

Make the Call

24/7 Immediate Access to Care

833-4-FLACRA
(833-435-2272)

Are you, a family member or friend experiencing substance related crisis?

FLACRA offers immediate response services including overdose prevention, treatment and community recovery support addiction to prescription opioids, alcohol, heroin, and other illicit drugs. Our team responds throughout the Greater Rochester and Finger Lakes region offering onsite emergency support, telehealth video conferencing with doctors, nurses and clinicians provide quick response when it is needed most.



833-4-FLACRA
(833-435-2272)

Want to learn more about what
services we offer?
Visit www.flacra.org

  @flacrany



Rapid Access Behavioral Health and Recovery

Comprehensive, community-based care supporting individuals and families across the Finger Lakes region.

OUR SERVICES

Recovery Community Outreach Centers

Peer-driven recovery support and community connection.

Opioid Treatment Program

Evidence-based medication-assisted treatment with ongoing clinical support.

Residential Inpatient

24/7 structured, supportive care for individuals requiring a higher level of treatment.

Youth & Family Services

Prevention, counseling, and support services for children and families.

Housing & Vocational Support

Stability-focused services addressing housing, employment, and life-skills.

Crisis Support

Immediate intervention and stabilization services for individuals in crisis.

Outpatient & Mental Health

Flexible counseling and treatment services to support recovery and emotional wellness.

Care Management

Coordinated care connecting clients to medical, behavioral, and social supports.

CCBHC

Certified Community Behavioral Health Clinic offering integrated, whole-person care.

WHY FLACRA?

87% SUCCESS RATE

Reflecting meaningful client engagement and progress in care.

TRUSTED COMMUNITY PROVIDER

Decades of experience serving individuals and families across the Finger Lakes Region.

CONTINUUM OF CARE

From crisis response and detox to outpatient, recovery support, and long-term stability.



833-4-FLACRA
(833-435-2272)

Want to learn more about what services we offer?
Visit www.flacra.org





OUTPATIENT SERVICES | One-Stop Wellness

FLACRA's outpatient services are personalized for individuals and families dealing with substance use and mental health challenges. We work closely with each person to build a holistic plan focused on their strengths and goals emphasizing whole person care.

Mental Health

Programs and services help patients navigate mental health while staying focused on their strengths and goals.

- ✓ Individual & Group Counseling
- ✓ Clinical Evaluations
- ✓ Youth & Family Support

Substance Abuse

Along with 24/7 mobile crisis support for substance use concerns, our clinics offer specified programs for recovery.

- ✓ Medication Assisted Treatment (MAT)
- ✓ Relapse Prevention
- ✓ Recovery Planning

Healthcare Navigation

Each patient's needs differ, meaning our staff is equipped to handle any unique need presented to ensure holistic recovery.

- ✓ Certified Recovery Peer Advocacy
- ✓ Treatment Planning
- ✓ Primary Care



Geneva, Penn Yan, and Rochester outpatient clinics are designated as Certified Community Behavioral Health Clinics (CCBHCs), offering integrated care for medical, mental and behavioral health.

Penn Yan Treatment Center & CCBHC
1 Keuka Business Park
2462 Route 54A
Penn Yan, NY 14527

Clifton Springs Integrated Outpatient
28 East Main Street
Clifton Springs, NY 14432

Geneva Wellness Center OTP & CCBHC
116 Lewis Street
Geneva, NY 14456

Farmington Integrated Outpatient
1386 Hathaway Drive
Suite A
Farmington, NY 14425

Newark Outpatient
310 West Union Street
Newark, NY 14513

Watkins Glen Outpatient
106 South Perry Street
Suite 3
Watkins Glen, NY 14891

FLACRA Mental Health Services & CCBHC
339 East Avenue
Rochester, NY 14604



Finger Lakes Area
Counseling & Recovery Agency

FLACRA™
Together, we will.

833-4-FLACRA
(833-435-2272)

Want to learn more about what services we offer?
Visit www.flacra.org

  @flacrany





RESIDENTIAL SERVICES

FLACRA's residential treatment services provide an individualized, evidence-based approach to recovery across multiple levels of care.



Residential Locations

Addiction Crisis Center
28 East Main Street
Clifton Springs, NY 14432
(833) 435-2272

Maxwell Hall
28 East Main Street
Clifton Springs, NY 14432
(315) 462-9145

Otte Hall
621 Church Street
Newark, NY 14513
(315) 331-7400

Cadence Square
400 Fort Hill Avenue
Building 14
Canandaigua, NY 14424

Scatter Site Reintegration units across Ontario, Seneca, Wayne, and Yates counties

▶ Detoxification - OASAS 816

We offer a 24-hour medically supervised detox program designed to provide safe, supportive care during the early stages of recovery.

- 23-bed facility
- 24/7 medical supervision
- Average stay: 5–10 days
- Compassionate, professional care within a structured, supportive environment

Our program focuses on comfort, safety, and stabilization while preparing individuals for their next step in treatment.

▶ Stabilization - OASAS 820

Following detox, individuals may remain short-term for stabilization, engaging in medication adherence, group participation, and recovery planning before transitioning to an appropriate level of care.

▶ Rehabilitation - OASAS 820

From one on one counseling to dynamic groups, patients remain in a supervised recovery environment at **Maxwell Hall** while focusing on building the skills necessary to maintain lasting recovery.

▶ Reintegration - OASAS 820

Success outside of treatment depends on the skills and preparedness reintegration programs support. From vocational training to family navigation, we support individuals as they continue to thrive beyond treatment within one of our **Congregate Care or Scatter Site** facilities.



Finger Lakes Area
Counseling & Recovery Agency

FLACRA[™]
Together, we will.

833-4-FLACRA
(833-435-2272)

Want to learn more about what services we offer?

Visit www.flacra.org





Certified Community Behavioral Health Clinic

FLACRA provides one-stop wellness centers delivering evidence-based services for youth, individuals, and families with co-occurring substance use, mental health, and medical needs, with a focus on those facing the most complex behavioral health challenges. Our services are available to any individual in need of care, including (but not limited to) adults, youth and children with:



Treatment Locations

Geneva Wellness Center

116 Lewis Street
Geneva, NY 14456
(315) 781-0771

Penn Yan Treatment Center

1 Keuka Business Park
2462 Rte. 54A
Penn Yan, NY 14527
(315) 536-7751

FLACRA Mental Health Services & CCBHC

339 East Avenue
Rochester, NY 14604
(585) 434-2633

Referral Email:

teamccbhc@flacra.org

- Serious mental illness
- Serious emotional disturbance
- Substance use disorder
- Co-occurring substance use and mental disorder

Services & Supports

- 24/7/365 crisis mental health services
- Screening, assessment and diagnosis
- Patient-centered treatment planning
- Outpatient mental health and substance use services
- Primary care screening, monitoring and referrals
- Targeted case management
- Psychiatric rehabilitation services
- Peer support, counseling and family support
- Intensive mental health care for those in the military and veterans

We serve all individuals regardless of place of residence or ability to pay. For more information or immediate assistance, call our 24-hour phone line at 833-4-FLACRA (833-435-2272).

FLACRA is a 501(c)3 not-for-profit, comprehensive community-based behavioral healthcare provider. Certification and funding: FLACRA is licensed by the New York State Office of Addiction Services and Supports (OASAS) and Substance Abuse and Mental Health Services (SAMHSA). We are funded in part by Ontario, Seneca, Schuyler, Wayne and Yates counties, the New York State Office of Addiction Services and Supports (OASAS), Wayne, Schuyler, Yates and Ontario counties, voluntary contributions and contracts.



Finger Lakes Area
Counseling & Recovery Agency

FLACRATM
Together, we will.

833-4-FLACRA
(833-435-2272)

Want to learn more about what
services we offer?
Visit www.flacra.org



FLACRA Counseling & Recovery

Care and treatment services to help you or your loved one live in recovery

- Addictions Crisis Center (ACC)
- Clinical Outpatient Services
- Residential Treatment
- Care Management | HCBS & CORE
- Opioid Treatment Program
- Housing and Vocational Rehabilitation
- Veterans Support Services
- Supportive Living
- Certified Peer Support
- Certified Community Behavioral Health Clinics



Healing starts here

Health and wellness programs to help you or a loved one on the path to recovery.

See upcoming events at
www.FLACRA.org

Make the Call

24/7 Immediate Access to Care

833-4-FLACRA

(833-435-2272)

- Mobile Response
- Certified Peer Support
- Family Support & Navigation
- Non-medical Transportation
- TeleHealth Support

FLACRA Mental Health Services

Comprehensive treatment services for youth, individuals, and families.

- Cope with depression
- Manage anxiety
- Control emotional stress
- Improve quality of life
- Counseling in Spanish
- Walk-ins welcome
- Available evenings and weekends
- Peer Support Services



833-4-FLACRA
(833-435-2272)

Want to learn more about what services we offer?
Visit www.flacra.org

