



*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](http://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
<b><i>Hotline/Crisis Line: used for immediate emergency telephone counseling, usually by trained staff</i></b>			
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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<b><i>Crisis Services: used for emergency mental health situations</i></b>			
Crisis services	Telephonic, in-home, community based, respite, urgent care	Monroe	<a href="#">MC-CrisisServices.pdf (monroecounty.gov)</a>
Behavioral Health Access & Crisis Center	Urgent care for mental health and addiction services	Monroe	<a href="#">Behavioral Health Access and Crisis Center   Rochester Regional Health</a>
Genesee County Mental Health	Crisis support and access to programs/ services	Genesee	<a href="#">211 WNY</a>
Erie County Mental Health	Telephonic and crisis support programs	Erie	<a href="#">I Need Help Now   Mental Health (erie.gov)</a>
Spectrum Crisis and Re-Stabilization Emergency Services	Crisis services and interviews, brief counseling and safety planning for youth and their families	Erie, Orleans, Wyoming	<a href="#">Crisis Services Buffalo NY   Spectrum Health C.A.R.E.S. (shswny.org)</a>
Care and Crisis Helpline	Telephonic support	Orleans	<a href="#">The Care and Crisis Helpline Now Serving Orleans County - Orleans Community Health</a>
Mental Health Crisis Intervention Program	Mental health crisis intervention	Steuben	<a href="#">Mental Health Crisis Intervention Program (211lifeline.org)</a>
Southern Tier Mobile Integration Team	Crisis support and access to programs/ services	Southern Tier Counties	<a href="#">southernt-mit.pdf (ny.gov)</a>
<b><i>Financial/Economic Supports: used for emergency and/or long term financial and economic situations</i></b>			
Monroe County Financial Assistance	Public assistance programs	Monroe	<a href="#">Program Monroe County Financial Assistance: (ny.gov)</a>
Consumer Credit Counseling Services of Rochester	Debt management program, credit/ budget counseling, etc.	Monroe	<a href="#">Debt Management, Credit Counseling   Consumer Credit Counseling Service (CCCS) of Rochester, NY (cccsofrochester.org)</a>
Erie County Department of Social Services	Public assistance programs	Erie	<a href="#">Home   Social Services (erie.gov)</a>

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Erie County Assistance Programs	Food, household, housing assistance, etc.	Erie	<a href="http://needhelppayingbills.com">Assistance programs Buffalo and Erie County New York (needhelppayingbills.com)</a>
Genesee County Assistance Programs	Food, household, housing assistance, etc.	Genesee	<a href="http://needhelppayingbills.com">Genesee County assistance programs   Batavia (needhelppayingbills.com)</a>
Orleans County Assistance Programs	Food, household, housing assistance, etc.	Orleans	<a href="http://needhelppayingbills.com">Orleans County assistance programs   Albion (needhelppayingbills.com)</a>
Livingston County Assistance Programs	Food, household, housing assistance, etc.	Livingston	<a href="http://needhelppayingbills.com">Livingston County New York assistance programs   Geneseo (needhelppayingbills.com)</a>
Catholic Charities of Steuben/Livingston Counties	Food, clothing, shelter; budget counseling; health insurance; etc.	Steuben, Livingston	<a href="http://ccsteubenlivingston.org">Assistance Request Form   Catholic Charities Steuben / Livingston (ccsteubenlivingston.org)</a>
Cattaraugus County Assistance Programs	Food, household, housing assistance, etc.	Cattaraugus	<a href="http://needhelppayingbills.com">Assistance programs Cattaraugus County and Olean (needhelppayingbills.com)</a>
Allegany County Assistance Programs	Food, household, housing assistance, etc.	Allegany	<a href="http://needhelppayingbills.com">Assistance programs Allegany County NY and Belmont (needhelppayingbills.com)</a>
Chemung County Assistance Programs	HEAP; financial assistance; emergency services; housing; food; foreclosure and mortgage assistance	Chemung	<a href="http://needhelppayingbills.com">Chemung County assistance programs   Elmira (needhelppayingbills.com)</a>
Community Resources: Broome and Tioga Counties	Various services	Broome, Tioga	<a href="http://broomecountyny.gov">Community Resources Broome &amp; Tioga 122011 (broomecountyny.gov)</a>
Tioga County Resource Guide	Food, clothing, shelter, transportation, etc.	Tioga	<a href="http://tiogacountyny.gov">tioga-county-resource-guide-2021.pdf (tiogacountyny.gov)</a>
Tioga County Assistance Programs	Food, household, housing assistance, etc.	Tioga	<a href="http://needhelppayingbills.com">Tioga County assistance programs   Owego (needhelppayingbills.com)</a>

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<b><i>Physical Health Supports: used to access public health programs</i></b>			
*For individual/specific resources, contact your Primary Care Physician or Insurance Company			
Monroe County Department of Public Health	Various services	Monroe	<a href="#">Public Health   Monroe County, NY</a>
Erie County Department of Public Health	Various services	Erie	<a href="#">Home   Health (erie.gov)</a>
Genesee and Orleans Health Departments	Various services	Genesee, Orleans	<a href="#">GO Health - Genesee &amp; Orleans Public Health Departments (gohealthny.org)</a>
Livingston County Department of Health	Various services	Livingston	<a href="#">Services   Livingston County, NY - Official Website</a>
Steuben County Department of Public Health	Various services	Steuben	<a href="#">Public Health   Steuben County, NY (steubencountyny.gov)</a>
Cattaraugus County Health Department	Various services	Cattaraugus	<a href="#">Health Department   Cattaraugus County Website (cattco.org)</a>
Allegany County Department of Health	Various services	Allegany	<a href="#">Health – Allegany County, New York</a>
Chemung County Health Department	Various services	Chemung	<a href="#">Health Department   Chemung County, NY (chemungcountyny.gov)</a>
Tioga County Public Health Department	Various services	Tioga	<a href="#">Tioga County, New York Government - Public Health (tiogacountyny.com)</a>
Tioga County Resource Guide	Various services	Tioga	<a href="#">tioga-county-resource-guide-2021.pdf (tiogacountyny.gov)</a>
<b><i>Legal Resources/Supports: used to understand and access free/low cost legal supports</i></b>			
Legal Assistance of Western NY, Inc.	Various services	Allegany, Cattaraugus, Chautauqua, Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Tioga,	<a href="#">LawNY</a>

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		Tompkins, Wayne, Yates	
Monroe County Law Department	Various services	Monroe	<a href="#">Law   Monroe County, NY</a>
Monroe County Legal Aid and Pro Bono Services	Various services	Monroe	<a href="#">Monroe County Legal Aid &amp; Pro Bono Services - Justia New York Lawyer Directory</a>
Free Legal Services	Various services	Monroe	<a href="#">FreeLegalServices.pdf (nycourts.gov)</a>
Veterans Service Agency Legal Services Resource Guide	Various services	Monroe	<a href="#">Veterans Legal   Monroe County, NY</a>
Erie County Legal Services	Various services	Erie	<a href="#">Legal Services   Senior Services (erie.gov)</a>
Genesee County Legal Aid and Pro Bono Services	Various services	Genesee	<a href="#">Welcome to County of Genesee Genesee County Legal Aid &amp; Pro Bono Services - Justia New York Lawyer Directory</a>
Orleans County Legal Aid and Pro Bono Services	Various services	Orleans	<a href="#">Orleans County Legal Aid &amp; Pro Bono Services - Justia New York Lawyer Directory</a>
Livingston County Legal Aid and Pro Bono Services	Various services	Livingston	<a href="#">Livingston County Legal Aid &amp; Pro Bono Services - Justia New York Lawyer Directory</a>
Legal Services for the Elderly	For persons aged 60 and over	Livingston	<a href="#">Legal Services for the Elderly   Livingston County, NY - Official Website</a>
Cattaraugus County Legal Services	Various services	Cattaraugus	<a href="#">Legal Services   Cattaraugus County Website (cattco.org)</a>
Steuben County Legal Aid and Pro Bono Services	Various services	Steuben	<a href="#">Steuben County Legal Aid &amp; Pro Bono Services - Justia New York Lawyer Directory</a>

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Chemung County Legal Aid and Pro Bono Services	Various services	Chemung	<a href="#">Chemung County Legal Aid &amp; Pro Bono Services - Justia New York Lawyer Directory</a>
Tioga County Resource Guide Pg. 6- Legal Assistance	Various services	Tioga	<a href="#">tioga-county-resource-guide-2021.pdf (tiogacountyny.gov)</a>
<b><i>Mental Health Supports: used to navigate community mental health resources (inpatient, outpatient, etc.)</i></b>			
Monroe County Office of Mental Health	Various services	Monroe	<a href="#">Mental Health Services   Monroe County, NY</a>
Mental health services in Erie County	Various services	Erie	<a href="#">Mental Health Facilities in Erie County, NY (mentalhealthclinics.net)</a> <a href="#">Home   Mental Health (erie.gov)</a> <a href="#">Programs &amp; Services   Mental Health (erie.gov)</a>
Livingston County Mental Health Services Guide	Various services	Livingston	<a href="#">Mental Health Facilities in Livingston County, NY (mentalhealthclinics.org)</a>
Livingston County Mental Health Services	Various services	Livingston	<a href="#">Mental Health / Community Services   Livingston County, NY - Official Website</a>
Genesee County Mental Health Services	Various services	Genesee	<a href="#">Welcome to County of Genesee</a>
Orleans County Department of Mental Health	Counseling, Care Coordination, Medication, Outreach, Crisis Services	Orleans	<a href="#">Orleans County, NY (orleanscountyny.gov)</a>
Mental health services in Steuben County	Various services	Steuben	<a href="#">Mental Health Facilities in Steuben County, NY (mentalhealthclinics.org)</a>
Mental health services in Cattaraugus County	Various services	Cattaraugus	<a href="#">Mental Health Facilities in Cattaraugus County, NY (mentalhealthclinics.org)</a>
Mental health services in Allegany County	Various services	Allegany	<a href="#">Mental Health Facilities in Allegany County, NY (mentalhealthclinics.org)</a>

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			<a href="#">Mental Health Resources Available in Allegany County – How To Get Help For You or A Loved One – Allegany County, New York</a>
Chemung County Mental Health Services Guide	Various services	Chemung	<a href="#">Counseling / Outpatient Treatment returned 23 sub-categories Chemung County, New York (networkofcare.org)</a>
Tioga County Resource Guide Pg. 24- Mental Health Services	Various services	Tioga	<a href="#">tioga-county-resource-guide-2021.pdf (tiogacountyny.gov)</a>
American Foundation for Suicide Prevention: Western NY Chapter	Various services	Western NY counties	<a href="#">Western New York   AFSP</a>
<b><i>Substance Use Supports: used to navigate substance use treatment programs (detox, inpatient, outpatient, etc.)</i></b>			
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	<a href="https://ncadd-ra.org">https://ncadd-ra.org</a> <a href="#">Finger Lakes Addiction Resource Center   NCADD Rochester (ncadd-ra.org)</a>
Delphi Rise Open Access Clinic	Evaluates and refers to appropriate level of care (detox, inpatient, or outpatient care)	Monroe	<a href="#">Delphi Rise Open Access Clinic (211lifeline.org)</a>
Monroe County Office of Mental Health/Addiction Services	Various services	Monroe	<a href="#">Addiction Services   Monroe County, NY</a>
Monroe County Opioid Information and Resources	Various services	Monroe	<a href="#">Opioid Information &amp; Resources – Monroe County, NY</a>
Substance use services in Erie County	Various services	Erie	<a href="#">Erie County Chemical Dependency Treatment Resource Guide   Mental Health</a> <a href="#">Substance Use Treatment &amp; Recovery   Health (erie.gov)</a>

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			<a href="#">Programs &amp; Services   Mental Health (erie.gov)</a>
UConnect Cares (Genesee Council)	Various services	Genesee, Orleans	<a href="https://uconnectcare.org/">https://uconnectcare.org/</a>
Cattaraugus County Addiction & Recovery Services	Various services	Cattaraugus	<a href="#">Treatment and Recovery Resources - Cattaraugus County Addiction &amp; Recovery Resources (recoveryincattco.org)</a>
Allegany Council on Alcoholism & Substance Abuse, Inc.	Various services	Allegany	<a href="#">Outpatient – Allegany Council on Alcoholism and Substance Abuse, Inc. (wordpress.com)</a>
CASA Trinity	Various services	Livingston, Chemung, Tioga	<a href="#">CASA-Trinity</a>
Catholic Charities of Steuben/Livingston Counties	Various services	Livingston, Steuben	<a href="#">Addiction Services, Prevention &amp; Support   Catholic Charities Steuben / Livingston (ccsteubenlivingston.org)</a>
Steuben County Department of Alcoholism and Substance Abuse Services	Various services	Steuben	<a href="#">Alcoholism &amp; Substance Abuse Services   Steuben County, NY (steubencountyny.gov)</a>
Tioga County Resource Guide Pg. 27- Substance Abuse Related	Various services	Tioga	<a href="#">tioga-county-resource-guide-2021.pdf (tiogacountyny.gov)</a>
<b><i>Opioid Overdose Training: free overdose prevention training to community members</i></b>			
NYS Department of Health Training Calendar	Overdose prevention training	NYS	<a href="#">Opioid Overdose Program Registration Calendar (nyoverdose.org)</a>
Finger Lakes/Rochester Region	Overdose prevention training	Monroe	<a href="#">Community Calendar of Opioid Overdose Trainings (ny.gov)</a>
Opiate Epidemic Task Force	Hotline, Narcan, Fentanyl, Training, Treatment, Needle Access, Peer Navigation,	Erie	<a href="#">Opiate Epidemic Task Force   Health (erie.gov)</a>

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	Smoking/Vaping/Tobacco, Cannabis resources		
Genesee, Orleans, Wyoming Opioid Task Force	Various resources	Genesee, Orleans, Wyoming	<a href="http://gowopioidtaskforce.org">Genesee-Orleans-Wyoming Opioid Task Force (gowopioidtaskforce.org)</a>
Western NY/Buffalo Region	Overdose prevention training	Erie, Livingston, Chemung, Tioga	<a href="http://ny.gov">Community Calendar of Opioid Overdose Trainings (ny.gov)</a>
STOPP: Southern Tier Overdose Prevention Program	Overdose prevention training	Cattaraugus, Allegany, Chautauqua	<a href="http://sthcs.org">Narcan Training - Southern Tier Health Care System, Inc. (sthcs.org)</a>
Trillium Health	Overdose prevention training	NYS	<a href="http://surveygizmo.com">Trillium Health Virtual Narcan Training Sessions (surveygizmo.com)</a>
<b><i>Workplace Wellness Supports: used to access assessment, training and community resources pertaining to workplace wellness</i></b>			
DePaul's National Council on Alcoholism and Drug Dependence- Rochester Area	Assessment, focus groups, workshops, ambassador training	Monroe	<a href="http://ncadd-ra.org">Team Awareness Workplace Wellness   NCADD Rochester (ncadd-ra.org)</a>
CASA-Trinity	Assessment, focus groups, workshops, ambassador training	Livingston, Chemung, Tioga	<a href="http://ncadd-ra.org">Team Awareness Workplace Wellness   NCADD Rochester (ncadd-ra.org)</a>
Catholic Charities of Steuben/Livingston Counties	Assessment, focus groups, workshops, ambassador training	Livingston, Steuben	<a href="http://ncadd-ra.org">Team Awareness Workplace Wellness   NCADD Rochester (ncadd-ra.org)</a>
The Prevention Council	Assessment, focus groups, workshops, ambassador training	Erie	<a href="http://ncadd-ra.org">Team Awareness Workplace Wellness   NCADD Rochester (ncadd-ra.org)</a>
ACASA	Assessment, focus groups, workshops, ambassador training	Allegany	<a href="http://ncadd-ra.org">Team Awareness Workplace Wellness   NCADD Rochester (ncadd-ra.org)</a>

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GCASA	Assessment, focus groups, workshops, ambassador training	Genesee/Orleans	<a href="#">Team Awareness Workplace Wellness   NCADD Rochester (ncadd-ra.org)</a>