



Mental Health and Substance Use Resource Guide

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.

TREATMENT SERVICES

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

Catholic Charities Buffalo

www.ccwny.org/services
716-281-1400

Services:

- Children/Adult/Family outpatient mental health
- Adolescent/Adult/Family outpatient chemical dependency treatment/support
- Basic needs
- Care coordination

- Domestic violence support
- Family/Parent resources

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 Collaborative 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

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

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



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

- Hospital alternative

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

- Placement in Treatment
- Transportation Aid
- Individual Support
- Family Support

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

716-836-0822

Services:

- Addiction Peer and Family support
- Advocacy
- Housing assistance
- Employment services

WNY Law Enforcement Helpline

<https://www.wnylawenforcementhelpline.org/>

716-858-2677

Assists Callers With:

- Ongoing Stress
- Critical Incident Stress
- Relationship Issues
- Grief & Loss
- Depression
- Suicide
- Substance Abuse

WNY Perinatal Bereavement Network

www.wnyperinatal.org
716-626-6363

- Bereaved Parent and Family Grief Support Groups

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

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

