



## Pediatric Behavioral Health & Wellness Expanded School Mental Health Initiatives

### Community Behavioral Health Resources During COVID-19 Crisis

Updated: 3-26-20

- **UR Med: Pediatric Behavioral Health & Wellness (PBH&W) Outpatient Services**
  - New requests for services are being triaged; new patients are still being accepted; Pts are being seen via telehealth although retaining ability to see acute patients in person
- **UR Med: PBH&W Outpatient Services / Crisis Intervention Service**
  - Open for urgent cases that are not already in mental health care; Pts are being seen via telehealth although retaining ability to see acute patients in person
- **UR Med: Mobile Crisis Team**
  - Continues to be active service, exploring telehealth options for visits to minimize direct staff/patient contact
- **UR Med: Adolescent Partial Hospital Program**
  - Patients no longer come to URMC campus for daily PHP care. The goal is to convert full PHP level of care via telehealth
- **UR Med: Behavioral Health Crisis Call Line**
  - Staffed by clinicians, this crisis line can help determine level of care need and connect with appropriate services; for Youth and Adults. Phone: 275-8686
- **Rochester Regional Health: Genesee Mental Health: (GMHC)**
  - GMHC are NOT accepting new patients.
  - NOT providing walk-in hours currently
- **Liberty Resource Behavioral Health:**
  - NOT accepting new patients until further notice.
  - Walk in hours have been suspended until further notice.
- **Catholic Family Center (CFC)**
  - ACCEPTING new patients for all ages, both adults and children. They also still have Walk in hours for all ages, adults and children: Monday, 1-3, Tuesday, Wednesday and Thursday, 9-11. Their phone number is: 546-7220.
- **Villa of Hope Behavioral Health Clinic:**
  - Currently conducting appointments via telehealth
  - NOT providing walk-ins currently
- **Hillside Family Crisis Services & Supports (FCSS)**
  - Currently taking referrals BUT are only doing phone and zoom contact. No home visits.
  - Patients have opportunity to participate on phone/zoom or can be placed on wait list until in-person services resume
- **UR Med: Mental Health & Wellness Outpatient Services**
  - Accepting new patients 18 and over; mental healthcare for adults (585) 273-5050
- **Tree of Hope Counseling (private practice group)**
  - Are accepting new referrals! <http://www.treeofhopecounselingrochester.com/new-patient-form-and-contact-form.html>

- **Compeer Rochester**
  - Accepting referrals via email but parent orientation will not be setup at this point until their office is back open.
- **OnTrackNY (585-241-1364)**
  - Are accepting new referrals. Clinical information will need to be faxed over first and if child meets requirements, an evaluation will be done by telehealth.
- **Pathways:**
  - Is still accepting new referrals for case management and skill building.
- **Bivona Child Advocacy**
  - Are accepting referrals from internal advocates and CPS workers who are continuing to see children/families.
- **Linden Oaks Sexual Abuse Treatment Services (LOSATS)**
  - Are taking new referrals with sessions being held by Telehealth.
- **COVID-19 Emotional Support Hotline (24 hours): 1-844-863-9314**
  - For Adults and youth
- **Free Wifi/internet** – which can support telehealth access as well as other needs
  - Charter Communications (Spectrum) are giving households with K-12 and college students, and those who qualify as low-income complimentary Wifi for 60 days