

Behavioral Health Referral Resources During COVID-19 Monroe County

For those who have a current mental health provider:

(whether UPMC, other health system, or private practice) Start by trying to reach your therapist or a covering clinician. They should have directions for who may be covering if they are unavailable or for emergencies.

UPMC Adult Ambulatory Clinic

Tele-video

3 "intake" appointments followed by referral to NP for medication management (prn)

Refer via e-record: Call Rachele Jones for referral questions- 276-4046

UPMC Rapid Access Clinic

(585)276-8699

For acute therapy needs < 6months

Refer via e-record: Call Rachele Jones for referral questions- 276-4046

Can also include Med Consult Clinic- if patient has a PCP, they will help with medication management

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- call first.

Jewish Family Service

Counseling (All you need is a WiFi enabled device)

JFS Helpline at: (585) 461.0114

Genesee Mental Health Center 224

Alexander St.

Rochester, New York 14607 Phone:

(585)922-7770

Current patients have video or audio phone sessions.

New patient information is being taken by front office and passed on to the therapists at home for follow up. Accepting new patients.

Villa of Hope

1099 Jay Street Building J Suite 202

Rochester NY 14611 585-328-0834

Current patients have video or audio phone sessions.

Accepting new patients and are doing these assessment via phone and/or video.

Pathways: (585)

424-6580

chsbuffalo.org

Is still accepting new referrals for case management and skill building.

Linden Oaks Sexual Abuse Treatment Services (LOSATS)

(585) 586-6840 <https://www.losats.com/>

Are taking new referrals with sessions being held by Telehealth.

St. Joe's Neighborhood Family Center

For those with no insurance

Mental health, medical care, food assistance, limited dental assistance 585-325-5260

Only taking patients on a case by case basis per availability and need

Resources for Children/ Families

Bivona Child Advocacy

Are accepting referrals from internal advocates and CPS workers who are continuing to see children/families.

OnTrackNY

(585-241-1364)

This program is for adolescents and young adults between the ages of 16 and 30 who have recently begun experiencing psychotic symptoms, such as hallucinations, unusual thoughts or beliefs, or disorganized thinking, for more than a week but less than 2 years.

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.

Hillside Family Crisis Services & Supports (FCSS)

585-256-7500

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.

Behavioral Health Access & Crisis Center (at St. Mary's)

Mental Health and Chemical Dependency

(585) 368-3950. M-F 8am to 10pm

Tree of Hope Counseling

<http://www.treeofhopecounselingrochester.com/> 585-500-9420

Accepting new clients. Almost all therapist have transitioned to teletherapy at this point. Leah Fromm, NPP is accepting new patients for med management and counseling, however she does not accept insurance. Sessions will be done via video.

Not Accepting Currently or Delay for treatment

Strong Behavioral Health 300

Crittenden Blvd.

Rochester, NY 14642

585-273-5050

Providing telephone sessions - no video at this time (Current patients)

New patient appointments are currently scheduled for June

UR Med: Pediatric Behavioral Health & Wellness (PBH&W) Outpatient Services New

requests for services are being triaged; new patients are still being accepted- however scheduling 4-12 months out; Pts are being seen via telehealth although retaining ability to see acute patients in person

279-7800

Updates on Pediatric MH Services at URM

- CPEP/emergency services, including mobile crisis, continues to be available without change, consistent with URM guidance applicable to all staff and services.
- Inpatient service continues to be over census, with one child boarding for admission in CPEP and one in GCH tower as I type.
- Partial Hospital Service (which is also an acute service for at risk youth, so is an essential service) continues to operate with daily screening of patients and problem-solving for those who do not or cannot come in.
- Consultation services in the children's hospital continue to be available unchanged at this time.
- Outpatient services have themes significant changes: we have cancelled groups and moved toward telephone visits whenever possible and are rescheduling non-essential visits. When clinically appropriate onsite appointments are available and continue.

Liberty Resources Behavioral Health Clinic

175 Humboldt Street Rochester,

NY 14609

Phone: (585) 410-3370

Not accepting new patients at this time (3/30/20). Check back week to week. All current patients are having sessions via zoom or phone.

Compeer Rochester

Accepting referrals via email but parent orientation will not be setup at this point until their office is back open.

Additional Web Support Resources:

NYS COVID-19 Emotional Support line: staffed by trained volunteers (1-844-863-9314)

<https://omh.ny.gov/> www.virusanxiety.com

Headspace

<https://www.headspace.com>

Offering free access to meditations and visualization exercises for healthcare workers. They just have to put in their NPI number.

Talkspace

<https://www.talkspace.com/>

Offering a free private support group to help manage Corona Virus Anxiety

Need a Therapist?

<https://www.psychologytoday.com/us>

COVID Coach

https://www.ptsd.va.gov/appvid/mobile/COVID_coach_app.asp

An app for iOS and Android developed by the Veterans Administration to support self-care and overall mental health during the pandemic

Need a UPMC PCP?

(585)784-8891

Spectrum Free Wifi/Internet: (which can support telehealth access as well as other needs Charter Communications) are giving households with K-12 and college students, and those who qualify as low-income complimentary Wifi for 60 days

Rural Mental Health Agencies Clinic Process:

Livingston County

Livingston County Mental Health Services

- At the moment the clinic is open Monday through Friday from 8am to 5pm.
- They are not doing walk-ins for open access.

- Patients are to call 585-243-7250 in which they would be put in an open slot for open access. Patients would be called back during the time slot which was selected for them.
- No face to face appointments until further notice.
- They have just started doing Zoom appointments and are doing over the phone appointments as well.
- Psychiatrists are still prescribing medication for patients.
- They are still taking new patients. New patients will need to call 585-243-7250 for intake interview.

Noyes Mental Health

- As of Thursday last week (03/19/20), Noyes Mental Health is no longer seeing regularly scheduled patients face to face.
- The office is offering phone sessions or video sessions via Zoom. Call (585)-3354316.
- The office is still having crisis walk-in hours Mon-Fri 8-4, and seeing a very select few patients in person (for injections, for COPS appointments following hospitalization, etc.).
- The intake process remains the same – call their scheduling line to set up an appointment – the paperwork will be mailed to the patient with the expectation that they bring the completed paperwork with them to the intake appointment.

Wayne County

Wayne County Behavioral Health Network and Substance Abuse Services

Due to the COVID-19 epidemic, and until further notice, the Department of Mental Health & all programs of Wayne Behavioral Health Network & Wayne Substance Abuse Services will be operating with a reduced staff and limited services as noted below:

Our offices will be open and operating administratively for staff only Monday-Friday 8am until 4pm. (315) 946-5722.

- Telephone calls received by the agency during the above hours will be answered and triaged accordingly.
- No in-person client appointments will take place with the exception of scheduled injectable medications.
- Clinical staff will be staying in contact with patients via telephonic communications.
- Patients receiving medication interventions will continue to be provided with prescription refills and support and medical staff will remain in contact with those patients via telephonic communication.

- Support and interventions will continue to be provided to clients who are experiencing a crisis and/or who have urgent-emergency situations.
- Referrals and discharges from hospital in-patient psychiatric units, hospital emergency departments, or other in-patient facilities will continue to be accepted with the understanding that contact (including continued medication management) will be limited to telephonic means.
- All other routine scheduling for in-person appointments will be suspended until the COVID-19 emergency has subsided and regular operations resume.
- The Open Access Center & COTI programs will operate as noted above.
- Mobile services will be suspended until further notice.

Steuben County

Steuben County Mental Health Services

- At the moment the three clinic locations (Hornell, Bath and Corning) are in the process of setting up for phone and video sessions/appointments. Bath (607) 664-225; Corning (607) 937-6201 and Hornell (607) 324-2483.
- They are not seeing clients face to face and they have shut down all walk-in hours. The office locations are all closed to the public.
- Letters have been mailed out to every client receiving services explaining new process, contact information and scheduling of appointment which will be done via Zoom or over the phone.
- Currently in each location there is only one Support Staff, RN, Therapist, Psychiatrist and Coordinator.
- The intake process: Client calls the office, intake is done over the phone, client is assigned a therapist, the therapist reaches out for more information and to schedule appointments. If medications are needed clients will need to discuss with therapist who will then send a referral to psychiatrist.
- If patient is being referred from the hospital: The office will need a referral placed directly from the hospital and an updated MEDICATION list. Coordinators will reach out after five days to do intake over the phone and then the client would be assigned a therapist who will then reach out to do assessment and schedule appointments. If medications are needed the therapist will discuss with clients and then refer to psychiatrist.
- Office hours are the same: 8:30am to 5pm.

Allegheny County

Clarity Wellness

- The clinic is still taking new Clients. Clients are to call 585-593-6300 which a phone interview will take place, a profile set up, and then the client would make the initial appointment to speak with a counselor. From there if medications are needed the client would then be set up with a psychiatrist.
- Walk-ins are going to remain the same but the clinic is asking that all clients call that day or the day before so they can be placed in the open slots. This would be on Tuesdays, Wednesdays and Thursdays from 1pm to 2pm.
- Medications are still being prescribed for existing clients. They are to call when they need a refill at 585-593-6300.
- They are now setting up Zoom sessions with clients that have this capability but doing phone sessions with the ones that don't.
- The PROS Program is completely shut down as they are more group than individual.
- Hours will remain the same: Mondays- 8am – 5pm, Tuesdays, Wednesdays and Thursdays- 8am – 7pm and Fridays- 8am – 4pm.
- The clinic is not doing face to face appointments.

Wyoming County

Spectrum Mental Health

- The clinic has reduced staffing significantly and having most of their counselors working from home.
- The clinic is still taking new clients. Clients are to call 585-786-0220 for intake and a brief interview will take place. They will then be scheduled with a counselor. If medications are needed the client will need to discuss this with the counselor who will discuss with the psychiatrist.
- Currently there are limited staff in the office just in case there are walk-ins. If someone does walk-in, a brief intake will happen and the client will be assessed for any COVID-19 symptoms by a nurse.
- Medications are still being prescribed for existing clients.
- All appointments/sessions will be conducted over the phone. At the moment they are not doing video appointments.
- There are no face to face appointments set up and they are in the process of rescheduling appointments for existing clients.
- Office hours are now 8:30am to 4:30pm.

Genesee County

Genesee County Mental Health Services

- The clinic is still accepting new clients at the moment. They are to come to the office, fill out the paperwork, and then a therapist will reach out to conduct an assessment.
- The clinic is trying to do all intake/interviews/assessments over the phone but are only doing face to face sessions depending on client needs/situation. There are special rooms set up for this to help with distancing and exposure.
- Open Access is still available from 9am to 3pm Monday through Friday.
- The clinic is still operating at normal hours from 8:30am to 5pm. (585) 344-1421
- Medication are still going to be prescribed for existing clients and the clinic is working hard to make sure new clients are able to either speak with the psychiatrist over the phone or have a tele psych video session.
- Nurses are also available for any medication questions.

Ontario County

Ontario County Mental Health Services

- Ontario County Offices Former Thompson Health Building
120 North Main St. Canandaigua, NY 14424
585.629.0386
mharochester.org/Ontario-County
<http://www.co.ontario.ny.us/DocumentCenter/View/13905/MentalHealthAssociation>