

Strong Behavioral Health: Child & Adolescent Outpatient Services;
Updated September 2016

Information provided is accurate to the best of our knowledge and is provided as a helpful tool to our community and not as an endorsement or recommendation of the services listed



FAIR START
SOCIAL AND EMOTIONAL
DISTRICT AND COMMUNITY RESOURCE MAP

Community Mental Health Providers Serving Children and Adolescents :

Name	Contact Information	Description
<p align="center">U of R Pediatric Behavioral Health and Wellness Outpatient Services</p>	<p>315 Science Parkway Rochester, NY 14620 (585) 279-7800</p>	<p>Outpatient Mental Health Services for children from birth to 18 years</p> <p>General Services:</p> <ul style="list-style-type: none"> • Diagnostic Assessment • Individual Therapy • Parent Consultation • Family Therapy • Medication Consultation and Management • School Consultation <p>Specialty Services:</p> <ul style="list-style-type: none"> • Group Therapy Program • Medication Consultation and Treatment Service • Psychological Testing Service
<p>Genesee Mental Health Center</p>	<p>224 Alexander St. Rochester, NY 14607 (585) 922-7770</p>	<p>We offer a multidisciplinary team of psychiatrists, psychiatric nurse practitioners, registered psychiatric nurses, licensed clinical and licensed social workers, and other licensed mental health care professionals – all working together to help you and your family achieve your full potential.</p> <ul style="list-style-type: none"> • Assessments • Individual, family, and group therapy • Psychiatric evaluation and medication management • Linkage/referral to other needed services
<p>Liberty Resources Behavioral Health Clinic <i>(formerly Cayuga Center/Monroe Youth and Family Center)</i></p>	<p>175 Humboldt St Rochester, NY 14610 (585) 410-3370</p>	<p>Liberty Resources is administratively located in Syracuse, NY and operates various behavioral health, child welfare Early Intervention and developmental disabilities services throughout NYS. They are providing child, adolescent, and adult mental health services. Currently offering <u>walk-in hours</u>: Mon –Thurs 9am-3pm; Fri 9am-12pm</p>
<p>Crestwood Children Center- The Center for Child and Family Therapy (part of the Hillside Family of Agencies)</p>	<p>Locations:1337 E. Main St, Rochester, NY</p> <p>Scottsville: 2075 Scottsville Rd, Rochester, NY (585) 256-7500</p>	<p>Crestwood Children’s Center – The Center for Child and Family Therapy provides an array of mental health services including individual/family therapy, crisis intervention, outreach and linkage to community resources, psychological evaluations, psychiatric evaluations, and pharmacotherapy.</p>

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Family Services of Rochester	550 Latona Rd # 305 Rochester, NY 14626 (585)232-1840 (585) 287-2010	Licensed mental health professionals provide relationship and mental health counseling services to address a wide range of personal and family challenges. Serves individuals of all ages and families.
Catholic Family Center	87 N. Clinton Avenue Rochester, NY 14604 (585) 546-7220	Mental health care for children and adults.
Tree of Hope Counseling, LCSW, PLLC treeofhopecounselingrochester@gmail.com	95 Allens Creek Road Rochester, NY 14618 585-500-9420	Tree of Hope Counseling has an interdisciplinary team of multiple therapists and psychiatrists, that collaborate to provide support and consultation within the group. The biggest difference from an outpatient clinic is that every provider with Tree of Hope Counseling maintains their own independent practice while being affiliated with a group practice. This means each therapist has specialized expertise, and can customize treatment for their patients without waiting lists, receptionists, or crowded waiting rooms.

Additional Community Mental Health Resources and Supports

Name	Contact Information	Description
<p>Strong Behavioral Health: Child and Adolescent Partial Hospitalization Service</p>	<p>University of Rochester Med Ctr 300 Crittenden Blvd Rochester, NY 14642</p> <p>Susan Colligan, Intake Coordinator (585)273-1779</p>	<p>Provides mental health care for adolescents, male and female, between the ages of 12 and 18. The adolescents are required to be enrolled in a school program and have not made a transition to an adult living situation.</p> <p>Patients attend the program from 7:45 am until 2:00 pm., Monday through Friday during the school year, with earlier dismissal on school holidays and summer.</p> <p>The program includes a school component during the academic year, as well as medication evaluation, and individual, group, and family therapies.</p>
<p>CAP-PC Child and Adolescent Psychiatry in Primary Care</p>	<p>1-855-227-7272 (1-855-CAP-PC72) Strong Behavioral Health Liaison: Amy Lyons - 585-273-2561</p>	<p>The CAP PC program was developed to provide support for <u>primary care physicians</u> in managing children and adolescents with mild to moderate mental health issues. The CAP PC program is not an emergency referral service. Child psychiatrists will be available for phone consultations only with medical providers with assistance from the Liaison Coordinator with linkage to ongoing psychiatric care. There are 5 Liaison Coordinators across the state that answer to the toll-free line each week day and complete an intake</p>
<p>Mobile Crisis Service of the Strong Behavioral Health Comprehensive Psychiatric Emergency Program</p>	<p>Call Lifeline: (585) 275-5151 or 211 (585) 529-3721</p>	<p>Individuals and families within Monroe County who are experiencing a crisis in mental health. There are no age restrictions. The team serves children, adolescents, adults and older adults within the County of Monroe.</p>
<p>Strong Behavioral Health: Comprehensive Psychiatric Emergency Program (CPEP)</p>	<p>University of Rochester Med Ctr 601 Elmwood Avenue; Rochester, NY 14642</p> <p>(585)275-4501</p>	<p>Strong Behavioral Health (SBH) houses the Monroe County Comprehensive Psychiatric Emergency Program (CPEP) which is located in the Emergency Department of Strong Memorial Hospital.</p>
<p>Rochester Regional Hospital Emergency Department</p>	<p>Rochester General Hospital 1425 Portland Avenue Rochester, NY 14621 Phone: (585) 922-4000</p>	<p>Emergency psychiatric services are available at the Rochester General Hospital Emergency Department</p>

In Home Services for Youth and Families

Name	Contact Information	Description
Home Base Crisis Intervention Program (HBCI)	Heather Ellison 89 Genesee St, 1 st Floor Rochester, Ny 14611 Phone: (585)368-3614 Fax:(585)368-3619	Home Based Crisis Intervention (HBCI) is an intensive service designed to immediately assist families in crisis. Families are provided short-term, home-based individual and family therapy that focuses on developing coping mechanisms and practical skills. Families also work with specialists to improve communication and comprehension. Service last 6- 8 weeks
<u>Hillside-</u> Family Crisis and Support Services (FCSS)	Ann Crean 1 Mustard St Rochester, Ny 14609 (585)654-1754	Family Crisis Support Services (FCSS) are intended to provide support services for youth ages 5-21 that are experiencing a mental health crisis and their families. FCSS seeks to help children achieve stabilization within their current living situation, while decreasing identified high risk or concerning behaviors and increasing new skills. FCSS also seeks to divert young people from inpatient hospitalization and reduce future acute service utilization.
Family Access and Connection Team (FACT)	1099 Jay St Building J-2 nd Floor Rochester, Ny 14611 (585)753-2639	Fact is Monroe County's integrated entry point to care for our community's highest needs/highest risk children and youth. Fact incorporates the office of Mental Health Children and Youth's Single Point of Access (SPOA) and Person in Need of Assistance (PINS) Diversion system
Villa of Hope Supportive Case Management	<i>37 S. Washington Street, Rochester, NY 14614, (585) 325-3580</i> <i>Or</i> <i>Robin Kreitzberg, LMSW Case Management Program Manager 328-0740 ext: 535 Fax #: 328-0815 1099 Jay St. Bldg P</i>	SCM works with children and teens, age 5 to 18, who have a primary mental health diagnosis and lengthy histories of psychiatric hospitalizations and crisis-related contacts with mental health services. Case Management staff specifically work with children whose complex issues and behavior put them at high risk for placement outside the home. The goal is to support and strengthen at-risk families so they can remain safely together. Case Management staff do not provide treatment but rather, they empower family members to develop and achieve goals for their child.
SPOA (Single Point of Access) SERVICES Monroe County Office of Mental Health and Community Agencies	Melissa Hayward Program Coordinator SPOA/TIG 1099 Jay St.	Single Point of Access (SPOA) is part of the NYSOMH 2000-2001 initiatives designed to expand the county's existing community based mental health system and help make it a more cohesive and better coordinated

<p><u>Services:</u></p> <ul style="list-style-type: none">• <u>SCM</u>• <u>ICM</u>• <u>WAIVER</u>• <u>Residential</u>• <u>Skill Building</u>• <u>Respite</u>	<p>Bldg J, Suite 201 Rochester, NY 14611 585-753-2881 mhayward@monroecounty.gov</p>	<p>system. Monroe County SPOA for Mental Health Residential and Case Management services for children, has established a uniform process for receiving and evaluating referrals, matching individuals to the services they need, triaging access so that those most in need get priority access, and monitoring the results. A standardized referral packet has been developed which includes relevant clinical and social history and will assist in determining the appropriate level of care an individual needs. The goal is to create a system that promotes recovery-oriented services, which are widely available, flexible, personally tailored and responsive to individual needs. Individual's preferences will be integrated into the process. All referrals and transitions between programs and services will be entered into a database, in order to monitor who receives services, who does not, alternative recommendations, and the actual mental health residential and case management needs. There will be periodic reassessment and monitoring of an individual's need for a particular level of care/service.</p>
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Parenting Education:

Agency Name	Contact Information	Description
Mental Health Association: Family Support Services (Formerly Better Days Ahead)	320 N. Goodman St Suite 202 Rochester, NY 14607 (585)325-3145	The Mental Health Association promotes lasting mental wellness through a spectrum of culturally competent programs and services run by parents
Family Resource Centers of Rochester A.)The Family Place B.)Peter Castle Family Resource Center C.)Southwest Family Resource Center D.)Family Resource Center of Crestwood Children Center	426 Lyell Ave, Rochester, NY 14606 585-458-4100 555 Ave D Rochester, Ny 14621 (585) 467-8130 89 Genesee Street, Rochester, NY 14611 (585) 436-0370 (585)256-7500	Empowers families to raise healthy children by strengthening and sustaining the work of family resource centers. Family resource centers work with the entire family to help them become more self-reliant in key areas that affect their family stability, including parenting, health, education, employment, housing and financial management.
Urban League of Rochester The Family Consultant Program/ Parenting Education Classes	265 North Clinton Avenue Rochester, New York 14605 585.325.6530	Series of eight 90-minute classes are held on a weekly basis. Participants gain knowledge of positive parenting practices, child development, and age-appropriate expectations for their children. The classes consist of an educational segment including informational handouts and videos, followed by role-play and group activities
Action For a Better Community Head Start	550 E. Main Street Rochester, NY 14604 (585) 325-5116	Early Head Start, for pregnant women and children birth – 3, and Head Start, for children 3 – 5

Sexual Abuse Evaluation and Treatment Services:

Agency Name	Contact Information	Description
Linden Oaks Sexual Abuse and Treatment services (LOSAT)	100 Linden Oaks #200, Rochester, NY 14625 (585) 586-6840	Trauma Focused Cognitive Behavioral Therapy (TF-CBT) is utilized to help victims examine their negative thoughts and behavior, to heal from feelings of shame and sense of responsibility for the abuse, as well as, develop more effective coping strategies and improve interactions with supportive family and friends. (Does not Take Medicaid)
Bivona-Child Advocacy Center	275 Lake Avenue, Rochester, NY 14608 (585) 935-7800	This progressive approach partner's child protective services social workers, law enforcement, prosecutors, medical professionals, therapists, advocates, and volunteers. Whenever possible, children participate in only one forensic interview, and one medical exam—a streamlined process which reduces the chances that the children are re-traumatized and preserves the best evidence for investigators. Team members work together to provide the child and family the support services they need—all the way through trial and beyond—so that a process of trust and healing can begin. Limited treatment services.
Catholic Family Center Sex Abuse Treatment and Crisis Intervention	Nicole Thomson 87 N. Clinton Ave Rochester, NY 14604 (585) 546-7220 x4819	An intensive individual and family counseling program to treat families who have experienced sexual abuse and to reduce the incidence of sexual abuse in the community.

Chemical Dependency Services

Agency Name	Contact Information	Description
Westfall Associates	919 Westfall Road #60, Rochester, NY 14618 (585) 473-1500	We believe strongly in treating teens as the unique individuals they are, and believe there is no better time to help them address the issues that are threatening them from becoming healthy and productive adults. We help our clients learn about themselves and their problem, challenge their thoughts and behaviors, focus on their strengths and interests, develop critical areas where they are lacking confidence, and find the answers and motivation they need to move in a more positive direction. (<u>Do Not Take Medicaid</u>)
Park Ridge Chemical Dependency Inc	Inpatient: 2654 Ridgeway Avenue Rochester, NY 14626 (585) 723-7350 Outpatient: 2000 Winton Road South Bldg 2 Rochester NY 14618 Phone: (585) 272-8330 ext. 224	Drug rehab and alcohol treatment for individuals and families seeking recovery from the pain of alcoholism and drug abuse.
Conifer Park Counseling Services	1150 University Avenue Suite 7 Rochester NY 14607 Phone: (585) 442-8422	A multi-disciplinary team of professionals comprised of medical, psychiatry, nursing, social work and addiction counselors, to our food service, maintenance and housekeeping staff, we remain committed to assisting each and every patient on their journey toward hope and recovery

Youth Respite Services:

Agency Name	Contact Information	Description
Hillside Emergency Respite Beds	1 Mustard St Rochester, NY 14609 (585)-256-7500 or Ann Crean (Director) 585-654-1754	Provides a 3-5 day voluntary placement for youth between the ages of 5-22 in community-based Foster homes for youth experiencing an emotional crisis. The service is designed to provide a brief out-of-home stay to facilitate stabilization and reunification with the child's primary caregiver.
Villa of Hope- Canterbury Place	Villa of Hope 3300 Dewey Avenue Rochester, NY 14616 Phone: (585) 865-1550 Fax: (585) 865-5219	<p>Canterbury Place is a respite program serving youth, ages 5 to 17 who are high-risk and in need of programming to sustain and maintain the family unit in and around Monroe County. The spacious, 6-room house has been specially renovated for youth enabling them interact with other children in a comforting, home-like setting.</p> <p>Canterbury Place is accessed on a referral-based system through state or county agencies, including, but not limited to, Intensive Case Management, Youth and Family Partnership, the 9-county Bridges to Health regional program, the Office of Mental Health Home and Community-Based Waiver program and F.A.C.T.</p>
Crisis Nursery (Center For Youth)	201 Genesee Park Boulevard, Rochester, NY 14619 (585) 235-5750 (585) 271-7670	<p>Temporary care for children. The Crisis Nursery can provide the short term childcare families need while resolving their problems.</p> <ul style="list-style-type: none"> • Children from birth to age 18 • Open 24 hours/day, most days of the year. • There is no charge to families
Center For Youth- Runaway Respite Care (Any Child not wanting to return home with their parent(s))	905 Monroe Avenue, Rochester, NY 14620 (585) 271-7670 (Triage/ Street Out Reach)	Provides a 30 day voluntary placement for youth between the ages of 13-19 in shelter based home for youth experiencing an emotional crisis. The service is designed to provide a brief out-of-home stay to facilitate stabilization and reunification with the child's primary caregiver; case management is provided

OPWDD Developmental Disability Regional Offices (DDRO) and Waiver providers

Agency Name	Contact Information	Description
Starbridge	Address: 1650 South Ave #200, Rochester, NY 14620 Phone: (585) 546-1700 Hours: · 8AM–5PM	Starbridge is an advocacy group for Individuals with Developmental disabilities who focus on Educational training for individuals and families, employment and reimbursement for families along with trainings for parents and family members in regards to needs and navigating community resources.
ARC of Monroe County	2060 Brighton – Henrietta Townline Road, Rochester NY 14623 585-271-0660	<p>The Arc supports more than 1,700 people with developmental or intellectual disabilities as they strive to reach their full potential. Each person has unique abilities and gifts that enrich their lives and our community immeasurably.</p> <p>The range of our services is impressive...comprehensive employment services, diverse clinical and health services, an innovative campus-based college program, residential services and more. But the common thread is our focus on each person and our belief that they should have every opportunity to become a full part of their community.</p>
Catholic Charities Community Services	1099 Jay Street, Building J Rochester, NY 14611 P: (585) 339-9800 F: (585) 339-9377 Cathy Feely -- cfeely@dor.org Amanda Hartwigh -- ahartwigh@dor.org Stephanie Clinton -- sclinton@dor.org	Catholic Charities Community Services, in conjunction with Catholic Charities of the Diocese of Rochester and those we serve, is deeply committed to enhancing and strengthening the independence, inclusion, and individuality of persons with disabilities and those who are living with significant health challenges. We provide services that support, coordinate, advocate, and educate in order to foster individual and community empowerment. We strive to build a just and compassionate society for all individuals to live with dignity as people of God

<p>CDS Monarch, Inc.</p>	<p>860 Hard Road Webster NY 14580</p> <p>Phone: 585.341.4600</p>	<p>CDS Monarch began with a group of parents whose goal was to ensure quality services would always be available for their children, no matter their ages. These parents joined together to form Continuing Developmental Services, Inc. (CDS), a non-for-profit, private organization, now known as CDS Monarch. Today, we fulfill transitional and employment needs of more than 1,700 people with developmental disabilities and their families through the Life Transitions program.</p>
<p>CP Rochester</p>	<p>3399 Winton Road South Rochester, New York 14623 585-334-6000</p> <p>Contacts: Donna Poccia, Vice President, Individual and Family Support Services (IFSS) DPoccia@cprochester.org</p>	<p><u>Children Services offered:</u></p> <ul style="list-style-type: none"> » Accessible Home Renovations » Assistive Technology Services » Augustin Children's Center » Community Services » Community Recreation » ICS: Self Determination » Family Dental Center » Family Support Grants 2014 » Respite Home » Clinical and Therapeutic Services » Service Coordination » Shared Ski Adventures
<p>Epilepsy-PRALID Inc.</p>	<p>1650 South Ave., Suite 300, Rochester, NY 14620 585-442-4430</p> <p>Vice President, Community Services</p> <p>Paul Akers Phone: (585) 442-4430 x2736 Email: pakers@epiny.org</p>	<p>At Epilepsy-Pralid Inc. (EPI), our mission is to be a successful partner for all individuals with developmental or acquired brain conditions as they strive to remove barriers to their personal fulfillments. EPI has an enduring legacy of partnering with those we serve, their families, and others in the community to provide education, training, advocacy, and tailored support solutions to meet the physical, behavioral, and social needs of each person who chooses our agency as a trusted resource.</p>
<p>Easter Seals</p>	<p>103 White Spruce Blvd, Rochester, NY 14623</p> <p>Phone: (585)292-5830 Fax: (585)292-5847</p>	<p>Easterseals provides a comprehensive set of services allowing you and your loved one to choose what is needed. Our services are flexible so that as people regain function or their needs change, you can choose to cut back or add additional services.</p>

OPWDD Developmental Disability Regional Offices (DDRO) and Waiver providers

Agency Name	Contact Information	Description
Heritage Christian Services	349 W. Commercial St., Suite 2795, East Rochester, NY 14445 (585) 340-2000	service coordinator works closely with the individual and their family in articulating the individual’s life goals and monitors the progress toward those goals. They collaborate with the individual and their family in identifying the services they are looking for and assists in linking the person to those services. The service coordinator also assists the individual and family in making informed choices about funding and services. They can also assist individuals with accessing clinical and other community services, navigating the transition from school to work, and obtaining funding for large projects that help improve quality of life.
Holy Childhood	100 Groton Parkway, Rochester, NY 14623 585-359-3710 Jean Ricigliano -- jricigliano@holychildhood.org	Service coordination is a Medicaid-funded service that assists people with developmental disabilities in accessing supports and services. Service coordinators work with families to identify goals, needs and desires. With knowledge of community resources, service coordinators can link an individual to services to help reach goals. The service coordinator makes sure that services meet needs and can change or update services as needed. An Individualized Service Plan (ISP) is developed by the service coordinator along with the individual and families, guardians, etc. and is reviewed and updated regularly.
Lifetime Assistance	425 Paul Rd., Rochester, NY 14624 585-426-4120	The heart of Service Coordination is helping individuals define and realize their goals, needs and desires as outlined in their Individual Service Plans. Service Coordinators work collaboratively with the individual, their family and other support providers in the design of such a plan. The Service Coordinator helps obtain access to needed services, advocates on behalf of the individual and works with the individual’s network of supports to enable him or her to increase the skills necessary to live a more independent and fulfilling life.

<p>Peoples Inc</p>	<p>835 W Main St, Rochester, NY 14611 (585) 464-0572</p>	<p>Self Directed Services are an option used to create individualized services through person-controlled, portable budgets. Self Directed Services allows for participants to dictate what services are most meaningful and provides an additional opportunity for people with developmental disabilities to lead richer lives based on person centered outcomes, including living in the home of their choice, increased opportunities for meaningful day activities and community participation, as well as developing and maintaining meaningful relationships. Through Self Directed Services, the individual or a designee acts as Manager of Services and provides daily oversight and guidance to their self hired staff members</p>
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Please Note:

- To qualify for Shelter support all families must get to 675 St. Paul and request emergency Housing support between the hours of 7:45am-and 4:00pm M-F
- If requesting shelter support after 4:00pm daily or on the weekend you must call DHS after hours number at **585-442-1742**

Homeless Shelters and Transitional housing

Agency Name	Contact Information	Description
Salvation Army Rochester Area Services	585-235-2660	Several housing resources are administered. Among them include emergency shelter for young adults. This provides them with a place to stay as well as assistance with independent living skills and counseling services. The short term housing may also be offered for pregnant women. The Monroe County non-profit also provides ongoing advocacy, case management, linkages to permanent housing and after care support for up to one year after leaving the shelter.
Sojourner House at Pathstone, Inc.	585-436-7100	This non-profit operates across Monroe County and even neighboring regions. Among other things, it provides transitional housing for women that are in the process of moving toward a more independent lifestyle. Services include employment and career counseling, assistance with finding permanent housing, case management, and ongoing support programs for people that left the transitional housing program but still need assistance. Other life skills provided include Job Readiness, Budgeting, Self-esteem, Nutrition programs, and more. The Dreamseeds Program is offered for children who use the housing program, and this provides them additional support
Wilson Commencement Park	251 Joseph Avenue Rochester, New York, 14605 Telephone - 585-263-7930	Comprehensive services is available for single parents and is combined with transitional housing. The goal is to help them achieve self-sufficiency. This is mostly for low income families and/or the homeless. Also on site is an early learning center that provides affordable or free day care and early childhood

		development programs.
Women's Place	146 Hobart St Rochester, NY (585) 436-5452	Shelter for Single mothers and children
Mercy Community Services	142 Webster Avenue Rochester, New York, 14609 585-254-2175	Offers emergency shelter, residential services and other forms of supportive transitional housing. The focus is on pregnant, parenting teens, single parents and young mothers who lack stable housing or that are behind on their rent and facing eviction.
Bethany House	1111 Joseph Ave Rochester, New York Telephone - (585) 454-4197	Family Shelter
Genesis House	70 Liberty Pole Way (585) 235-2660	Youth Shelter
Center For Youth Emergency Shelter	<u>905 Monroe Ave</u> <u>(585) 271-7670</u>	<u>Youth Shelter</u>
RAIHN	34 Meigs St, Rochester, NY 14607 (585) 506-9050 Kim Hunt-Uzelac director@rainh.org	Family Shelter run by local churches