

Resources for Veterans

Army Strong Community Center

www.arfp.org

49 Jetview Drive, Rochester, NY 14624

585-528-2006 (Customer Support Coordinator, Marianne Sernoffsky)

National Call Center for Homeless Veterans

www.va.gov/homeless

877-424-3838

24 hours per day, 7 days per week

Defense Suicide Prevention Office

www.suicideoutreach.org/

800-273-8255

24 hours per day, 7 days per week

The Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury

www.dcoe.mil

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

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
716-886-0935

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 Medical Services 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

716-236-2097

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

716-882-4357

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)

www.1866sufamilia.org

866-783-2645

Hours: 9 am – 6 pm, Eastern Standard Time (Monday – Friday)**National Suicide Prevention Lifeline**

www.suicidepreventionlifeline.org

800-273-8255

Hours: 24 hours a day, 7 days a week

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.

CHILDHELP 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

800-862-3678

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