

HELP

Directory of Community Services

28th Edition

Brought to you by the



**Mental Health
ASSOCIATION**
in Niagara County, Inc.

“The Information and Referral Specialists”

Phone: (716) 433-3780

Web: WWW.MHANC.COM

County-Wide HELP LINE

433-5432

What is the Help Book?

You are holding the 28th edition of the Help Book, first published in 1981. MHA in Niagara County is proud to be the official information and referral source for all of Niagara County. Our referral services are available anytime of the day or night by phone, through our printed directories and resource guides, and through our website at www.mhanc.com. Our phone referral system, known as the Help Line, is staffed 24/7 so there is always someone standing by to help you with the information in our many directories. One Help Line number serves all of Niagara County: 716-433-5432.

Since our founding in 1964, we have offered a variety of programs and support services for all members of the community. You can learn more about MHA in Niagara County on the following pages, or by visiting our website, dropping by our office, or giving us a call. We look forward to hearing from you!

Good Health to You,

Cheryl Blacklock,
Executive Director

Membership

It's easy to become a member of the Mental Health Association in Niagara County. Membership levels begin at \$10 and you even receive special benefits. Most of all, membership offers the opportunity to improve the services provided to individuals with mental illness, help promote mental wellness and deliver important mental health education. Call, stop by or visit our website today.

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Niagara County

EMERGENCY PHONE NUMBERS

Child Abuse Hotline (New York State).....1-800-342-3720

Crisis Services Hotline 285-3515

Domestic Violence Hotlines (Local)

Lockport (Y.W.C.A. of Niagara) 433-6716

North Tonawanda (Y.W.C.A. of the Tonawandas) 692-5643

Niagara Falls (PASSAGE)..... 285-6984

Family & Children's Service of Niagara

Runaway & Youth Services (Casey House) 285-7125

National Suicide Hotline1-800-784-2433

Poison Control Center of WNY.....1-800-222-1222

Rape Crisis Hotline 433-6716

Suicide Prevention Hotline (Niagara County) 285-3515

Veterans Suicide Hotline.....1-800-273-8255

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ADDICTIONS

Alcoholics Anonymous

www.ny-aa.org/niagara/

- Buffalo 853-0388
- Niagara County (By Appointment Only) 285-5319

Beacon Center

www.beaconcntr.com

- Lockport 439-6815
- Niagara Falls 282-4480

Brylin Hospital 886-8200

www.brylin.com

Eastern Niagara Hospital- Lockport

www.enhs.org

- Reflections Recovery Center 514-5561

Fellowship House Inc. 282-8510

- Sundram Manor 284-6228
- Madonna House 438-9131
- Somerset House 795-3719
- Supportive Living 282-0074

GamAnon 718-352-1671

www.gam-anon.org

Gambler's Anonymous 940-3346

www.gamblersanonymous.org

Horizon Health Services

www.horizon-health.org

- City Market (Niagara Falls) 505-1060
- Horizon Village 731-2030
- Lockport 836-1767
- Niagara Falls 283-2000
- North Tonawanda Boulevard Counseling Center 833-3708
- Tonawanda Clinic 831-1850

Jewish Family Service 883-1914

www.jfsbuffalo.org

Mt. St. Mary's Hospital

www.msmh.org

Clearview Treatment Services.....	298-2115
General Information.....	297-4800
VanGo.....	298-2370

Narcotics Anonymous

www.na.org

Buffalo.....	878-2316
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Niagara County Al-Anon & AA Information 285-5319

Northpointe Council, Inc.

www.northpointecouncil.org

Lockport	433-3846
Niagara Falls.....	278-8110
First Step Alcohol Center	285-3421

The New York Council on Problem Gambling1-800-846-7369

www.nyproblemgambling.org

NYS Addiction HOPEline..... 1-877-8HOPENY (846-7369)

CHILDREN / YOUTH

Big Brothers Big Sisters of Niagara 434-1855

..... 285-6680

www.bbbsniagaracounty.homestead.com

Boys and Girls Club, Inc...... 282-7181

Boy Scouts of America – Greater Niagara Frontier Council..... 891-4073

www.wnyscouting.org

Catholic Charities

www.ccwny.org

Lockport Office.....	433-0246
Niagara Falls or North Tonawanda	282-2351

Monsignor Carr Institute Children's Clinic

Lockport	478-0315
Niagara Falls.....	205-0825
North Tonawanda	694-7749
Referrals	1-877-448-4466

Multi-Systemic Therapy	NF 282-4991 / Lockport 478-0035
WIC Program Office	NF 285-0975 / Lockport 439-4712
Center for Family Therapy	434-7430
Center for Joy, Inc. (at HANCI)	285-8224
Child Abuse Hotline	
www.ocfs.state.ny.us/main/cps/	
Mandated reporters line.....	1-800-635-1522
New York State.....	1-800-342-3720
Child Health Plus	
www.health.state.ny.us/nysdoh/chplus	
Children's Insurance Program.....	1-800-698-4543
Children’s Hospital Dental Clinic	878-7183
After Hour Emergencies.....	878-7000
Camp Hope @ Niagara Hospice (summer only)	439-4417
www.niagarahospice.org	
City of Niagara Falls Youth Bureau	285-3403
Community Missions	285-3403
www.communitymissions.org	
Aurora House	433-1905
Family Services Program	285-3403
Kid’s Café.....	285-3403
Niagara Falls Juvenile Arrest Diversion Program	285-3403
Niagara Falls Juvenile Intensive Case Management.....	285-3403
Onesimus House	284-2077
Youth Services.....	285-4668
Compeer Niagara for Kids	433-3780
www.mhanc.com/compeer_kids.html	
Cornell Cooperative Extension	
www.cce.cornell.edu/niagara/location.html	
Lockport	433-8839
Niagara Falls (at Community Missions)	285-3403 ext.2255
Family & Children’s Service of Niagara	
www.niagarafamily.org	

Lockport	433-6019
Niagara Falls (PASSAGE).....	285-6984
Casey House - Runaway & Youth Services (Teen Crisis Line)	285-7125
Girl Scouts of Niagara County	434-6212
www.gswny.org	
Grandparents Advocating & Support Group – GASP	831-3235
Health Association of Niagara County, Inc. (Hanci)	285-8224
www.hanci.com	
Trott Child Learning Center.....	285-8224
Childhood Obesity Prevention Project	285-8224 ext. 131
Hillside Children's Center	
www.hillside.com	
Therapeutic Foster Care Services	439-5400
Juvenile Aid Bureau	
Lockport	439-6606
Niagara Falls.....	286-4568
North Tonawanda	692-4317
Kidspeace National (ITF)	1-800-25PEACEor 257-3223
www.kidspeace.org	
Let’s Talk – Support Group for Youth	433-3780 ext.309
Meets 1 st and 3 rd Wednesday of every month, 6:00 pm to 7:30 pm	
At Eastern Niagara Hospital Cafeteria, 521 East Avenue, Lockport	
Mary C. Dyster Center for Young Parents	
Niagara Falls.....	286-0763
Mental Health Association in Niagara County, Inc.	433-3780
www.mhanc.com	
Community Education	
Compeer Kids	
National Center for Missing and Exploited Children	1-800-843-5678
www.missingkids.com	
National Runaway Hotline	1-800-786-2929
www.nrscrisisline.org	

New Directions Youth & Family Services

www.ndyfs.org

Diagnostic Services.....	434-4487
Diversion Respite & Wraparound Services.....	433-4487
Henrietta G. Lewis Campus School	433-9592
Wyndham Lawn Home for Children	433-4487

Niagara Cerebral Palsy Association

www.ucpaofniagara.com

Administrative Office	297-0798
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Niagara Community Action Program (NIACAP)

www.niagaracap.org

Community Child Care Clearinghouse of Niagara.....	285-8572
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Niagara County Department of Health

www.niagaracounty.com

Children & Adults with Special Needs – Lockport	439-7460
Children & Adults with Special Needs – Niagara Falls	278-8180
Early Intervention/Child Find.....	278-1691
Immunization Program	278-1903

Niagara County Department of Social Services

www.niagaracounty.com

Lockport, 20 East Avenue	439-7600
Niagara Falls, 301 10 th St.....	278-8400
Child Protective Service	
Lockport	439-7707
Niagara Falls.....	278-8650
North Tonawanda	743-4400
Child Support Collection Unit	
Lockport	439-7600 (press option 3)
Niagara Falls (Child Welfare).....	278-8400 (press option 3)

Niagara County Head Start

Administration	285-8883
Donovan Center	285-8117
Lockport	433-1055
Newfane.....	778-5802
Niagara Falls.....	285-1974
North Tonawanda	693-7660
Starpoint Center.....	210-2111
Wilson Center	751-9341

Niagara County Youth Bureau 278-1978
www.niagaracounty.com

Niagara Falls Memorial Medical Center
 Child Advocacy Center 285-0045

Single Point of Access (S.P.O.A.) 439-7410
www.niagaracounty.com
 Children’s S.P.O.A. 439-7412

COMMUNITY SERVICE AGENCIES

American Red Cross (Niagara County)434-8876/ 731-4030
www.niagararedcross.org

Better Business Bureau881-5222 / 1-800-828-5000
www.upstateny.bbb.org

Boys and Girls Club, Inc...... 282-7181

Brother's Keeper Outreach (Food & Clothing)..... 439-9638

Catholic Charities
www.ccwny.org
 Lockport Office..... 433-0246
 Niagara Falls Office / Tonawanda 282-2351

Center for Joy, Inc. (at HANCI)..... 285-8224

Community Missions..... 285-3403
www.communitymissions.org

Consumer Credit Counseling of Buffalo, Inc. 712-2060 / 1-800-926-9685
www.cccsbuff.org

Cornell Cooperative Extension
www.cceniagaracounty.org
 Lockport 433-8839
 Niagara Falls (in Comm. Missions office) 285-3403 ext.2255

Health Association of Niagara County, Inc. (HANCI)
www.hanci.com

- Lockport 433-2664
 Niagara Falls 285-8224
 North Tonawanda 692-4855
- Heart, Love & Soul** 282-5681
www.heartloveandsoul.org
- Independent Living of Niagara County** 284-4131 / 1-855-366-1042
www.ilnc.org
- Mental Health Association in Niagara County, Inc.** 433-3780
www.mhanc.com
 Allies 4 Life
 Community Education
 Consumer Planning Advisory Committee (C.P.A.C.)
 Compeer Niagara for Adults and Kids
 County-Wide Helpline 433-5432
 In-Home Respite
 Legal Advocacy
 Peer Advocate (NFMCC) 278-4748
 Support Groups: Anxiety/Depression · Grief Share · Family Meetings (for parents of children with a mental health diagnosis · Alzheimer’s Support Group
- Niagara Community Action Program (NIACAP)**
www.niagaracap.org
 Community Child Care Clearinghouse of Niagara 285-8572
 Lockport Neighborhood Center and Food Pantry 433-6632
 Niagara Falls Neighborhood Center 282-4375
 North Tonawanda Neighborhood Center 694-9727
 Nutrition Outreach and Education 439-1322
 Weatherization Assistance Program 285-9681
- Niagara County Sheriff’s Office Victim Assistance Unit** 438-3306
www.niagarasheriff.com
- Niagara Falls Community Health Worker Program** 278-4623
www.nfmcc.org/services/communityhealthworker
- Niagara Frontier Family Network** – see listing for the Mental Health Association, Family Meetings
- Salvation Army**
 Lockport 434-1276
 Niagara Falls 283-7697

North Tonawanda	692-7323
Save a Pet Niagara	559-3020
www.saveapetniagara.com	
Society for the Prevention of Cruelty to Animals (SPCA)	731-4368
www.niagaraspca.org	
St. John's Food Pantry and Outreach	433-5252
www.stjohnslockport.org/outreach.html	
United Way of Greater Niagara	285-8461
www.uwgn.org	
Community Service Center	434-1190
United Way of the Tonawandas	693-0895
www.uwayt.com	

COUNSELING

Catholic Charities

www.ccwny.org

Lockport Office.....	433-0246
Niagara Falls Office or North Tonawanda.....	282-2351
Multi-Systemic Therapy	NF 282-4991 / Lockport 478-0035

Monsignor Carr Institute Children's Clinic

Lockport	478-0315
Niagara Falls.....	205-0825
North Tonawanda	694-7749
Referrals	1-877-448-4466

Center for Family Therapy	434-7430
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Christian Counseling Ministries of WNY, Inc.	632-3200
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www.ccmwny.org

Fee according to sliding scale; Licensed Mental Health Counselors
Williamsville/Clarence Location

Camp Hope (summer only)	280-0777
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Niagara Hospice	439-4417
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www.niagarahospice.org

Consumer Credit Counseling of Buffalo, Inc.	712-2060 / 1-800-926-9685
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www.cccsbuff.org

Dale Association

www.daleassociation.com

Administrative Offices.....	433-4440
Mental Health Peer Specialist.....	433-3344
Outpatient Counseling and Treatment Center	693-9961
PROS Center for Wellness.....	433-1937

Everywoman Opportunity Center 282-8472

www.everywoman.org

Family & Children's Service of Niagara

www.niagarafamily.org

Lockport	433-6019
Niagara Falls (PASSAGE).....	285-6984
Family Outreach Intervention Services	

Hillside Children's Center (Therapeutic Foster Care Services) 439-5400

www.hillside.com

24 Hour Service & General Information	585-256-7500
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Horizon Health Services

www.horizon-health.org

City Market (Niagara Falls).....	505-1060
Horizon Village	731-2030
Lockport	836-1767
Niagara Falls.....	283-2000
North Tonawanda Boulevard Counseling Center	833-3708
Tonawanda Clinic.....	831-1850

Jewish Family Service..... 883-1914

www.jfsbuffalo.org

Lockport Care Net Pregnancy Center 434-0251

www.lockportcarenet.com

Mental Health Association in Niagara County, Inc. 433-3780

www.mhanc.com

Grief Center	
Referral to counseling services (Help-Line)	433-5432

Niagara County Department of Mental Health

www.niagaracounty.com

Outpatient Clinic - Lockport (Mount View).....	439-7400
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Outpatient Clinic - Niagara Falls (Trott Access Center) 278-1940
 Suicide Prevention Hotline 285-3515

Niagara Falls Memorial Medical Center

www.nfmcc.org

Community Mental Health Clinic..... 278-4541
 General Information 278-4000

Northpointe Council, Inc.

www.northpointecouncil.org

Lockport 433-3846
 Niagara Falls 282-1228
 North Tonawanda 694-3214
 First Step Crisis Center 285-3421

Rape Crisis Services (YWCA) & Domestic Violence HotLine..... 433-6716

Recovery Plus 694-1225

Samaritan Counseling Center of WNY..... 743-9117 / 1-800-660-5053

www.wnycounseling.org

Fees based on sliding scale; Multiple locations in Niagara County

CRISIS HOTLINES / EMERGENCY SERVICES

AIDS Hotline.....1-800-541-2437

www.nyaidslines.org

American Red Cross (Niagara County)..... 434-8876/ 731-4030

www.niagararedcross.org

Child Abuse Hotline (mandated reporter’s line).....1-800-635-1522

www.ocfs.state.ny.us/main/cps/

Child Abuse Hotline (New York State).....1-800-342-3720

www.ocfs.state.ny.us/main/cps/

Community Missions..... 285-3403

www.communitymissions.org

Crisis Shelter..... 285-3403

Community Services for the Developmentally Disabled

www.csdd.info
 Project COACH (Community Outreach and Crisis Hotline) 883-8002

Crisis Services Hotline 285-3515

Domestic Violence Hotlines (Local)

 Lockport 433-6716
 North Tonawanda 692-5643
 Niagara Falls (PASSAGE)..... 285-6984

Domestic Violence Hotline (National) 1-800-799-7233 - TTY – 1-800-787-3224
 www.ndvh.org

Family & Children’s Service of Niagara
 www.niagarafamily.org

 Casey House - Runaway & Youth Services..... 285-7125
 Domestic Violence Services (PASSAGE) 285-6984

Grad Student Hotline (GRADHLP)1-800-472-3457

HIV Counseling Hotline1-800-872-2777

Hopeline (Suicide Hotline) 1-800-442-HOPE / 1.800.442.4673
 www.hopeline.com

Mental Health America
 www.mentalhealthamerica.net

 Crisis Hotline1-800-784-2433

National Suicide Hotline1-800-784-2433

National Suicide Prevention Lifeline1-800-273-8255
 www.suicidepreventionlifeline.org

New York State Coalition Against Domestic Violence1-800-942-6906
 www.nyscadv.org

Option Line1-800-395-4357
 24 Hour National Pregnancy Center Emergency Helpline

Poison Control Center of WNY.....1-800-222-1222
 www.upstate.edu/poison

Postpartum Depression Hotline (PPD MOMS).....1-800-773-6667

Rape Crisis Hotline	433-6716
Spanish Speaking Suicide Hotline	1-800-784-2432
Suicide Prevention Hotline (Niagara County)	285-3515
The Trevor Project	1-866-488-7386
www.thetrevorproject.org	
Crisis intervention and suicide prevention for Lesbian, Gay, Bisexual, Transgender, & Questioning youth.	
Veterans Peer Support Line (Vet2Vet)	1-877-838-2838
Veterans Suicide Hotline	1-800-273-8255
Youth Line (Teen to Teen Peer Counseling Line)	1-877-968-8454
Y.W.C.A. of Niagara	
www.ywcaniagara.org	
Domestic Violence Hotline.....	433-6716
Y.W.C.A. of the Tonawandas	
www.ywca.org/tonawandas	
Domestic Violence Hotline.....	692-5643

EDUCATION / TRAINING

Allies 4 Life – Training Program for Youth Suicide Prevention	433-3780
www.allies4life.com	
Center for Joy, Inc. (at HANCI)	285-8224
Community Missions	285-3403
www.communitymissions.org	
Kid’s Café.....	285-3403
Cornell Cooperative Extension	
www.ccenigaracounty.org	
Lockport	433-8839
Niagara Falls (at Community Missions)	278-8131
Everywoman Opportunity Center	285-3403 ext.2255
www.everywoman.org	

Literacy Volunteers

www.niagarareads.org

Lockport 433-7014
 Niagara Falls 278-8224

Mary C. Dyster Center for Young Parents

Niagara Falls 286-0763

Mental Health Association in Niagara County, Inc. 433-3780

www.mhanc.com

Community Education (workshops and presentations on mental health topics)

New Directions Youth & Family Services

www.ndyfs.org

Henrietta G. Lewis Campus School 433-9592
 Wyndham Lawn Home for Children 433-4487

Niagara County Community College

www.niagaracc.suny.edu

Continuing Education 614-6470
 Learning Pathways Program 614-6236
 Vocational Counseling, Pre-Collegiate Studies 278-8151
 Workforce Training & Community Development Office 433-1857

Niagara County Head Start

Donovan Center 285-8117
 Lockport 433-1055
 Newfane 778-5802
 Niagara Falls 285-1974
 North Tonawanda 693-7660
 Starpoint Center 210-2111
 Wilson Center 751-9341

Orleans-Niagara BOCES (Transitional Services) 1-800-836-7510

www.onboces.org

EMPLOYMENT

Community Missions 285-3403

www.communitymissions.org

Psychiatric Vocational Rehab. Competitive Employment Program 282-4232

Supported Employment..... 282-3227 / 284-1164

New York State Department of Labor
www.labor.state.ny.us
 Lockport 433-6766
 Niagara Falls..... 278-8258

Niagara County Department of Employment & Training..... 278-8140
www.worksource1.com
 Lockport One-Stop Center 433-6766
 Niagara Falls (Trott) One-Stop Center 278-8108

VESID.....1-888-652-7062
www.vesid.nysed.gov

FAMILY

Catholic Charities
www.ccwny.org
 Lockport Office..... 433-0246
 Niagara Falls Office 282-2351
 North Tonawanda Office..... 692-1440
 Multi-Systemic Therapy NF 282-4991 / Lockport 478-0035
 WIC Program Office NF 285-0975 / Lockport 439-4712

Center for Joy, Inc. (at HANCI)..... 285-8224

Community Missions..... 285-3403
www.communitymissions.org
 Family Services Program 285-3403

Cornell Cooperative Extension
www.ceniagaracounty.org
 Lockport 433-8839
 Niagara Falls (atCommunity Missions) 285-3403 ext.2255

Doris W. Jones Family Resource Center 285-5374

Family & Children’s Service of Niagara
www.niagarafamily.org
 Lockport 433-6019
 Niagara Falls (PASSAGE)..... 285-6984
 Casey House - Runaway & Youth Services..... 285-7125
 Family Outreach Intervention Services..... 285-6984
 Healthy Families Niagara – Moms Net 278-1605

Focus on Families 286-0745

Jewish Family Service 883-1914
www.jfsbuffalo.org

Lockport Care Net Pregnancy Center 434-0251
www.lockportcarenet.com

Mary C. Dyster Center for Young Parents
 Niagara Falls 286-0763

Mental Health Association in Niagara County, Inc. 433-3780
www.mhanc.com
 Compeer Niagara for Adults and Kids
 In-Home Respite
 Support Groups: Family Meetings (Formerly S.M.I.L.E., for parents,)

Niagara County Department of Health
www.niagaracounty.com
 Children & Adults with Special Needs – Lockport 439-7460
 Children & Adults with Special Needs – Niagara Falls 278-8180
 Early Intervention 278-1691 or 278-8180
 Healthy Neighborhoods Program 278-8292
 Immunization Program 278-1903
 Nursing Division & Home Care..... 278-1900
 Nursing Division - After Hours 439-7430
 Nursing Division – Lockport 439-7470

Niagara County Department of Social Services
www.niagaracounty.com
 Lockport 439-7600
 Niagara Falls 278-8400

Niagara Falls Community Health Worker Program..... 278-4623
www.nfmmc.org/services/communityhealthworker

Niagara Frontier Family Network – see listing for the Mental Health Association, Support Groups: Family Meetings

FINANCIAL

Consumer Credit Counseling of Buffalo, Inc......1-800-926-9685

www.cccsbuff.org

H.E.A.P. (Home Energy Assistance Program)1-800-342-3009

www.otda.state.ny.us/otda/heap

Lockport (NCDSS) 439-7744

Niagara Falls (NCDSS)..... 278-8645

Office for Aging (over 60) (NCOFA)..... 438-4020

New York State Unemployment Insurance1-888-209-8124

http://qaiw.labor.state.ny.us/ui/ui_index.shtm

Niagara Community Action Program (NIACAP)

www.niagaracap.org

Lockport Neighborhood Center 433-6632

Niagara Falls Neighborhood Center..... 282-4375

North Tonawanda Neighborhood Center..... 694-9727

Nutrition Outreach and Education 439-1322

Niagara County Department of Social Services

www.niagaracounty.com

Lockport 439-7600

Niagara Falls 278-8400

Program Eligibility Department (Family Assistance, Safety Net, Temporary Disability Assistance-TDA, Food Stamps-EBT)

Lockport 439-7743

Niagara Falls 278-8400

Child Support Collection Unit

Lockport 439-7600

Niagara Falls 278-8400

HEAP (Home Energy Assistance Program) 439-7744 / 278-8645

Non Public Assistance Daycare (Lockport) 439-7656

United States Social Security Administration

www.ssa.gov

Hotline and Information1-800-772-1213

Niagara Falls 283-1066

FOOD

Brother's Keeper Outreach (Food & Clothing) 439-9638

Catholic Charities

www.ccnny.org

Lockport Office..... 433-0246

Niagara Falls Office	282-2351
North Tonawanda Office.....	692-1440
WIC Program Office	285-0975 / 439-4712

Meals on Wheels

Lockport	433-6811
Niagara Falls.....	282-3468
North Tonawanda	693-1663
www.ntmow.com	

Niagara Community Action Program (NIACAP)

www.niagaracap.org

Lockport Neighborhood Center	433-6632
Niagara Falls Neighborhood Center.....	282-4375
North Tonawanda Neighborhood Center.....	694-9727
Nutrition Outreach and Education	439-1322

Niagara County Department of Social Services

http://www.niagaracounty.com/socialservice/food_stamps.asp

Food Stamps.....	Lockport 439-7749 / NF 278-8680
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Niagara County Food Pantries - (By Zip Code)

Faith United Methodist Church (14012).....	795-9945
Brother's Keeper Outreach (14094).....	439-9638
NIACAP – Lockport (14094).....	433-6632
Raymond Community Church (14094)	434-3175
St. John’s Food Pantry (14094)	433-5252
St. Vincent DePaul, Lockport (14094).....	434-6316
Salvation Army – Lockport (14094).....	434-1276
Newfane Community Food Pantry (14108).....	778-9822
First Baptist Church in Newfane (14108).....	778-9216
Pendleton Food Pantry (14120).....	692-3382
North Tonawanda Inter Church Food Pantry (14120).....	692-8552
YWCA of the Tonawandas (14120)	692-5580
St Paul’s Church of the Nazarene (14132).....	990-2018
Christian Food Pantry (14172).....	751-6057
Heart, Love and Soul (14301).....	285-0794

St. Joseph Outreach (14301).....	282-1379
Community Missions, Inc., Pantry (14303).....	285-3403
Independent Church of God in Christ (14303).....	284-1501
Salvation Army – Niagara Falls (14304)	283-7697
Heart, Love & Soul Food Pantry (14305)	282-5681
Word of Life Ministries (14305).....	297-2951

Niagara County Office for Aging

www.niagaracounty.org

Home-Delivered Meals	438-4031
Nutrition Education and Counseling.....	438-4020
Nutrition Site Information	438-4020

GAYS, LESBIANS, BI-SEXUAL, TRANS-GENDERED

Gay & Lesbian Youth Services of WNY, Inc.	855-0221
www.glyswny.org	

Niagara County Coalition for Gay, Lesbian, and Trans-gendered	297-0407
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P-FLAG (Parents, Families & Friends of Lesbians & Gays)	883-0384
www.pflag-buffalo-niagara.org	

The Trevor Project	1-866-488-7386
www.thetrevorproject.org	
Crisis intervention and suicide prevention for Lesbian, Gay, Bisexual, Transgender, & Questioning youth.	

GOVERNMENT

Clerks

City

Lockport	439-6676
Niagara Falls.....	286-4393
North Tonawanda	695-8555

Town

Cambria	433-7664
Hartland	735-7179

Lewiston	754-8213
Lockport	439-9524
Newfane	778-8822
Niagara	297-2150
Pendleton	625-8833
Porter	745-3730
Royalton	772-2431
Somerset	795-3575
Wheatfield	694-6440
Wilson	751-6704

Village

Barker	795-3777
Lewiston	754-8271
Middleport	735-3303
Wilson	751-6764
Youngstown	745-7721

New York State Department of Motor Vehicles

www.nydmv.state.ny.us

Lockport	438-4000
Niagara Falls	278-1970
North Tonawanda	743-4500

Niagara County Department of Health

www.niagaracounty.com

Children & Adults with Special Needs – Lockport	439-7460
Children & Adults with Special Needs – Niagara Falls	278-8180
Director	439-7435
Environmental Health	439-7444
Environmental Health - After Hours	439-7430
Early Intervention/Child Find	278-1691
Healthy Neighborhoods Program	278-8292
Immunization Program	278-1903
Nursing Division & Home Care	278-1900
Nursing Division - After Hours	439-7430
Nursing Division – Lockport	439-7470
Public Health Educator	439-7438

Niagara County Department of Social Services

www.niagaracounty.com

Lockport	439-7600
Niagara Falls	278-8400
Adult Protective Services	278-8621

Child Protective Services.....	278-8650
HEAP (Home Energy Assistance Program).....	439-7744 / 278-8645
Home Care Department.....	278-8605
Investigative/Fraud Department.....	278-8476
Investigative/Fraud Department/Hotline.....	278-8640
Managed Care Department	278-8625
Medicaid Department.....	439-7600 / 278-8400
Medical Transportation	1-866-753-4430
Non Public Assistance Daycare Program	439-7656
Nursing Home Unit – Lockport only.....	439-7728
Program Eligibility Department	439-7743 / 278-8400
Support Collection Unit (Child Support)	439-7676 / 278-8466
TOP Department	278-8201
Work Relief-PWP/Employment Department.....	278-8592

Niagara County Government

www.niagaracounty.com

Aging, Office for	438-4020
Board of Elections - Voter Registration	
Democrat	438-4041
Republican	438-4040
Center for Economic Development	278-8750
Civil Service	438-4071
Commissioner of Jurors	439-7239
County Attorney.....	439-7105
County Clerk.....	439-7022
Court Clerk	439-7145
District Attorney.....	439-7085
Employment & Training	278-8140
Health Department.....	439-7435
Legislature Office	439-7117
Mental Health	439-7410
Parks.....	439-7950
Pistol Permit Office	439-7168
Probation – Lockport	438-4055
Probation - Niagara Falls (Adult).....	278-8122
Probation - Niagara Falls (Juvenile)	278-8241
Probation - North Tonawanda	743-4526
Public Defender.....	439-7071
Public Works	439-7242
Sheriff Department	438-3393
Social Services – Lockport.....	439-7600
Social Services - Niagara Falls	278-8400
Social Services - North Tonawanda.....	743-4400

Veterans Service Agency.....	438-4090
Youth Bureau	278-6886

HEALTH INSURANCE

Child Health Plus

www.health.state.ny.us/nysdoh/chplus	
Children's Insurance Program.....	1-800-698-4543

Family Health Plus

www.health.state.ny.us/nysdoh/fhplus	
Adult Insurance Program	1-877-934-7587

Healthy NY

Low-cost health insurance for individuals/small businesses.....	1-866-432-5849
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Medicaid	1-800-541-2831
www.health.state.ny/health/Medicaid/index.htm	

Medicare Information

www.medicare.gov	
Information Line.....	1-800-633-4227
TTY/TTD.....	1-877-486-2048

New York State Department of Health COMPLAINT LINE

www.health.state.ny.us	
Complaints about health plan services.....	1-800-206-8125

Niagara County Department of Social Services

www.niagaracounty.com	
Lockport	439-7600
Niagara Falls.....	278-8400
Medicaid Department.....	439-7777

Niagara County Rx Card	1-866-561-1926
www.countyrxcard.com/niagara	

Partnership for Prescription Assistance	1-888-477-2669
www.pparx.com	

RX Assist	1-401-729-3284
www.rxassist.org	

HEALTH SERVICES

Alzheimer's Association of WNY	626-0600
www.alz.org/wny	
24 Hour Helpline	1-800-272-3900
 Amedisys Home Health Care	297-3310
www.amedisys.com	
 American Cancer Society	
www.cancer.org	
Road to Recovery (transportation service).....	1-800-227-2345
 Angel Flight NE	1-800-549-9980
 Blind Association of Western New York	882-1025
 DeGraff Memorial Hospital	694-4500
degraff.kaleidahealth.org	
 Eastern Niagara Hospital- Lockport	514-5700
www.enhs.org	
Emergency Services	514-5800 ext. 3601
Health Connections (Information & Referral)	514-5784
Imaging Center & Outpatient Lab.....	439-4374
Reflections Recovery Centre.....	514-5561
 Eastern Niagara Hospital- Newfane Rehabilitation & Health Care Center	778-5111
www.enhs.org/newfane/the-newfane-rehabilitation-and-health-care-center/	
 Eating Disorders Association of WNY	819-1338
 GuildCare Adult Day Care Program	285-3499
 Health Association of Niagara County, Inc. (HANCI)	
www.hanci.com	
Lockport	433-2664
Niagara Falls.....	285-8224
North Tonawanda	692-4855
Adult Day Services.....	285-8224
Healthy Living Partnership	215-0553
 Home Helpers, Lewiston	654-8585
www.homehelpers.cc	

Lockport Care Net Pregnancy Center	434-0251
www.lockportcarenet.com	
Medic Alert	1-888-633-4298
www.medicalert.org	
Medicaid Dentists Information	1-800-541-2831
Medical Society of Niagara County, Inc.	285-5789
Mt. St. Mary's Hospital	297-4800
www.msmh.org	
Clearview Treatment Services	298-2115
Van Go	298-2370
Niagara County Department of Health	
www.niagaracounty.com	
Children & Adults with Special Needs – Lockport	439-7460
Children & Adults with Special Needs – Niagara Falls	278-8180
Director	439-7435
Environmental Health	439-7444
Environmental Health - After Hours	439-7430
Early Intervention/Child Find	278-8180
Healthy Neighborhoods Program	278-8292
Immunization Program	278-1903
Nursing Division & Home Care	278-1900
Nursing Division - After Hours	439-7430
Nursing Division – Lockport	439-7470
Public Health Educator	439-7438
Niagara County Department of Social Services	
www.niagaracounty.com	
Lockport	439-7600
Niagara Falls	278-8400
Home Care Department	278-8605
Managed Care Department	278-8625
Medicaid Department	439-7600 / 278-8400
Medical Transportation	1-866-753-4430
Nursing Home Unit	439-7728 / 278-8615
Niagara Falls Community Health Worker Program	278-4623
Niagara Falls Memorial Medical Center	278-4000
www.nfmmc.org	

CareExpress.....	278-4444
Community Mental Health Clinic.....	278-4541
Healthy Homes.....	278-4647
24 Hour Psychiatric Emergency Department.....	278-4405
Niagara Hospice	439-4417
www.niagarahospice.org	
NY Connects	438-3030
www.niagaracounty.com/nyconnects.asp	
Palliative Home Care of Niagara	215-2085
www.phcn.org	
Planned Parenthood of Western New York	1-800-230-PLAN
www.ppwny.org	
Niagara Falls.....	282-1221
North Tonawanda.....	694-6454
Wheatfield, surgical procedure.....	205-0708
Mobile Unit (Scheduling & Programs).....	531-6540
The Connection Teen Site.....	205-0028
Roswell Park Cancer Institute	1-877-275-7724
www.roswellpark.org	
Tuscarora Community Health Workers Program	297-0598
University of Buffalo Dental Clinic	829-2821
dental.buffalo.edu/patients.aspx	
Venture Forthe, Inc. (traumatic brain-injured individuals).....	285-8070 / 1-800-701-1233
www.ventureforthe.com	
Visiting Nurses Association	433-1912
www.vna-wny.org	
WNY Occupational Medicine	433-2025

HOUSING

Belmont Shelter Corporation

www.belmontshelter.org

 Belmont Housing Resources for WNY Northtowns Office..... 213-2784

 Cambria Commons Apartments..... 884-7791

Niagara Village Apartments	731-2965
Shawnee Landing	694-3105
Community Missions	285-3403
www.communitymissions.org	
Aurora House	433-1905
CHOICES (Housing Program).....	285-3425
Crisis Shelter.....	285-3403
Onesimus House	284-2077
Respite Bed Services	285-3403
Supported Housing	285-5201
Habitat for Humanity	
www.habitat.org	
Lockport	433-5073
Niagara Falls.....	285-2877
Lockport Housing Authority	434-0001
Lockport CARES	438-2273
www.lockportcares.org	
Niagara County Department of Social Services	
www.niagaracounty.com	
Lockport	439-7600
Niagara Falls.....	278-8400
Program Eligibility Department (Family Assistance, Safety Net, Temporary Disability Assistance - TAD, Food Stamps - EBT).....	439-7743 / 278-8400
Niagara Falls Housing Authority	285-6961
www.nfha.org	
Niagara Falls Neighborhood Housing Service	285-7778
www.niagarafallsnhs.org	
Section 8 Housing	
Lockport	434-3627
Niagara Falls.....	286-8820
North Tonawanda (Belmont Shelter).....	213-2784
Y.W.C.A. of Niagara	
www.ywcaniagara.org	
Carolyn's House.....	278-9662

LAW ENFORCEMENT

New York State Police

www.troopers.state.ny.us

Lockport	434-5588
Niagara Falls	297-8831

Niagara County Family Court

www.niagaracounty.com

Lockport	439-7172
Niagara Falls	278-1880

Niagara County Juvenile Aid Bureau

Lockport	439-6602
Niagara Falls	286-4568
North Tonawanda	692-4317

Niagara County Sheriff's Office..... 438-3393

www.niagarasheriff.com

Police (Information)

Lockport	433-7700
www.lockportpolice.org	
Niagara Falls	286-4711
www.nfpolice.com	
North Tonawanda	692-4111
www.northtonawanda.org	

Weed and Seed Program – N.F.Police Substation 285-4789

purple.niagara.edu/nfweedandseed/info.htm

LEGAL ISSUES

Center for Resolution and Justice..... 297-3083

Community Missions..... 285-3403

www.communitymissions.org

- Niagara Falls Juvenile Arrest Diversion Program
- Niagara Falls Juvenile Intensive Case Management

Lawyer Referral & Information Services1-800-342-3661

Mental Health Association in Niagara County, Inc. - Neighborhood Legal Services 433-3780
www.mhanc.com

Mental Hygiene Legal Services 845-3650 / 1-800-922-6457

Neighborhood Legal Service 847-0650
www.nls.org

New York State Office of the Attorney General

www.oag.state.ny.us

Buffalo Office 853-8400
 Consumer Helpline & Crime Victim Hotline 1-800-771-7755
 Medicaid Fraud Reporting (212) 417-5397

Niagara County Family Court

www.niagaracounty.com

Lockport 439-7172
 Niagara Falls 278-1880

Niagara County Juvenile Aid Bureau

Lockport 439-6606
 Niagara Falls 286-4568
 North Tonawanda 692-4317

Niagara County Legal Aid Society 284-8831

State University of New York at Buffalo 645-2167
 Legal Assistance Clinic (Special Education and Domestic Violence)

MENTAL HEALTH

Buffalo Psychiatric Center 885-2261
www.omh.ny.gov
 Recovery Plus 694-1225

Catholic Charities

www.ccwny.org

Lockport Office 433-0246
 Niagara Falls Office 282-2351
 North Tonawanda Office 692-1440
 Multi-Systemic Therapy NF 282-4991 / Lockport 478-0035

Monsignor Carr Institute Children's Clinic
 Lockport 478-0315

Niagara Falls	205-0825
North Tonawanda	694-7749
Referrals	1-877-448-4466
Community Missions	285-3403
www.communitymissions.org	
Aurora House	433-1905
CHOICES	285-3425
Drop In Center.....	433-6543
Family Services Program	285-3403
Kid’s Café.....	285-3403
Niagara Falls Juvenile Arrest Diversion Program	285-3403
Niagara Falls Juvenile Intensive Case Management	285-3403
Niagara Visions PROS	205-8708
Onesimus House	284-2077
Psychiatric Vocational Rehab. Competitive Employment Program	282-4232
Respite Bed Services	285-3403
Supported Housing	285-3425
Transportation	282-5403
Youth Services.....	285-4668
Dale Association	
www.daleassociation.com	
Administrative Offices.....	433-4440
Care Management	433-4422
Geriatric Community Mental Health Nurse	433-3344
Mental Health Peer Specialist.....	433-3344
Outpatient Counseling and Treatment Center	693-9961
PROS Center for Wellness.....	433-1937
Family & Children’s Service of Niagara	
www.niagarafamily.org	
Lockport	433-6019
Niagara Falls (PASSAGE).....	285-6984
Family Outreach Intervention Services.....	285-6984
Horizon Health Services	
www.horizon-health.org	
City Market (Niagara Falls).....	505-1060
Horizon Village	731-2030
Lockport	836-1767
Niagara Falls.....	283-2000
North Tonawanda Boulevard Counseling Center	833-3708
Tonawanda Clinic	831-1850

Jewish Family Service 883-1914
www.jfsbuffalo.org

Mental Health Association in Niagara County, Inc. 433-3780
www.mhanc.com

- Allies 4 Life Suicide Prevention Program
- Community Education
- Consumer Planning Advisory Council (C.P.A.C.)
- Compeer Niagara for Adults and Kids
- County-Wide Helpline 433-5432
- In-Home Respite
- Legal Advocacy
- Peer Advocate (NFMMC) 278-4748
- Support Groups: Anxiety/Depression · Grief Share · Family Meetings (Formerly S.M.I.L.E., for parents of children with a mental health diagnosis) · Let’s Talk for Youth

Mental Hygiene Legal Services 845-3650 / 1-800-922-6457

New Directions Youth & Family Services

www.ndyfs.org

- Henrietta G. Lewis Campus School 433-9592
- Wyndham Lawn Home for Children 433-4487

Niagara County Department of Mental Health

www.niagaracounty.com

- Outpatient Clinic - Lockport (Mountview) 439-7400
- Outpatient Clinic - Niagara Falls (Trott Access Center) 278-1940
- Suicide Prevention Hotline 285-3515

Niagara Falls Memorial Medical Center 278-4000

www.nfmmc.org

- Community Mental Health Clinic 278-4541

POST OFFICES

www.usps.com

- Appleton 778-7787
- Barker 795-3684
- Gasport 772-7535
- Lewiston 754-8000
- Lockport 434-1440

Middleport	735-3300
Newfane.....	778-8111
Niagara Falls - La Salle Station	297-1820
Niagara Falls - Main Street.....	285-7561
Niagara Falls - Market Station.....	284-0233
Niagara University.....	285-2655
North Tonawanda	695-2458
Olcott	778-8992
Ransomville.....	791-3223
Sanborn.....	731-3414
Wilson	751-9340
Youngstown	745-9743

PUBLIC LIBRARIES

www.nioga.org

Barker.....	795-3344
Lewiston.....	754-4720
Lockport	433-5935
Middleport	735-3281
Newfane.....	778-9344
Niagara Falls - La Salle Branch.....	283-8309
Niagara Falls - Main Street Branch	286-4894
North Tonawanda	693-4132
Ransomville.....	791-4073
Sanborn.....	731-9933
Wilson	751-6070
Youngstown	745-3555
NIOGA Library System.....	434-6167

SENIOR CITIZENS

Alzheimer's Association of WNY.....	626-0600
www.alz.org/wny	
24 Hour Helpline	1-800-272-3900

Dale Association

www.daleassociation.com	
Administrative Offices.....	433-4440
Care Management	433-4442
Center for Lifelong Learning	433-1886

Center for Travel	433-1222
Dial-a-Lift Transportation to Senior Center	433-1886
Geriatric Community Mental Health Nurse	433-3344
INCHARGE Home Care	433-4442
Lockport Housing Authority Resident Advisor	433-3344
Lockport Senior Center	433-1886
NYS Long-term Care Ombudsman	433-3344
PROS Center for Wellness	433-1937
Transportation Shuttle for Medical Appointments	433-1939
Volunteer Services	433-1089
EPIC (Elderly Pharmaceutical Insurance Coverage)	1-800-332-3742
www.health.state.ny.us/health_care/epic	
Health Association of Niagara County, Inc. (HANCI)	
www.hanci.com	
Lockport	433-2664
Niagara Falls	285-8224
North Tonawanda	692-4855
Programs:	
Council for Older Adults	285-8224
Foster Grandparent Program	285-8224
Golden Age Program	285-8148
Retired and Senior Volunteer Program	285-8224
Senior Companion Program	285-8224
Lifeline	1-800-380-3111
www.lifelinesys.com	
Meals on Wheels	
Lockport	433-6811
Niagara Falls	282-3468
North Tonawanda	693-1663
www.ntmow.com	
Medic Alert	1-888-633-4298
www.medicalert.org	
Medicare Information	1-800-633-4227
www.medicare.gov	
Mental Health Association in Niagara County, Inc.	433-3780
www.mhanc.com	
Art for Relaxation	

Community Education	
Consumer Planning Advisory Committee (C.P.A.C.)	
Compeer Niagara for Adults and Kids	
County-Wide Helpline	433-5432
Legal Advocacy	
Peer Advocate (NFMCC)	278-4748
Support Groups: Anxiety/Depression · Grief Share · Family Meetings (Formerly S.M.I.L.E., for parents of children with a mental health diagnosis) · Alzheimer's Support Group	

Niagara County Department of Social Services

www.niagaracounty.com

Lockport	439-7600
Niagara Falls	278-8400
Adult Protective Services	278-8621
Home Care Department.....	278-8605
Managed Care Department	278-8625
Medicaid Department.....	439-7600 / 278-8400
Medical Transportation	304-3335
Nursing Home Unit	278-8615
Program Eligibility Department (Family Assistance, Safety Net, Temporary Disability Assistance, Food Stamps).....	439-7743 / 278-8400

Niagara County Office for Aging

www.niagaracounty.com

Aging Services	438-4023
Caregiver Program	438-4033
EISEP	438-4013
Home Delivered Meals.....	438-4031
Home Energy Assistance Program (HEAP).....	438-4020
Legal Services	438-4020
Medical Van	438-4038
Nutrition Education and Counseling.....	438-4020
Nutrition Site Information	438-4020
Senior Van Service	438-4038
Weatherization Referral and Packaging (WRAP).....	438-4020

NY Connects.....

www.niagaracounty.com/nyconnects.asp

Senior Citizens Centers and Clubs

Lockport Senior Center	433-1886
John Duke Senior Center (Niagara Falls).....	297-9324
Lewiston Senior Center	754-2071

Newfane Golden Age Club	778-9470
Senior Center of North Tonawanda	695-8582
Town of Niagara Community Center	297-5243
Wheatfield Senior Center	694-8504
Youngstown Senior Center	745-3443

United States Social Security Administration

www.ssa.gov

Hotline and Information	1-800-772-1213
Niagara Falls	283-1066

SPECIAL INTERESTS

Alzheimer's Association of WNY 626-0600 / 1-800-272-3900

www.alz.org/wny

Americans with Disabilities Act Information 1-800-514-0301

www.ada.gov

Children's Single Point of Access (C.S.P.O.A.) 439-7412

www.niagara county.com

Community Missions..... 285-3403

www.communitymissions.org

Aurora House	433-1905
CHOICES	285-3425
Drop In Center.....	433-6543
Family Services Program	285-3403
Kid's Café.....	285-3403
Niagara Falls Juvenile Arrest Diversion Program	285-3403
Niagara Falls Juvenile Intensive Case Management	285-3403
Niagara Visions PROS	205-8708
Onesimus House	284-2077
Psychiatric Vocational Rehab. Competitive Employment Program	282-4232
Respite Bed Services	285-3403
Supported Employment.....	282-3227 / 284-1164
Supported Housing	285-3425
Transportation	282-5403
Youth Services.....	285-4668

Community Services for the Developmentally Disabled 883-8002

www.csdd.info

Project COACH (Community Outreach and Crisis Hotline)

Dale Association

www.daleassociation.com

Care Management	433-4422
Geriatric Community Mental Health Nurse	433-3344
INCHARGE Home Care	433-4442
Lockport Housing Authority Resident Advisor	433-3344
Mental Health Peer Specialist	433-3344
NYS Long-term Care Ombudsman	433-3344
Outpatient Counseling and Treatment Center	693-9961
PROS Center for Wellness	433-1937

Deaf Adult Services of WNY, Inc. (V) 833-1637 (TTY 716-833-5234)

www.wnydas.org

Developmental Disabilities Alliance of WNY 877-7007

www.ddawny.org

GuildCare Adult Day Care Program 285-3499

Hispanic Access Foundation 202-640-4342

www.hispanicaccess.org

Independent Living of Niagara County 284-4131 / 1-855-366-1042

www.ilnc.org

International Institute of Buffalo 833-1900

www.iibuff.org

Learning Disabled Association of WNY 874-7200

www.ladaofwny.org

Lifeline 1-800-380-3111

www.lifelinesys.com

Mental Health Association in Niagara County, Inc. 433-3780

www.mhanc.com

- Allies 4 Life Suicide Prevention Program
- Community Education
- Consumer Planning Advisory Committee (C.P.A.C.)
- Compeer Niagara for Adults and Kids
- In-Home Respite
- Legal Advocacy

Peer Advocate (NFMMC) 278-4748
 Support Groups: Anxiety/Depression · Grief Share · Family Meetings (Formerly
 S.M.I.L.E.), for parents of children with a mental health diagnosis · Alzheimer’s
 Support Group

National Alliance for Hispanic Health

www.hispanichealth.org/sufamilia

The National Hispanic Family Health Helpline.....1-866-783-2645

Native American Independent Living Services (N.A.I.L.S.) 836-0822

www.wnyil.org/oahiio

Niagara Cerebral Palsy Association

www.ucpaofniagara.com

Administrative Office 297-0798
 Audiology/Hearing Aid Dispensing Clinic - Lkpt..... 439-7461
 Audiology/Hearing Aid Dispensing Clinic - N.F. 278-8190
 Clinics - Dental, Podiatry, Speech, OT,PT, Social Work..... 297-1478
 Clinic and Diagnostic Treatment Center 297-1478
 Job Placement 284-6441
 Niagara Children's ETC 297-1478
 Recreational Programs..... 284-6441
 Residential Services 297-0798
 Service Coordination..... 205-0021
 Vocational Programs..... 285-5761

Niagara County Department of Health

www.niagaracounty.com

Children & Adults with Special Needs – Lockport 439-7460
 Children & Adults with Special Needs – Niagara Falls 278-8180
 Nursing Division & Home Care..... 278-1900
 Nursing Division - After Hours 439-7430
 Nursing Division – Lockport 439-7470

Niagara Frontier Family Network – see listing for the Mental Health Association, Support
 Groups, Family Meetings

Opportunities Unlimited of Niagara

www.opportunitiesunlimited.org

Central Intake..... 504-2625
 Niagara Falls 297-6400
 Lockport 434-4050
 Wheatfield 504-2617

People, Inc. 634-8132 or 1-888-773-6753
www.people-inc.org

Rivershore Inc. 754-7272
www.rivershore.org

Single Point of Access (S.P.O.A.) 439-7410
www.niagaracounty.com
Children’s S.P.O.A. 439-7412

Self-Reliance Foundation

www.selfreliancefoundation.org

Acceso Hispano - Online Community Service Directory (in English and Spanish)

http://www.accesohispano.org/

Email: ayuda@accesohispano.org

For service providers: www.serviceproviders.accesohispano.org

Venture Forthe, Inc. (traumatic brain-injured individuals)..... 285-8070
www.ventureforthe.org

VESID.....1-888-652-7062
www.vesid.nysed.gov

SUPPORT GROUPS

Before attending a meeting for the first time, please call the Mental Health Association to confirm date, time and location of meeting..... 433-3780

Alzheimer’s Support Group

Meets 1st & 3rd Thursday of the month, 1pm-3pm

At the Mental Health Association, 36 Pine Street, Lockport

Anxiety/Depression

Meets every Thursday of the month, 6 pm - 8 pm

At the Mental Health Association, 36 Pine Street, Lockport

* * * * *

Meets 2nd & 4th Wednesday of each month, 6 pm - 7:30 pm

At DeGraff Hospital, 445 Tremont Street, North Tonawanda

Art for Relaxation - Free and open to everyone

Meets Every Wednesday, 12 noon – 3 pm

At Urban Park Towers, 77 Main St., Lockport

Grief Share

Niagara Falls:

Meets 1st and 3rd Tuesday of each month, 6 pm - 7:30 pm
 Niagara Falls Memorial Medical Center, 6th floor

Lockport:

Meets 2nd and 4th Wednesday of each month, 6 pm - 7:30 pm
 At the Mental Health Association, 36 Pine Street, Lockport

Family Meetings (Formerly S.M.I.L.E.) –Family directed support groups for families with children up to age 18 who have a mental health diagnosis. For questions, contact Lydia Szafranski, Family Support Coordinator at (716) 439-1179, ext. 493

Wheatfield:

Meets 2nd & 4th Mondays of each month, 7:00 pm - 8:30 pm
 Wheatfield Community Center, 2790 Church Road, North Tonawanda
 Childcare is provided

Lockport:

Meets 1st & 3rd Tuesday of each month, 7:00 pm - 8:30 pm
 At the Dale Association, 33 Ontario Street, Lockport
 Childcare is provided

Niagara Falls:

Meets 2nd & 4th Thursday of each month, 12:30pm - 2:00pm
 311 First St., Niagara Falls
 No childcare provided

Let’s Talk – Support Group for Youth

Meets 1st and 3rd Wednesday of every month, 6:00 pm to 7:30 pm
 At Eastern Niagara Hospital Cafeteria, 521 East Avenue, Lockport

Niagara Frontier Family Network – see Family Meetings

TRANSPORTATION

Carrier Coach, Inc. 731-1699

Community Missions

www.communitymissions.org 285-3403

Transportation 282-5403

Dale Association

www.daleassociation.com

Dial-a-Lift Transportation to Senior Center 433-1886

Health Association of Niagara County, Inc. (HANCI) Check out – transportation for seniors

www.hanci.com

Lockport	433-2664
Niagara Falls	285-8224
North Tonawanda	692-4855

Mt. St. Mary's Hospital

www.msmh.org

Van Go.....	298-2370
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Niagara County Department of Social Services

www.niagaracounty.com

Medical Transportation	304-3335
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Niagara County Office for Aging

www.niagaracounty.com

Medical Van	438-4038
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Niagara Falls Memorial Medical Center

www.nfmcc.org

CareExpress.....	278-4444
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Niagara Frontier Transportation Authority-Metro Bus 855-7286 or 285-9319

metro.nfta.com

Para-transit Service (curb- to-curb service for disabled).....	855-7202
General Information	855-7300
Customer Service	855-7268

Rural Metro Medical Services (wheelchair transportation) 284-4228 or 882-8400

www.ruralmetrowny.com

Rural Niagara Transportation (wheelchair transportation) 285-9357

Tri Community Ambulance Service 731-2604

Tri-Town Ambulance Service, Inc. 772-7711

Twin City Ambulance (wheelchair service) 692-2342

Union Cab (wheelchair service) 433-2222

We Care Transportation..... 614-1114

We Care Wheelchair Van 433-1119 / 278-3333

UTILITIES

Assurance Wireless (Federal lifeline assistance program) **1-888-898-4888**
<http://www.assurancewireless.com>

Care and Share (utility bill assistance through the American Red Cross)
 Lockport 434-8876
 Niagara Falls 731-4030

H.E.A.P. (Home Energy Assistance Program)

www.otda.state.ny.us/otda/heap

1-800-342-3009

Lockport 439-7744
 Niagara Falls 278-8645
 Office for Aging (over 60) 438-4020

National Fuel

www.natfuel.com

Billing & Service Information 1-800-365-3234
 Gas Emergencies 1-800-444-3130
 Quality Assurance / Unresolved Complaints & Concerns 1-800-453-3513

National Grid

www.nationalgridus.com/niagaramohawk

Customer Service 1-800-642-4272
 Emergencies 1-800-892-2345
 Payment Arrangements 1-800-443-1837
 Power Outages 1-800-867-5222

Neighbor for Neighbor (utility assistance from National Fuel) 1-800-365-3234

www.natfuel.com/ForHome/n4n_faq.aspx

Catholic Charities (Niagara Falls) 282-2351
 Catholic Charities (Lockport) 433-0246
 Salvation Army (Niagara Falls) 283-7697
 Salvation Army (Lockport) 434-1276
 Salvation Army (North Tonawanda) 693-3110

New York Public Service Commission

www.dps.state.ny.us

Cable TV Complaints 1-800-342-3377
 Energy Service Company Complaints 1-888-697-7728
 Gas, Electric Shutoff 1-800-342-3355
 HEAP grants for people aged 60+ 1-800-342-9871
 Service, billing complaints 1-800-342-3377

New York Relay Service..... 711 or 1-800-676-3777
www.nyrelay.com

Niagara Community Action Program (NIACAP)

www.niagaracap.org

Lockport Neighborhood Center 433-6632
 Niagara Falls Neighborhood Center..... 282-4375
 North Tonawanda Neighborhood Center..... 694-9727

Niagara County Department of Social Services

www.niagaracounty.com

HEAP Department (Home Energy Assistance Program) 439-7744 / 278-8645

NYSEG (New York State Electric & Gas)

www.nyseg.com

Billing inquiries, turn-ons/turn-offs, information1-800-572-1111
 Credit assistance, payment arrangements1-888-315-1755
 Electricity Interruptions/emergencies1-800-572-1131
 Natural Gas odors/emergencies1-800-572-1121

Safelink (Free cell phone and minutes for income eligible).....1-800-977-3768
www.safelinkwireless.com

Time Warner..... 558-8921
www.timewarnercable.com

Verizon Lifeline Services

www.lifelinesupport.org

Low-cost telephone service1-800-924-0585

Verizon.....1-800-837-4966
www22.verizon.com

Customers with Disabilities Voice & TTY 890-0550
 New Service, Changes or Billing Questions..... 890-7100
 Payment Information/Arrangements1-800-698-3545
 Repairs 890-6611

VETERANS

Buffalo Veteran’s Center..... 862-7350
buffalo.va.gov

Niagara County Veteran's Service Agency 438-4090

www.niagaracounty.com

U. S. Department of Veterans Affairs1-800-827-1000

www.va.gov

Education (GI Bill).....1-888-442-4551

Special Issues Helpline1-800-749-8387

Health Care Benefits1-877-222-8387

Income Verification and Means Testing1-800-929-8387

Life Insurance1-800-669-8477

Mammography Helpline1-888-492-7844

Status of Headstones and Markers.....1-800-697-6947

Telecommunications Device for the Deaf (TDD)1-800-829-4833

Veterans Administration Transportation Services..... 862-6544

www.visn2.va.gov/vet/dav.asp

Veterans Administration WNY Healthcare System.....834-9200 or 1-800-532-8387

Buffalo VA Medical Center 834-9200

Lockport VA Clinic 438-3890

Niagara Falls VA Clinic..... 862-8580

24 Hour Medical Advice for Enrolled Veterans1-888-838-7890

Veteran’s Peer Support Line (Vet2Vet)1-877-838-2838

Veterans Suicide Hotline1-800-273-8255

MHA PROGRAMS AND SERVICES

The Mission of The Mental Health Association in Niagara County, Inc. is to promote mental wellness by sponsoring and implementing advocacy, education and community service programs.

Information and Referral

We offer information and referral 24-hours a day, 7 days a week, 365 days a year.

- **Help Line** – We have one phone number for all of Niagara County: 433-5432. Staff from the Mental Health Association and the Niagara County Department of Mental Health Crisis Hotline will offer information about the organizations listed in this booklet
- **Help Book** – We update and print this book regularly. You are using the 28th edition. Access it online at www.mhanc.com.
- **Lockport Family Resource Guide and Niagara Self-Help Clearinghouse** - These directories provide a central collection of all self-help mutual-aid support groups in the Niagara County and Lockport Community. Facilitator training and technical assistance offered as well.



Educational Services

Presentations

We provide FREE educational programs, presentations, trainings and workshops for all ages on a variety of mental health topics. We promote mental wellness while educating about mental illness.

- Programs for community organizations, schools, volunteers, professionals in any field, families and consumers of mental health services.
- Booths at health fairs and community events.
- **Allies 4 Life** - our Youth Suicide Prevention Program. We provide workshops to schools and other youth-oriented organizations on how to prevent and respond to a suicide crisis. Visit www.allies4life.com to learn more.

Resources

- Free lending library of books and videos available at our office on 36 Pine Street in Lockport.
- Free brochures and pamphlets – just call or stop in to see what we have! Also, you can visit our Links page at www.mhanc.com for a list of informational websites.
- News and updates through Facebook, Twitter, and our email list. Visit our website to sign up!
- The Belry, our official blog at <http://mhaniagara.wordpress.com/>



Hearing Distressing Voices Simulation Training

This unique 3-hour training helps health care professionals and others understand more clearly the challenges that face people with psychiatric disabilities. Headphones allow participants to experience the distraction and confusion of hearing voices while performing unrelated tasks. The cost of \$20 per participant covers materials.

Call us a 433-3780 to request materials or schedule a training or presentation.

Compeer Niagara

Adult Program – Youth Program

- We match trained volunteers in a one-to-one friendship relationship with men, women and children receiving mental health services.
- The program is regarded as an adjunct to therapy.
- Monthly activities are offered to clients and volunteers

Volunteer Program

An hour of your time can make a huge difference in the life of an adult or child.

- Compeer will match you with someone of the same gender who shares your interests.
- Free training is provided.
- Volunteers are asked to make a one year commitment, if possible
- Also needed: volunteers who can transport a client and attend a social activity sponsored by Compeer.



Consumer Services

Peer Advocacy - We provide an outreach program for recipients of mental health services in the community and for patients receiving treatment at Niagara Falls Memorial Medical Center, in the Behavioral Health Service Unit. Peer-Linkage Advocates work with the patients, family members and outside sources, providing reassurance and notifying patients of all available services.

Consumer Planning Advisory Committee (CPAC) The CPAC Committee is comprised of mental health consumers who meet once a month to provide input into the local planning process. The mission of CPAC is to promote and advocate for comprehensive services within Niagara County that foster recovery, rehabilitation, and respect for the rights of the consumers they serve.



In-Home Respite – We provide a planned break for parents in Niagara County raising a child or children 18 years of age or younger with a serious emotional disorder. Childcare workers are screened and trained.

Legal Advocacy Services - A service for individuals with a mental illness, offered by MHA through a contract with Neighborhood Legal Services, Inc. CSS eligible clients can receive legal assistance with SSI/SSD, Medicaid and food stamps, public assistance, landlord tenant problems, divorce, support, custody and visitation, orders of protection and bankruptcy. Legal Advocacy seeks to:

- Assure continuity of care and to protect the rights of consumers of the community mental health system in Niagara County.
- Help consumers obtain essential public benefits, obtain necessary services, and protect their legal rights. Both administrative and judicial services are offered.

All investigations, reports, recommendations and services are confidential and provided without fee to eligible clients.



Support Groups and More

We sponsor several Support Groups throughout Niagara County, including *Depression & Anxiety*, *Alzheimers Caregivers*, and *Let's Talk* for youth. See the section on Support Groups in this book.

Niagara Grief Center - We provide sustained emotional support to people of all ages who are affected by death and grief. We offer educational materials, referrals and Grief Share support groups, with locations in Lockport and Niagara Falls.

Art Classes - *Art for Relaxation* is a free weekly class open to all. You can also sign up for our monthly art class where you will learn how to do a specific craft. Call 433-3780 for a list of upcoming classes, or visit us at www.mhanc.com.





**Mental Health
ASSOCIATION**
in Niagara County, Inc.

36 PINE STREET · LOCKPORT, NY 14094
(716) 433-3780

WWW.MHANC.COM

For information on our programs or additional copies of this booklet,
please contact us.

The Mental Health Association in Niagara County, Inc. is funded by the New York State Office of Mental Health, the Niagara County Department of Mental Health, the United Way of Greater Niagara, the United Way of the Tonawandas, grants, memberships and voluntary contributions.

The Mental Health Association in Niagara County is a United Way Agency

