WE ARE HOPE is a collaboration of community organizations that have come together to provide support to those struggling with mental health and/or substance abuse issues. Too often, it can be hard to know where to turn for help. This resource directory will serve as your guide to support services in our community.

CRISIS HOTLINES

For life-threatening emergencies, please call 911 for immediate assistance. If you or someone you know needs urgent help, please call 988 or reach out to any of the following resources:

CRISIS SERVICES
24-hour Crisis Hotline for Erie County: 716-834-3131
24-hour Crisis Hotline for Niagara County: 716-285-3515
Kids Hotline: 716-834-1144

24/7 emergency outreach crisis care management, domestic violence support and trauma support
Translation services available on all hotlines.

ERIE COUNTY DEPARTMENT OF HEALTH ADDICTION HOTLINE
Call: (716) 831-7007

Available 24/7, providing immediate help, education, information, referrals and assistance with links to addiction treatment services.

NATIONAL SUICIDE PREVENTION LIFELINE
Call: 1-800-273-8255; En Español: 1-888-628-9454
TTY: 1-800-799-4889
Call/text: 988
Chat: 988lifeline.org

A confidential crisis hotline available 24/7 to everyone.

NYS DOMESTIC & SEXUAL VIOLENCE HOTLINE
Call: 1-800-942-6906
Text: 1-844-997-2121

Provides 24/7 confidential advocacy, emergency shelter and assistance in most languages.

SPECTRUM HEALTH AND HUMAN SERVICES
24-hour Crisis Hotline: 716-710-5172
Spectrum Health C.A.R.E.S.: 716-882-4357

Provides 24/7 crisis support for youth under age 18 and their families.

VETERANS CRISIS LINE
Call: 1-800-273-8255 and press 1
Text: 838255
TTY: 1-800-799-4889

A 24/7 confidential resource that connects all service members and their families or friends with a caring, trained VA responder- even for veterans not registered with the VA.
American Addiction Centers
www.americanaddictioncenters.org
1-886-643-9530
Services:
• Ages 18 and above
• Medical detoxification
• Partial hospitalization
• Therapy treatment
• Residential treatment
• Co-occurring disorders
• Sober living
• Aftercare

Beacon Center
https://www.beaconcenter.net
716-831-1937
Services:
• Outpatient Substance Use Disorder Counseling
• Outpatient Mental Health Counseling
• Albert O. Nichols House - Community Reintegration Program
• Medicated Assisted Treatment
• Opioid Treatment Program
• Intensive Outpatient Program

BestSelf Behavioral Health
www.bestselfwny.org
716-884-0888
Services:
• Children/Family Young Adult outpatient mental health
• Young Adults substance use
• Adult mental health and substance use
• Health Homes

Cazenovia Recovery
www.cazenoviarecovery.org
716-852-4331
Services:
• Substance Use Disorder Rehabilitation Programs
• Residential Programs
• Medicated-Assisted Treatment
• Trauma-Informed Care

Child and Family Services
www.cfsbny.org
716-842-2750
Services:
• Child and Family outpatient mental health
• Domestic violence support
• Health Homes
• Children’s mental health residential

ECMC Emergency, Inpatient, and Outpatient Services
www.ecmc.edu/health-services-and-doctors/behavioral-health
716-898-1594
Services:
• Comprehensive Psychiatric Emergency Program (CPEP)
• Adolescent/Young Adult mental health
• Adult alcohol and drug rehabilitation program (hospital)
• Adult outpatient mental health
• Adult outpatient substance use

Endeavor Health Services
www.ehsny.org
716-895-6701
Services:
• Children/Adult mental health
• Adolescent/Adult substance use

Evergreen Health Services
www.evergreenhs.org
716-847-2441
Services:
• Adult substance use
• Harm reduction
• Syringe exchange program
• Mental health
• Health Homes

Harmonia Collaboritive Care
www.harmonia-care.org
716-947-5025
Services:
• Adolescent & Adult Outpatient Mental Health Counseling (In-office and telehealth)
• Health Homes Case Management
• Senior Care Coordination
• CarePanion (non-medical in-home care services for seniors)

Hispanics United of Buffalo - Promesa, Inc.
https://hubwny.org/
716-856-7110
Services:
• Outpatient Behavioral Health Treatment
• Outpatient Substance Use Treatment
• Individual & Group Counseling
• Family Counseling
• Medication-Assisted Treatment (MAT)
• Relapse Prevention
• Recovery Skills
• DWI Assessments
• Primary Care & Mental Health Referrals

Horizon Health Services
www.horizon-health.org
716-831-1800
Services:
• Children/Young Adult/Adult/Family mental health
• Adolescent/Adult/Family substance use
• Residential substance use (Young Adult/Adult)
• Eye Movement Desensitization
and Reprocessing Treatment (EMDR)
• Detoxification
• Telehealth
• Care coordination
• Recovery support
• PTSD

Jewish Family Service
www.jfsbuffalo.org
716-883-1914
Services:
• Children/Adolescent/Adult mental health counseling
• Care coordination
• Career and job development

Kids Escaping Drugs
www.ked.org
716-827-9462
Services:
• Children/Young Adult inpatient facility
  (Renaissance Campus Buffalo)
• Residential treatment for ages 12-20
• Halfway house for ages 15-23

Niagara Falls Memorial Medical Center
www.nfmmc.org
716-278-4000
Services:
• Adult and Senior populations
• Inpatient psychiatric services
• Outpatient mental health services

OLV Human Services
www.olvhs.org
716-828-9500
Services:
• Outpatient Mental Health Clinic
• Youth Intensive Mental Health Treatment Program
• Youth Mental Health Residential Treatment Facility
• Adult Behavioral Home and Community Based Services

SENSES Medical Wellness Center
Grand Opening May 2023!
716-939-3520
Provides culturally responsive Mental Health Services:
• Psychiatric Evaluation
• Medication Management
• Individual, group, family, and couple counseling
• In Person & Telehealth appointments available

Spectrum Health & Human Services
www.shswny.org
716-539-5500
Services:
• Children/Adult/Family outpatient mental health
• Adolescent/Adult outpatient substance use
• Basic needs; WIC nutrition
• Care coordination
• Domestic violence support
• Family safety & stabilization programs
• Education and workforce training

HELP Center@Springville
716-566-6512
27 Franklin St, Suite 2
Springville, NY 14141
Open M-Th, 8:30AM-7PM & Friday, 8:30AM-4PM

HELP Center@Warsaw
716-566-6513
58 W Buffalo St
Warsaw, NY 14569
Open Monday-Friday, 8:30AM-7PM

VA Western New York Healthcare System
www.buffalo.va.gov
Buffalo: 716-834-9200; 800-532-8387
Batavia: 585-297-1000
Services:
• Psychiatry
• Psychology
• Homeless Veterans services
• Treatment for addictive disorders, including residential rehabilitation treatment programs
• Transition and care management for returning Veterans (OIF/OEF/OND)

WNY Children’s Psychiatric Center
https://omh.ny.gov/omhweb/facilities/wcpc/
716-677-7000
Services:
• Child and Family outpatient mental health
• Domestic violence support
• Health Homes
• Children’s mental health residential

For non-life-threatening mental health and substance abuse crisis
COMMUNITY SERVICES

Al-Anon Family Groups
www.al-anon.org
Services:
• Child and Family support
• Education and resources

Alcoholics Anonymous
www.aa.org
Services:
• Recovery support
• Education, advocacy and group resources

American Foundation for Suicide Prevention - WNY Chapter
https://afsp.org/
(585) 202-2783
Services:
• Suicide Prevention Programs
• Public Education Programs
• Outreach to individuals who have lost someone to suicide

Buffalo Federation of Neighborhood Centers (BFNC)
www.bfnc.org/our-services/
716-856-0363
Services:
• Care management
• Housing
• Senior services
• Financial education

Buffalo United Resiliency Center (Buffalo Urban League)
https://www.theburc.org/
716-250-2400
Services:
• Serving families and loved ones impacted by the tragedy at Tops on Jefferson on May 14, 2022
• Closed Support Groups
• Individual Counseling
• Supportive Gatherings and Outings
• Workshops and Wellness Programs

Catholic Charities of Buffalo
www.ccwny.org/services
716-218-1400
Services:
• Basic needs
• Care coordination
• Domestic violence support
• Family/Parent resources

Community Action Organization of WNY
www.caowny.org/all-services
Services:
• Emergency and Family
• Prevention
• Housing support
• Youth services

Compeer Buffalo
www.compeerbuffalo.org
716-883-3331
Services:
• Care management
• Social activities
• Mentoring
• Veterans services

Erie County Department of Mental Health
www2.erie.gov/mentalhealth
716-858-8530
Services:
• Community support information and resources
• Self-help/mutual aid
• Detoxification
• Legal
• Housing

Kirsten Vincent Respite & Recovery Center
https://recoveryoptionsny.org/rome-respite-and-recovery-center/
716-532-5508
Services:
• Crisis stabilization
• Mental health support/
  Medication management

Mental Health Advocates of WNY
www.mhawny.org
716-886-1242
Services:
• Child and Family community support
• Legal services and advocacy
• Education, advocacy and support group resources

Narcotics Anonymous
www.na.org
Services:
• Recovery support
• Education and resources

National Alliance on Mental Illness Buffalo & Erie County
www.namibuffalony.org
716-226-6264
Services:
• Family education
• Family support
• Mental health information and support

National Association for Children of Addiction
www.nacoa.org
Services:
• Adult and Family support
• Education, advocacy and resources

National Institute on Drug Abuse
www.drugabuse.gov
Services:
• Education and resources
• Research and training
• Clinical resources

Restoration Society
www.rsiwny.org/what-we-do/
716-883-9800
Services:
• Employment services
• Housing resources
• Peer programs

New York Law Enforcement Assistance Program
www.nyleap.org
518-625-1899
Services:
• Post-Critical Incident Seminars
• Post-Critical Incident Stress Debriefing
• Department/Agency Peer Certification

Salvation Army
www.buffalo.salvationarmy.org
716-883-9800
Services:
• Family emergency
• Adult rehabilitation
• Senior services

Save the Michaels of the World
www.savethemichaels.org
716-984-8375
Services:
• Opioid Use Recovery Coaching
• Peer Led Groups

South Buffalo American Legion - Be the One Campaign
716-825-9557
• American Legion campaign that is educating and empowering veterans, spouses, caregivers, family, friends and others how to recognize when a veteran is at risk.

Veterans One-stop Center of WNY
www.vocwny.org
716-898-0110
Services:
• Veteran services
• Peer support

Western New York Independent Living: Mental Health Peer Connection
www.wnyil.org/Mental-Health-PEER-Connection/MHPC-Services

Spectrum Health Buffalo H.O.P.E.
https://shswny.org/buffalo-hope
716-566-6506
• Community engagement
• Comfort
• Emotional Support
• Helpline open M-F, 9AM -5PM

WE ARE HOPE is sponsored by
HIGHMARK
WESTERN NEW YORK Collaborative Partners

COPING WITH TRAGEDY

Buffalo Urban League Buffalo H.O.P.E.
https://buffalourbanleague.org/
716-250-2478
• Wrap-around services
• Referrals & linkage activities
• Stress reduction techniques
• Emotional support
• Helpline open M-Sa, 8:30AM-6:30PM

WNY Perinatal Bereavement Network
www.wnypbn.org
716-626-6363
• Bereaved Parent and Family Grief Support Groups