



Lifeline
Emergency
Crisis
Services
211

Website: monroecounty.gov/mh

Phone: 585.275.5151

24/7 support offering Individuals/family mental health professional visits in their home, place of employment, school, etc. Services provided include Crisis intervention/stabilization, mental health assessments and rapid linkage and/or re-linkage to treatment providers.

URMC
Monroe
Mobile Crisis
Team

Website: urmc.rochester.edu

(Search "Mobile Emergency Psychiatric Care")

Phone: 585.529.3721

A mobile psychiatric emergency team for individuals and families within Monroe County who are experiencing a crisis in mental health. Services are designed for individuals who are not at risk of harming themselves, as well as their families. There are no age restrictions.

Agape
Counseling
Associates,
Inc.

Website: agaperoc.org

Phone: 585.385.6030

Email: info@agaperoc.org

Main Office: 21 Willow Pond Way, Rochester 14526

Westside: 525 Paul Rd., Rochester, 14624 (in Church Radiant)

Willow
Domestic
Violence
Center

Website: willowcenterny.org

Main Phone: 585.222.SAFE (7233)

TTY: 585.232.1741

Willow Domestic Violence Center hotline is available 24 hours a day and offers a range of emergency and non-emergency supportive services.

Crisis
Text Line

Website: www.crisistextline.org

Text: 741741

24 hour support offered through text messaging. Every texter is connected with a Crisis Counselor, a real-life human being trained to bring texters from a hot moment to a cool calm through active listening and collaborative problem solving.



Help starts here
211 connects you to expert,
caring help. Every call is
completely confidential.

2-1-1 Finger Lakes Region



Call 211 or (877) 356-9211



Text your zip code to 898-211



Search for resources online

211lifeline.org



scan with
smartphone
camera for
website

911

In the event of an emergency, 911 is
always available.

NOTE: Texting to 911 is currently not available in New York State. You should always make voice calls to 911 and be prepared to give them your location, even from a cell phone.