

Resources for Veterans

Army Strong Community Center

49 Jetview Drive, Rochester, NY 14624
585-528-2006

Buffalo Vet Center

<https://www.va.gov/directory/guide/facility.asp?ID=460>

2372 Sweet Home Road, Buffalo, NY 14228
716-862-7350

National Call Center for Homeless Veterans

www.va.gov/homeless

877-424-3838

24 hours per day, 7 days per week

National Suicide Prevention Lifeline

<https://suicidepreventionlifeline.org/>

800-273-8255

24 hours per day, 7 days per week

Psychological Health Resource Center

<http://pdhealth.mil/resource-center/call-centers/psychological-health-resource-center>

866-966-1020

24 hours per day, 7 days per week

Department of Defense (DOD) Safe Helpline – Sexual assault support for the DOD community.

www.safehelpline.org

877-995-5247 24 hours per day, 7 days per week

Military OneSource – Help with short-term issues such as adjustment to situational stressors, stress management, decision making, communication, grief, blended-family issues, and parenting skills issues.

www.militaryonesource.mil

800-342-9647

24 hours per day, 7 days per week

Veterans Crisis Line

www.veteranscrisisline.net/

800-273-8255

24 hours per day, 7 days per week

Veterans One-stop Center of WNY, INC

www.VOCWNY.org

1280 Main Street, Floor 2, Buffalo, NY 14206

716-898-0110

WNY Heroes, Inc.

<https://wnyheroes.org/>

8205 Main Street, Suite 1, Williamsville, NY 14221

716-630-5020

Wounded Warrior Project

www.woundedwarriorproject.org

370 7th Avenue, New York, NY 10001

212-629-8881

Services Resource List National Toll-Free Help Lines

The following is a list of health and human service related agencies that provide substance abuse, advocacy or supportive counseling services. This is a comprehensive list developed for use with all research participants. Some of the programs listed may not be appropriate for you. This list was assembled as a reference for present and/or future use by our participants.

Local Emergency Services/ Hotlines

Programs that provide immediate assistance for people who are in acute emotional distress; who are or perceive themselves to be in life-threatening situations; who are a danger to themselves or to others; or who are hysterical, frightened or otherwise unable to cope with a problem that requires immediate attention.

Advocate Program – Rape & Domestic Violence (Crisis Services)

www.crisisservices.org

2969 Main Street, Buffalo NY 14214

716-834-3131

Serving: Erie County

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Compass House Shelter – Emergency shelter that provides safe shelter and services to runaway, homeless, and at-risk youth.

www.compasshouse.org

370 Linwood Avenue, Buffalo NY 14209

716-886-1351

Compass House Resource Center

1451 Main Street, Buffalo, NY 14209

716-884-3066

Serving: Erie County

ECMC's Comprehensive Psychiatric Emergency Program (CPEP)

www.ecmc.edu (click on Health Services & Doctors then Behavioral Health)

462 Grider Street, Buffalo NY 14215

716-898-3465

Serving: Erie County

Crisis Services – Crisis Counseling Program & Emergency Outreach Services

www.crisisservices.org

2969 Main Street, Buffalo NY 14214

716-834-3131

Serving: Erie County

Family Justice Center of Erie County

www.fjcsafe.org

237 Main Street, 14th Floor, Buffalo NY 14203

716-558-7233

Hours: 8:30 am – 5 pm (Monday through Friday)

Serving: Erie County

Family Justice Center of Erie County – Amherst Satellite

www.fjcsafe.org

North Forest, Amherst, NY 14221

716-634-4309

Hours: 8:30 am – 12:30 pm (Monday, Tuesday, Thursday)

Family Justice Center of Erie County – Orchard Park Satellite

www.fjcsafe.org

4383 South Buffalo Street, Orchard Park, NY 14127

716-662-0259

Hours: 8:30 am – 12:30 pm (Monday, Wednesday, Friday)

Family Support Center - 914th Airlift Wing

www.niagara.afrc.af.mil

914th Airman and Family Readiness
2510 Kirkbridge Drive, Niagara Falls NY 14304
716-236-2136
800-248-9969 ext. 2097
Serving: WNY

Haven House - Child and Family Services

www.cfsbny.org/programs/haven-house

P.O. Box 451, Ellicott Station, Buffalo NY 14205
716-884-6000
Serving: United States including WNY

Hillside Service Integration Department

www.hillside.com

1183 Monroe Avenue, Rochester NY 14620
585-256-7500
Serving: NYS including WNY

Community Services for the Developmentally Disabled

www.csdd.net

716-883-8002 (Admissions Services and Programs)
716-877-1111 (Residential Development)
716-896-2180 (Habilitative Services)
716-824-5555 (Day Habilitation)
Serving: Erie & Niagara Counties

Spectrum Human Services - Crisis and Re-Stabilization Emergency Services

www.shswny.com

1280 Main Street, Buffalo NY 14209
716-539-5500
Serving: Erie County

Trauma Response Services - Crisis Services

www.crisisservices.org

2969 Main Street, Buffalo NY 14214
716-834-3131
Serving: Erie County

Veterans One-stop Center of WNY, INC

www.VOCWNY.org

1280 Main Street, Floor 2, Buffalo, NY 14206
716-898-0110

National Emergency Services/ Hotlines

National AIDS Hotline

www.cdc.gov/hiv

800-CDC-INFO (800-232-4636)

TTY: 1-888-232-6348

Hours: 24 hours a day, 7 days a week

In English, en Español

Perceptions for People with Disabilities

www.perceptions4people.org

212-860-3731

National Domestic Violence Hotline

www.thehotline.org

800-799-7233

TTY: 1-800-787-3224

Hours: 24 hours a day, 7 days a week

Mental Health America

www.mentalhealthamerica.net

800-969-NMHA (6642)

CDC Sexually Transmitted Diseases (STD) – Provides anonymous, confidential information on sexually transmitted diseases (STDs) and how to prevent them. Also, provides referrals to clinical and other services.

www.cdc.gov/std/

800- 232-4636 (in English)

TTY: 1-888-232-6348

Hours: 24 hours a day, 7 days a week

Rape Abuse and Incest National Network

www.rainn.org

800-656-HOPE (4673)

Hours: 24 hours a day, 7 days a week

SAMHSA - Substance Abuse and Mental Health Services Administration

www.samhsa.gov

800-662-HELP (4357)

Su Familia (the national Hispanic family helpline)

https://communityconnectionssjc.org/programs/details/national_alliance_for_hispanic_health_su_familia_national_hispanic_family_helpline/

866-783-2645

Hours: 9 am – 6 pm, Eastern Standard Time (Monday – Friday)

Support Groups / Self-Help

AL ANON (and ALATEEN for younger members) – A worldwide organization offering a self-help recovery program for families and friends of alcoholics whether or not the alcoholic seeks help or even recognizes the existence of a drinking problem.

www.al-anon.org

888-4AL-ANON (888-425-2666), in Canada and the USA

Hours: 8:00 am to 6:00 pm, Eastern Standard Time (Monday through Friday)

Alcoholics Anonymous

www.aa.org

212-870-3400 (National referral line)

Cocaine Anonymous

www.ca.org

800-347-8998 (National referral line)

A referral service for updated information only.

Narcotics Anonymous

www.na.org

818-773-9999

Hours: 8:00 am to 5:00 pm, Pacific Standard Time (Monday through Friday)

Children and Family Helplines

The numbers listed below can be dialed toll-free from anywhere within the United States. These organizations provide mental health information and referrals, and in some cases, crisis counseling.

CHILDHHELP USA® – National Child Abuse Hotline; Provides multilingual crisis intervention and professional counseling on child abuse and domestic violence issues. Gives referrals to local agencies offering counseling and other services related to child abuse, adult survivor issues, and domestic violence. Provides literature on child abuse in English and Spanish.

www.childhelp-usa.org

800-4-A-CHILD (1-800-422-4453)

Children and Adults with Attention Deficit Disorders/Hyperactivity Disorder (CHADD)

www.chadd.org

800-233-4050

Hours: 8:00 am to 5:30 pm (Monday through Friday)

Spanish-speaking operators available

National Runaway Safeline – Crisis line for youth, teens, and families. Locally based referrals throughout the United States. Help for youth and parents regarding drugs, abuse, homelessness, runaway children, and message relays.

www.1800RUNAWAY.org

800-786-2929 (formerly known as National Runaway Switchboard)

Boys Town National Hotline

www.boystown.org

800-448-3000

800-448-1833 (TDD)

Spanish-speaking operators available; TDD capability

National Adoption Center

www.adopt.org

215-735-9988

Hours: 9:00 am to 5:00 pm

National Coalition Against Domestic Violence

<http://www.ncadv.org>

800-799-SAVE (7233)

TTY: 800-787-3224

Spanish-speaking operators available