, Genesee, Orleans, Steuben, Cattaraugus, Allegany, 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	988
The Trevor Project <i>(supporting LGBTQ young adults)</i>	24/7	National	1-866-488-7386
National Eating Disorder Association	M-F 9am-5pm EST	National	212-575-6200
National Alliance on Mental Illness	M-F 10am-10pm EST	National	1-800-950-6264
Veteran’s Crisis Line	24/7	National	988 then press 1
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
211 WNY <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
Genesee County Mental Health	Crisis support and access to programs/ services	Genesee	211 WNY
Erie County Mental Health	Telephonic and crisis support programs	Erie	I Need Help Now Mental Health (erie.gov)
Spectrum Crisis and Re-Stabilization Emergency Services	Crisis services and interviews, brief counseling and safety planning for youth and their families	Erie, Orleans, Wyoming	Crisis Services Buffalo NY Spectrum Health C.A.R.E.S. (shswny.org)
Care and Crisis Helpline	Telephonic support	Orleans	The Care and Crisis Helpline Now Serving Orleans County - Orleans Community Health
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	Southern Tier Counties	southernt-mit.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	Program Monroe County Financial Assistance: (ny.gov)
Consumer Credit Counseling Services of Rochester	Debt management program, credit/ budget counseling, etc.	Monroe	Debt Management, Credit Counseling Consumer Credit Counseling Service (CCCS) of Rochester, NY (cccsofrochester.org)
Erie County Department of Social Services	Public assistance programs	Erie	Home Social Services (erie.gov)

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Erie County Assistance Programs	Food, household, housing assistance, etc.	Erie	Assistance programs Buffalo and Erie County New York (needhelppayingbills.com)
Genesee County Assistance Programs	Food, household, housing assistance, etc.	Genesee	Genesee County assistance programs Batavia (needhelppayingbills.com)
Orleans County Assistance Programs	Food, household, housing assistance, etc.	Orleans	Orleans County assistance programs Albion (needhelppayingbills.com)
Livingston County Assistance Programs	Food, household, housing assistance, etc.	Livingston	Livingston County New York assistance programs Geneseo (needhelppayingbills.com)
Catholic Charities of Steuben/Livingston Counties	Food, clothing, shelter; budget counseling; health insurance; etc.	Steuben, Livingston	Assistance Request Form Catholic Charities Steuben / Livingston (ccsteubenlivingston.org)
Cattaraugus County Assistance Programs	Food, household, housing assistance, etc.	Cattaraugus	Assistance programs Cattaraugus County and Olean (needhelppayingbills.com)
Allegany County Assistance Programs	Food, household, housing assistance, etc.	Allegany	Assistance programs Allegany County NY and Belmont (needhelppayingbills.com)
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	Broome, 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)
Tioga County Assistance Programs	Food, household, housing assistance, etc.	Tioga	Tioga County assistance programs Owego (needhelppayingbills.com)

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<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
Erie County Department of Public Health	Various services	Erie	Home Health (erie.gov)
Genesee and Orleans Health Departments	Various services	Genesee, Orleans	GO Health - Genesee & Orleans Public Health Departments (gohealthny.org)
Livingston County Department of Health	Various services	Livingston	Services Livingston County, NY - Official Website
Steuben County Department of Public Health	Various services	Steuben	Public Health Steuben County, NY (steubencountyny.gov)
Cattaraugus County Health Department	Various services	Cattaraugus	Health Department Cattaraugus County Website (cattco.org)
Allegany County Department of Health	Various services	Allegany	Health – Allegany County, New York
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>			
Legal Assistance of Western NY, Inc.	Various services	Allegany, Cattaraugus, Chautauqua, Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Tioga,	LawNY

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		Tompkins, Wayne, Yates	
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
Erie County Legal Services	Various services	Erie	Legal Services Senior Services (erie.gov)
Genesee County Legal Aid and Pro Bono Services	Various services	Genesee	Welcome to County of Genesee Genesee County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory
Orleans County Legal Aid and Pro Bono Services	Various services	Orleans	Orleans County Legal Aid & Pro Bono Services - Justia New York Lawyer Directory
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
Cattaraugus County Legal Services	Various services	Cattaraugus	Legal Services Cattaraugus County Website (cattco.org)
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
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
Mental health services in Erie County	Various services	Erie	Mental Health Facilities in Erie County, NY (mentalhealthclinics.net) Home Mental Health (erie.gov) Programs & Services Mental Health (erie.gov)
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
Genesee County Mental Health Services	Various services	Genesee	Welcome to County of Genesee
Orleans County Department of Mental Health	Counseling, Care Coordination, Medication, Outreach, Crisis Services	Orleans	Orleans County, NY (orleanscountyny.gov)
Mental health services in Steuben County	Various services	Steuben	Mental Health Facilities in Steuben County, NY (mentalhealthclinics.org)
Mental health services in Cattaraugus County	Various services	Cattaraugus	Mental Health Facilities in Cattaraugus County, NY (mentalhealthclinics.org)
Mental health services in Allegany County	Various services	Allegany	Mental Health Facilities in Allegany County, NY (mentalhealthclinics.org)

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			Mental Health Resources Available in Allegany County – How To Get Help For You or A Loved One – Allegany County, New York
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 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
Substance use services in Erie County	Various services	Erie	Erie County Chemical Dependency Treatment Resource Guide Mental Health Substance Use Treatment & Recovery Health (erie.gov)

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			Programs & Services Mental Health (erie.gov)
Genesee/Orleans Council on Alcoholism and Substance Abuse	Various services	Genesee, Orleans	Alcohol and Substance Abuse Prevention & Treatment Genesee/Orleans Council on Alcoholism and Substance Abuse, Inc. (gcasa.net)
Cattaraugus County Addiction & Recovery Services	Various services	Cattaraugus	Treatment and Recovery Resources - Cattaraugus County Addiction & Recovery Resources (recoveryincattco.org)
Allegany Council on Alcoholism & Substance Abuse, Inc.	Various services	Allegany	Outpatient – Allegany Council on Alcoholism and Substance Abuse, Inc. (wordpress.com)
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	Alcoholism & Substance Abuse Services Steuben County, NY (steubencountyny.gov)
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)

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Opiate Epidemic Task Force	Hotline, Narcan, Fentanyl, Training, Treatment, Needle Access, Peer Navigation, Smoking/Vaping/Tobacco, Cannabis resources	Erie	Opiate Epidemic Task Force Health (erie.gov)
Genesee, Orleans, Wyoming Opioid Task Force	Various resources	Genesee, Orleans, Wyoming	Genesee-Orleans-Wyoming Opioid Task Force (gowopioidtaskforce.org)
Western NY/Buffalo Region	Overdose prevention training	Erie, Livingston, Chemung, Tioga	Community Calendar of Opioid Overdose Trainings (ny.gov)
STOPP: Southern Tier Overdose Prevention Program	Overdose prevention training	Cattaraugus, Allegany, Chautauqua	Narcan Training - Southern Tier Health Care System, Inc. (sthcs.org)
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)
The Prevention Council	Assessment, focus groups, workshops, ambassador training	Erie	Team Awareness Workplace Wellness NCADD Rochester (ncadd-ra.org)

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ACASA	Assessment, focus groups, workshops, ambassador training	Allegany	Team Awareness Workplace Wellness NCADD Rochester (ncadd-ra.org)
GCASA	Assessment, focus groups, workshops, ambassador training	Genesee/Orleans	Team Awareness Workplace Wellness NCADD Rochester (ncadd-ra.org)

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