

## Student Resource Guide Crisis Referral Listing

\*Ask your educator or a school director if you would like a copy of this guide emailed to you so that you can navigate the links listed\*

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### NATIONAL RESOURCES

#### Housing

- Rental Assistance (List of government programs that help people with low incomes find affordable rental housing.)
  - Website: <https://www.usa.gov/rental-housing-programs>
  - Phone Number: 1-844-USAGOV1
  - Additional Website: <https://www.consumerfinance.gov/housing/housing-insecurity/help-for-renters/get-help-paying-rent-and-bills/>
- Housing Choice Voucher Program, formerly Section 8 (Federally funded program assisting low-income families in obtaining affordable housing.)
  - Website:
  - Phone number:
- HUD Resource Locator (Helps find local resources for affordable housing.)
  - Website: <https://resources.hud.gov>
  - Phone Number: 800-569-4287
- Local Homeless Assistance
  - Locator Website: <https://www.hud.gov/topics/homelessness/localassist>

#### Utility Bill Assistance

- Low Income Home Energy Assistance Program (LIHEAP – year-round help with utility bills)
  - Website: <https://www.acf.hhs.gov/ocs/programs/liheap>
- National Energy Assistance Referral Hotline
  - Phone Number: 866-674-6327
- Lifeline (assistance with phone & internet service)
  - Website: <https://www.lifelinesupport.org/do-i-qualify/>

#### Childcare Services

- Child Care and Development Fund (assists low-income families with childcare costs while parents work or attend school)
  - Website: <https://www.benefits.gov/benefit/615>

## Mental Health Resources

- Crisis Text Line (offers free, 24/7 support to people in crisis, reach out if you are struggling with any kind of painful emotions that require support)
  - Text **HOME** to 741741
- National Alliance on Mental Illness (NAMI – offers support, education, and advocacy for individuals and families dealing with mental health issues)
  - Website: <https://www.nami.org>
  - Helpline: 800-950-6264 (available M-F 10 am – 10 pm EST)
    - Text “Helpline” to 62640
    - In a crisis, call or text 988
- Substance Abuse and Mental Health Services Administration (SAMHSA – free, confidential, 24/7, 365 days a year treatment referral and information service for individuals and families facing mental and/or substance use disorders)
  - Website: <https://www.samhsa.gov>
  - Online Treatment Locator: <https://findtreatment.gov>
  - Helpline: 800-662-HELP (4357)

## Suicide Prevention Resources

- Crisis Text Line (offers free, 24/7 support to people in crisis, reach out if you are struggling with any kind of painful emotions that require support)
  - Text **HOME** to 741741
- Suicide and Crisis Lifeline
  - Call or Text: 988
  - Website: <https://988lifeline.org>
- American Foundation for Suicide Prevention (offers help for those having suicidal thoughts, who have lost someone to suicide, who are worried about someone, or who have survived an attempt)
  - Website: <https://afsp.org/get-help/>
  - Call or Text: 988
  - Text **TALK** to 741741

## Domestic & Family Violence Assistance

- National Domestic Violence Hotline
  - Website: <https://thehotline.org>
  - Phone Number: 1-800-799-7233
  - Text START to 88788
  - Source Local Resources: <https://www.thehotline.org/get-help/domestic-violence-local-resources/>

## Food Assistance

- Supplemental Nutrition Assistance Program (SNAP – helps eligible low-income individuals and families buy food)
  - Website: <https://www.fns.usda.gov>
  - Phone Number: 1-800-645-8333
- Relief Benefits (get matched with resources, programs, and benefits you may be eligible to receive)
  - Website: <https://www.reliefbenefits.com/>

- Emergency Food Assistance Program (TEFAP – federal program that helps supplements the diets of low-income Americans by providing them with emergency food assistance at no cost)
  - Website: <https://www.fns.usda.gov/cfsp/commodity-supplemental-food-program>
- USDA National Hunger Hotline (immediate food assistance)
  - Phone Number: 1-866-3-HUNGRY (1-866-348-6479)
- WIC (for women who are pregnant, breastfeeding a child under one year old, within 6 months of having given birth or your pregnancy ending, or children who are under 5 years old)
  - Website: <https://www.fns.usda.gov/fns-contacts>

### Healthcare Resources

- Medicaid (provides free or low-cost health coverage for eligible low-income individuals)
  - Website: <https://www.medicaid.gov>
  - Check eligibility: <https://healthcare.gov/lower-costs/>
- HealthCare.gov (provides information on free or low-cost health coverage for eligible low-income individuals)
  - Website: <https://www.healthcare.gov>
- Relief Benefits (get matched with resources, programs, and benefits you may be eligible to receive)
  - Website: <https://www.reliefbenefits.com/>

### Transportation Support

- Relief Benefits (get matched with resources, programs, and benefits you may be eligible to receive)
  - Website: <https://www.reliefbenefits.com/>

### Emergency Assistance Programs

- 211 Helpline (connects individuals with local resources for various needs, including emergency assistance, mental health, caregiver resources, and more)
  - Website: <https://www.211.org>
  - Phone Number: 211
- Salvation Army Emergency Assistance Program (offers financial resources for immediate needs)
  - Website: <https://www.salvationarmyusa.org/usn/rent-mortgage-and-utility-assistance/>
- Relief Benefits (get matched with resources, programs, and benefits you may be eligible to receive)
  - Website: <https://www.reliefbenefits.com/>
- Temporary Assistance for Needy Families (TANF – federally funded, state-run program that helps families financially after experiencing hardship)
  - Website : <https://www.acf.hhs.gov/ofa/map/about/help-families>
- Find Help (find free or reduced-cost resources like food, housing, financial assistance, health care, and more)
  - Website: <https://www.findhelp.org/>

### Job Assistance

- Salvation Army (provides skills and strengths assessments, job-search counseling and support)
  - Website: <https://www.salvationarmyusa.org/usn/assist-the-unemployed/>
- Career One Stop (job search, self-assessments, career planning assistance and more)
  - Website: <https://www.careeronestop.org/ExploreCareers/explore-careers.aspx>
  - Phone Number: 1-877-872-5627

- Email Address: [info@careeronestop.org](mailto:info@careeronestop.org)
- Find local American Job Center in your area:  
<https://www.careeronestop.org/BusinessCenter/Toolkit/find-american-job-centers.aspx>
- Goodwill (partners with local and national employers to help people find work)
  - Locate a Career Center: <https://www.goodwill.org/locate-a-career-center/>
- O\*NET Interest Profiler (help you find out what your interests are and how they relate to the world of work)
  - Website: <https://www.mynextmove.org/explore/ip>
- United Way 211 (connects you to a community resource specialist in your area who can put you in touch with local organizations that provide critical services)
  - Website: <https://www.211.org>

### Internet Assistance

- Verizon (Free home internet if you qualify for the FCC's Affordable Connectivity Program (ACP))
  - Website: <https://www.verizon.com/home/internet/acp/free-internet/>
- Free Internet (Check to see if you are eligible for no cost or discounted internet from the ACP)
  - Website: <https://www.freeinternet.ai>
  - Phone Number: 1-855-635-0471
- T-Mobile (Provides eligible student households with free internet – check for eligibility)
  - Website: <https://www.t-mobile.com/brand/project-10-million>

### Clothing Assistance Programs

- Dress for Success (Professional clothing assistance for eligible women who have interviews scheduled)
  - Website: <https://dressforsuccess.org/client-services/>

### Clothing Thrift Stores

- Goodwill
  - Website: <https://goodwill.org>
- America's Thrift Stores
  - Website Location Locator: <https://www.americasthrift.com/locations/>
- Salvation Army

### Addiction Services

- SAMHSA National Helpline
  - Website: <https://www.samhsa.gov/>
  - Find Treatment Near You: <https://www.findtreatment.gov/>
  - Phone Number: 1-800-662-4357
- National Center on Substance Abuse and Child Welfare (Provides strategies collaboratives can use to enhance the system of care while improving outcomes for families affected by substance use and mental health disorders.)
  - Website: <https://ncsacw.acf.hhs.gov/>

## LOCAL RESOURCES

Here is the information for various assistance programs and services in Rochester, New York:

### Housing Assistance:

- Name: Rochester Housing Authority
- Website: [[www.rochesterhousing.org](http://www.rochesterhousing.org)](<http://www.rochesterhousing.org>)
- Phone number: (585) 697-3600

### Local Shelters:

- Name: Open Door Mission
- Website: [[www.opendoormission.com](http://www.opendoormission.com)](<http://www.opendoormission.com>)
- Phone number: (585) 454-6696

### Utility Bill Assistance:

- Name: Rochester Gas & Electric (RG&E) - Energy Assistance Programs
- Website: [[www.rge.com](http://www.rge.com)](<http://www.rge.com>)
- Phone number: 1-800-743-2110

### Childcare Assistance:

- Name: Child Care Council, Inc.
- Website: [[www.childcarecouncil.com](http://www.childcarecouncil.com)](<http://www.childcarecouncil.com>)
- Phone number: (585) 654-4720

### Mental Health Assistance:

- Name: Rochester Regional Health - Mental Health Services
- Website: [[www.rochesterregional.org/behavioral-health](http://www.rochesterregional.org/behavioral-health)](<http://www.rochesterregional.org/behavioral-health>)
- Phone number: (585) 922-4200

### Suicide Prevention Resources:

- Name: National Suicide Prevention Lifeline - Monroe County
- Website: [[www.preventsuicidewny.org](http://www.preventsuicidewny.org)](<http://www.preventsuicidewny.org>)
- Phone number: 1-800-273-TALK (8255)

### Domestic & Family Violence Assistance:

- Name: Willow Domestic Violence Center
- Website: [[www.willowcenterny.org](http://www.willowcenterny.org)](<http://www.willowcenterny.org>)
- Phone number: (585) 222-SAFE (7233)

### Food Assistance:

- Name: Foodlink
- Website: [[www.foodlinkny.org](http://www.foodlinkny.org)](<http://www.foodlinkny.org>)
- Phone number: (585) 328-3380

### Healthcare Resources:

- Name: Anthony L. Jordan Health Center

- Website: [[www.jordanhealth.org](http://www.jordanhealth.org)](<http://www.jordanhealth.org>)
- Phone number: (585) 423-5800

#### Transportation Support:

- Name: Regional Transit Service (RTS)
- Website: [[www.myrts.com](http://www.myrts.com)](<http://www.myrts.com>)
- Phone number: (585) 288-1700

#### Emergency Assistance Programs:

- Name: Catholic Family Center
- Website: [[www.cfcrochester.org](http://www.cfcrochester.org)](<http://www.cfcrochester.org>)
- Phone number: (585) 546-7220

#### Job Assistance:

- Name: RochesterWorks!
- Website: [[www.rochesterworks.org](http://www.rochesterworks.org)](<http://www.rochesterworks.org>)
- Phone number: (585) 258-3500

#### Internet Assistance:

- Name: Spectrum Internet Assist
- Website: [[www.spectrum.com/browse/content/spectrum-internet-assist.html](http://www.spectrum.com/browse/content/spectrum-internet-assist.html)](<http://www.spectrum.com/browse/content/spectrum-internet-assist.html>)
- Phone number: 1-844-525-1574

#### Clothing Assistance Programs:

- Name: Salvation Army - Rochester Area Services
- Website: [[www.salvationarmy.org/rochester](http://www.salvationarmy.org/rochester)](<http://www.salvationarmy.org/rochester>)
- Phone number: (585) 987-9500

#### Clothing Thrift Stores:

- Name: Goodwill of the Finger Lakes
- Website: [[www.goodwillfingerlakes.org](http://www.goodwillfingerlakes.org)](<http://www.goodwillfingerlakes.org>)
- Phone number: (585) 647-1150

#### Addiction Services:

- Name: Strong Recovery Addiction Psychiatry
- Website: [[www.urmc.rochester.edu/mental-health-wellness/services-treatments/addiction.aspx](http://www.urmc.rochester.edu/mental-health-wellness/services-treatments/addiction.aspx)](<http://www.urmc.rochester.edu/mental-health-wellness/services-treatments/addiction.aspx>)
- Phone number: (585) 276-6600

These resources aim to provide support and assistance to individuals and families in need within the Rochester community.

