



# MATTERS®

Medication for Addiction Treatment & Electronic Referrals

## How to use this tool:

Resources are first listed by type, then in alphabetical order.

Each resource will follow this general format:

**Organization**

Address

Website

★ Services

Phone

123.456.7890

**Hours**

6-9 daily

**Counties served**

County name

***If you want to find services for your specific county, you can press Ctrl+F and type in your county to search.***

***If the information in this document does not suit your needs, you have a few other options.***

- Call 211 and ask an operator for help finding what you need
- Search the 211 website- <http://211lifeline.org> (Monroe, Wayne, Livingston, Ontario, and Seneca), <http://211WNY.org> (Wyoming, Genesee, and Orleans), or <http://211Helpline.org> (Yates)
- Contact the NY MATTERS Finger Lakes Regional Care Coordinator. Their name is Michelle McDonough, they are the author of this tool, and their email is [mmcdonough@mattersnetwork.org](mailto:mmcdonough@mattersnetwork.org).

## **Crisis Hotlines/Services**

### **Care + Crisis Helpline - Genesee County Mental Health Services**

*5130 East Main Street Road*

*Suite 2*

*Batavia, NY 14020*

<https://www.co.genesee.ny.us/departments/mentalhealth/servicesavailable.php>

After Hours: Care + Crisis Helpline

585-283-5200

Daytime: Mental Health Services

585-344-1421

#### **Hours**

Care + Crisis Helpline (After Hours): Monday-Friday, 5pm-8:30am.

Mental Health Services (Daytime): Monday-Friday, 8:30am-5pm.

#### **Counties served**

Genesee

### **Domestic Violence Crisis & Prevention Services - YWCA of Genesee County**

*301 North Street*

*Batavia, NY 14020*

<http://ywcagenesee.org>

- ★ Hotline for people experiencing domestic violence. They can connect you to housing, legal help, and other emergency services.

Main Phone

585-343-5808

24-Hour Hotline

585-343-7513

#### **Hours**

Monday-Friday, 8:30am-5pm.

Hotline answered 24 hours a day, 7 days a week.

**Counties Served**

Located in Genesee county- but anyone can call!

**Willow Domestic Violence Center**

<https://willowcenterny.org/>

- ★ Hotline for people and their families experiencing domestic violence. Willow will listen and provide options, support, and crisis interventions.

**Phone**

Hotline (585) 222-SAFE (7233)

Text Line (585) 348-SAFE (7233)

**Hours**

24/7

**Counties served**

Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates

**MHAGO- Mental Health Association of Genesee and Orleans Counties**

<http://mhago.org/services/#socialClub>

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**Genesee County:**

The Place to Be Social Club

*25 Liberty Street, Suite 1*

*Batavia, NY 14020*

- ★ Drop in-center/support group for people 18+ with a mental health diagnosis.

**Main Phone**

(585) 344-2611

**Hours**

Monday, Wednesday, Thursday 12:00 PM to 4:00 PM

Tuesday, Friday 5:30 PM to 8:00 PM

(585) 344-2611

**Orleans County:**

Drop-in Center

*243 S. Main Street*

*Albion, NY 14411*

- ★ Drop in center and support group. Opportunities for people age 18+ to meet their peers and engage in recreational and/or educational activities.

Main Phone

(585) 589-1158

**Hours**

Monday, Wednesday, Thursday 12:00 PM to 4:00 PM

Friday 12:00 PM to 6:00 PM

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**The Warm Line**

- ★ Peer to peer phone service that offers support and encouragement to callers from 5:30 PM to 8:30 PM, 7 days a week, 365 days per year.

Phone

(585) 813-0072

**Hours**

5:30p-8:30p every day.

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**Counties Served**

Genesee and Orleans

**Open Access Center**

1519 Nye Road

Lyons NY 14489

<https://web.co.wayne.ny.us/175/Behavioral-Health>

- ★ Provides assessment for mental health and substance use issues, including heroin or opioid addiction; other drug addictions; alcoholism; and mental health or emotional crisis.

Phone

315-946-5722

**Hours**

Clinics: M,TH,F 8:30AM-5:00PM.

TU,W 8:30AM-8:00PM.

**Counties Served**

Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties.

**Wyoming County Crisis Line**

Warsaw, NY 14569

<https://www.wyomingco.net/434/Mental-Health>

- ★ Provides immediate response to all callers, offering assessment, supportive counseling, and crisis intervention.

Phone

585-283-5200

**Hours**

24 hours a day, 7 days a week.

**Affinity Place**

*269 Alexander Street, Rochester, NY 14607.*

<https://easthouse.org/affinity-place/>

- ★ Affinity Place is a no-fee, 8-bed respite program for individuals experiencing psychiatric crisis. It is a recovery-oriented alternative to costly emergency room and inpatient hospitalizations.
- ★ Their Warm Line is staffed 24/7 by Peer Support Specialists who can help folks in need of an understanding and empathetic person to talk to.

Phone

585-563-7083 call to pre-register for respite services

585-563-7470 Warm Line- call any time to talk with a peer

**Hours**

24/7

**Coverage**

Genesee, Livingston, Monroe, Orleans, Wayne and Wyoming

## **Food Support**

### **Foodlink**

<https://foodlinkny.org/find-food/>

- ★ This website will take you to Foodlink's Food locator- an online collection of different local food pantries, community meal programs and food distribution sites around New York. Type your zip code into the locator and foodlink will show you what different food resources are nearby.

### **Counties served**

Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties

### **Food For All SNAP Outreach - Batavia**

*Catholic Charities*

*25 Liberty Street*

*Batavia, NY 14020*

- ★ Outreach based food stamp/SNAP enrollment and assistance.

Tina McGhan - Genesee County

585-815-5721

Kelly Ann Kowalski - Erie, Genesee, & Wyoming Counties

585-882-7705

Cortney Becker - Wyoming County

585-456-4224

Ashley LaCroix - Erie County

716-262-6864

### **Hours**

Monday-Friday, 9am-4pm.

### **Counties Served**

Genesee, Erie, Wyoming

### **Foodlink Pop-Up Pantry Program**

<https://foodlinkny.org/program/pop-up-pantries/#tab-1>

- ★ Traveling food pantry. Check website for location/details.

### **Counties served**

Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties

## Harm Reduction and Narcan

### **Trillium Health Harm Reduction Services**

*39 Delevan Street, Rochester NY 14605*

<https://www.trilliumhealth.org/patient-and-community-services/harm-reduction>

- ★ Judgment-free syringe services & delivery, Narcan training/free Narcan, walk-in HIV/Hep C/ STI testing, and connections to care.

#### Phone

585.454.5556

#### **Hours**

1p-4p MWF

9a-4p Tu

1p-6p Th

#### **Counties served**

Monroe, Wayne, Livingston, Ontario, Yates, Seneca, Schuyler and Steuben Counties.

For delivery inside Monroe County, call (585)454-5556.

For delivery outside Monroe County, call (585)362-0187

Please call with any questions about service area- they will try to accommodate you as best as possible.

### **Evergreen Health**

*206 S. Elmwood Ave Buffalo, NY 14201*

&

*320 Prather Ave., Suite 100 & 200A Jamestown, NY 14701*

<https://www.evergreenhs.org/behavioral-health-services/drug-user-services/>

- ★ Harm Reduction services for people who use drugs. Syringe services and delivery to all eight counties of WNY. Free Narcan and testing for HIV, Hep C, and STIs. Some services require appointments, so please call ahead.

#### Phone

Elmwood: 716-847-2441

Prather: 716-664-7855(option 3)

#### **Hours**

Elmwood: 9a-5p MWF, 9a-7p Tu

Prather: 10a-4p M-F

**Counties served**

Orleans, Genesee, Wyoming, Niagara, Erie, and more. Call for info.

**AIDS Institute Provider Directory**

<https://providerdirectory.aidsinstituteny.org/>

- ★ Use this site to look up an Opioid Overdose Prevention Program near you!
- ★ Click on the service type you're interested in (in this case, "Opioid Overdose Prevention Program"), then you can choose to filter the results by zip code, county, or your current location.
- ★ Use this tool to help find Narcan near you.

**Counties served**

Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties (and more)