

Mental Health Resources

When you need help, finding accurate, expert support and information is not always easy. That's why we created this guide to help you and your loved ones identify community resources available during times of need.

With access to a wide range of experienced and highly-trained care specialists, you can take comfort in safe, confidential guidance on your wellness journey.

IMMEDIATE, 24/7 EMERGENCY ASSISTANCE

If you or someone you know needs immediate help, reach out to any of the following resources:

CALL 911 or go to the nearest emergency room.

CRISIS SERVICES

24-hour Crisis Hotline for Erie County: (716) 834-3131

24-hour Crisis Hotline for Niagara County: (716) 285-3515

24-hour Addiction Hotline: (716) 831-7007

Kids' Helpline: (716) 834-1144

24-hour Crisis Text Line: Text "HELLO" to 741741

TTY: 711

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

NATIONAL SUICIDE PREVENTION LIFELINE

Call: 1-800-273-8255; En Español: 1-888-628-9454

TTY: 1-800-799-4889

A free, confidential crisis hotline available 24/7 to everyone.

VETERANS CRISIS LINE

Call: 1-800-273-8255 and press 1

Text: 838255

TTY: 1-800-799-4889

A free, 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

Additional local providers are available with a wide range of services tailored to the unique needs of each individual.

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 Home

BryLin Outpatient Mental Health Clinic

www.brylin.com

(716) 886-8200

Services:

- Children/Adolescent hospital mental health
- Adult mental health (hospital and outpatient)
- Electronic Convulsive Therapy (ECT)
- Adult outpatient substance use

Catholic Charities of Buffalo

www.ccwny.org/services

(716) 856-4494

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

Child and Family Services

www.cfsbny.org

(716) 335-7000

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) 898-1676

Services:

- Comprehensive Psychiatric Emergency Program (CPEP)
- Adolescent/Young Adult mental health (hospital)
- 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

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

Spectrum Health & Human Services

www.shswny.org

(716) 662-2040

Services:

- Children/Adolescent/Adult mental health
- Adolescent/Adult substance use
- Children/Adolescent crisis response
- Community-based
- Health Home

VA Western New York Healthcare System

www.buffalo.va.gov

Buffalo: (716) 834-9200; 800-532-8387

Batavia: (585) 297-1000

Services:

- Mental health
- Substance use
- PTSD



COMMUNITY SERVICES

For those looking for additional support or to learn more about mental health conditions, the following educational resources are available throughout the community.

Catholic Charities of Buffalo

www.ccwny.org/services

(716) 856-4494

Services:

- Basic needs
- Care coordination
- Domestic violence support
- Family/Parent resources

Community Action Organization of WNY

www.caowny.org/our-programs

(716) 881-5150

Services:

- Emergency and Family
- Prevention
- Housing support
- Youth 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

Mental Health Advocates of WNY

www.eriemha.org

(716) 886-1242

Services:

- Child and Family community support
- Legal services and advocacy
- Education, advocacy and support group resources

National Alliance on Mental Illness in Buffalo & Erie County

www.namibuffalony.org

(716) 226-6264

Services:

- Family education
- Family support
- Mental health information and support

Salvation Army

<https://buffalo.salvationarmy.org>

(716) 883-9800

Services:

- Family emergency
- Adult rehabilitation
- Senior services

Veterans One-stop Center of WNY

www.vocwny.org

(716) 898-0110

Services:

- Veteran services
- Peer support

Problem Gambling Resource Center

www.nyproblemgambling.org

(716) 833-4274

Services:

- Assessment
- Referral
- Treatment
- Recovery support

Questions?

Call Independent Health Member Services at (716) 631-2661 or 1-800-257-2753; Monday – Friday, 8 a.m. – 8 p.m.



It's all part of the RedShirt® Treatment.

