

Advocate answers the call.

716-834-3131

The Advocate Department provides 24/7 confidential response and support services for survivors of rape, sexual assault, domestic violence, family violence and elder abuse. For 35 years and counting the Advocate Department has been the New York State Department of Health Designated Rape Crisis Center for Erie County.

The Advocate Department offers:

- A 24-hour hotline
- Immediate crisis intervention and support at all Erie County emergency departments
- Case management services
- Therapy services
- Sexual Assault Forensic Examiner (SAFE) Program that partners with area hospitals to provide on-site forensic services to people, 12 years old and older, who have been sexually assaulted within a 96-hour period and seeking help
- Lead agency on a tri-county public health initiative known as the Region 6 Sexual Violence Prevention Collaborative, or R6
- Community education, training, and sexual violence prevention programming

Crisis Services has been the operator of the NYS Domestic & Sexual Violence Hotline on behalf of the New York State Office for the Prevention of Domestic Violence since 2010, and also operates the Erie County Domestic Violence helpline.

Mission Statement

We are a 24-hour comprehensive crisis center and community resource whose first responders provide support to anyone in need. We save lives by restoring safety, promoting emotional strength, and reducing the impact of trauma through intervention, education, prevention, and community collaboration.

Vision Statement

A community where people in crisis find safety, help, and hope.

Contact

100 River Rock Drive / Suite 300 / Buffalo, NY 14207
Administrative Line: 716 834 2310 / Fax Number: 716 834 9881

Exploring Crisis Services

Erie County's *Only*
24-Hour Crisis Center



CRISISservices

this moment forward

24-Hour Crisis Hotline
716-834-3131

24-Hour Addiction Hotline
716-831-7007

www.crisisservices.org



Crisis Counseling Program answers the call. 716-834-3131

The dedicated staff who make up our Crisis Counseling Program, or CCP, are trained crisis intervention professionals who **assist callers that are in various types of crisis, need supportive counseling, or looking for resources** in Erie County.

CCP is also the first point of access for callers in need of more thorough services, like Crisis Services' Advocate Department or Emergency Mental Health Response services, such as Mobile Outreach Response.

Aside from the crisis hotline at 716-834-3131, CCP also has a **24-hour Addiction hotline, 716-831-7007**. The hotline is the first voice of assistance for immediate help, education, information, referrals and assistance with linkage to treatment in Erie county. This line is not only for individuals battling addiction but for family members in need of support and guidance of those struggling with addiction as well.

What else does CCP do?

- CCP is the continuum of care after-hours provider for consumers of 13 local Mental Health agencies in Erie County
- 24-hour crisis line for the Kids Help Line in Erie County
- Serves as the Mental Health 24-hour hotline provider for Chautauqua County
- Designated network center for all WNY calls made to the National Suicide Prevention Lifeline

On average, CCP prevents over 80% of callers in mental health crisis from using 911 or more costly emergency services.

24/7, we answer the call,
you are never alone.

24-Hour Crisis Hotline: 716-834-3131

24-Hour Addiction Hotline: 716-831-7007

24-Hour Chautauqua County Hotline: 1-800-724-0461

24-Hour Erie County Domestic Violence Hotline: 716-862-HELP

24-Hour Kid's Helpline: 716-834-1144

24-Hour NYS Domestic & Sexual Violence Hotline: 1-800-942-6906

Crisis Services has access to interpreters 24-hours a day

Emergency Mental Health Response Services answers the call. 716-834-3131

Emergency Mental Health Response Services (EMHRS) provides **24/7 help and support to individuals experiencing a mental health crisis**. Specialized branches of the EMHRS Department include:

Mobile Outreach Program

This program's main goal is to divert as many people as possible from unnecessarily presenting to a psychiatric emergency room and linking them with proper mental health services. **Thousands of individuals avoid unnecessary hospitalization or jail time thanks to the assistance of Mobile Outreach counselors**. Mobile Outreach works hand in hand with local law enforcement, who refer about 15% of Mobile Outreach's cases to the program.

Mobile Transitional Support Program

People recently released from a psychiatric inpatient stay at ECMC can receive short term care from our Mobile Transitional Support Clinicians and Peer Specialists as they transition back into home, work and the community. Last year, 83% of those that worked with this program were securely linked to ongoing outpatient mental health services in the community.

Crisis Intervention Team Training Project

Crisis Services runs the CIT training program for Erie County. CIT is specialized training for law enforcement in dealing with individuals with mental illness. Since 2013, **Crisis Services has trained over 500 law enforcement personnel in the CIT model**. This training provides advanced skills in de-escalation, empathy and engagement with mental health services as an alternative to hospital or jail.

Crisis Intervention Team Case Management

These staff are assigned to CIT trained police departments. The Crisis Case Managers provide services to individuals with mental illness who repeatedly encounter law enforcement. **The goal of the program is to provide support and engage the client into services that will prevent unnecessary hospital visits or jail time**. Nearly 75% of individuals who work with a Crisis Case Manager are successfully connected to ongoing outpatient mental health services.

Trauma Response Program

Provides intervention to anyone or any family, group, school, business, etc., that have been exposed to a traumatic event. Such as (but are not limited to) suicide, fire, robbery, community violence, workplace death, loss through homicide, or natural disasters. The services provided include: group defusing, group debriefing, individual crisis intervention services, follow-up, and referral.