

### ***In an Emergency***

In an immediate emergency, where a mentally ill person is actively trying to hurt him/herself or someone else, CALL THE POLICE, at 911; if you do not get prompt assistance, call the precinct and ask for the lieutenant. This may be difficult and painful for families, but it is probably the only really effective option. Sometimes the police are reluctant to pick up a mentally ill person and take him/her to a hospital (Erie County Medical Center). Tell them that they have a legal obligation to do so under section 9.41 of the Mental Hygiene Law and that if they refuse you will hold them legally responsible. Often the most difficult problem in Erie County is getting someone to the hospital.

If the mentally ill person is willing to go to the hospital, you can call **Crisis Services** at 834-3131. Ask for the Outreach Team, tell them the situation, and request a home visit. You must emphasize the seriousness of the behavior to get any action. WARNING: if the patient is not willing to go to the hospital and their behavior is not dangerous, having a Crisis Outreach Team come to the house may make the situation worse rather than better. However, the team can request police transport to the hospital for an immediate evaluation if there is a likelihood the patient may become dangerous. Also, there is a \$250 charge for a home visit, covered by Medicaid. Private insurance may not cover, or may require a copay.

You can also request an ambulance to pick up the person and have them taken to Erie County Medical Center's CPEP (the psychiatric admission unit) or get them to the nearest hospital where the emergency room physician can request that the patient be transported to Erie County Medical Center or Buffalo General Hospital. Be aware that private ambulance service can be expensive if it is not covered by Medicaid or private insurance.

If your loved one is deteriorating and the situation is getting worse, but it is not an immediate emergency, call NAMI in Buffalo & Erie County at 862-8229 and you will be given assistance.

### ***Getting a Mental Health Warrant in Buffalo***

You can also get a mental health warrant yourself. In Buffalo, go to the City Warrant Clerk's office, fill out the papers, and follow her instructions. On the warrant, be sure to emphasize the ways in which the patient is a danger to him/herself or others. The Warrant Clerk's Office is on the 1st floor, City Court Building, 50 Delaware Ave., Buffalo. The judge, under section 9.43 of the Mental Hygiene Law, will then issue the warrant which will be sent to the nearest police precinct. The police will pick up the person and take him/her before the judge who can direct that person to be taken to the Erie County Medical Center (CPEP) for examination and possible hospitalization. It is important that you go with the person to court and to ECMC to describe the patient's behavior and condition, and to provide a history of previous episodes and hospitalizations. CAUTION: It can take up to a week for the Buffalo police to finally pick someone up.

### ***Getting a Warrant in the Suburbs***

If you live outside the City of Buffalo, call your local town or village clerk's office to find out what the procedures are since they vary from town to village. If you are uncertain about what to do, call NAMI Buffalo & Erie County at 862- 8229 and we will try to provide assistance and information which will be helpful to you.

It is important that you become thoroughly familiar with the laws and procedures governing involuntary admission so that you will be prepared. The section below discusses these laws and procedures.

Article 9 of the New York State Mental Hygiene Law spells out the conditions and procedures for involuntary psychiatric hospitalization. The law describes seven ways in which a person may be involuntarily admitted to a psychiatric hospital for observation and care and/or involuntarily transported to the hospital.

**1. Section 9.27. Involuntary admission on medical certification (also called 2 PC for Two Physicians' Certificates).** A person may be involuntarily hospitalized under this section if two physicians who have examined the person within ten days of the voluntary admission certify that s/he is mentally ill and in need of involuntary care and treatment. A person in need of involuntary treatment is defined by law as a person who "has a mental illness for which care and treatment in a hospital is essential to such person's welfare and whose judgment is so impaired that s/he is unable to understand the need for such care and treatment."

The physicians' certificates must be accompanied by an application signed by any one of several people, including someone who lives with the person, a near relative or various health officials. Once application is made, the person must be brought to a hospital where he or she will be examined by a psychiatrist on the hospital staff. If the admitting psychiatrist agrees that the person is in need of involuntary treatment, the person may be admitted. However, the psychiatrist at the hospital may not agree and, in that case, the person will not be admitted.

If the person is admitted, the Mental Health Legal Services (MHLS) is notified and the patient is informed of his or her right to a court hearing. Anytime within 60 days, the patient or any relative, friend, or the MHLS may request a hearing to petition for release. A hearing will be scheduled within 5 days and the court must decide whether the person should be kept in the hospital.

If the patient does not request a hearing within 60 days and the director (really, the doctor) determines that the patient is in need of treatment but refuses to stay voluntarily, the director must ask the court for an order authorizing continued retention. The court may authorize continued hospitalization for up to one year or may order the release of the patient.

Admission on medical certification often presents practical difficulties for relatives, since there is no provision in the law for transporting the person involuntarily either to the physicians' offices or to the admitting hospital. Very often, this procedure is carried out through the emergency rooms of hospitals or in cases where the patient is already in the hospital but seeks release against medical advice.

**2. Section 9.39. Emergency admissions for immediate care and treatment.**

Hospitals such as Erie County Medical Center have been designated by the State Commissioner of Mental Health to receive and retain, for up to 15 days, persons who are in need of hospitalization and dangerous to self and others. This determination is made by a staff physician of the receiving hospital and must be confirmed by another staff psychiatrist within 48 hours.

Once admitted, the patient may request a hearing which must be scheduled within 5 days. If after 15 days the patient is still in need of hospitalization and will not stay voluntarily, procedures for admission on medical certification (see Section 9.27 above) can be instituted.

There are three hospitals in Erie County which accept 9.39 patients: Erie County Medical Center, Buffalo General Hospital and Lake Shore Hospital in Irving, NY.

**3. Section 9.41. Emergency admissions for immediate observation, care, and treatment; powers of certain peace officers (police).**

Any peace officer who is a member of the state police, of an authorized police department, or of a sheriff's department, may take into custody any person who appears to be mentally ill and is conducting him/herself in a manner which is likely to result in serious harm to him/herself or others. "Likelihood to result in serious harm" shall mean (1) substantial risk of physical harm to him/herself as manifested by threats of or attempts at suicide or serious bodily harm or other conduct demonstrating that s/he is dangerous to him/herself or, (2) a substantial risk of physical harm to others as manifested by homicidal or other violent behavior by which others are placed in reasonable fear of serious physical harm.

**4. Section 9.43. Emergency admissions for immediate observation, care, and treatment; powers of the courts (also called a mental health warrant).**

When a court is informed by sworn statement that a person is mentally ill and behaving in a manner which would be considered disorderly conduct if the person were not mentally ill, or in a manner which is dangerous to self and others, the court (judge) shall issue a warrant directing that the person be brought before the court (the judge). The court (judge) may then order that the person be taken to the hospital (ECMC, BGH, or Lake Shore) for examination and involuntary admission if necessary.

**5. Section 9.45. The Director of Community Services (in Erie County, the Commissioner of Mental Health) shall have the power to direct the removal of any person in Erie County to a 9.39 hospital** (ECMC, BGH or Lake Shore) if the parent, spouse or child of the person, a licensed physician, health officer, or peace officer (policeman) reports that such a person has a mental illness for which immediate care and treatment in a hospital is appropriate and which is likely to result in serious harm to him/herself or others, as defined in Section 9.39 above. It shall be the duty of police officers (and, by legal contract in Erie County, of Crisis Services) to take into custody and transport any such person. Such person may then be hospitalized under Section 9.39.

**6. Section 9.55. This section of the law permits a qualified psychiatrist who is treating or supervising the treatment of a patient in a non-inpatient facility, in emergency circumstances, to direct an ambulance service or the police to take custody of that person and to transport him [her] to a 9.39 hospital.**

**7. Section 9.57. This section empowers a physician working in the emergency room of a general hospital, which does not have an inpatient psychiatric service, to direct the police or an ambulance service to take custody of a patient who is mentally ill, in need of immediate inpatient treatment, and who is likely to cause serious harm to him/ herself or others, for the purpose of transporting such patient to a 9.39 hospital.**

In other words, in a hospital where there is no psychiatric unit, the emergency room doctor may direct the police or an ambulance service to transport the patient to a hospital with a psychiatric emergency room where s/he can be examined and admitted if necessary.

## ***Patients' Rights***

Families often see patients' rights as a barrier to getting timely, appropriate care and treatment of their loved ones—and rightly so.

In too many instances patients are “dying with their rights on,” landing in jail, or wandering ill and uncared-for in the streets.

But the laws also provide essential protections for patients and can be used by families to ensure that their relatives are decently and humanely treated, are receiving proper care, and living in a clean, attractive environment.

Every family needs to be thoroughly familiar with patient rights in order to be sure that those which benefit the mentally ill are observed—and also to be able to plan ahead and, if necessary, “fight back” when a facility proposes an unsuitable discharge or refuses a needed admission.

The rights of patients treated for psychiatric illness or disability are protected both by law and regulation. The New York State Mental Hygiene Law guarantees certain rights to patients of any program or facility licensed by the New York State Office of Mental Health. These facilities include state and private psychiatric hospitals, psychiatric units of general hospitals, certified clinics, day programs, community residences, and family care homes.

These legal rights are further defined in Title 14 of the Codes, Rules and Regulations of the State of New York. The conduct of licensed psychiatrists and other physicians is regulated by the New York State Department of Health, and the conduct of other professionals, including nurses, psychologists, and social workers, is regulated by the New York State Department of Education. Other federal, state, and local laws guarantee human and civil rights to all citizens, including those with psychiatric disabilities. Some of these rights are listed below. The designation MHL refers to Mental Hygiene Law and is followed by the article and section number of the law. 14 NYCRR refers to Title 14 of the Codes, Rules, and Regulations of the State of New York. The numbers that follow refer to the regulation or code number.

An informative summary of the rights of inpatients, written for patients and families, (Brochure 15) is available from the NYS Office of Mental Health by calling 800-597-8481.

Patients in hospitals or residents of community-based residential programs have the following rights:

1. To a safe and sanitary environment;
2. To a balanced and nutritious diet;
3. To appropriate personal clothing if an inpatient in a hospital;
4. To practice freedom of religion;
5. To be free from abuse or mistreatment from both hospital employees or other facility residents;
6. To adequate grooming and personal hygiene supplies if a hospital inpatient;
7. To a safe storage place for clothing and personal belongings;
8. To reasonable privacy in sleeping, bathing, and toileting;
9. To have visitors and to be able to communicate freely with others both in and outside of the facility;
10. To appropriate medical and dental care if a hospital inpatient;

11. To an individualized plan of treatment, to be able to participate in the development of that plan, and to have another significant individual of choice also participate in the plan's development.
12. To bring questions or complaints to the facility director or other appropriate agency.

NOTES for this section:

- Hospital** means a state psychiatric center, an OMH licensed hospital or an OMH licensed psychiatric unit of a general hospital
- Community-Based Residential Program** means an OMH licensed residential program, such as a community residence, a RCCA, a family care home, a licensed residential program for adults, or a licensed housing program for children and adolescents.
- A Notice of Rights** must be posted in each ward or living area of the hospital.
- A Notice of Rights** must be provided to all residents in community-based residential programs upon their admission.
- Notices** must include the addresses and telephone numbers of:
  - a) the facility director or designee responsible for receiving complaints;
  - b) the Board of Visitors;
  - c) the Mental Hygiene Legal Service;
  - d) the Commission on Quality of Care for the Mentally Disabled.

### ***Civil Rights***

“No person shall be deprived of any civil right, if in all other respects qualified and eligible, solely by receipt of services for a mental disability.” In other words, this law specifically guarantees the right to vote, to civil service ranking and appointment, and equal treatment in the granting of licenses and permits. (MHL 33.01)

“Staff of facilities shall provide services in such a manner as to assure that they do not discriminate against a patient in terms of his or her race, color, sex, creed, religion, age, or national origin.” (14 NYCRR 27.4)

“Patients have the right to be treated in a way which acknowledges and respects their cultural identity.” (NYCRR 27.1)

“No person who is or appears to be mentally disabled shall be detained, deprived of his [her] liberty, or otherwise confined without lawful authority, or inadequately, unskillfully, cruelly, or unsafely cared for or supervised by any person.” (MHL 31.19)

Limiting rights cannot be done “as a punishment or for the convenience of staff. Any limitation...shall be permitted only upon a written order, which is included in the person's clinical record and which states the clinical justification... and the specific period of time such limitation shall remain in effect”. The order must be signed by a physician or the residential facility director. (14 NYCRR 527.5)

### ***Quality Care and Treatment***

“The State of New York and its local governments have a responsibility for the prevention and early detection of mental illness and for the comprehensively planned care, treatment and rehabilitation of their mentally ill citizens.” (MHL 7.01)

“The Office of Mental Health shall have the responsibility for seeing that mentally ill persons are provided with care and treatment, that such care, treatment and rehabilitation is of high quality and effectiveness and that personal and civil rights of persons receiving care, treatment and rehabilitation are adequately protected.” (MHL 7.07)

“Each person...receiving services for mental disability shall receive treatment that is suited to his needs and skillfully, safely, and humanely administered with full respect for his dignity and personal integrity.” (MHL 33.03)

A written treatment plan must be developed for each patient. The plan must include “a statement of treatment goals, appropriate programs, treatment undertaken to meet such goals, and a specific timetable for assessment...as well as for periodic mental and physical examinations.” When the plan is prepared or revised, “the patient or an authorized representative...shall be interviewed and provided an opportunity to actively participate in such preparation or revision.” (MHL 29.13)

“Each patient in a facility shall have the right to communicate freely with persons outside the facility as frequently as [s]he wishes, subject to regulations of the commissioner designed to assure the safety and welfare of patients and to avoid serious harassment of others. Correspondence addressed to public officials, attorneys, clergymen, and the Mental Health Legal Services shall be unrestricted and shall be sent along promptly without being opened.” (MHL 33.05)

Patients also must, “have full opportunity for conducting correspondence, have reasonable access to telephones, have frequent and convenient opportunities for visitors.” (MHL 33.05)

“Every inpatient facility shall establish the most liberal visiting policies that are administratively feasible.” (14 NYCRR 21.1)

“It is the patient’s right to have visitors or to visit outside the facility, but in exceptional circumstances it may be necessary to temporarily limit this right. Any limitation... shall be discussed with the patient and his or her family by the treatment team.” (14 NYCRR 21.2)

“Patients shall have the right to refuse visitors.” (14 NYCRR 21.2)

### ***Personal Belongings***

“Admission and treatment procedures must be designed...to eliminate any depersonalizing or degrading procedures and to maximize the patient’s self-esteem. This would include...patients maintaining possession of their own clothing and personal belongings except for health and safety reasons.” (14 NYCRR 15.2)

### ***Privacy and Confidentiality***

“Patients have a right to a maximum amount of privacy consistent with the effective delivery of services. This includes, but is not limited to, privacy of person, of personal belongings, and of communications.” (14 NYCRR 27.1)

“Information about patients...shall not be a public record and shall not be released by the department or its facilities to any person or outside the agency or the department except as follows:

1. By an order of a court.
2. To the Mental Health Legal Service.

3. To attorneys representing the patient in (involuntary hospitalization) proceedings.
4. With the consent of the commissioner and the consent of the patient or of someone authorized to act on behalf of the patient.
5. With the consent of the commissioner to agencies requiring information necessary to make payments to or on behalf of the patients..., to persons and agencies needing information to locate missing persons or to government agencies connected with criminal investigation....” (MHL 33.13)

### ***Right to Mental Health / Health Records***

Under Mental Hygiene Law Section 33, a patient (or parents/guardian of a minor child) can secure health records by putting the request in writing. The health provider then has ten days to provide an opportunity for you to inspect the records. The provider may make reasonable charges to you to cover the cost of your reviewing your records and any copies you request. You cannot be denied access to the records simply because you can not pay the costs of inspection.

Records and documents pertaining to allegations and investigations into abuse and mistreatment can be requested at any time for allegations of abuse or mistreatment which occurred or were discovered on or after May 5, 2007. Requests can also be made for records and documents pertaining to allegations of abuse or mistreatment that occurred or were discovered on or after January 1, 2003 if the request is made, in writing, on or before December 31, 2010. Such materials include incident reports and reports on actions taken as well as any investigative reports. An incident report is created by the provider as an initial report of an incident at the time of the event or shortly after it is discovered. An investigative report may also be created by the provider or other investigative body to document the steps taken to investigate allegations of abuse or maltreatment and set forth the conclusions of that investigation. The entity creating the document, including the NYS Office of Mental Health, the Office of Alcoholism and Substance Abuse, and the Commission on Quality of Care, must respond to a written request from a qualified person for such documents within 10 days of the request.

All information concerning or relating to your examination or treatment is available for your review except: personal notes and observations maintained by the practitioner; information that was disclosed to the practitioner under the condition that it would be confidential; information about the treatment of a minor that, in the opinion of the practitioner, should not be disclosed to parents or guardians. A patient over the age of twelve may be told that his/her parents or guardians have requested the patient's records, and if the child objects, the provider may deny the request.

Also excluded is the information that the practitioner determines may reasonably be expected to substantially harm the patient or others; substance abuse program records and records operated by the Office of Mental Health; and information obtained from other examining or treating practitioners which must be requested directly from such practitioners.

The provider has the right to review the records before granting you access. The provider may decide to deny access to all or part of the record if one of the exceptions to the law applies. In such case, the provider may give you a prepared summary of the record.

If access is denied, you may appeal. The provider is required to give you a form explaining the appeal process. If you wish to appeal, complete the form and mail it to the "Access to Patient Information Coordinator" in the NYS Department of Health. A medical records access review panel will then review your request. The coordinator will inform the provider and the review committee of your appeal. The provider then has ten days to send the information to the chairperson of the committee, along with a statement explaining why access was denied.

The committee will review the records, provide you and the provider a reasonable opportunity to be heard, and will issue a written determination. If the review committee decides that you should have access to your records, the practitioner must comply.

For more information, contact NYS Commission on the Quality of Care, 401 State St., Schenectady, NY 12305. Call 1-800-624-4143 or visit [www.cqcapd.state.ny.us](http://www.cqcapd.state.ny.us). A pamphlet explaining these rights and procedures is available on the website under "Jonathon's Law".

### ***Privacy Practices / HIPPA***

#### ***How Medical Information about a patient may be used and disclosed and how to access this information***

**Treatment:** Your health information may be used by staff or disclosed to other health care professionals for the purpose of evaluating your health, diagnosing medical conditions, and providing treatment. For example, results of your treatment will be available in your medical record to all health professionals who may provide treatment to you or who may be consulted by staff members.

**Payment:** Your health information may be used to seek payment from your health plan, from other sources of coverage such as an auto insurer or from credit card companies that you may use to pay for services.

**Health Care Operations:** Your health information may be used as necessary to support day-to-day activities and management of your provider. For example, information on the services you received may be used to support budgeting and financial reporting and activities to evaluate and promote quality.

**Law Enforcement:** Your health information may be disclosed to law enforcement agencies to support government audits and inspections, to facilitate law-enforcement investigations, and to comply with government-mandated reporting.

**Public Health Reporting:** Your health information may be disclosed to public health agencies as required by law. For example, it is required that certain communicable diseases be reported to the public health department.

**Other Uses and Disclosures Require Your Authorization:** Other disclosure of your health information or for uses other than those listed above, requires your specific written authorization. If you change your mind after authorizing, you may submit a written revocation of the authorization. However, your revocation will not affect or undo any use or disclosure that occurred before you notified the provider of your decision.

**Additional Uses of Information:** Your health information may be used by your provider's staff to send any appointment reminders deemed necessary.



**Individual Rights:** You have certain rights under federal privacy standards, including;

- the right to request restrictions on the use and disclosure of your health information
- the right to receive confidential communications concerning your medical condition and treatment
- the right to inspect and copy your health information
- the right to request an amendment or submit a correction request to your health information
- the right to receive an accounting of how and to whom your health information was disclosed
- the right to receive a written copy of Privacy and Disclosure Information

You may generally inspect or copy your health information. As permitted by federal regulation, such a request may be required in writing to your provider's records custodian. Your request will then be reviewed and will generally be approved unless there are legal or medical reasons to deny your request.

### ***Consent to Treatment***

"Electroconvulsive therapy, surgery, major medical treatment or the use of experimental drugs or procedures may be administered to any patient only upon the informed consent of the patient or of a person authorized to act on his or her behalf after a full comprehensive disclosure of potential benefits and of the potential harm." (14 NYCRR 27.9)

"Aversive or noxious stimuli shall not be included as part of any patient's individual service plan unless all conditions for obtaining consent...are met." In other words, unpleasant or painful procedures shall not be part of a treatment plan without the patient's consent. (14 NYCRR 27.8)

"Patients who are on a voluntary or informal status may not be given treatment over their objection. When any such patient objects to all recommended forms of treatment, the facility director may...discharge the patients." (14 NYCRR 27.8)

"Patients may object to any form of care and treatment and may appeal decisions with which they disagree." (14 NYCRR 27.8)

Any patient in need of major medical care and treatment, who lacks the ability to give informed consent, may receive the same if authorized by a parent, guardian, or surrogate decision making committee. (14 NYCRR 7.10)

Any patient has the right to refuse antipsychotic medication, except where the patient presents a danger to self and others, or engages in potentially destructive conduct within the institution. (NY State Court of Appeals, Rivers vs. Katz, 1986)

### ***Restraint and Seclusion***

"Restraint shall be employed only when necessary to prevent a patient from seriously injuring him/herself or others. It may be applied only if less restrictive techniques have been clinically determined to be inappropriate and insufficient...it may not be employed as a punishment, for the convenience of staff, or as a substitute for treatment programs." (MHL 33.04)



### ***Discharge and Conditional Release***

If a voluntary patient in any hospital “gives notice in writing of (his/her) desire to leave the hospital, the director shall promptly release the patient; provided, however, that if there are reasonable grounds for the belief that the patient may be in need of involuntary care and treatment, the director may retain the patient for a period not to exceed seventy-two hours...” (MHL 9.13)

“The discharge or conditional release of all...patients at psychiatric centers or patients in psychiatric inpatient services subject to licensure by the Office of Mental Health shall be in accordance with a written service plan.... In causing such a plan to be prepared, the director shall take steps to assure that the patient...is interviewed and provided an opportunity to actively participate in the development of such plan.” (MHL 29.15)

“No patient shall be required, as a condition for his discharge, to agree to the terms of a written service plan.” (MHL 29.15)

### ***Access to Information and Assistance***

“Immediately upon the admission of any patient to a hospital or upon his conversion to a different status, the director shall inform the patient in writing of his status, including the section of the Mental Hygiene Law under which he [she] is hospitalized, and of his rights under this article (Article 9 of the Mental Hygiene Law), including the availability of the Mental Hygiene Legal Service. At any time thereafter, upon the request of the patient or of anyone on the patient’s behalf, the patient shall be permitted to communicate with the Mental Hygiene Legal Service and avail him[her]self of the facilities thereof.” (MHL 9.07)

“The director of every hospital shall post copies of a notice...at places throughout the hospital where such notice shall be conspicuous and visible to all patients, stating the following:

1. The availability of the Mental Hygiene Legal Service.
2. A general statement of the rights of patients under various admission and retention provisions of this article.
3. The right of the patient to communicate with the director; the Board of Visitors, Commissioner of Mental Health, and the Mental Hygiene Legal Service.” (MHL 9.07)

For additional information on this topic, contact:

**New York State Office of Mental Health Regional Office**  
**737 Delaware Avenue, Suite 200**  
**Buffalo, New York 14209**

or call **716-885-4219** for their free booklet, “Rights of Inpatients.”

## ***Rights in Adult Homes***

### **I. Adult Homes in General**

- A. Definition: an adult care facility designed to offer long term residential care, room, board, housekeeping, personal care and 24-hour supervision to at least five adults unrelated to the facility operator.
- B. Authority for supervising and licensing the operation of adult homes rests with the New York State Department of Health (DOH) [www.health.state.ny.us](http://www.health.state.ny.us).
- C. Contact the Western Regional Office the NYS Department of Health for questions regarding adult homes:
  - NYS Department of Health Western Regional Office
  - 585 Delaware Avenue
  - Buffalo, NY 14202
  - Phone 716-847-4500

### **II. Admission Standards and Rights**

- A. Various admission standards and requirements are outlined in 18 NYCRR Pt. 487.

Following is a brief overview.

- B. Each applicant for admission shall be provided with a written admission agreement which:
  - 1. is dated and signed by the operator and the resident (applicant);
  - 2. contains a detailed explanation of charges and expenses;
  - 3. details that a resident and resident's next of kin shall be given 30 days notice prior to termination of an admission agreement and that a resident has a right to contest involuntary termination;
  - 4. contains a statement that upon discharge, a resident is entitled to a final written statement of his or her account and return of all property held by the adult home;
  - 5. states that the resident agrees to obey all reasonable rules of the facility and to respect the rights and property of other residents.
- C. Upon admission, a resident shall submit a written report from a physician which states that the resident has been examined within one month prior to admission, does not need nursing care, and is not otherwise unsuited for the facility.

### **III. Rights Related to Termination of Adult Home Admission Agreements**

- A. The standards governing termination of admission agreements are outlined in 18 NYCRR Section 487.5(f).

## B. Involuntary Discharge/Evictions

1. No operator shall terminate an admission agreement for reasons specifically set forth in the regulations. Acceptable reasons for termination are:
  - the need for continual medical or nursing care, which the home cannot provide;
  - behavior which poses imminent risk of death or physical harm to the resident or other person;
  - failure to make timely payment pursuant to the admission agreement;
  - repeated behavior which impairs the well-being, care of safety of the resident or any resident or other person;
  - the facility has had its operating certificate revoked or has surrendered its operating certificate to the licensing department.
  - a receiver for the facility has been appointed and is transferring all residents in the facility to other facilities or is making other arrangements for the continued care and safety of the residents.
2. Notice for termination is required (except in the case of receivership):
  - the resident must be given at least 30 days written notice;
  - the reason for the termination must be in the notice;
  - the notice must contain the date of the proposed discharge;
  - the notice must also state that the resident has a right to object to the discharge;
  - the notice must state that if the resident does not leave the adult home voluntarily, the operator will commence a court proceeding in order to evict the resident.
3. The operator of the adult home must furnish a list of free legal services and community advocacy resources if an admission agreement is being terminated.
4. The operator must institute a special proceeding in court in order to evict a resident who does not leave in accordance with the notice of termination.
5. If the reason for termination is failure to make timely payments pursuant to an admission agreement and such failure to make payments is due to an interruption of public benefits, the resident can not be terminated, unless the operator assists the resident in trying to obtain the public benefits or any other supplemental public benefits.

## C. Temporary Removal from Adult Homes

1. A resident may be temporarily removed from an adult home immediately without notice or court proceeding if the removal is:
  - to a hospital for medical treatment;
  - to a psychiatric facility for psychiatric treatment;
  - because a resident poses an imminent risk of death or physical harm to such a resident or any other person.
2. A temporary removal is not a termination of the admission agreement. After hospitalization or risk of danger ceases, the resident can return to the adult home. In order to permanently evict a resident, the operator of the home must still commence a court proceeding if the resident does not voluntarily leave.

#### D. Voluntary Discharge

1. Every resident has the right to terminate his or her admission agreement can voluntarily leave an adult home when he or she desires.
2. Advance notice by the resident should give 30 days advance notice if the resident wants to terminate the admission agreement.

#### IV. Resident Protections

A statement of the following rights must be posted in a noticeable place in the facility:

1. A resident's civil and religious rights shall not be infringed.
2. A resident has the right to have private, written and verbal, communication with any one of his or her choice.
3. A resident has the right to join with other residents or individuals to work for improvements in resident care, and a resident has the right to present grievances to the facility or any other agency or person without fear of reprisal.
4. A resident has the right to manage his or her own financial affairs.
5. A resident has the right to privacy in his or her own room and in caring for personal needs.
6. A resident has the right to confidential treatment of personal, social, financial and health records.
7. A resident has the right to courteous, fair, and respectful care and treatment and to be free from physical, mental or emotional abuse and neglect.
8. A resident may never be locked in a room or restrained.
9. A resident has the right to leave and return to the facility at reasonable 0hours.
10. A resident cannot be obliged to perform work for the facility.
11. A resident cannot be obliged or permitted to give the operator or any other agent gratuity for services.
12. A resident has the right to have his/her version of an accident or incident in which he/she is involved included on the reports of such accident or incident.

### ***HOSPITALIZATION***

Hospitalization of the mentally ill can be a very frightening, painful experience for both patients and families if they don't know what to expect. Though it is always difficult, it is best to be prepared.

Be prepared for a long wait in the emergency room, as much as five or six hours or more at a time. Keep a close eye on your relative. Sometimes staff disappear and you are the only ones who are there to ensure the patient "stays put."

If the emergency room gets busy, it is likely to be noisy. There may be other patients, families, and even police in very cramped quarters.

Be sure to tell the staff in detail about your mentally ill relative's behavior, prior medical history, previous hospitalizations, etc. Familiarize yourself with the sections on "Rights of Patients" and "Emergencies/Involuntary Commitment" so that you know what to expect. Realize that the diagnosis given in an emergency room is very tentative, based only on observation of the patient for a very short time and on the information you provide.

More thorough assessment and diagnosis will be done once the patient is admitted. Insist, within 24 hours of admission, on setting an appointment with the patient's social worker so you will know as quickly as possible what is going on. Ask the social worker about discharge planning and let him/her know you want to be involved. Visit frequently so that if you are contacted you will be able to speak from your observations.

Be sure to tell staff at CPEP or on the inpatient psychiatric units of ECMC, at Buffalo General, and also at Lake Shore Hospital that you expect to be notified before your relative is transferred elsewhere.

Once a patient is admitted, let the social worker know as quickly as possible whether you are willing to have the patient come home or whether they will have to make arrangements for another living situation. Finding suitable placement often takes time.

When a patient is admitted, treatment will begin very quickly. S/he is likely to receive medication which has temporary but possibly frightening side effects (see section on Medication) These will usually disappear quickly, or the dosage will be adjusted. The patient may appear very sleepy or lethargic. You may see unusual movements of the face or trembling in the hands, or "marching in place." Other patients on the unit may show disturbing or unfriendly behavior. Patients are seldom dangerous, so there is little need to be alarmed.

Other treatment will include occupational therapy: crafts, perhaps music, group therapy, and other activities. Ask the social worker to discuss the treatment plan with you and also what you can expect the treatment to do.

If your loved one is having problems while s/he is an inpatient, contact NAMI in Buffalo & Erie County (862-8229) or contact the facility Executive Director if you have been unable to resolve the issues with unit staff.

Twenty-four hour, seven-day-a-week inpatient services are provided by the following hospitals in Erie County. *(All area codes are 716 unless otherwise noted.)*

***Short Term Care***  
*generally a few days to two weeks*

**BryLin Hospitals**

1263 Delaware Ave., Buffalo, NY 14209

President/CEO: Eric D. Pleskow

Medical Director: Balvinder Kang, MD

Contact: Admissions - 886-8200 ext 2264

Hours: 24 hours, 7 days a week

www.brylin.com

email: info@brylin.com

Accepts Medicare, privately insured, Medicaid managed care plan and Medicaid for ages 6-20 and over 65; voluntary patients only, except for the adolescent unit. General psychiatric unit including adolescent (including Medicaid) and geriatric psychiatric program. MICA units for adolescents and adults. Inpatient and ambulatory electroconvulsive therapy (ECT). No waiting list, psychological testing and linkage to psychiatrist available. Outpatient substance abuse.

**800-727-9546 or 886-8200**

fax 885-4379

**Buffalo General Hospital / Kaleida Health** **Emergency Room 859-7190**  
**Community Mental Health Center**, 80 Goodrich St., Buffalo, NY 14203 Director: Beth Ladd  
**Intake 859-2119**  
www.kaleidahealth.org **Outpatient 859-2935**  
Admission is through the BGH Emergency Room at 100 High St.  
The hospital accepts both voluntary and involuntary patients.

**Erie County Medical Center CPEP** **898-3465**  
462 Grider St., Buffalo, NY 14215 fax 898-4289  
Clinical Director of Psychiatry: Yogesh Bakhai, MD  
Administrator: OPEN  
Admission is through CPEP, the psychiatric emergency and admission unit.  
The hospital accepts both voluntary and involuntary patients.

**TLC Health Network / Lake Shore Hospital** **951-7238**  
Rts. 5 and 20, Irving, NY 14081 fax 934-2392 or 951-7245  
Vice President: Gary Baetz, MSW, CASAC  
Site Supervisor: Joan Duffey  
Contact: Behavioral Health Unit  
24-hour staffing. 20-bed inpatient acute care and MICA care.  
Admission is through the Emergency Room with a counselor screening.  
The hospital accepts both voluntary and involuntary patients.  
www.tlchealth.org

**Veterans Administration Medical Center** **862-8595**  
3495 Bailey Ave., Buffalo, NY 14215 fax 862-7329  
Contact: 862-3116  
Hours: 8-4:30 M-F  
For eligible veterans only. DD214 discharge papers needed to obtain service; Tri-care veterans; eligible veterans; active duty veterans.  
Service provided on a priority basis. Call for further information.

### ***Intermediate Term Care***

**Buffalo Psychiatric Center (BPC)** **Inpatient admissions 816-2172**  
Main Campus — 400 Forest Ave., Buffalo, NY 14213 fax 885-4852  
Executive Director: S. Thomas Dodson  
Clinical Director: Jeffrey Grace, M.D.  
Fees: Accepts various insurances, Medicaid, Medicare, sliding scale based on ability to pay.  
www.omh.state.ny.us  
email:buffaloPC@omh.state.ny.us  
Serves adults 18 years and older with a serious mental illness. Generally, patients are referred to BPC for intermediate care through the Erie County Medical Center, Buffalo General Hospital, Lake Shore Hospital, or Niagara Falls Memorial Community Mental Health Center. Due to the loss of longer term psychiatric beds in this area, it is extremely difficult to secure admission to BPC, even when necessary and appropriate. However, BPC will directly admit any patients who have been discharged in the previous 12 months and who are receiving outpatient services or residential services from BPC and who voluntarily request readmission. BPC accepts residents of Buffalo and Erie County, and from Niagara, Chautauqua and Cattaraugus counties.

Erie County Medical Center, Buffalo General Hospital, Buffalo Psychiatric Center and Lake Shore Hospital all accept Medicaid and Medicare, as well as private insurance. All accept patients on both a voluntary and involuntary basis.

## ***OUTPATIENT MENTAL HEALTH SERVICES***

### ***How to Use This Section***

**This section of the Guide is organized by program agencies.**

Listed first are services provided by the public mental health agencies which generally provide multiple services. Following these is a list of services provided by others, such as BPC outpatient services.

Last are county-wide services which serve all residents of Erie County regardless of where they live. For some of these, there is only one location. For others, there may be several locations. See also other sections of the Guide such as "Children's Services," "Family Services," and "Alcohol and Substance Abuse Services."

Hours and days for all services listed are 9-5, Monday through Friday except where otherwise noted. All services will accept Medicaid/Medicare, and/or have sliding scale fees except where otherwise noted.

Note: If you have private insurance or Medicare, in-home mental health-related services may be covered under certain circumstances. Check with in-home health care-related agencies in the Yellow Pages under "Home Health Services".

## ***PSYCHIATRIC ASSESSMENT, COUNSELING, MEDICATION MANAGEMENT***

### **Walk-in Clinic**

**Buffalo General / Kaleida CMHC**

80 Goodrich St., Buffalo, NY 14203

Executive Director: Beth Ladd

Supervisor: Open

Contact: Intake

Hours: 8-9 am M-F

[www.kaleidahealth.org](http://www.kaleidahealth.org)

The walk-in clinic provides a comprehensive mental health evaluation and referral and linking for ongoing service.

**Intake 859-2119  
Outpatient 859-2935  
Emergency Room 859-7190  
Clinic 859-2658**

## ***COUNSELING AND CLINIC TREATMENT***

Provides counseling, medication, evaluation and monitoring of prescribed drugs. Highest priority are those with severe mental illness. The clinics also treat mentally ill chemical abusing (MICA) individuals.

Services may include individual and group therapy, psychiatric assessment, counseling, medication management, linkage and referral to other agencies. The listing below begins with large clinical agencies specializing in treating mental health issues and illness and is followed by community-wide organizations that serve the mentally ill as well as others.

**Buffalo General Hospital / Kaleida**

80 Goodrich St., Buffalo, NY 14203  
 phone 859-2119 fax 859-3243  
 Administrative Director: Beth Ladd  
[www.kaleidahealth.org](http://www.kaleidahealth.org)

***Adult Outpatient Mental Health Clinic***

**859-2658**

Executive Director: Elizabeth Ladd  
 Contact: Deborah Cimasi, RN, Clinical Director  
 For an intake appointment, call **859-2119**  
 Hours: 8-5 M/W/Th/F; 8 am-7 pm, Tu  
 Outpatient, individual and group counseling, psychiatric evaluation, medication management.  
 Disorders treated include depression, anxiety, obsessive-compulsive disorder, and bi-polar disorder.

***Trauma Treatment Program***

**859-2133**

Contact: Ron Budde  
 Specializing in treatment of trauma and MICA.

**Erie County Medical Center Adult, Child, and Family Clinic**

**898-3255**

462 Grider St., Buffalo, NY 14215  
 Clinical Director: Yogesh Bakhai, M.D.  
 Hours: 8:30-5 M-W/F; 8:30-7 Th  
 Fees: All benefits and insurances accepted.  
 Financial assistance offered based on ability to pay.  
 Assessment, psychotherapy, medication maintenance for children and adults.  
 Note: waiting list varies. Not suitable for patients who need day or continuing treatment. Also includes a mood disorders clinic and Clozaril clinic.

**Horizon Health Services, Inc.**

3020 Bailey Ave., Buffalo, NY 14215  
 phone 831-1800 fax 831-1818  
 President/CEO: Anne Constantino  
[www.horizon-health.org](http://www.horizon-health.org)

***Bailey Kensington Counseling Center***

**831-0200**

3020 Bailey Ave., Buffalo, NY 14215

fax 831-0206

Program Manager: Chris Frigon

Contact: Central Intake 831-1800

Hours: 9-5 M/Tu/F; 9-7 W; 8-7/Th

Outpatient mental health counseling and treatment for mentally ill chemical abusers.

***Bailey Lasalle Transitions***

3297 Bailey Ave., Buffalo, NY 14215  
 Clinical Supervisor: Amanda Wenner  
 Contact: Central Intake 831-1800  
 Hours: 8-8 M-Th, 8-5 F

**833-3622**  
 fax 834-4557

Domestic violence, court ordered, criminal justice/sex offenders, grief counseling, women's trauma, outpatient mental health.

***Boulevard Counseling Center***

1370 Niagara Falls Boulevard, Tonawanda NY 14150  
 Program Director: Christopher Frigan  
 Contact: Central Intake 831-1800  
 Hours: 8 AM- 9 PM M-TH, 8-5 F

**833-3792**  
 fax 833-5646

Domestic violence-court ordered (through Bailey LaSalle Clinic), treatment for mentally ill chemical abusers, outpatient mental health, Clozaril.

***Hertel-Elmwood Counseling Center***

699 Hertel Ave., Suite 350, Buffalo NY 14207  
 Program Director: Susan Temperate  
 Contact: Central Intake  
 Hours: 8:30-8 M-TH, 8:30-5 F  
 Outpatient mental health services.

**831-1977**  
 fax 831-1985

**Lake Shore Behavioral Health, Inc.**

254 Franklin St., Buffalo, NY 14202  
 phone 842-0440 fax 842-4069  
 Executive Director: Howard K. Hitzel, Psy.D.  
[www.lake-shore.org](http://www.lake-shore.org)

***Abbott Corners Counseling Service***

3176 Abbott Rd., Hamburg NY 14127  
 Program Director: Steven Osterstrom, LMSW  
 Contact: Officer of the Day  
 Hours 9 a.m.-8 pm M; 9-5 Tu/Th/F; 9 a.m.-9 pm W

**822-2117**  
 fax 822-8165

***Linwood Community Services***

625 Delaware Ave., Suite 204, Buffalo, NY 14201  
 Program Director: Almira Sulejmanovic, LCSW  
 Contact: Officer of the Day  
 Hours: 9-5 M/Th; 9-6 F

**882-3151**  
 fax 886-4002

***Lower West Side Counseling Service***

951 Niagara St., Buffalo, NY 14213  
 Program Director: Elizabeth Woike-Ganga, LMSW  
 Contact: Intake at 884-0888  
 Hours: 9-5 M/W/Th; Tu 9-8; F 9-6

**884-0700**  
 fax 884-0631

**Mid-Erie Counseling and Treatment Services, Inc.**

1526 Walden Ave, Suite 400, Cheektowaga, NY 14225

phone 895-6700 fax 332-4488

Executive Director: Elizabeth L. Mauro, LCSW-R

www.mid-erie.org

**1131 Broadway, Buffalo, NY 14212**

Site Supervisor: Sophia Miller, CSW

Contact: Intake

Hours: by appointment

**896-7350 (first floor)**

**896-7712 (second floor)**

fax 896-7717

**1500 Broadway, Buffalo, NY 14212**

Site Supervisor: Jan Wurzer, CSW

Contact: Intake

Hours: 9 am-8 pm, M-Th

**893-0062**

fax 893-0070

**1526 Walden Ave., Suite 400, Cheektowaga, NY 14225**

Site Supervisor: Kenneth Duszynski, CRC

Contact: Intake worker

Hours: 9 am-9 pm, M-Th; F 9-5

**895-6700**

fax 895-0436

**11 W. Main St., Lancaster, NY 14086**

Supervisor/Contact: Christie Lesser

Hours: 9 am-8 pm, M-Th

**681-5077**

fax 681-5079

**608 William St., Buffalo, NY 14206**

Contact: Janel Whiteside

Hours: 8-8 M-Th; by appointment F

Other sites at Erie County Family Court, HELP Buffalo, Heritage Centers, Horizon Health Services, Northwest Community Mental Health Center, Southeast Community Workshop & in local schools.

Fees: Sliding scale, most major health plans, Medicaid, Medicare

**855-1384**

fax 855-1386

**Northwest Community Mental Health Center**

1300 Niagara St., Buffalo, NY 14213

phone 884-0661

Executive Director: Frank Noyes, Ph. D.

**Kenmore Counseling Center**

2495 Elmwood Ave., Kenmore, NY 14217

Contact: Roland Hopkins, MA/CRC, LMHC

Hours: 9-5 M-F; Tu-Th evenings until 9

Clinic treatment for both mental health and substance abuse.

**877-6763**

fax 877-3494

**Niagara Counseling Center**

1300 Niagara St., Buffalo, NY 14213

Executive Director: Frank Noyes, PhD

Site Supervisor/Contact: Roland Hopkins, MA/CRC

Hours: 9-5 M/W/F; 9-9 Tu/Th

**882-5959**

fax 884-0602

Counseling in mental health and substance abuse, Clinic Treatment, Continuing Day Treatment, Day Program for adult and seniors.

**Spectrum Human Services**

227 Thorn Ave., Orchard Park, NY 14127  
phone 662-2040 fax 662-0019  
Bruce Nisbet, President/CEO  
www.spectrumhumanservices.com

***Boulevard Treatment Services***

1370 Niagara Falls Blvd., PO Box 981, Tonawanda, NY 14150-0981  
Supervisor: Dan Norton  
Senior Counselor: Christopher Hartnett  
Contact: Intake Counselor  
Hours: 11-7 M; 10-7 T/Th; 9-8 W; 10-5 F

**831-1856/0208/09**

fax 831-0263

***South Buffalo Counseling Center***

2040 Seneca St., Buffalo, NY 14210-2399  
Supervisor: Dan Norton  
Senior Counselor: Sue Catti  
Contact: Intake Counselor  
Hours: 9-8 M/Tu/Th; 9-5 W/F; eve's by appointment  
Also at this site: Clozaril clinic - contact Marcia Langa  
Hours: 12:30-1:30 or 2-3 M; 10-11 am or 11:30-12:30 Tu

**828-0560**

fax 828-1522

***Southtowns Counseling Services***

227 Thorn Ave., PO Box 631, Orchard Park, NY 14127-0631  
Supervisor: Dan Norton  
Contact: Intake Secretary  
Hours: 9-7 M/T; 9 am - 8 pm W; 9 am-5 pm Th; 10-3 F; eve's by appointment

**662-6638/7017**

fax 662-2404

***Springville Human Services Center***

27 Franklin St., PO Box 319, Springville, NY 14141-0319  
Supervisor: Dan Norton  
Contact: Intake Secretary  
Hours: 9 am-8 pm M/T/Th; 9-6 W; closed F; eve's by appointment

**592-9301/02**

fax 592-9376

**Buffalo Psychiatric Center**

400 Forest Ave., Buffalo, NY 14213  
phone 885-2261 fax 885-4852  
Executive Director: Thomas Dodson  
www.omh.state.ny.us

***Butler Resource and Treatment Center***

Main Campus, 400 Forest Ave.,  
Gertrude Butler Rehabilitation Center #51, Buffalo, NY 14213  
Program Manager: Jennifer Wells  
Hours: 8-4:30 M-F

**816-2445**

fax 816-2547

**Lancaster Resource and Treatment Center**

525 Pavement Rd., Lancaster, NY 14086  
 Program Manager: Jeanne Wilson  
 Hours: 8-4:30 M-F

**684-2662**  
 fax 684-1896

**Miller-Broadway Resource and Treatment Center**

1384 Broadway, Buffalo, NY 14212  
 Supervisor/ Contact: Corinthia Dixon-Trudeau  
 Hours: 8-4:30 M-F

**894-9672**  
 fax 894-9676

**North Tonawanda Resource and Treatment Center**

15 Webster St., N. Tonawanda, NY 14120  
 Program Manager: Michelle Bauman  
 Hours: 8-4:30 M-F

**694-1225**  
 fax 694-0983

**COUNTY-WIDE COMMUNITY AGENCIES OFFERING  
 MENTAL HEALTH SERVICES**

**Catholic Charities**

525 Washington St., Buffalo, NY 14203  
 CEO: Dennis C. Walczyk  
 Numerous neighborhood offices.  
 Fees: sliding scale and insurance reimbursement  
 www.ccwny.org  
 Counseling and substance abuse services, multiple social services. Non-denominational.

**856-4494**  
 fax 855-1312

**CMH Counseling**

153 West Utica St., Buffalo, NY 14222  
 Executive Director: Marcia E. Buhl  
 Contact: Pat McCall or Julie Spina  
 Hours: 9 am-8 pm, M-Th; 9-5 F  
 Fees: Sliding scale; accepts Medicare, Medicaid, private insurances  
 Individuals, couples, families. Outpatient counseling only, short waiting list.  
 Nonsectarian agency (not church based). Clients may self-refer or be agency referred.

**884-7569**  
 fax 884-4087

**Community Concern of WNY, Inc.**

6722 Erie Rd., PO Box 28, Derby NY 14047  
 Executive Director: Jerry S. Bartone, MBA  
 Contact: Lynn Skubish  
 Intake Hours: 9-7 T-TH, 9-6 W, 9-5 F  
 Fees: Sliding scale for uninsured residents of Town of Evans & Brant; Medicaid, Medicare, most insurance  
 www.CommunityConcern.org  
 email: j.barton@communityconcern.org  
 Mental health clinic, crisis intervention, senior services, adolescent behavior disorders (18+ years old), medication clinic, first offender diversion, family support.

**947-5025**  
 fax 947-5909  
 toll free 888-947-3888

**Hamburg Counseling Service**

97 S. Buffalo St., Hamburg, NY 14075

Program Director: David Isbell, LCSW

Contact: Intake Counselor

Hours: 9-5 M/Tu/F; 9 am-9pm, W/Th

email: disbell@hamburgcounseling.org

Fees: Sliding scale, most insurance 18 years and up, medication management and case management.

**648-0650**

fax 648-0666

**Jewish Family Service**

70 Barker St., Buffalo, NY 14209

Executive Director: Marlene Schillinger

Clinical Director: Donna Possenti, CSW

Contact: Intake Secretary

Hours: 8-8 M -Tu; 8-5 W, Th, F

www.jfsbuffalo.org

**883-1914**

fax 883-7637

**Msgr. Carr Institute**

76 W. Humboldt Parkway Buffalo NY 14214

Executive Director: Brian O'Herron

Contact: Intake Secretary

Hours 9 am-9 pm M-Th, 8:45-4:45 F

Individual, family and group counseling, medication management, in-home treatment.

**835-9745****Samaritan Pastoral Counseling**

322 Old Falls Boulevard, N. Tonawanda NY 14120

Executive Director: Rev. Chris W. Brown, Jr., MA

Hours: 8:30-4:30 M-F, by appointment, SA and evenings

website: wyncounseling.org

email: spcabflo@verizon.net

Individual, couples, and family counseling at a variety of sites in Buffalo, Amherst, Clarence, Hamburg, Snyder, Williamsville, and Akron.

**743-9117*****DAY TREATMENT / IPRT******Recovery Services***

Program designed for clients requiring less supervision than that provided in a hospital, but in need of services more structured and intensive than those offered in clinic treatment programs. Day treatment focuses on self-management in a home-like setting, securing and maintaining friendships, participating in a family group, constructive use of community services, etc.

May include rehabilitation services in areas of vocational, leisure, adult daily living skills, and social needs; educational and skill training, prevocational and vocational training as appropriate; referral and linkage to other community resources; crisis intervention for enrolled clients.

**Buffalo General Hospital / Kaleida Continuing Day Treatment**

80 Goodrich St., Buffalo, NY 14203

Program Director: Beth Ladd, 859-2945

Contact: Deborah Cimari, RN

**859-2658**

Hours: 8:30-4:30 M-F

www.kaleidahealth.org

Provides a comprehensive array of services for patients, attend 2-3 times a week. Individual and group therapies with a multidisciplinary team.

**Horizon Health Services, Inc.**

Administration: 3020 Bailey Ave., 2nd Flr., Buffalo, NY 14215

Executive Director: Anne Constantino

**831-1800**

fax 831-1818

***Bailey Kensington Rehabilitation and Recovery Program***

3020 Bailey Ave., Buffalo, NY 14215

Program Director: Richard Pozak

Contact: Central Intake 831-1800

Hours: 8-5 M-TU F, 9-7 W, 8-7 PM

www.horizon-health.org

**831-0200**

fax 831-0206

***Hertel-Elmwood***

699 Hertel Avenue, Suite 350, Buffalo NY 14207

Program Director: Anita Gozdziński

Contact: Central Intake 831-1800

Hours: 8:30-8 M-TH, 8:30-5 F

Continuing day treatment for individuals with a psychiatric illness and co-occurring disorders.

**831-1977**

fax 831-1985

***Main Amherst***

60 East Amherst St, Buffalo NY 14214

Program Director: Julie Gutowski

Contact: Central Intake 831-1800

Hours: 8-8 M-TH, 8-7 F

Continuing Day Treatment for individuals with developmental disabilities and co-occurring disorders.

**834-6401**

fax 834-6782

**Continuing Day Treatment / Etaria Rehabilitation Center**

406 Vulcan St., Buffalo, NY 14207

Executive Director: Frank Noyes, PhD

Site Supervisor/Contact: Maryann Antonelli, LCSW

Hours: 9-5 M/Tu/W/F; 1-9 Th

Serves a MICA population.

**871-7092**

**Continuing Day Treatment / Mid Erie MH Services**

1131 Broadway, Buffalo, NY 14212

Executive Director: Elizabeth Mauro, LCSW-R

Site Supervisor/Contact: Sophia Miller, CSW

Hours: 8:30-5 M-F

**896-7350**

fax 896-7717

**Crossroads / PROSE**

**Spectrum Human Services, Inc.**

326 Orchard Park Rd., Orchard Park, NY 14224

Executive Director: Bruce Nisbet

**828-1719/1782**

fax 828-9275

Site Supervisor: Cathy Wood  
 Team Leaders: Gary Huntley and Donna Gill  
 Contact: Intake Secretary  
 Hours: 8:30-4 M-F  
 www.spectrumhumanservices.com

**Lake Shore Behavioral Health, Inc.**

254 Franklin St., Buffalo, NY 14202  
 phone 842-0440 fax 842-4069  
 President: Howard K. Hitzel, PsyD  
 www.lake-shore.org

***Abbott Corners Continuing Day Treatment***

3176 Abbott Rd., Hamburg NY 14127  
 Supervisor: Barbara Hoekstra, RN  
 Contact: Officer of the Day  
 Hours: 8:30-4:30 M-F

**822-2117**  
 fax 822-8165

***Niagara Skills Continuing Day Treatment***

254 Franklin St., Buffalo, NY 14201  
 Contact: Christine Ziemba, CRC, LMHC  
 Hours: 8:30-4:30 M-F

**856-9835**  
 fax 856-5614

***North Collins Continuing Day Treatment and Clinic***

2107 Spruce St., PO Box 458, North Collins, NY 14111  
 Program Director: Gary Ehinger, LCSW  
 Contact: Officer of the day  
 Hours: 8-4:30 M-F

**337-3706**  
 fax 337-2723

***STEPS (IPRT)***

254 Franklin St., Buffalo, NY 14201  
 Program Director: Christine Ziemba, CRC, LMHC  
 Contact: Officer of the Day  
 Hours: 8-4:30 M-F

**886-3004**  
 fax 886-4002

**Buffalo Psychiatric Center**

400 Forest Ave., Buffalo, NY 14213  
 phone 885-2261 fax 885-4852  
 Executive Director: Thomas Dodson  
 www.omh.state.ny.us

***GOALS Center***

Career Development Services  
 45 Oak St., Room 141, Buffalo, NY 14203  
 Program Manager/Contact: Donna Pignatora, CRC  
 Hours: 8-4:30 M-F  
 www.omh.state.ny.us

**851-1297**  
 fax 270-5164

A career/life development program for recipients in a structured IPRT program that may include preparation for college or work. (Formerly known as Education Intervention Program)

***North Tonawanda Resource and Treatment Center***

15 Webster St., N. Tonawanda, NY 14120

Program Manager: Michelle Bauman

Hours: 8-4:30 M-F

**694-1225**

fax 694-0983

***COMMUNITY SUPPORT SERVICES / CASE MANAGEMENT***

**ACT Team (Assertive Community Treatment)**

Buffalo Psychiatric Center, Butler Rehabilitation Center

400 Forest Ave., Buffalo, NY 14213

Program Director: Brenda Martin

**816-2935**

**Buffalo General Hospital / Kaleida Case Management Services**

80 Goodrich St., Buffalo, NY 14203

Executive Director: Beth Ladd

Contact: Ron Budde

[www.kaleidahealth.org](http://www.kaleidahealth.org)

Hours: 8-4 M-F

Services for coordination of treatment, medication management, advocacy, linkage and monitoring for the chronically ill, those with dual diagnosis, or those suffering from trauma.

**859-2133**

fax 859-2560

**Community Support Services (CSS) / Case Management**

**Buffalo Federation of Neighborhood Centers, Inc.**

Tri-Main Building, Suite 534, Buffalo, NY 14206

Executive Director: Jan Peters

Contact: Chandra Banks

Hours: 8:30-5 M-F

[www.bfnc.org](http://www.bfnc.org)

Free-standing case management services providing linkage, monitoring and case specific advocacy services to adults with chronic mental illness and MR/DD of all ages in Erie County. Clients must be willing to link to a clinic/outpatient program.

**885-2393**

fax 886-7601

***Blended Case Management / Lakes Shore M.H. Services***

430 Niagara St, Buffalo, NY 14201

Site Supervisor: Cathy Laughlin, 842-0440 ext 24

Hours: 8:30-4:30 M-F

Case management for individuals with serious mental illness who are referred through Erie County single point of entry (SPOE).

**856-2587**

fax 856-2608

**Mid-Erie Counseling and Treatment Services, Inc.**

**Case Management Services**

1526 Walden Ave., Suite 400, Cheektowaga, NY 14225

Executive Director: Elizabeth L. Mauro, LCSW-R

Site Supervisor: Ken Duszynski

Contact: Intake

[www.mid-erie.org](http://www.mid-erie.org)

**895-6700**

fax 895-0436

Linkage, monitoring, advocacy, transportation, homemaker and housekeeping services, if appropriate. Case management services available through all locations. Individuals must be enrolled in Mid-Erie treatment programs and meet Community Support Services (CSS) criteria (based on psychiatric history) in order to be eligible for case management services.

**Northwest Community Mental Health Center** **884-0661**  
***Supportive Care Management***  
 1300 Niagara St., Buffalo, NY 14213  
 Executive Director: Frank Noyes, PhD  
 Contact: Joanne Marconi, BSW; Coordinator  
 Hours: 9 am-8 pm M-F; 12-8 pm Sa/Holidays

**Spectrum Human Services**  
 227 Thorn Ave., Orchard Park, NY 14127  
 phone 662-2040 fax 662-0019  
 Bruce Nisbet, President / CEO  
 www.spectrumhumanservices.com

***Care Coordination Program*** **832-1251**  
 1280 Main St., PO Box 256, Buffalo, NY 14209-0256  
 Program Coordinator/ Contact: Amy Millard  
 Hours: 8:30-4 M-F

***Case Management*** **823-7055**  
 2040 Seneca St., Buffalo, NY 14210-2399  
 Supervisor: Amy Millard  
 Contact: Intake Counselor  
 Hours: 9-5 M-F

### ***CASE MANAGEMENT PROGRAMS FOR SPECIAL POPULATIONS***

Note: Erie County uses a process called SPOE (Single Point of Entry) to address the needs of adults (18 and over) with severe mental illness. Care Coordination/Case Management Services are intended for the high need consumer who has had difficulty maintaining linkages to mental health services and other important supports such as benefits, housing, advocacy, health care, peer services or vocational services.

The SPOE has established a uniform referral procedure which assists the referring party in determining the appropriate level of care coordination services and the team which could best meet the needs of the consumer referred. One program is selected and serves as the entry point to services. The entry point's function is to assess/screen those referred and make a further determination as to the acceptance within that specific program or another program which may better meet the consumer's needs.

For more information on this, contact Carolyn Camm, Erie County Department of Mental Health at 858-7059 or see [www.erie.gov/health/mental/health/spoe.asp](http://www.erie.gov/health/mental/health/spoe.asp).

## ***MEDICATION GRANT PROGRAM***

The Medication Grant Program (MGP) was developed as part of Kendra's Law (Assisted Outpatient Treatment-AOT). The program is run by the Erie County Department of Mental Health, and is for individuals who require psychiatric medications at discharge from Article 28 hospitals (Erie County Medical Center, Kaleida-Buffalo General Hospital or Lake Shore Hospital) or a county correctional setting (Erie County Holding Center or Erie County Correctional Facility), or a prison. Requirements are that an individual is receiving case management/care coordination services to assist in application for Medicaid which must occur within seven (7) days of discharge from the hospital, jail or prison.

### **Care Coordination Services**

**Specialized Case Management (SCMP)** This level of service is to assist individuals in transitioning back into the community from an Article 28 hospital (Erie County Medical Center, Kaleida-Buffalo General Hospital, or Lake Shore Hospital) or a county correctional setting (Erie County Holding Center or Erie County Correctional Facility) or followed by Mental Health Court. Needs of an acute or urgent nature that can be managed within an approximate 6 month period. (See criteria listed on referral assessment form.) Referral procedures established within above facilities.

**Intensive Case Management / Care Coordination** Consumer's needs are chronic in nature whereas a longer term or more intensive level of care coordination is needed. (See referral assessment form for criteria. Referral made directly to programs).

### **AOT Care Coordination Programs**

These teams assess the consumer's current status and needs, develop individual service plans, monitor and reassess needs on an ongoing basis and respond to crisis situations. Staff work with an array of community organizations and are on call twenty-four (24) hours a day, seven days a week.

**Intensive Case Management - New Options ICM /  
Buffalo Federation of Neighborhood Centers, Inc.**

570 Forest Ave., Buffalo, NY 14222

Executive Director: Jan Peters

Site Director: Bob Cannata

Hours: 8:30-5 M-F

[www.bfnc.org](http://www.bfnc.org)

Primarily for individuals with severe and persistent mental health issues requiring enhanced community services; will usually have some level of outpatient linkage.

**884-2903**

fax 884-2906

**Assertive Community Treatment (ACT) /  
Lakeshore Behavioral Health, Inc.**

430 Niagara St., Buffalo, NY 14201

Executive Director: Howard K. Hitzel, Psy.D.

Program Director/Contact: Cathy Laughlan, CRC

Site Supervisors: Edward Cooper, LMSW and Monica Lysiak, LMSW

Hours: 8-4 M-F; 24-hour emergency answering service

Mobile mental health treatment. Provides comprehensive treatment and case management to persons with serious mental illness living in the community.

**856-2587**

fax 856-2608

**Assertive Community Treatment (ACT-CS) /** **896-2180/883-8888**  
**Community Services for the Developmentally Disabled, Inc.**  
 2180 Genesee Street, Buffalo NY 14211 fax 332-6805  
 Executive Director: Mark R. Foley  
 Contact: Deb Derry  
 Hours: 8-4:30 M-F  
 Multidisciplinary team provides intensive services to individuals with developmental disabilities and mental illness.

**Assertive Community Treatment / Spectrum Human Services** **832-1251**  
 1280 Main Street, Buffalo NY 14209 fax 832-1271  
 227 Thorn Ave., Orchard Park, NY 14127  
 Bruce Nisbet, President/CEO  
 Program Coordinator/Contact: Amy Millard  
 Hours: 8:30-4 M-F  
 www.spectrumhumanservices.com  
 Primarily MICA/substance abuse issues requiring enhanced services, will usually have clinic linkage. (Note: history of inpatient stays may include detox/rehab and psychiatric admissions.) Also provides services for individuals being released from County Correctional settings and ECMC.

**Assisted Outpatient Treatment in Erie County:  
 Information on the Program Associated with Kendra's Law**

Erie County administers a program that provides Assisted Outpatient Treatment (AOT). This program involves enhanced monitored comprehensive behavioral health services. Services are provided to individuals with a mental illness who, in view of their treatment history and present circumstances, are unlikely to survive safely in the community without supervision. The following questions and answers will help explain this initiative and how to access Assisted Outpatient Treatment Services in Erie County.

**Who may be eligible for AOT?** A person may be eligible to obtain AOT if he or she:

- is at least 18 years of age and suffers from a mental illness; **and**
- is unlikely to survive in the community without supervision, based on a clinical determination; **and**
- has a history of non-compliance with treatment for mental illness which has led to either 2 hospitalizations for mental illness in the preceding 3 years, **or** resulted in at least 1 act of violence toward self or others, or threats of serious physical harm to self or others within the preceding 4 years; **and**
- is unlikely to accept treatment recommended in the treatment plan; **and**
- is in need of AOT to avoid relapse or deterioration that would likely result in serious harm to self or others; **and**
- will likely benefit from AOT.

Treatment can be court ordered; however, before a court will order AOT, it must be satisfied that AOT is the least restrictive alternative for the person. Thus, if a less restrictive program of treatment exists that could effectively deal with a person's mental illness and needs, this will be the first option. In this case a diversion plan will be developed. A diversion plan is a voluntary agreement of involvement by the consumer that precludes the need for court proceedings. The goal is to achieve and maintain stability through linkage with the most effective and least restrictive services available. To achieve this goal, Erie County Department of Mental Health has designated community based Care

Coordination Teams such as Programs of Assertive Community Treatment or Intensive Case Management to coordinate and/or deliver AOT services consistent with an Individualized Service Plan.

**What is the process for obtaining AOT for someone?** Contact the Erie County Department of Mental Health's AOT program at 858-7059. Appropriate staff will respond to your concerns and questions while gathering information about the referral. Screening will determine eligibility and referral to one of the Care Coordinator Teams.

**When does the Court system become involved in the process?** After diligent efforts have been exhausted and a consumer remains at risk, a petition will be initiated to ensure safety and treatment compliance. The petition, which is a formal statement of facts demonstrating that the person meets criteria for AOT, must be accompanied by the affidavit of an examining physician. The affidavit must show that the physician examined the person and developed a treatment plan prior to filing a petition, and that the consumer meets the criteria. A court hearing takes place involving physician testimony and at times from significant others.

**Assisted Outpatient Treatment (AOT) Program /  
Erie County Department of Mental Health**

**858-7059**  
fax 858-7558

95 Franklin St., Rm. 1237, Buffalo, NY 14202

Contact: Carolyn Camm, Coordinator or

Assistant Coordinator Juli Van Wourt

858-2893

For individuals who meet specific criteria under Kendra's Law, who may need mandated services where other alternatives have been diligently attempted.

**NIAGARA COUNTY**

**Niagara County Outpatient Clinics**

**439-7400 or 278-1940**

For outpatient care, **Niagara Falls Memorial Medical Center**

**278-4541**

**621 10th St., Niagara Falls, NY 14302**

24-hour emergency care & referral for MICA clients; inpatient hospitalization

fax 278-4544

Outpatient clinic; continuing day treatment program; rehabilitative counseling and clinics. Individual outpatient psychotherapy and medication therapy. Child and adolescent psychiatric inpatient unit and outpatient clinic.

**SOCIALIZATION / PSYCHOSOCIAL CLUBS**

**Do Drop In Social Club / BFNC**

**885-2393**

292 High St., Buffalo, NY 14204

(after 5 pm, 882-4637)

Executive Director: Jan Peters

Supervisor/contact: Penny Griffin

Hours: 4:30-9 M-F; 12:30-7 Sa; 1-5 Su

www.bfnc.org

**Sunset Social Club / Mid-Erie**

**896-7350**

**Mental Health Services**

**or 896-7953**

1131 Broadway, Buffalo, NY 14212

Executive Director: Elizabeth L. Mauro, LCSW-R

Site Supervisor: Sophia Miller, CSW

Contact: Mary Wojnar

Hours: 5-9 Tu/Th/F; 1-5 Su

www.mid-erie.org



**Restoration Society, Inc.**  
 175 Potomac Ave., Buffalo, NY 14213  
 phone 886-3246  
 Executive Director: John R. Guastaferrro, Jr.  
 www.psychrehab.org

***Elmwood Clubhouse***

**884-5216**

327 Elm St., Buffalo NY 14203  
 Site Supervisor: Leo Pelz  
 Contact: Officer of the Day  
 Hours: 9-5 M/Sa; 9 am -7 pm, Tu/Th; 9 am-9 pm, W/F; 10-6 Su; 10 AM-2 PM holidays  
 Open to residents of Erie County.

***Englewood Drop-In Services***

**835-1919**

66 Englewood Ave., Buffalo, NY 14214  
 Contact: James Rohl  
 Hours: 10 AM-6 PM M-F; 10-2 all holidays  
 Open to residents of Erie County.

***Harbor House Drop-In Center***

**842-4184**  
 fax 842-4186

130 Genesee St., Buffalo, NY 14203  
 Site Supervisor/Contact: Sam Washington  
 Hours: 9pm-2am M-F; 9PM-10AM SA/SU; open 365 days.  
 Serves homeless individuals with psychiatric, MICA, or substance abuse diagnosis. Harbor House is NOT a shelter—no beds. It offers respite from the streets, elements and other daily struggles. Primary objectives are: offering options to current situation and linkage to housing, treatment, financial and other resources. Open to residents of Erie County.

***Crossroads Social Club / Spectrum Human Services***

**823-6999**

326 Orchard Park Rd., West Seneca, NY 14224-2635  
 Bruce Nisbet, President/CEO  
 Club Director: Martha Skolikias  
 Contact: Intake Secretary  
 www.spectrumhumanservices.com  
 Hours: Vary  
 Membership application accepted from any source.

***St. Joseph's Psychosocial Club / Msgr. Carr Institute***

**895-7905**

930 Fillmore Ave., Buffalo, NY 14211  
 Site Supervisor: Marsha Sladeski, PhD  
 Contact: Program

**835-9745**

Hours: 9-2 M-F  
 Serves adults with mental illness, also case management for seniors 65+  
 Fees: none

***Buffalo Psychiatric Center***

400 Forest Ave., Buffalo, NY 14213  
 phone 885-2261 fax 885-4852  
 Executive Director: Thomas Dodson  
 www.omh.state.ny.us



**Alliance House Social Club**

185 Buffalo St., Gowanda, NY 14070  
 Program Manager: Patricia Cooper  
 Hours: 8-4:30 M/Th/F; 8:30 am-9 pm Tu/W  
 All holidays 10 am-2 pm

**532-9230**  
 fax 532-2147

**Elmwood Wellness Center**

*Gertrude Butler Rehabilitation Center*  
 #51, Main BPC Campus, 400 Forest Ave., Buffalo, NY 14213  
 Program Manager: Cindy Adams  
 Hours: 8-4:30 M-F  
 Holistic health services including: Fitness, Nutrition, Stress Management, Smoking Cessation, Spirituality, etc.

**816-2911**  
 fax 816-2548

**COMPEER West, Inc.**

135 Delaware Ave., Suite 210, Buffalo, NY 14202  
 Executive Director: Michele Brown  
 www.compeerbuffalo.org  
 Hours: 9-5 M-F  
 Using the power of volunteer friends to improve the lives of children and adults who are striving for good mental health.

**883-3331**  
 fax 883-3395

**In Niagara County**

36 Pine St., Lockport, NY 14094  
 Executive Director/Site Supervisor: Cheryl Blacklock  
 Hours: 9-4:30 M-F Winter; 8-4:30 M-F Summer  
 Fees: None  
 Serves individuals and families dealing with mental illness. Non-therapeutic education, information, referral, COMPEER, in-home respite. Also Legal Advocacy Service (no criminal service).

**433-3780**  
 fax 433-3847

**Creative Edge Arts Studio**

Trimain Building, 2495 Main St., Buffalo, NY 14214  
 Contact: Eileen Hothow  
 Hours: 8:45-4:45  
 Expressive arts therapy; program for adults living with mental illness and/or chemical dependency. (Sponsored by Msgr. Carr Institute).

**862-0367**

**Recreation Department Town of Lancaster / LEAP**

Program Director: Martha Skolikias  
 Recreation services on an eight month basis (September-May) for children with a handicapping condition.

**684-3320**

**Suburban Adult Services Inc. / SASi**

13339 Route 39, PO Box 526, Sardinia, NY 14134  
 Site Supervisor/Contact: Judy Feine  
 High Hurdles, therapeutic riding program for children and adults who are physically, emotionally or cognitively challenged. Certified instructors, Special Olympics training center, high hurdles, leases stall and arena spaces at Chaffee, NY. See www.sasinc.org

**496-5551**  
 fax 496-5234

**Horizon Health Services, Inc. Medical Units**

699 Hertel Ave., Suite 330 Buffalo, NY 14207

Executive Director: Anne Constantino

Med Unit manager: Robin Bertini

www.horizon-health.org

Primary medical services.

Hours: 8:30-5:00 M-F and flexible hours for appointment.

**834-0282**

fax 834-1613

***INTENSIVE PSYCHIATRIC REHABILITATION TREATMENT (IPRT)*****GOALS Center / BPC**

Career Development Services

45 Oak St., Room 141, Buffalo, NY 14203

Executive Director: Thomas Dodson

Program Manager/Contact: Donna Pignatora

Hours: 8-4:30 M-F

www.omh.state.ny.us

A career/life development program that may include preparation for college or work.

**851-1297**

fax 270-5164

***SOUTHERN TIER AND CHAUTAUQUA COUNTY SERVICES  
CLINIC TREATMENT*****Buffalo Psychiatric Center**

400 Forest Ave., Buffalo, NY 14213

phone 816-2172 fax 885-0937

Executive Director: Thomas Dodson

www.omh.state.ny.us

***Zoar Valley Resource and Treatment Center***

Taylor Hollow Rd., PO Box 389, Collins, NY 14034

Supervisor: Carol Bromley

Hours: 8-4:30 M-F

**532-2231**

fax 532-2200

***Lakeside Resource and Treatment Center***

355 Central Ave., Fredonia, NY 14063

Supervisor/Contact: Edward Dunlop

Hours: 8-4:30 M-F

**672-6117**

fax 672-6120

***COMMUNITY EVALUATION TEAM*****Community Evaluation Team / BPC**

PO Box 389 Taylor-Hollow Rd., Collins, NY 14034

Site Manager: James Maggio

Hours: 8-4:30 M-F

Mental health evaluation for individuals living in the Cattaraugus and Chautauqua area.

**532-0086**

fax 532-2200

## ***AIDS: ACQUIRED IMMUNE DEFICIENCY SYNDROME***

AIDS is a serious disease of the immune system. Before the patient develops full-blown AIDS, s/he often shows preliminary signs of carrying the disease and is characterized as HIV positive. It may take months or even several years for the illness to manifest after the person has been infected.

Many persons with mental illness are at risk for developing AIDS, since the primary methods of transmission are the use of contaminated needles for injection of certain street drugs or casual, unprotected sexual encounters with a partner who has been previously infected.

There are a number of sources for information about AIDS and HIV. You may wish to start with AIDS Community Services (ACS)'s Education Office at 847-0315 or one of the other agencies listed below:

**AIDS Community Services of WNY, Inc. / (ACS)**

**206 S. Elmwood Ave., Buffalo, NY 14202**

Ronald T. Silverio, President/CEO

Site Supervisor: Andrew Martle, Director, of MH Services

Contact: Angela Palmer

Hours: 9-5 M-F

[www.aidscommunityservices.org](http://www.aidscommunityservices.org)

Fees: None; accepts Medicaid, private insurances

Case management for individuals affected by HIV/AIDS.

Also: housing, nutrition, education, peer groups; primary care, HIV testing, counseling, short-term outpatient mental health counseling.

Fees: None; accepts Medicaid, private insurances

**847-0212**

**fax 847-0337**

***ACS South Elmwood Clinic***

206 South Elmwood Ave., Buffalo, NY 14201-2398

Counselor/Contact: Madeline Stafford

Hours: 9 am-2 pm, W; 9 am-1 pm, Th

Provides prevention services, case management, housing, nutrition, information and referral, and support groups. Licensed mental health services on site provided by Spectrum Human Services.

**847-2441 x 361**

**828-0560 for appt.**

**fax 847-0337**

**AIDS Community Services of WNY**

206 S. Elmwood Ave., Buffalo, NY 14215

Coordinator: Gary Williams

Hours: 8:30-4:30 M-F

[www.aidscommunityservices.com](http://www.aidscommunityservices.com)

**847-0212**

**845-0172**

**AIDS Family Services, Inc.**

40 Gates Circle, Buffalo, NY 14209

Executive Director: Jessica Walker

Contact: Kathy Crissey

Hours: 9 am - 9 pm M-F

Fee: Sliding scale

[www.afsbflo.org](http://www.afsbflo.org)

Serves people living with HIV/AIDS and their families. Counseling, support groups, pastoral care, education and consultation, volunteer opportunities. Also emergency assistance programs.

**881-4612**

**fax 881-4618**

**Erie County Dept. of Health**

HIV AIDS Education Department  
 95 Franklin Street, Buffalo, NY 14202  
 Contact: Judy Deane Barton  
 Hours: 7:30 AM-3:30 PM

**858-6444**  
 fax 858-8701

Peer Navigation Services for those at risk for or identified as positive for HIV/AIDS, prevention education for professionals, also HIV and STD testing at EC DOH STD clinic and satellite sites. Individual, couple, family & group treatment; permanency planning for future care of children. Advocacy and supportive group therapy for individuals infected or affected by AIDS.

**Positive Families Program / Child & Family Services**

330 Delaware Ave., Buffalo, NY 14202  
 Executive Director: Eugene Meeks  
 Director, Clinical Services: Reed Stewart  
 www.cfsbny.org  
 Hours: vary  
 Fees: None

**842-2750**  
 fax 842-0668

**WNY HIV Counseling and Testing Program /  
New York State Department of Health**

584 Delaware Ave., Buffalo, NY 14202  
 Contact: Ince Jones  
 Hours: 12-4 W at ECMC

**847-4520**

Hotline **800-962-5064**

Free and anonymous blood testing, counseling, education about AIDS and HIV, and ORA Quick Advance Rapid Test. Other sites and times available.

***MENTAL HEALTH / DEVELOPMENTAL DISABILITIES*****Western New York Developmental Disabilities Services Office (DDSO)**

1200 East and West Rd., West Seneca, NY 14224  
 Executive Director: Bruce Korotkin  
 Contact: Nancy M. Doyle  
 Hours: 8-4:30 M-F  
 www.omr.state.ny.us

**517-2165**  
 f ax **674-7488**

Information and referral to community services for the developmentally disabled and mentally retarded, clinical services, respite and family support, includes services to those with developmental disabilities, cerebral palsy, epilepsy, autism, and developmental disabilities and mental illness.

**Aspire Health Care Center (formerly United Cerebral Palsy Service of WNY)**

7 Community Dr., Cheektowaga, NY 14225  
 Executive Director: Thomas Sy  
 Clinical Director: Mary Carol Roberson  
 Contact: call, write or fax Mary Carol Roberson  
 Hours: 8-4:30 M-F  
 www.aspirewny.org

**Administration: 505-5500**  
 fax 892-1936  
**Clinic: 505-5630**

Services for the physically/developmentally disabled and cerebral palsy. Residential and respite, adult day treatment and day habilitation, outpatient diagnostic and treatment clinics, comprehensive primary medical service, social development programs, comprehensive special education, Community Integration Program, mental health services. Medicaid service coordination, supportive employment.

**The Claddagh Commission****947-5857**

PO Box 266, 7030 Erie Rd. Derby, NY 14047

Executive Director: Barbara Landreaux

www.claddaghcommission.org

email: sestee@claddaghcommissioin.org

Residential habilitation, respite, supported employment, day habilitation, service coordination.

**Community Services for the Developmentally Disabled, Inc.**

180 Oak St., Buffalo, NY 14203

Intake: 896-2180 Fax: 332-6805

Executive Director: Mark R. Foley

email:mfoley@ccdd.net

www.csdd.info

Service coordination, residential and habilitation services.

**Assertive Community Treatment (ACT-CS)****896-2180 / 883-8888**

452 Delaware Ave., Buffalo, NY 14202

fax 332-6805

Supervisor: Deborah Derry, ACT Team Leader

Hours: 8-4:30 M-F

Multidisciplinary team provides intensive services to individuals with developmental disabilities and mental illness.

**Habilitation Services****896-2180**

2180 Genessee St., Buffalo NY 14211

fax 332-6805

Contact: Kim O'Mara

Hours: 8-4:30 M-F

Fees: Accepts Medicaid.

Supported employment, continuing education, recreation and leisure groups, and in-home support. Also offers senior programs and respite care. Serves individuals with a developmental disability and accepts clients with a secondary mental health diagnosis.

**Residential Housing and Emergency Shelter****877-1111**

1179 Kenmore Ave., Buffalo, NY 14217

fax 332-6805

Supervisor: Earl Cohan

Hours: 8-4:30 M-F

Fees: Based on current benefits and Medicaid.

Residential housing and emergency shelter for individuals with a developmental disability; accepts individuals with a secondary mental illness.

**Service Coordination****896-2180 / 883-8888**

452 Delaware Ave., Buffalo, NY 14202

fax 883-2065

Contact: Karen Battaglia

Hours: 8-4:30 M-F

Fees: Accepts Medicaid.

Case management for individuals with a developmental disability, will accept clients with a secondary diagnosis of mental illness. Specialized services include Parenting Program, Offender Program, Senior Services, and Traumatic Brain Injury Services. Project COACH is an after-hours hotline providing referrals, crisis counseling and telephone assurance: 877-1111

**Early Childhood Direction Center****Erie County 878-7282**

Information and referral for parents and professional on the needs of developmentally disabled children to age 5. Serves Allegany, Cattaragus, Chataugua, Erie, Niagara and Orleans counties. Outside Erie County, call 800-462-7653.

**The Lutheran Service Society of WNY****631-9212**

6680 Main St., PO Box 1963, Williamsville, NY 14231

fax 631-9209

Executive Director: Susan Lichtenthal

Contact: Jolie Giardino

Hours: 8-5 M-F

Fee: Sliding scale, Medicare, Medicaid

Individual and couples counseling, groups for women on self-esteem, Medicaid service coordination for developmentally disabled persons.

**Multiple Disabilities Rehabilitation and Recovery Program /****834-6401****Horizon Health Services, Inc.**

fax 834-6782

President/CEO: Anne Constantino

Program Director: Julie Gutowski

Contact: Central Intake: 831-1800

Hours: 8-8 M-TH, 8-7 F

[www.horizon-health.org](http://www.horizon-health.org)

Continuing day programs for persons with primary mental health diagnosis and secondary diagnosis of Mild Mental Retardation or other significant developmental disability. Persons with diagnoses in the high end of Moderate Mental Retardation may be admitted, depending on their overall functioning level. Includes MICA component for clients with psychiatric disorders and chemical addiction.

**People Inc.****634-8132**

1219 North Forest Rd., PO Box 9033, Williamsville, NY 14231-9033

Executive Director: James Boles, Ed.D.

fax 634-8063

Clinical Director: Frank Azzarelli

Contact: Admissions Department

632-4843

Hours: 8-4:30 M-F; some evening hours.

Fee: Varies; also Medicare, Medicaid, private insurances

[www.people-inc.org](http://www.people-inc.org)

Residential services, day programs, family support, training/employment, case management, counseling, children and young adult services, respite, health care and community outreach. Residential group homes located in Western New York.

**Southeast Works / Suburban Adult Services Inc. (SASi)****674-6582**

950 Union Rd., W. Seneca, NY 14224

fax 674-7006

Coordinator: Joseph Barrick

Intake: Wendy Sherwood

[www.sasinc.org](http://www.sasinc.org)

Variety of settings and level of staff support for supported employment services.

**Southeast Community Work Center****683-7100**

181 Lincoln St., Depew, NY 14043

Executive Director: Judith Shanley

Housing and day programs for Erie County adults with developmental disabilities. Additional sites in Lancaster and West Seneca.

**Summit Educational Resources****837-2441**

150 Stahl Rd., Getzville, NY 14068

Executive Director: Dr. Stephen Anderson

Multiple services for children and youth with autism and/or developmental disabilities.

***OBSESSIVE COMPULSIVE DISORDER*****Kaleida Health****859-2119**

80 Goodrich St., Buffalo NY 14203

Contact: Deborah Cimasi, RN

***PHYSICAL DISABILITIES  
COUNSELING-MENTAL HEALTH******TRAUMATIC BRAIN INJURY (TBI)*****Community Services for the Developmentally Disabled****896-2180 or 883-8888**

Traumatic Brain Injury Services

fax 883-2065

452 Delaware Ave., Buffalo, NY 14202

President/CEO: Mark Foley

Contact: Intake &amp; Intervention

Fees: None

Eligibility: For individuals with TBI prior to age 22.

Service coordination, independent living skills training and development intensive behavior programs, home and community support services, environment modifications and transportation for individuals with TBI.

**Heads-up Program / Jewish Family Service****883-1914**

President: Marlene Schillinger

fax: 883-7637

Contact: Delice Bumbaco

Hours: Vary, Tu-Th

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

Socialization and recreation program for adults with traumatic brain injury.

Transportation and lunch provided.

**TBI Center****332-5008**

2095 Kensington Ave., Amherst, NY 14226

***FORENSIC MENTAL HEALTH PROGRAMS*****Mental Health Court****851-4157**

50 Delaware Ave., Suite 400, Buffalo, NY 14202

fax 851-4191

C.O.U.R.T.S. program

Program Director: Hank Pirowski

Contact: Call or walk in.

Hours: 9-5 M-F

A special program which includes mentally ill individuals charged with various offenses. Can accept cases from anywhere in Erie County.

**Transitions Comprehensive Counseling Center (Forensic)**

Horizon Health Services, Inc.  
3297 Bailey Ave., Buffalo, NY 14215  
Executive Director: Anne Constantino  
Program Director: Amanda Werner  
Contact: Central Intake  
www.horizon-health.org

**833-3622**  
**fax 834-4557**  
831-1800

Hours: 8:30 am to 8 pm M-Th; 8:30-5 F

Comprehensive mental health services. Program for mentally ill clients on probation or who have otherwise been involved with the criminal justice system.

***ALCOHOL, DRUGS AND MENTAL ILLNESS***

**For general information, contact:**

**ECCPASA (Erie County Council for the Prevention of Alcohol and Substance Abuse)**

1625 Hertel Ave., Buffalo, NY 14216  
Executive Director: Andrea Wanat, MA, CPP  
www.eccpasa.info  
email: eccpasa@eccpasa.info

**831-2298**  
fax 831-9580

**Boulevard Rehabilitation and Recovery Program /  
Horizon Health Services, Inc.**

1370 Niagara Falls Blvd., Tonawanda, NY 14150  
Executive Director: Anne Constantino  
Supervisor: Lisa Pelcznski  
Contact: Intake Counselor  
Hours: 9 am-9 pm, M-Th; 9-5 F  
www.horizon-health.org

**833-3713**  
fax 833-3711

**Lake Shore Behavioral Health, Inc.**

254 Franklin St., Buffalo, NY 14202  
phone 842-0440 fax 842-4069  
President: Howard Hitzel, PsyD  
www.lake-shore.org

***Abbott Corners Drug and Alcohol Services***

3176 Abbott Rd., Hamburg, NY 14127  
Program Director: John Morgan, LMSW  
Hours: 9 am-8 pm M; 9-5 Tu/Th/F; 9-9 W

**822-2117**

Fees: Sliding scale, Medicare/Medicaid, private insurance

Outpatient chemical dependency counseling, psychiatric evaluation and medication clinic, vocational assessment and job placement.

***Drug and Alcohol Abuse Services***

951 Niagara St., Buffalo, NY 14213  
Supervisor: Kevin Kelly, LMSW

**883-5344**  
fax 884-1758

Hours: 9-5 M/Tu/Th/F; 9-7 W  
 Services in both Spanish and English.

**Mental Health Clinic - Dual Disorders Treatment / Jewish Family Service** 883-1914  
 70 Barker St., Buffalo, NY 14209 fax 883-7637  
 Executive Director: Marlene Schillinger  
 Contact/Clinical Director: Donna Possenti, CSW  
 Hours: 9-8 M/Tu; 9-5 W-F  
 www.jfsbuffalo.org  
 Provides mental health services for adults who have a mental health disorder and a concurrent substance abuse disorder. Clients must be enrolled in substance abuse program.

**MICA Program / Counseling and Treatment Services**  
 Administration: 1526 Walden Ave, Suite 400, Cheektowaga, NY 14225  
 phone 895-6700 fax 332-4488  
 Executive Director: Elizabeth L. Mauro, LCSW-R  
 www..org

**1131 Broadway, Buffalo, NY 14212** 896-7712  
 Site Supervisor: Sophia Miller, CSW fax 896-7717  
 Contact: Melissa Babiarz  
 Hours: 9-5 M-F

**1520 Walden Ave., Cheektowaga, NY 14225** 895-6700  
 Site Supervisor: Kenneth Duszynski fax 895-0436  
 Contact: Andrea Browning  
 Hours: 9 am-9 pm M-Th; 9-5 F  
 Programs for mentally ill persons who abuse or are addicted to drugs and/or alcohol.

**MICAID/ Buffalo General Hospital / Kaleida** 839-2133  
 (Mentally Ill Chemical Abuser Diversion Program) fax 859-2560  
 80 Goodrich St., Buffalo, NY 14203  
 Contact: Ron Budde  
 Program Manager: Jennifer L. Barry, MS, CRC  
 Hours: 8-4 M-F  
 www.kaleidahealth.org  
 Program designed to provide crisis intervention, assessment, treatment, referral, and linkage to patients who are mentally ill and abuse drugs and/or alcohol, and struggle to maintain stability and abstinence.

**Spectrum Human Services**  
 227 Thorn Ave., Orchard Park, NY 14127  
 phone 662-2040 fax 662-0019  
 Bruce Nisbet, President/CEO  
 www.spectrumhumanservices.com

**New Alternatives-MICA Intensive Outpatient Program** 884-5797  
 1235 Main St., PO Box 424, Buffalo, NY 14209-0424  
 Hours: 8:30-4 M/Tu/W/F; 8:30-8 Th

Supervisor: David Baker  
 Contact: Intake Secretary  
 Comprehensive treatment program for the mentally ill chemical abuser, including evaluation, medication management, group therapy, educational groups, and case management.

***South Buffalo Counseling Center*** **828-0560**  
 2040 Seneca St., Buffalo, NY 14210-2399 fax 828-1522  
 Supervisor: Daniel Norton  
 Contact: Intake Counselor  
 Hours: 9-8 M/Tu/Th; 9-5 W/F; eve's by appointment

***Southtowns Counseling Services*** **662-6638/7017**  
 227 Thorn Ave., PO Box 631, Orchard Park, NY 14127-0631 fax 662-2404  
 Supervisor: Daniel Norton  
 Contact: Intake Secretary  
 Hours: 9-7 M/Tu; 9 am - 8 pm W; 9 am-5 pm Th; 10-3 F; eve's by appointment

***Springville Human Services Center*** **592-9301/02**  
 27 Franklin St., PO Box 319, Springville, NY 14141-0319 fax 592-9376  
 Supervisor: Daniel Norton  
 Contact: Intake Secretary  
 Hours: 9 am-8 pm M/Tu/Th; 9-5 W; closed F; eve's by appointment

***Care Coordination*** **832-1251**  
 1280 Main St., Buffalo, NY 14209 fax 832-1275  
 Supervisor/Contact: Amy Millard  
 Primarily MICA/substance abuse issues requiring enhanced services, will usually have clinic linkage.  
 Note: history of inpatient stays may include detox/rehab and psychiatric admissions.

## ***CHILDREN'S MENTAL HEALTH SERVICES***

### ***INFORMATION AND REFERRAL***

**Early Childhood Direction Center** **Erie County: 880-462-3875**  
 Information and referral for parents and professionals on the needs of developmentally disabled children to age 5. Serves Allegany, Cattaraugus, Chatauqua, Erie, Niagara, and Orleans counties. Outside Erie County, call 800-462-7653.

**Erie County Department of Social Services: Child Protection Intake** **858-6437**  
 478 Main St., Rm. 401, Buffalo, NY 14202 fax 855-243  
 Coordinated Children's Services Initiative (CCSI)  
 Director: Robert Ciesz  
 Site Supervisor: Michael Liberante  
 Contact Sydney Klein  
 Hours 8:30-4:30 M-F  
 Protective service to children; abuse reports: 800-342-3720  
 Investigative reports of abuse and neglect. Initiate foster placement as necessary. Counseling and other services to abusing and neglecting families.

**Erie County Department of Mental Health**  
95 Franklin Street, 12th Floor, Buffalo NY 14202

**858-1546**

The Erie County Department of Mental Health **Family Voices Network (FVN) / Single Point of Accountability (SPOA)** is a process designed to identify, screen and assign Care Coordination and Wraparound Services to eligible high need/high risk children and youth with a serious emotional disturbance (SED) and/or behavioral disorder and their families. The SPOA process targets children and youth at risk and/or with history of hospitalization or out-of-home placement, with multi-system involvement or needs, with substantial functional impairments and/or psychiatric symptoms, and an unsuccessful history of interventions. The primary goals of FVN/SPOA include maintaining high risk/high need children in the community with their families, reducing out-of-home placements, facilitating the earlier return of children and youth already placed out-of-home, increasing access to community based services, utilizing an individualized care model with a strength-based approach and assuring active parent involvement at all levels of FVN/SPOA.

Erie County has developed one front door for home based community services for all children and families served by the Departments of Social Services, Mental Health and PINS/PINS Diversion from Juvenile Justice. Within this one door, staff from all three departments are co-located and work cooperatively and collaboratively to meet the needs of the children seeking services from the county. There are multiple ways the needs of cross system children and youth are being identified and addressed within this one door:

- 1) **Family Voices (FVN) /Children's SPOA** conducts an intake meeting where system partners are involved along with the parents of the children/youth seeking services, then assigns care coordinators to the youth and families who then facilitate Child and Family Team (CFT) meetings for each identified cross-system youth. The CFT meetings occur every 30 days for ongoing individualized treatment planning. (Note that referrals come from this front door and across the community as well.);
- 2) **Family Services Team (FST)** that consists of DSS, Probation and Mental Health staff intake preventive services, voluntary placement requests and PINS Diversion matters. The overall goals are to meet family service needs, sustain youth in the community with their families and reduce inappropriate penetration into the Juvenile Justice System;
- 3) **Safety Net for Youth** is the county's former Hard to Place/Serve Committee under the Coordinating Council on Children and Families that monthly reviews challenging cases. The multi-system members of the committee review case specifics and brainstorm potential solutions to the service need not being met; and
- 4) **Juvenile Delinquency Services Team (JDST)** has active participation of Family Court, DSS, Mental Health and Probation. The overall goals are to meet service/intervention needs of youth and families and reduce further penetration into the Juvenile Justice System yet maintain balance with community safety.

**Erie County Dept. of Mental Health /  
Coordinated Children's Services Initiative (CCSI)**  
95 Franklin Street, Buffalo, NY 14202  
Contact: Linda Eckert

**858-2192**  
fax 858-8107

The CCSI reduces unnecessary residential placements of children in Erie County by fostering a collaboration between the systems of Juvenile Justice, Mental Health, Department of Social services,

School Districts, Substance Abuse, and Developmental Disability Services. Eligibility based on child having a serious emotional disturbance, and being at high risk of residential placement, plus involvement in two or more service systems. The multidisciplinary team meets monthly and is available to all service providers as an opportunity to trouble-shoot cases that challenge several systems.

Family Voices Network of Erie County is a system of care for children/youth experiencing serious emotional, behavioral and/or social challenges. The mission is to provide comprehensive, coordinated, individualized, culturally competent and cost effective community based services that support the children/youth and their families in order to maintain them in their home and community. Care Coordination services are planned and delivered with a family driven, strength-based focus using the wraparound process which creates collaboration between children/youth, their families and a team they select.

**Target Population:**

1. Children and youth ages 15-17 years old
2. Parent, caregiver or legal guardian must reside in Erie County
3. Child/Youth experiencing serious emotional, behavioral and/or social challenges
4. Child/Youth at significant risk of hospitalization or placement out of their home or community, or
5. Child/Youth currently in placement out of home or hospitalized and requires community based services/supports to success fully return home

**Referral Process:**

1. Service provider and/or parent identifies that a child/youth meets the target population for Family Voices (FVN). Detailed information, application and consent form can all be accessed from our website: [www.familyvoicesnetwork.org](http://www.familyvoicesnetwork.org).
2. Service provider and parent/guardian complete FVN application and permission for disclosure form (consent form).
3. County FVN staff review materials for completeness and health, adoption issues, grief and loss, depression, anxiety, family problems, school problems. schedule Intake meetings as soon as possible. Referral source/service provider and parent/guardian/youth are expected to attend the Intake meeting.
4. When a family is approved FVN Care Coordination, the parent/guardian and youth (if age appropriate) are given information to attend required Child and Family Team (CFT) Orientation at Families CAN (Erie County's lead Family Support agency).
5. When a family is not approved for FVN, other services and/or supports are recommend by the Intake Committee to meet needs identified in the referral as well as by the family at the Intake meeting.

**Parent Network of NYS, Inc.**

1000 Main St., Buffalo, NY 14202

Director: Susan Barlow

Hours: 8-5 M-F; evening trainings available

Fees: None

[www.parentnetworknys.org](http://www.parentnetworknys.org)

email: [info@parentnetwork.wny.org](mailto:info@parentnetwork.wny.org)

**Toll free: 866-277-4762 or locally 332-4170**

fax 332-4171

Provides a variety of services including workshops and information for families coping with a child's disability. Serves parents of a child with special needs and professionals.

**Parent to Parent of NYS - Western Region** **517-3448 or 800-305-8813**

1200 East & West Rd., Bldg. 16, Room 1-131, West Seneca, NY 14224

Executive Director: Janice Fitzgerald

fax 517-3706

Regional Coordinator: Lorraine Blum

Contact: Call

website: [www.parenttoparentny.org](http://www.parenttoparentny.org)

email: [lblum@yahoo.com](mailto:lblum@yahoo.com)

Hours: 9-5 M-F

Fees: None

[www.parenttoparentnys.org](http://www.parenttoparentnys.org)

Telephone support program for parents of children with disabilities and/or chronically ill children having special needs. Free, individual, confidential support, reassurance and information from trained volunteer parents of children with like handicapping conditions. Covers over 200 disabilities.

**Western New York Field Office-OMH**

**816-2001**

Department of Mental Health

737 Delaware Ave., Suite 200, Buffalo, NY 14209

[www.omh.state.ny.us](http://www.omh.state.ny.us)

***INFORMATION AND REFERRAL / PARENT SUPPORT***

**Parent-to-Parent of NYS - Western Region**

**toll free 800-305-8813 or 517-3448**

fax 517-2385

1200 East & West Rd., Bldg. 16, Rm. 1-131, West Seneca, NY 14224

Executive Director Janice Fitzgerald

Regional Coordinator: Lorraine Blum

Hours: 9-5 M-F

Fees: None

[www.parenttoparentnys.org](http://www.parenttoparentnys.org)

For parents or family members caring for children with special needs. Telephone support program for parents of disabled and/or chronically ill children with special needs. Free, individual and confidential support, reassurance and information provided by trained volunteer parents of children with like handicapping conditions. Covers over 200 disabilities.

**Families Can**

135 Delaware Ave., Buffalo, NY 14202

**842-2599**

[www.familiescanwny.org](http://www.familiescanwny.org)

Executive Director: Vicki McCarthy

**Families Voices Network**

**886-1247**

Mental Health Association

ext. 326

999 Delaware Ave., Buffalo, NY 14209

Contact: Jenny Laney or Rachelle Benz

**858-2618**

Executive Director: Tom McNulty

**Family Voices Network**  
95 Franklin St., Buffalo NY 14202  
www.familyvoicesnetwork.org

**898-6134**

### ***OUTPATIENT SERVICES***

**Baker Victory Services - Outpatient Clinic**

650 Ridge Rd., Lackawanna, NY 14218  
Executive Director: James J. Casion  
Contact: Brian LaBella

**828-9700**

fax 828-9745

Hours: 12-8 M-TU; 8:30-5 W and F; 9-8 TH

Fees: May be covered by Medicaid or private insurance; sliding scale fees for direct pay patients.

Outpatient counseling for ages 5-19, including individual, group, and family therapy, and evaluation.

Referrals from any source. Generally, no waiting list.

**Center for Children and Families / University at Buffalo**

**829-2244 ext 15 or 16**

Department of Psychology  
106 Diefendorf Hall, 3435 Main St., Buffalo, NY 14214

fax 829-3692

Director: William E. Pelham Jr., PhD

Clinical Director: Lisa Burrows-MacLean, PhD

Contact: Karen Fumerella

Hours: 8-5 M-Th, 8 am-5 pm F, 8:30 am-12 SA, Children ages 5-15, parent groups, social skills, school consultation, Saturday and Summer treatment programs.

www.ccf.buffalo.edu

**Children's Psychiatric Clinic / Women and Children's Hospital**

**887-5800**

At: Millard Fillmore Hospital, 8th Flr., 3 Gates Circle, Buffalo, NY 14209

Medical Director: David Kaye, MD

fax 887-5801

Chief: Bruce Miller, MD

Site Supervisor: Ann Lockwood, PhD

Contact: Lisa Glinski, Intake Secretary 887-5797

Hours: 9-5 M-F; evenings or early mornings as needed

Fees: Insurance, Medicaid, sliding scale

Full range of outpatient mental health services for children and adolescents, age 2-18, including assessment, therapy, psychiatric consultation and medication management. Usually a waiting list.

Generally do not see children for psychiatric services/medication only: children/families are expected to participate in therapy as well.

**Child and Adolescent Treatment Services, Inc.**

**835-4011**

3350 Main St., Buffalo, NY 14214

fax 835-0253

Executive Director: Bonnie Glazer, LCSW, ACSW

Intake Supervisor/Contact: Rebecca Steffen, LCSW-R

Hours: 8-4 M; 8-5 Tu/W; 8-4 Th/F

Fee: Varies, Medicaid, private insurances

Centralized Intake: 835-7807



### Branches

All sites offer individual and group therapy, sexual trauma treatment program, home based services, medication prescribing and monitoring. Violence prevention programs and independent living programs. C.A.T.S. also offers detention transition, intensive case management and other programs for children and youth.

#### ***Buffalo East***

1487 Main St., Buffalo, NY 14209

Branch Director/Contact: Mary Grover, LCSW, ACSW

Hours: Closed M; 8 am-8 pm Tu/W; 9-5 Th; Closed F; 8-1 Sa

Independent Living Program for youth 14-21 in foster care.

**881-2405**

fax 881-2425

#### ***Lancaster***

11 West Main St., Lancaster, NY 14086

Branch Director/Contact: Michelle Paolini, CSW-R, ACSW

Hours: 9 am-8 pm M; 12-8 Tu; 8-5 W; 9-6 Th; 8-12 Sa

**681-6611**

fax 681-6613

#### ***Lee Gross Anthonie Child Advocacy Center***

556 Franklin St., Buffalo, NY 14202

Director/Contact: Judith Olin, Esq.

Hours: 8 am-6 pm M; 8 am-8 pm Tu; 8-5 W; 8-4:30 Th/F

**886-5437**

fax 886-5888

#### ***South Towns***

46 Main St., Hamburg, NY 14075

Branch Director/Contact: Jennifer Schwenkbeck, LMSW

Hours: 9 am-9 pm M; 9 am-7 pm Tu; 9 am-8 pm W; Closed Th/F; 8-1 Sa

**646-4991**

fax 646-4990

#### ***University***

3350 Main St., Buffalo, NY 14214

Branch Director/Contact: Rita Cuda, MA, LMHC

Hours: 8 am-8 pm M-Th; 8 am-6 pm Th; Sa 8am - 12pm Closed F

**835-4011**

fax 835-0253

#### ***West Side***

430 Niagara St., Buffalo, NY 14201

Branch Director/Contact: Irene Zanet, MA, LMHC

Hours: 8 am-8 pm M-W; 9-5 Th; Closed F/Sa

**853-1335**

fax 853-1598

### **Child and Family Services - Branches**

#### **Mental Health Outpatient Clinics**

330 Delaware Ave., Buffalo, NY 14202

phone 842-2750 fax (main) 842-0668

Executive Director: Eugene Meeks

Clinical Director: Reed Stewart

[www.cfsbny.org](http://www.cfsbny.org)

Children's services available at all branches. Child and family counseling and treatment. Fees: sliding scale, 3rd party insurance



**Buffalo**

330 Delaware Ave., Buffalo, NY 14202  
 Clinical Services Director: Mark Bozer/Kathleen Shanno  
 Director: Kevin Burke  
 Contact: Intake Secretary  
 Hours: 9-5 M-F; evenings by appointment.

**842-2750**  
 fax (main) 842-0668

**Cheektowaga**

2470 Walden Ave., Cheektowaga, NY 14225  
 Clinical Services Director: Kathleen Shannon  
 Hours: 9-5 M-F; evenings by appointment.

**681-5718**  
 fax (main) 842-0668

**West Seneca**

4086 Seneca St., West Seneca, NY 14224  
 Clinical Services Director: Kathleen Shannon  
 Hours: 9-5 M-F; evenings by appointment.

**674-2206**  
 fax (main) 842-0668

**Child & Family Services - Mary Talbert Clinic**

923 Main St., Buffalo, NY 14203  
 Administrator: Belle Walls-Montree  
 Contact: Pamela German, Office Manager  
 Hours: 9-5 M/Tu; 9-6 W/Th; 9-6 F  
 Fee: Sliding scale, various insurances, Medicaid  
 Outpatient treatment for severely emotionally disturbed children age 5-21 who do not need more restrictive forms of care and clients' parents. All enhancement services are provided.

**881-2591**  
 fax 881-0652

**Children's Mental Health / Jewish Family Services**

70 Barker St., Buffalo, NY 14209  
 Executive Director: Marlene Schillinger  
 Site Supervisor: Donna Possenti  
 Hours: 8-8 M; Tu/W/Th/F 8-5  
[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

**883-1914**  
 fax 883-7637

Individual therapy for children over the age of 5. Specialties include eating disorders, mental health. For more information or to obtain a FVN/SPOA referral application, please visit the Family Voices Network website at [www.familyvoicesnetwork.org](http://www.familyvoicesnetwork.org) or you may call the Family Voices Network general number at (716) 858-1546.

**Family, Adult, and Child Clinic / Erie County Medical Center**

462 Grider St., Buffalo, NY 14215  
 Medical Director: S. K. Park, MD  
 Contact: Intake secretary  
 Hours: 9-5 M-F

**898-3255**

**Lancaster Youth Bureau**

200 Oxford Ave., Lancaster, NY 14086  
 Executive Director: John Trojanowsky  
 Hours: 9-5 M-F  
 Mental health services, referrals and counseling.

**683-4444**  
 fax 683-4447

**Management of Sexually Inappropriate Behavior Children**

219 Bryant St., Buffalo, NY 14222

**878-1151, 878-7093**

Director: Tom Mazur, MD

fax 888-3827

Contact: Call for appointment

Hours: 8-6 W/F

Fee: Yes, most insurance plans cover in part or full.

Assessments, treatment goals/options, follow-up, educational/vocational counseling, aftercare, community referrals and consultation for offenders under 18 years old, English speaking. Child must be perpetrator, not victim.

**Mid-Erie Counseling and Treatment Services, Inc.**

1526 Walden Ave, Suite 400, Cheektowaga, NY 14225

phone 895-6700 fax 332-4488

Executive Director: Elizabeth L. Mauro, LCSW-R

Children classified as SED (seriously emotionally disturbed) or high risk receive priority. Individual, group and family therapy. Extensive community intervention, case management, aggressive outreach, school intervention, assessment, medication management.

***1500 Broadway, Buffalo, NY 14212*****893-0062**

Site Supervisor: Janina Wurzer, CSW

fax 893-0070

Contact: Staff

Hours: 9-7 M-Th

***608 William St., Buffalo, NY 14206*****855-1384**

Site Supervisor: Janet Whiteside

fax 855-1386

Contact: Staff

Hours: 8:30 am-7 pm M-Th

***11 W. Main St., Lancaster, NY 14086*****681-5077**

Site Supervisor: Christine Lesser

fax 681-5079

Contact: Staff

Hours: 8:30 am-7 pm M-Th

***Child Intensive Case Management*****852-0383**

1131 Broadway, Buffalo, NY 14212

fax 852-0385

Site Supervisor/Contact: Shannon Riley

Hours: 9-5 M-F (24-hour coverage for enrolled families)

Intensive services on a 24-hour/7 days per week basis for children and adolescents experiencing severe emotional and/or psychiatric distress.

***Family Support Program*****855-1384**

608 William St., Buffalo, NY 14206

fax 855-1386

Site Supervisor: Christie Lesser

Contact: Susan Cartagena

Hours: 8:30-7 M-Th

Information, referral, education, advocacy, respite and family recreational activities.

**Home and Community-Based Waiver Services / Mid-Erie**

11 W. Main St., Lancaster, NY 14086

Site Supervisor: Nicole Borkowski

www.mid-erie.org

Hours: 8:30-7 pm M-Th; 24 hour coverage for enrolled families

Service coordination for children at risk of out-of-home placement. Also provides home visits, respite, skill building, crisis intervention and family support.

**681-5077**

fax 681-5079

**Family Assistance Center of Tonawanda**

150 Hinds St., Middle School/High School Complex, Room 153

Tonawanda, NY 14150

Also: 80 Clinton St., Tonawanda, NY 14150

Coordinator: Melissa Frawley, BSW/MMHC

Hours: By appointment

Fees: Free consultation. Fees for counseling services vary by partnering service providers. Assessment, linkage and referral to community services, parenting education, prevention programs. Advocacy with other agencies (e.g. schools, police and courts, ECDSS). On-site counseling for individuals, families, couples, groups. Must be residents of Tonawanda.

**695-5578**

fax 695-5771

**Monsignor Carr Institute**

76 West Humboldt Pwy., Buffalo, NY 14214

Executive Director: Brian O'Herron

Clinical Coordinator: Charles DeRosa, Psy. D.

Contact: Central Intake

Hours: 9 am-9 pm M/Th; 9-5 Tu/W/F

Psychiatric education, medication management, family support, in-home treatment.

**835-9745****Spectrum Human Services**

227 Thorn Ave., Orchard Park, NY 14127

Bruce Nisbet, President/CEO

phone 662-2040 fax 662-0019

www.spectrumhumanservices.com

**Boulevard Treatment Services**

1370 Niagara Falls Blvd., Tonawanda, NY 14150

Supervisor: Daniel Norton

Senior Counselor: Christopher Hartnett

Contact: Intake Secretary

Hours: 11-7 M; 10-7 Tu/ 9-8 W; 9-7 TH 9-3 F

**831-1856****South Buffalo Counseling Center**

2040 Seneca St., Buffalo, NY 14210-2399

Supervisor: Daniel Norton

Senior Counselor: Sue Catti

Contact: Intake Counselor

Hours: 9-8 M/Tu/Th; 9-5 W eve's by appointment, 9-4 F

**828-0560**

***Southtowns Counseling Services***

227 Thorn Ave., PO Box 631, Orchard Park, NY 14127-0631  
 Supervisor: Daniel Norton  
 Contact: Intake Secretary  
 Hours: 9-7 M-T-W, 9 am-5 pm Th; 10-3 F; eve's by appointment

**662-6638*****Springville Human Services Center***

27 Franklin St., PO Box 319, Springville, NY 14141-0319  
 Supervisor: Daniel Norton  
 Contact: Intake Secretary  
 Hours: 8:30-7 M, 9-8 TU, 9-5 W, 8:30-8 TH, Closed F

**592-9301*****Tourette Syndrome Association of Greater NYS***

20 Thomas Jefferson La., Snyder, NY 14226  
 Contact: Sue Connors  
 Fees: \$45/yr.

**839-4430**  
fax 839-1956

Counseling clinic for children with Tourette Syndrome, ADHD, Obsessive/Compulsive Disorder, and Anxiety Disorder. Education, support groups, newsletter, school advocacy.

***Child & Family Support Program / Mental Health Association***

999 Delaware Ave., Buffalo, NY 14209 fax 881-6428

**886-1242**

Contact: Jenny Laney

886-1242 ext. 340

Offers support to parents, grandparents and foster parents who have a child with serious emotional disorders. Support groups and social intervention activities for parents and children, Respite care for eligible applicants.

***WNY Children's Psychiatric Center Buffalo Outpatient Clinic***

575 Alberta Dr., Suite 2, Amherst, NY 14226  
 Executive Director: Kathy Hayes, MA  
 Supervisor/contact: Jerry Chen, MS  
 Intake Coordinator: William Bermingham, CSW  
 Hours: 8:30-5 M-F

**832-0720**  
fax 832-5867

Primary focus on juvenile justice population.

Provides mental health services to children 5-18 including individual and family therapy and medication management.

***CASE MANAGEMENT / CRISIS INTERVENTION /  
HOME-BASED SERVICES***

***Children's Enhanced Mental Health Services / Child & Family Services***

330 Delaware Ave., Buffalo, NY 14202  
 Executive Director: Eugene Meeks  
 Supervisor/Contact: Kathleen Shannon  
 Hours: 9-5 M-F; various evening hours

**842-2750**  
fax 842-0668***Child & Family Services / ICM and Wrap Services***

923 Main St., Buffalo, NY 14203  
 Executive Director: Eugene Meeks

**881-2591**  
fax 881-0652

Administrator: Belle Walls-Montree

Hours: 9-5 M-F

Fee: None

Intensive in-home services to children who do not meet eligibility criteria for the Home and Community Based Services Waiver Program, yet need similar flexible program to avoid out-of-home placement.

**Child Intensive Case Management (ICM) /  
Mid-Erie Mental Health Services**

**852-0383**

fax 852-0385

1131 Broadway, Buffalo, NY 14212

Contact: Shannon Riley

[www.mid-erie.org](http://www.mid-erie.org)

Intensive services on a 24 hour, 7 day a week basis for children and adolescents experiencing severe emotional and/or psychiatric distress. Major mental health issues such as suicidal behavior, depression, eating disorders, and "acting out" behaviors are examples of difficulties that could warrant Child ICM services. Staff identify resources for clients, make referrals, help with linking, and coordinate the efforts of multiple service providers.

**Home and Community Based Services Waiver Program (HCBS) /  
Child & Family Services**

**881-2591**

fax 842-0652

Mary Talbert Clinic, 923 Main St., Buffalo, NY 14203

Executive Director: Eugene Meeks

Administrator: Belle Walls-Montree, ext 120

Hours: 9-5 M-F; on call weekends

Fee: TANF or Medicaid eligible

Provides intensive in-home/community-based services to children and adolescents between ages 5-18 with a psychiatric diagnosis, who are at risk for psychiatric hospitalization or placement in a residential treatment facility.

**Home Based Crisis Intervention Program /  
Buffalo General Hospital/ Kaleida CMHC**

**859-1508**

80 Goodrich St., Buffalo, NY 14203

Program Manager: Deborah Cimase, RN

Contact: Intake worker

Hours: 24-hours a day, 7-days-a-week

[www.kaleidahealth.org](http://www.kaleidahealth.org)

At-home crisis intervention, family counseling and education services for clients 5-18 who are at risk for psychiatric hospitalization. Short term intensive services (4- 6 weeks) include 24 hour availability. Focus is on problem solving and parent effectiveness training.

**New Directions Youth & Family Services, Inc.**

**839-1392 ext/200**

Suite 10, Snyder Square North, 4511 Harlem Rd., Amherst NY 14226

CEO: James W. Coder

Primary Contact: Mark Smith, Managed Care Director

website: [www.ndyfs.org](http://www.ndyfs.org)

New Directions provides the following case management/crisis intervention/home-based services to youth and families residing in Erie County through contact with Erie County Department of Mental Health's Family Voices Network

**Erie County Wraparound:** Initiated in 2003, Wrap Around is a community-based program designed to facilitate a successful discharge from or prevent foster care placement. Care Coordinators and a Parent Support Partner serve as the cornerstone of a family-centered system of care comprised of strength-based assessments. Child & Family Teams, plan-of-care meetings, monitoring of plan implementation, teaching/modeling self-advocacy, and arranging for community agencies to provide the direct services needed. A primary focus is placed upon building natural and community supports for long-term successful outcomes. Specialized Care Coordination Support is offered for families of youth designated for a shortened length of stay in Residential Treatment programs.

**Wraparound Vendor Services:** Since June 2005, the agency recruits, trains and manages fee-for-service staff to provide direct care support and professional services to families served by Erie County's Care Coordination agencies. Such services include (but are not limited to): mentoring, hourly respite, recreation, transportation, substance abuse assessment and counseling, psychological assessment, psychiatric evaluation, and individual/family therapy.

**Early Intervention Program:** An intensive, short-term case management service which serves youth 11-17 and their parents as a diversion from Probation and Family Court. The program provides 30-to-60 day intervention designed to empower parents through training, support, and referrals to local programs. Parents are assisted in identifying and strengthening their family's own natural support system. Program goals are safety, peace within the family, and increased family cooperation.

**School-Based Programming:** In partnership with the Buffalo Public Schools, United Way's Closing the Gap, and the Northwest Buffalo Community Center, this school based programming targets students who are at risk for juvenile delinquency, truancy, and struggling academically to facilitate self-sufficiency and the child's success at school, home, and in the community. Students are identified for referral through teams of providers working in the school. New Directions assists students and their families in identifying goals and linking them with appropriate services. Students also have direct access to comprehensive after school programming provided through the partnership with Northwest Buffalo.

**Mobile Crisis Response Team:** Through a collaborative partnership initiated in October 2005, crisis response outreach services are provided by Crisis Services, Inc. to de-escalate and avert hospitalization of youth residing in Erie County who are experiencing an acute, high-risk situation. The families of such youth are assessed for, and when deemed necessary, provided specialized Wraparound Care Coordination by New Directions to mobilize both natural resources and community supports for long-term stability.

**Community and Out-Home Respite Services:** Brief out-of-home care for youth to offer relief to the primary caregiver and/or allow situations to stabilize to prevent hospitalization or a longer-term out-of-home placement. To assure the unique needs and circumstances of individual youth and their families are addressed, such respite is offered in a variety of settings including our group homes, therapeutic foster homes, and residential treatment centers.

## **SPECIAL POPULATIONS**

### **Eating Disorders Program / Jewish Family Service**

70 Barker St., Buffalo, NY 14209

Clinical Director: Donna Possenti, CSW

Hours: 12-8 M; 8-4 Tu/W/Th/F

Fees: Sliding scale, all insurances accepted.

**883-1914**

fax 883-7637

www.jfsbuffalo.org

Individual therapy dealing with various eating disorders. Individual counseling, linkage with self-help organizations, inpatient programs, nutritionists and physicians.

**Erie County Forensic Mental Health Service** **858-8097**  
**Family Court Clinic (Erie County Department of Mental Health)** fax 858-6666

120 West Eagle St., Buffalo, NY 14202

Program Director: Michael Ranney at 858-6734

Contact: Nicki Fera

Hours: 8:30-4:30 M-F

Fees: None

Mental health screening and assessments for adults and children referred by Criminal Court.

**Erie County Youth Detention Division** **923-4062**

810 E. Ferry St., Buffalo, NY 14211

Deputy Commissioner: OPEN

Hours: Every day, 24 hours per day

Children under 16 via court order or warrant.

**Gay and Lesbian Youth Services (GLYS) of WNY, Inc.** **855-0221**

371 Delaware Ave., Buffalo, NY 14202

fax 855-0666

Executive Director: Miss Marvin Henchbarger

Contact: Visit drop-in center or call

Hours: 2:30-7:30 M-Th; 2:30-5:30 F; call or check website to verify.

Fees: None

www.glyswny.org

Provides a safe place, health and wellness programming, development and leadership opportunities, peer support, resources, referrals, advocacy and more for self-identified gay, lesbian, bisexual, transgendered and questioning youth ages 14-21. GLYS offers training and information for individuals and organizations working with youth as well as for parents, educators, and schools. Satellite program offers monthly meetings in out-lying areas (Niagara County, South Buffalo with more to be started).

**Kids' Helpline (Crisis Services / ECCPASA)** **834-1144**

www.crisis services.org or www.kidscrisis.org

A 24-hour service for children and adolescents focused on substance abuse as well as maladaptive social or emotional behaviors, low or falling grades, poor school attendance and suspension through SAPC (Student Assistance Prevention Counseling) program. Also provides consultation, referral, reporting, prevention and early intervention programs including services for positive youth development.

**Native American Community Services of Erie and Niagara County**

1005 Grant St., Buffalo, NY 14207

**874-4460**

Executive Director: Michael Martin

fax 874-1874

Clinical Advisor: Agnes Williams

Hours: 9-5 M-F

Fees: None

www.nacswny.org

Vocational and Family Services; Youth Services. Case management, crisis intervention Alcohol and Substance Abuse Services; HIV/AIDS reduction/prevention education; foster care, elder care, GED, crime victim advocacy, Medicaid service coordination.

**Native American Independent Living Services**

3108 Main St., Buffalo, NY 14214-1384

Director: Cynthia Printup-Harms

Contact: Cynthia Printup-Harms

Hours: 8:30-5 M-F

Fees: Call for information

www.wnyilp.org/NAIS

email: cynthiaph@wnyilp.org

Mobile services on and off reservation. Advocacy, peer support, independent living skills information and referral, MICA program, family support services and native student educational advocate. Open to any Native American, or percentage of, who has a disability.

**836-822 or 800-348-8399 x111**

fax 835-3967

***RECREATION / SOCIALIZATION SERVICES*****COMPEER West, Inc.**

135 Delaware Ave., Suite 210, Buffalo, NY 14202-2410

Executive Director: Michele Brown

www.compeerbuffalo.org

Hours: 9-5 M-F

Using the power of volunteer friends to improve the lives of children and adults who are striving for good mental health.

**883-3331**

fax 883-3395

In Niagara County:

36 Pine St., Lockport, NY 14094

Executive Director/Site Supervisor: Cheryl Blacklock

Hours: 9-4:30 M-F Winter; 8-4:30 M-F Summer

Fees: None

Serves individuals and families dealing with mental illness. Non-therapeutic education, information, referral, COMPEER, in-home respite. Also Legal Advocacy Service (no criminal service).

433-3780

fax 433-3847

***HOSPITALIZATION*****BryLin Hospitals**

Children and Adolescent Unit/Inpatient

1263 Delaware Ave., Buffalo, NY 14209

Clinical Director: Balvinder Kang, MD

Program Director: Colleen Krystyniak, RN, MHC

Contact: Admissions ext. 2264

www.brylin.com

email: info@brylin.com

Fees: Accepts insurance, private pay, Medicaid.

Accepts children and youths from ages 6-17. Inpatient crisis stabilization for children and adolescents. Dual diagnosis treatment provided for adolescents 12 and up. Call admissions for information.

**886-8200**

fax 885-4379

**Erie County Medical Center**

Adolescent Unit/Inpatient

**898-3465**

462 Grider St., Buffalo, NY 14215  
 Medical Director: Michael Cummings, MD  
 16 bed unit for adolescents 12-17.  
 Access is through CPEP, the Comprehensive Psychiatric Emergency Program.

**Niagara County Mental Health Service**

**administration 439-7410**  
**hotline 285-3515**

**WNY Children's Psychiatric Center**

1010 East and West Rd., West Seneca, NY 14224  
 Executive Director: Kathe Haynes, MA  
 Contact: Denise Moeller or Kelly Valenti

**(24 Hour) 677-7000**  
 fax 675-6455

Provides intermediate psychiatric hospitalization services for mentally ill young people ages 4-17.

***RESIDENTIAL PROGRAMS***

**Amity House / Transitional Services, Inc.**

389 Elmwood Ave., Buffalo, NY 14222  
 Executive Director: Ihor Zankiw  
 Clinical Director: Rose Mary Duran

**874-8182**  
 fax 874-8345

Contact: Erie County Single Point of Entry: Eric Weigel, Housing Coordinator at 856-9835 ex. 25  
 A voluntary program which provides a residential program for adolescents age 14-18 with a history of psychiatric disorders. Referrals are accepted from mental health facilities as well as private physicians and families.

**Baker Victory Services RTF**

150 Martin Rd., Lackawanna, NY 14218  
 C.E.O: James Casion  
 Clinical Director: Meg Battlefield  
 Program Supervisor: David Gordon, LCSW-R  
 Program Supervisor:

**828-9715**  
 fax 828-9747

Contact: Elaine Anderson, MSW at Regional Office of Mental Health (885-4219 ext 235)  
 Hours: 8:30-5 M-F and as needed  
 www.bakervictoryservices.org  
 email: jcasion@olv-bus.org

Three units serving adolescents aged 12-21 on a residential basis who have a diagnosed psychiatric illness. Referral must be made through the Regional Office of Mental Health at (885-4219 ext 231).

**Children and Youth Community Residence - Stanley Falk School  
 Child & Family Services**

**882-0090**  
 fax (main) 842-0668

31 Rossler St., Cheektowaga, NY 14206  
 Contact: Ann Wesner, Superintendent

Children 5-21 who have been diagnosed as severely emotionally disturbed (SED) and qualify for a structured community residence will be considered.

Also sites at: 1 Cambridge St., Kenmore, NY 14223  
 824-1/2 Delaware Ave., Buffalo, NY 14209

836-7566  
 882-0090

**Lee Randall Jones Children's Residence  
Child & Family Services**

51 Rossler St., Cheektowaga, NY 14206

Vice President, Children's Services: Betsy Catalano

Children age 5-14 who have been diagnosed as severely emotionally disturbed (SED) and qualify for a structured community residence will be considered.

**894-1981**  
fax (main) 894-1950**Compass House Resource Center**

1451 Main St., Buffalo, NY 14209

Executive Director: Sylvia Nadler

Site Supervisor: Yvonne Jaros

Contact: Intake Counselor

Fees: All services free and voluntary

www.compasshouse.org

Non-residential case management service for homeless youth or youth at risk of homelessness ages 16-20. Assists with securing housing, financial resources, independent living skills, individual, group, and family counseling, advocacy, referral and linkage, food, clothing, crisis counseling.

**884-3066**  
fax 886-8387**Connors Children's Center RTF / Child & Family Services**

824 Delaware Ave., Buffalo, NY 14209

Contact: Betsy Catalano, Director, VP Children's Services

Residential treatment services for emotionally disturbed and mentally ill boys ages 6-14.

**884-3802**  
fax 884-8689**Gateway-Longview, Inc.**

605 Niagara St.

Buffalo NY 14201

President/CEO: James A. Sampson

883-4531 fax 883-4591

email: jsampson@gateway-longview.org

www.gateway-longview.org

V.P. Community Services: Caroline DiFranco

Program Director of Community Services: Ann Marie Orłowski

Coordinator of Resource Parent Training: Kari Cunningham

V.P. of Residential Services: Al Dirschberger, ext 1271

**Gateway-Longview, Inc.**

605 Niagara St., Buffalo NY 14201

Contact: Lisa Humphrey 633-7266 6350 Main St, Williamsville NY 14221

Residential treatment for children 9-17. Special education for the emotionally disturbed. Must be referred by Family Court, Department of Social Services, Division for Youth, or School District Committee on Special Education.

**883-4531**  
fax 883-4591**Gateway-Longview Foster Family Program**

605 Niagara St., Buffalo, NY 14201

Supervisor: Carolyn DeFranko

Contact: Anne Marie Orłowski

www.gateway-longview.org

**883-4531**  
fax 883-4591

Foster Family Home Care for boys and girls ages 0-21. Child must be in placement prior to 18th birthday. Must be referred by Department of Social Services/Family Court. Foster homes are located throughout WNY.

***Gateway-Longview Supervised Independent Living Program*** **633-7266**

www.gateway-longview.org

Contact: Al Dirschberger, V.P. Residential Services

Program for youth ages 16-21 who are making the transition from foster/residential care to independence. Apartments are located in WNY area. Must be referred by the Department of Social Services.

**Hillside Children's Center** **848-6400**

131 Orchard Pk. Rd., W. Seneca, NY 14224

fax 848-6424

CEO: Dennis Richardson

WNY Region Leader: Sonja McAllister, MSW

Fees: None

www.hillside.com

Children's residential and community based services. Therapeutic foster care for children who are troubled, emotionally disturbed, who have a mental health issue or ADD diagnosis.

**HopeVale, Inc. (Home-to-Home Program)** **877-6341**

810 Sheridan, Tonawanda, NY 14150

Contact: Wendy Ineo

Care Services: Regular and therapeutic Foster Care for youth, birth to 18. Wraparound and vendor support services.

**Hopevale, Inc. (Residence Facility)** **648-1964**

3780 Howard Rd., Hamburg, NY 14075

fax 648-5266

Executive Director: Mark O'Brien, LCSW-R

Clinical Director: Judy Rofalski

Contact: Intake Supervisor Cheryl McGoldrick

website: www.hopevaleinc.org

email: mobrien@hopevaleinc.org

Residential facilities for adolescent girls 11-17, including psychiatric and psychological treatment, outpatient drug and alcohol, and trauma counseling. DSS/OCFS/CSE referred only: no private placements.

**KidsPeace National Centers** **675-7065**

4184 Seneca St., Suite 213, West Seneca, NY 14224

fax 675-7060

Executive Director: Ray Culp

toll free 800-451-3425

Clinical Director: Jennifer Dita

Program Manager/Site Supervisor/Contact: Nancy Marcussen

Contact: by referral through Erie and Niagara County child service agencies

Hours: 8:30-4:30 M-F

www.kidsweb.org

email: nmarcuss@kidspeace.org

Fees: None/Medicaid

Therapeutic and regular rate foster care program for children ages 0-21 years with emotional and/or behavioral difficulty. Provide aftercare per diem services.

**New Directions Youth and Family Services, Inc.****358-3636 ex. 235**

CEO: James W. Coder

Clinical Director: Laura Kelemen

Contact: Intake, Karen Baer, Residential Services

website: www.ndyfs.org

email: awalters@ndyfs.org

Hours: 9-5 M-F

Fees: None

*Wyndham Lawn, 6395 Old Niagara Rd., Lockport, NY 14094*

Serves children aged 12-21 (residential) with serious emotional, behavioral and learning problems in programs that include: residential care and treatment; group homes; special education classes, and life skills instruction. Placement generally by court referral, Department of Social Services, or a school district's Committee on Special Education.

**New Directions Youth and Family Services, Inc.****358-3636 ex. 279**

356 Main St., Randolph, NY 14772

CEO: James W. Coder

Contact: Ed Krieger, Intake Coordinator

Admissions Director: Anthony Walters

Hours: 8:30-4:30 M-F

www.ndyfs.org

Fees: Paid by placing agency. Ages 8-18.

Co-ed care and treatment of emotionally disturbed children including individual, group and family counseling, recreation, family casework and counseling, aftercare, psychiatric and psychological services, medical care. Adventure-based Recreation Programming, alcohol and substance abuse services, trauma counseling, management of aggressive behaviors.

**Randolph Childrens' Home****358-3636 ex. 279**

365 Main Street, Randolph, NY 14772

Intake Coordinator: Ed Krieger

***Titan House, Evaluation and Treatment Services*****433-4487 ex. 514**

6395 Old Niagara Rd., Lockport, NY 14094

Contact: Julia Fierle, Social Worker

Provides two comprehensive services to hard-to-place youth residing in Western New York: (1) 90-day evaluation (psychiatric psycho-educational, socio-emotional and substance abuse assessments, placement with shorter treatment (stabilization, behavioral management) and recommendations for individualized, trauma-focused treatment with length of stay determined collaboratively with counties and families based on individual needs and the recovery process.

**Wyndham Lawn Home for Children****433-4487 ex. 403**

6395 Old Niagara Road, Lockport, NY 14094

Intake Coordinator: Karen Baer

## ***HOUSING / LIVING ASSISTANCE***

### **Compass House**

1451 Main St., Buffalo, NY 14209

Executive Director: Sylvia Nadler

Emergency Shelter: 370 Linwood Ave., Buffalo NY

Site Supervisor: Yvonne Jaros

Contact: Intake Counselor

Fees: None

Hours: 24 hrs. 365 days a year [www.compasshouse.org](http://www.compasshouse.org)

Individual, group, family, and crisis counseling, food, emergency shelter, (approx. 9 days average stay) location of alternative living arrangements. Serves runaway and homeless youths 12-17 years old. Provides case management and referral linkage and aftercare.

**Administration:**

**884-3066**

fax 886-8386

**24 hour hotline: 886-0935**

## ***DAY TREATMENT***

### **Baker Victory Services Day Treatment**

650 Ridge Rd., Lackawanna, NY 14218

Executive Director: James J. Casion

Site Supervisor: David Gordon, LCSW-R

Contact: Amy Sullivan, Intake Coordinator

Hours: 8-4 M-F (Family counseling can be arranged for later hours)

A non-residential daily treatment/educational setting for students with educationally handicapping conditions who are in need of mental health services; serves ages 5-21. Services include individual therapy, evaluation, and consultation, academic programs, guidance, speech evaluation, and speech therapy. Referrals through Committees on Special Education.

**828-9700 or 828-9651**

fax 828-9745

### **Gateway-Longview Day School Treatment Program**

6350 Main St., Williamsville, NY 14221

Supervisor: Wendy Emerling, Director

Hours: 8:30-3:45 M-F

[www.gateway-longview.org](http://www.gateway-longview.org)

Boys and girls ages 5-21 who are classified as Emotionally Disturbed and need a high degree of structure and supportive related services to succeed in school. 12-month program. Students must be referred by School District Committee on Special Education.

**633-7266**

fax 633-7395

### **Gateway-Longview Therapeutic Preschool**

5360 Genessee St., Bowmansville, NY 14926

Supervisor: Pam Rouse, Director

Hours: 8:30-3 M-F

[www.gateway-longview.org](http://www.gateway-longview.org)

Therapeutic preschool for children ages 3-5 who are classified as Emotionally Disturbed or Developmentally Delayed. Four service components offered: 12-month, center-based (either full or half day) classrooms, located in Buffalo; 10-month, full-day "Integrated Classroom", in conjunction with Headstart, in Buffalo; Itinerant Consultant Teacher services; and multidisciplinary evaluation. Students must be referred by School District Committee on Preschool Special Education.

**686-8670**

fax 686-8677

**WNY Children's Psychiatric Center Day Treatment Program**

575 Alberta Drive, Amherst, NY 14226

Executive Director: Kathe Hayes, MA

Site Supervisor/Contact: Essentino Lewis, LCSW-R, ACSW

Hours: 8:30-5 M-F

Serves children ages 7-17 in need of a comprehensive, structured program providing both mental health services and academic programming.

**832-0720**

fax 832-5867

**WNY Children's Psychiatric Center Intensive Day Treatment 832-0720**

575 Alberta Drive, Amherst, NY 14226

Executive Director: Kathe Hayes, MA

Site Supervisor/Contact: Essentino Lewis, LCSW-R, ACSW

Hours: 8:30-5 M-F September to June

Fee: Paid by school district. Medicaid accepted.

Serves 6-12th grade students who are experiencing acute mental health problems. Provides 30 calendar days of assessment, stabilization, linkage and collaboration.

fax 832-9652

***SCHOOL BASED DAY TREATMENT*****WNY Children's Psychiatric Center**

SEP (Satellite Enrichment Program) BOCES 1 Program

575 Alberta Dr. Suite 2, Amherst NY 14226

Executive Director: Kathe Hayes, MA

Supervisor/Contact: William Bermingham, LCSW-R

Clinical Director: Patrick Stein, MD

Referral: Must go through local Committee on Special Education to Erie BOCES 1.

Population: Emotionally disturbed children, age 5-11 requiring an intensive, structured day treatment program.

**832-0720*****SEXUAL ABUSE / TRAUMA****Treatment information for sexual abuse/trauma is available through Crisis Services at 834-3131 fax: 834-9881****HOTLINES*****Runaways****800-786-2929  
(800-RUNAWAY)****Joan A. Male Family Support Center (Parents Anonymous)**

(24-hour advice line for friends, relatives, and neighbors concerned about children).

**892-2172****Child Abuse Register/ Hotline****800-342-3720**

## ***INFORMATION AND REFERRAL / PARENT SUPPORT***

**Parent-to-Parent of NYS - Western Region** toll free 800-305-8813 or 517-3448  
fax 517-2385

1200 East & West Rd., Bldg. 16, Rm. 1-131, West Seneca, NY 14224

Executive Director: Janice Fitzgerald

Regional Coordinator: Lorraine Blum

Hours: 9-5 M-F

Fees: None

[www.parenttoparentnys.org](http://www.parenttoparentnys.org)

For parents or family members caring for children with special needs. Telephone support program for parents of disabled and/or chronically ill children with special needs. Free, individual and confidential support, reassurance and information provided by trained volunteer parents of children with like handicapping conditions. Covers over 200 disabilities.

### **Families Can**

135 Delaware Ave., Buffalo, NY 14202

**842-2599**

[www.familiescanwny.org](http://www.familiescanwny.org)

Executive Director: Vicki McCarthy

### **Child & Family Support Program**

**886-1247 ex. 326**

Mental Health Association

999 Delaware Ave., Buffalo, NY 14209

Contact: Jenny Laney or Rachelle Benz

**858-2618**

Executive Director: Tom McNulty

### **Family Voices Network**

**898-6134**

95 Franklin St., Buffalo NY 14202

[www.familyvoicesnetwork.org](http://www.familyvoicesnetwork.org)

## ***DRUG AND ALCOHOL ABUSE SERVICES FOR YOUTH***

**Alcohol and Drug Dependency Services, Inc. / Renaissance Campus** **821-0391**

920 Harlem Rd., W. Seneca, NY 14224

Executive Director: Richard J. Gallagher

Site Supervisor: Eleanore Martinez

Contact: Secretary or admissions counselor

Hours: 24 hours, 7 days per week

Fees: Sliding scale

**Erie County Council for the Prevention of Alcohol and Substance Abuse, Inc. (ECCPASA)**

Administrative: 1625 Hertel Ave., Buffalo, NY 14216

831-2298 fax 831-9580

Executive Director: Andrea J. Wamat, MA, CPP

[www.eccpasa.info](http://www.eccpasa.info)

email:[eccpasa@eccpasa.info](mailto:eccpasa@eccpasa.info)

**1625 Hertel Ave., Buffalo, NY 14216**

**831-2298**

Site Supervisor: Janet Duffy/Sally Yagerich

fax 831-9580

Contact: Robin Mann, LMSW  
 Hours: 8-4 M-F  
 Fees: None, funded by NYS and United Way  
 Prevention, intervention and programs in schools for student assistance.

**Healthy Families Training and Resource Center**  
 4255 Harlem Rd., Amherst, NY 14226  
 Contact: Sally Yageric

**839-1157**  
 fax 839-1159

### ***PROTECTIVE SERVICES FOR ADULTS***

**Erie County Department of Social Services Adult and Family Services Division** accepts referrals for Protective Services for persons age 18-59 who are physically or mentally impaired; threatened with harm or harmed by actions of themselves or others, including their relatives; have unmet essential needs such as food, clothing, shelter, medical care; and have no one able or willing to help.

**Protective Services for Adults** (858-6877) provides a wide array of services for the disabled in the community including homemaker services, housekeeper/chore service, nutrition assistance and help with meal preparation and home maintenance. Other services include foster care for adults unable to live alone because of illness or disability; help in finding medical, dental and health services; information and referral to other agencies.

Hours: 8:30-5:30 M-F

#### **Erie County Department of Social Services (3 neighborhood sites)**

95 Franklin St., Room 1304 Buffalo, NY 14202

1500 Broadway, Buffalo, NY 14212

Director: Nemo D'Orazio

Supervisor/Contact for referrals Gavin Kasper

Hours: 9-5 M-F

**858-6877**

**891-2021**

**858-7867**

**858-6877**

### ***SENIOR SERVICES***

There are a wide variety of services for older people in Erie County, including mental health services. Listed below are those that apply specifically to older citizens in need of mental health services.

For information and assistance, and a free, complete list of services for those over 60, including Meals On Wheels, homemaker services, errand or chore services, low income housing for senior citizens, job counseling, consumer questions, call or write:

#### **Erie County Department of Senior Services**

Commissioner: Brenda Ward

95 Franklin St., Room 1304 Buffalo, NY 14202

Hours: 8:30-4:45 M-F; except holidays and Summer hours

[www.erie.gov/dept/SeniorServices](http://www.erie.gov/dept/SeniorServices)

**858-8526**

fax 858-6048

#### **Caregiver Resource Center (CRC) - Erie County Dept. of Senior Services**

95 Franklin, Rm. 1301, Buffalo, NY 14202, 13th floor

858-2177 or 8586

Free information via phone (716-858-8526) email ([caregiver@erie.gov](mailto:caregiver@erie.gov)) or internet ([www.erie.gov/depts/Senior Services](http://www.erie.gov/depts/Senior%20Services)) about services and programs for seniors and those who care for them: case management, professional counseling around caregiver stresses of caregiving, Alzheimer's Proofing your home visits, legal assistance around guardianship/s adoption issues for caregivers age 55+ raising a

minor family member, and caregiver workshops. A "first step" for information on everything from home care and adult care to home delivered meals, insurance counseling, and finding a case manager to do home assessment and discuss unmet needs and options for seniors in Erie County.

**NYS Office for the Aging**

**800-342-9871**

Hours: 8-4, M-F

[www.aging.state.ny.us](http://www.aging.state.ny.us)

Serves senior citizens with any problem.

***SENIORS – MENTAL HEALTH ASSESSMENTS***

Contact the Erie County Department of Senior Services at 858-8526

**Monsignor Carr Outreach Team (COTT)**

**895-7718**

359 Grider St., Buffalo 14215

Executive Director: Brian T. O'Herron, PhD

Contact: Arry Green, MA; Central Intake - 835-9745

Hours: 9-5 M-F

Fees: Sliding scale, most insurances

[www.ccwny.org](http://www.ccwny.org)

Services: Provides evaluation, assessment, and support to families dealing with issues of parents who are growing older; individuals 55 and over dealing with problems of loneliness, aging, depression, family concerns, emotional problems; families dealing with individuals 55 and over who have serious mental and emotional problems; case management for clients 60+ years of age.

Home visits can be arranged to develop problem solving strategies for the family situation or to address the needs of the elderly person. Immediate telephone consultation provided. Follow-up until situation is resolved.

A wide variety of other senior services is also available through (856-4494), including a day care center for the elderly (Amherst); home health care, including homemaker/companions, personal care aides; home health aides; licensed practical nurses; therapists and nutritionists; and registered nurses; the friendly phone program; and a housing improvement program.

**Geropsychiatric Outreach - Assessment Team / Brylin Hospitals**

**886-8200**

1263 Delaware Ave., Buffalo, NY 14209

fax 885-4379

Contact: Kelly Burrows, Outreach Liaison

Admissions ext. 2264

Hours: 9-5 M-F

[www.brylin.com](http://www.brylin.com)

Free in-home assessment for older adults possibly in need of acute hospitalization. Call admissions for information.

**Case Management Reachout to the Elderly / Jewish Family Service**

**883-1914**

70 Barker St., Buffalo, NY 14209

fax 883-7637

Program Director: Paul Gevirtzman, LCSW-R

Contact: Call Donna Possenti

Hours: 9-5 M-F

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

**Geropsychiatric Assessment Program / Jewish Family Service**

70 Barker St., Buffalo, NY 14209

Contact: Call Donna Possenti

Hours: 8-5 M-F

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

In-home mental health assessment and treatment program for elderly age 60+ for home bound people needing mental health treatment.

**883-1914**

fax 883-7637

**Mobile Screening Team / BPC**

525 Pavement Rd., Lancaster, NY 14086

Executive Director: Thomas Dodson

Contact: Jeanne Wilson

Hours: 8-4:30 M-F

[www.omh.state.ny.us](http://www.omh.state.ny.us)

In-home mental health evaluations and consultation services for individuals living in Erie and Niagara Counties.

**684-4972**

fax 684-1896

***INPATIENT CARE FOR SENIORS*****Geriatric Inpatient Psychiatry /****Brylin Hospitals**

1263 Delaware Ave., Buffalo, NY 14209

President/CEO: Eric D. Pleskow

Older Adult Program Director: Stacy Lardo, RN

Contact: Admissions ext 2264

[www.brylin.com](http://www.brylin.com)

Acute psychiatric care for older adults (65+) Referrals accepted from physicians, from home and from long term care facilities.

**886-8200**

fax 885-4379

***OTHER COMMUNITY-BASED SERVICES*****Alzheimer's Association**

2805 Wehrle Dr., Suite 6, Williamsville, NY 14221

Executive Director: Linda Sabo

Contact: Leilani Pelletier

Hours: 8:30-5 M-F

Fee: None to families; fees for professional training only.

[www.alz.org/wny](http://www.alz.org/wny)

Family services, respite services, information and referral, education, advocacy and research, support groups for people with dementia and their caregivers. Over 40 support groups located in the 8-county WNY region.

**800-272-3900 or 626-0600**

fax 626-2255

**Senior Companion Program / Child and Family Services**

844 Delaware Ave., Buffalo, NY 14209

Executive Director: Eugene Meeks

Supervisor: Mildred Huff

Hours: 9-5 M-F

**882-0555**

fax (main) 882-1451



Fees: Vary; private insurance, Medicaid, Medicaid  
 Program where low income persons over 60 volunteer their time visiting and assisting frail elderly or disabled people.

**Compeer of Greater Buffalo**

135 Delaware Ave., Suite 210, Buffalo, NY 14202-2410

Executive Director: Michele Brown

Adult & Senior Services Director: Sarah Stimm

Children's Services Director: Pamela Garvey

Serves: Seniors, Adults, Children

Hours: 8-6 M-Th; 9-5 F

Fee: None

[www.compeerbuffalo.org](http://www.compeerbuffalo.org)

Using the power of volunteer friends to improve the lives of children and adults who are striving for good mental health.

**883-3331**

fax 883-3395

**Compeer in Niagara County**

Mental Health Association

36 Pine St., Lockport, NY 14094

Executive Director/Site Supervisor: Cheryl Blacklock

Hours: 9-4:30 M-F Winter; 8-4:30 M-F Summer

Fees: None

Serves individuals and families dealing with mental illness. Non-therapeutic education, information, referral, COMPEER, in-home respite. Also Legal Advocacy Service (no criminal service).

433-3780

fax 433-3847

**Jewish Family Service**

70 Barker St., Buffalo, NY 14209

Executive Director: Marlene Schillinger

Contact: Intake

Hours: Vary

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

Comprehensive geriatric services including counseling (individual and family), outreach, case management, kosher meals on wheels, and an adult psychosocial club for seniors who are not able to attend community psychosocial clubs. Transportation provided if necessary; lunch provided.

**883-1914**

fax 883-7637

**Long Term Care Ombudsman Program-Erie County**

786 Delaware Ave., Buffalo, NY 14209

Executive Director: Lynne Kinkaid

Contact: Christian Reitler, Program Coordinator

Hours: 8-4 M-F

[www.seniorinfo@erie.gov](mailto:www.seniorinfo@erie.gov)

The Long Term Care Ombudsman program of the American Red Cross provides advocates for residents of skilled nursing facilities, health-related facilities, and adult homes. They handle complaints regarding food, lost personal items, patient care, mail, medicaid, building safety, personal safety, etc. and teach families what to look for in long term care.

**878-2385**

fax 878-2220

## ***CASE MANAGEMENT***

**Community Concern of WNY, Inc.**

**Senior Care Management Services**

6722 Erie Rd., Rte. 5, Derby, NY 14047

Executive Director: Jerry S. Bartone, MBA

Fees: For CarePanion services

[www.CommunityConcern.org](http://www.CommunityConcern.org)

Care management, information and assistance, first offender diversion, CarePanion, caregivers and blind elderly support groups and outreach in Evans, Brant, Eden, Collins, and N. Collins.

**947-5025**

**fax 947-5909**

toll free 888-947-3888

**Erie County Senior Services Case Management for  
Mentally Ill Older Adults**

95 Franklin St., Buffalo, NY 14202

Hours: 8:30-4:45 M-F (Summer hours 'til 4:15)

Serves adults over 60 years of age.

**858-8526**

fax 858-6048

**Case Management / Jewish Family Service**

70 Barker Street, Buffalo, NY 14209

Contact: Intake

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

Case management and advocacy for elderly clients. Services available to all.

**883-1914**

fax 883-7637

## ***DAY PROGRAMS***

**Neighborhood House Day Training Program /**

**Buffalo Federation of Neighborhood Centers, Inc.**

76 Orange St., Buffalo, NY 14204

Executive Director: Jan Peters

Contact: Nathaniel Draffin

Hours: Office - 8-4 M-F

Program - 10-3 M-F

SPMI and MR/DD ages 50+.

[www.bfnc.org](http://www.bfnc.org)

**856-0363**

fax 856-1432

**Del-Nor Resource and Treatment Center / BPC**

737 Delaware Ave., Buffalo, NY 14209

Executive Director: Thomas Dodson

Program Manager: Lori Haspett

Hours: 8-4:30 M-F

[www.omh.state.ny.us](http://www.omh.state.ny.us)

Serves adults 55 and older.

**885-9894**

fax 885-9897

**Senior Day Program / SASi, Inc.**

44-1/2 North Main St., Delavan, NY 14042

Executive Director: Tom Becker

Contact: Tim Pfohl

**496-5551**

fax 496-5234

Hours: 9-2:45 M-F  
www.sasinc.org

**Suburban Adult Services, Inc. / SASi, Inc.**

950 Union Rd., W. Seneca, NY 14224

Supervisor: Tim Pfohl

Contact: Melinda Mellon, Hab. Spec., ph 492-1805 fax 492-1806

www.sasinc.org

Clinical services for DD diagnosed seniors, rehabilitation and evaluations on veteran candidates for services. Day habilitation, co-located day treatment, recreation/respite services.

**674-6582**  
fax 496-5234

***ALCOHOL AND SUBSTANCE ABUSE SERVICES***

***INFORMATION AND REFERRAL***

**Alcohol and Drug Dependency Services, Inc. / ADDS**

291 Elm St., Buffalo, NY 14203

Executive Director: Richard J. Gallagher

Site Supervisor: Michael Galluch

Contact: Intake/Nurses' Station

Hours: 24-hour Service

***Crisis Services (Detoxification)***

Program Supervisor: Michael Galluch

24 hour services

Contact: Nurses' station

***Inpatient Rehabilitation***

Program Supervisor/Contact: Mary Armstrong

24-hour service

Male and female beds

**854-2997 or 2997**  
fax 854-1223

854-2997  
fax 854-4671

854-2997  
fax 854-4866

**Erie County Medical Center**

462 Grider St., Buffalo, NY 14215

24-hour emergency service for evaluation; inpatient detoxification; aftercare planning.

**(24 hours) 898-3471**

**Family Addictions Outpatient Services / ADDS**

107 Delaware Ave., Suite 555, Buffalo, NY 14202

Executive Director: Richard J. Gallagher

Program Director: Ellen Breslin

Contact: Alfreda Garr

Hours: 8:30 am-8:30 pm M/Th; 8:30 am-6 pm Tu/W; 8-4 F

Fees: Sliding scale; Medicaid and private insurances.

Serves males and females age 13-18. Spanish bilingual services available.

**855-0163**  
fax 855-2023

**NYS Office of Alcoholism and Substance Abuse Services (OASAS)**

**Western Field Office**

1021 Main St., Buffalo, NY 14203

Regional Coordinator: Patrick Morrisson

Contact: Intake Secretary

Hours: 8:30-4:30 M-F

www.oasas.state.ny.us Information and referral

**885-0701**  
fax-887-3355

***HOSPITALIZATION / INPATIENT*****Alcohol and Drug Dependency Outpatient Services**

107 Delaware Ave., Suite 555, Buffalo, NY 14202

Contact: Ellen Breslin

**855-2023****Eric County Medical Center**

462 Grider St., Buffalo, NY 14215

Contact emergency services for possible admission.

**898-3471****Horizon Village - Horizon Health Services, Inc.**

6301 Inducon Dr. East, Sanborn, NY 14132

Executive Director: Paige Prentice

Hours: 24 hours, 7 days per week

[www.horizon-health.org](http://www.horizon-health.org)

Intensive residential chemical dependency-variable length of stay. Short-term stay available, accepts individuals on methadone, treatment for mentally ill chemical abusers, women-specific services, pre-vocational services, outpatient chemical dependency for resident's significant others, gambling treatment. Hours 24/7.

**731-2030**

fax 731-3010

**Lighthouse Women's Residence / Lake Shore Behavioral Health, Inc.**

244 Hempstead Ave., Buffalo, NY 14215

Executive Director: Howard Hitzel, Psy. D.

Program Director: Milly Colon, LCSW,CA SAC, ext. 214

Contact: Bonnie Mahlburg, ext 213

Hours: 9-5 M-F for referral

Fees: Congregate care

[www.lake-shore.org](http://www.lake-shore.org)

Full continuum of residential services for up to 20 women and their children dealing with alcohol and/or drug dependency. Children may accompany mother if: age 11 or younger, there is adequate space, and clinically appropriate for mother and child. Full program is one year stay.

**831-7877**

fax 831-8666

**Sheehan Health Network**

Cityview Treatment Center, 425 Michigan Ave., Buffalo, NY 14203

CEO: June Hoefflich

Manager: Tracy Hunt

Inpatient rehabilitation/medically supervised withdrawal/outpatient services

Inpatient substance abuse detoxification:

**848-2000**

fax 848-2125

**848-2225****848-2222**

fax 848-2230

**Margaret A. Stutzman Addiction Treatment Center**

360 Forest Ave., Buffalo, NY 14213

Contact: Judi Phillips - admissions M-F mornings

Executive Director: Susan Lisker

Clinical Director: Shelia Zwick

Hours: 24 hours, 7 days

Fees: Most insurances and private pay, sliding scale

<http://www.oasas.state.ny.atc.stutzman/services.cfm>**882-4900**

fax 882-4426

882-4906

Referral from licensed chemical dependency program. Need current alcohol dependence diagnosis. Case management must be in place for those with co-occurring disorders. Tobacco-free treatment. Special programs for pregnant women, Native Americans, women with pre-school children.

### ***RESIDENTIAL PROGRAMS / AFTERCARE***

#### **Alcohol and Drug Dependency Services, Inc. (ADDS) (Erie County-based services)**

291 Elm St., Buffalo, NY 14203  
phone 854-2997 fax 854-1223  
Executive Director: Richard J. Gallagher  
Supervisor: Mary Armstrong  
Contact: Michael Galluch  
[www.erie.gov/health/mentalhealth/agencies\\_alcohol.phtml](http://www.erie.gov/health/mentalhealth/agencies_alcohol.phtml)

#### ***Casa DiVita***

200 Albany St., Buffalo, NY 14213  
Program Director: Ellen Breslin  
Supervisor/Contact: Yvonne Banks  
24 hour service. Community residence (halfway house) for females 18 and over.

**882-8898**  
fax 882-5296

#### ***Ivy House***

2025 Broadway, Buffalo, NY 14212  
Program Director: Ellen Breslin  
Supervisor/Contact: Michael Williams  
Fees: Medicaid, Medicare, private insurances  
Hours: 24 hour service

**892-7401**  
fax 892-6170

Community residence for males 18 and over with alcohol and/or substance abuse issues who have completed an inpatient rehabilitation program but need continued support to maintain recovery. Offers Spanish language programming.

#### ***Terrace House***

291 Elm St., Buffalo, NY 14203  
Supervisor: Gerald Erion  
Contact: Sandra Tinch-McNeill, RN  
Fees: Medicaid, Medicare, private insurances  
Hours: 24 hours/Inpatient rehabilitation, crisis center.  
Emergency care, detox, assessment, counseling, health care services.

**854-2997**  
fax 854-4671

#### **Renaissance Campus / Alcohol and Drug Dependency Services (ADDS)**

920 Harlem Rd., West Seneca, NY 14224  
phone 821-0391 fax 828-1009  
Executive Director: Richard J. Gallagher

#### ***Promise House***

Program Director: Eleanore Martinez  
Program Supervisor: Kathy Damon  
Hours: Assessment/Admissions 9-5 Tu-Sa; 24-hour service.  
Fees: Sliding scale; medicaid or private insurances.  
Long-term Residential Rehabilitation for chemically dependent adolescent males ages 13-20.

**332-3991**  
fax 332-3992

**Renaissance House**

Site Supervisor: Eleanore Martinez

Program Supervisor: Jodie Altman

Hours: Assessment/Admissions 9-5 M-F; 24-hour service.

Fees: Sliding scale; medicaid or private insurances.

Treatment for chemical dependency, youth 12-20 years. Inpatient Rehabilitation for chemically dependent adolescent males.

**821-0391**

fax 828-1009

**Stepping Stones**

Site Supervisor: Eleanore Martinez

Program Supervisor: Kathy Damon

Hours: Assessment/Admissions 9-5 Tu-Sa; 24-hour service.

Fees: Sliding scale; medicaid or private insurances.

Treatment for chemical dependency, youth 13-20 years. Residential and Inpatient Rehabilitation for chemically dependent adolescent girls.

**821-9220**

fax 821-9493

**Supportive Living**

Statler Towers, Suite 555, Buffalo, NY 14202

Program Director: Ellen Breslin

Contact: Carmen Sims, CASAC, AS, BSW

Men's and women's supportive living apartments.

**855-0163**

fax 855-2023

**Amity Associates**

340 Military Rd., Buffalo, NY 14207

Executive Director: Dave Hauck

Site Supervisor: Jean Anthony

Hours: 5 pm-10 am daily

www.amity-club.org

AA/NA meetings, club for sober people, and rooms for rent on a temporary basis when available. Clients must be in AA or NA programs and attend meetings. Social club: pool, video games, snack machines, coffee, tea, pop. Not a counseling or treatment center.

office **877-9025**

Jean's home 877-1687

**Buffalo Beacon Corporation (Beacon Center)**

3163 Sheridan Drive, Amherst NY 14226

Second site: 473 Third St., Niagara Falls NY 14301

CEO: Jacqueline Nicastro, MBA, CASAC

Clinical Director: Cassi Colton, CASAC

website: www.beaconcntr.com

email: jnicastro@beaconcntr.com

Hours: 9 am-6 pm M-F

Outpatient and intensive outpatient substance abuse treatment.

**831-1937**

fax: 881-8837

**282-4480**

295 Main St., Suite 112, Buffalo NY 14203

Contact: Joe Bush, Clinical Coordinator

Hours: 9 am-8pm M-F, 9am-11 am, Sat.

853-0243

36 East Avenue, Lockport, NY 14094

Hours: 9 m-9pm M-F

Outpatient and intensive outpatient substance abuse services.

439-6815

**Cazenovia Recovery Systems, Inc.**

2671 Main Street., Buffalo NY 14214

Executive Director: Sue Bissonette

Community residence beds and supportive living for 3-8 males and females.

**852-4331**

fax 852-4533

**Also Visions Place**

923 Sycamore St., Buffalo NY 14212

Contact: Joy Rothberg

Residential program for homeless mentally ill chemical abusers over 18.

**893-8598****Oxford House - Buffalo Chapter**

10010 Transit Rd., East Amherst, NY 14051

Hours: 24/7 days per week; interviews Sunday night at 7:30 pm

Fees: \$270/month and \$125 security deposit

Supportive living for recovering alcoholics and addicts. Use of drugs or alcohol, or disruptive behavior grounds for dismissal from house. Seven houses in the WNY area.

**639-8363*****CLINIC TREATMENT / AFTERCARE***

All major mental health agencies also provide alcohol and/or substance abuse services.

**Brylin Hospitals - Outpatient Addiction Medicine Services**

President/CEO Erik D. Pleskow

**886-8200**

ex. 2265

fax 885-4379

**5225 Sheridan Dr., Williamsville, NY 14221**

Program Director: Barb Peters, RN, CASAC

www.brylin.com

Fees: Vary. Accepts insurance, private pay, Medicaid, Medicare, sliding scale fee, Services for chemically dependent persons 18 and older. Dual diagnosis (MICA), drinking driver programs, women's groups, drug testing (including random), intensive outpatient programs, and specialized groups for professionals, law enforcement professionals, and employee assistance programs (EAP's). No waiting lists. Immediate evaluations available.

**633-1927**

fax 633-6376

**Buffalo General Hospital / Kaleida****24-hour emergency number: 859-7190**

www.kaleidahealth.org

80 Goodrich St., Buffalo, NY 14203

Manager: Jennifer Barry

Hours: 9 a.m.-8 pm M-Th; 9-5 F

11 West Main St., Lancaster, NY 14084

Manager: Jennifer Barry

Hours: 9 a.m.-8 pm M-F

**859-1576**

fax 859-4609

**681-4957****CAO Dart Program / Community Action of Erie County, Inc.**

1237 Main St. - 1st Flr., Buffalo, NY 14209

Executive Director: L. Nathan Hare

Site Supervisor: Kenneth Bossert

Hours: 8-4 M-F

Methadone maintenance treatment program.

**884-9101**

fax 884-7703

**City of Buffalo Division of Substance Abuse Services**

Main Number 886-2145

Division Director: Jessie Carmichael

***Elmwood Counseling Center***

191 North St., Suite 105., Buffalo, NY 14201

Supervisor/Contact: Patricia Zimmerman

Hours: 8:30-4:30 M/W/Th/F; 8:30-7 pm Tu

**886-3982**

fax 886-3612

***Fillmore-Leroy Counseling Center***

60 Central Park Plaza, Buffalo, NY 14214

Supervisor/Contact: Don Sherry

Hours: 8:30-4:30 M-F

**834-3272**

fax 834-3276

***Genesee-Moselle Counseling Center***

1532 Genesee St., Buffalo, NY 14211

Supervisor/Contact: Karen Berneski

Hours: 8:30-4:30 M-F; 10-1 Sa

**891-8334**

fax 891-8324

**Erie County Medical Center**

462 Grider St., Buffalo, NY 14215 - phone 898-3000

Division of Chemical Dependency - phone 898-3137

Assistant Director for Administration: Joseph Saeva

[www.erie.gov](http://www.erie.gov)

Clients requiring immediate attention are seen within 24 hours.

***Downtown Clinic***

1280 Main St., Buffalo, NY 14209

Site Supervisor: Roxanne Welsh

Contact: Debbie Levy or Roxanne Welsh

Hours: 8 am-7 pm M-Th; 8-5 F; 8-4 Sa

Fee: All third-party payers and self pay on reduced fee program.

Alcohol/substance abuse treatment. Vocational recovery and rehabilitation.

**883-4517**

fax 882-6728

***Northern Erie Clinical Services***

2282 Elmwood Ave., Kenmore, NY 14217

Site Supervisor/Contact: Kim Drodz

Hours: 8:30 am-8:30 pm M-Th; 8:30-5 F

Fee: All third-party payers and self pay on reduced fee program.

Alcohol/substance abuse treatment.

**874-5536**

fax 875-2250

***Southern Erie Clinical Services / ECMC***

4390 Quinby Dr., Hamburg, NY 14075

Contact: Francis Kadryna, CRC, CASAC

Hours: 9 am-8:30 pm M-Th; 9 am-8 pm F

Fee: All third-party payers and self pay on reduced fee program.

Serves addicts and family members. Alcohol/substance abuse treatment/co-occurring disorders.

**648-7584**

fax 648-5220

**Goodwill Industries of WNY**

1119 William Street, Buffalo, NY 14206  
 Executive Director: Florence Conti, CEO  
 Contact: Daniel Colpoys  
 Hours: 8-4:30 M-F  
 www.goodwillwny.org  
 Alcohol and substance abuse counseling

**854-3494****Horizon Health Services, Inc.****Contact Managed Care Liaison for Referral 831-1800**

3020 Bailey Ave., Buffalo, NY 14215  
 phone 831-1800 fax 831-1818  
 Executive Director: Anne Constantino  
 www.horizon-health.org

**Bailey LaSalle Addictions Outpatient Clinic**

3297 Bailey Ave., Buffalo, NY 14215  
 Program Director: Judith Tejada  
 Hours: 8:00 am-9 pm M-Th; 8:00-5 F  
 Outpatient chemical dependency, intensive outpatient chemical dependency, treatment for mentally ill chemical abusers, primary medical care.

**833-3622**  
fax 834-4557**Boulevard Addictions Outpatient Clinic**

1370 Niagara Falls Blvd., Tonawanda, NY 14150  
 Program Director: Rick Salada  
 Hours: 8 am-9 pm M-Th; 9-5 F  
 Outpatient chemical dependency, family chemical dependency, adolescent chemical dependency, intensive outpatient chemical dependency.

**823-3708**  
fax 833-3711**Hertel Elmwood Addictions Outpatient Clinic**

699 Hertel Ave., Suite 350, Buffalo NY 14207  
 Program Director: Marisa Shepherd  
 Hours: 8:30 am-8 pm M-Th; 8:30-5 F  
 Outpatient chemical dependency for individuals with developmental disabilities, treatment for mentally ill chemical abusers, adolescent chemical dependency.

**831-1977**  
fax 831-1985**Main Amberst Addictions Outpatient Clinic**

**60 East Amberst St., Buffalo NY**  
 Program Director: Julie Gutowski  
 Contact: Central Intake: 831-1800  
 Hours 8 am-8 pm M-TH, 8-7 F  
 Outpatient chemical dependency, treatment for mentally ill chemical abusers, adolescent chemical dependency, vocational service

**834-6401**  
fax 834-6782**Lake Shore Behavioral Health, Inc. /**

**Maternal Support Program**  
 951 Niagara St., Buffalo, NY 14213  
 Executive Director: Howard Hitzel, Psy. D.  
 Supervisor: Kevin Kelly, LMSW

**883-5344**  
fax 884-1758

Hours: 9-5 Tu/Th/F; 9 am-7 pm W

[www.lake-shore.org](http://www.lake-shore.org)

Specialized services for pregnant women and mothers experiencing problems with chemical dependency. Additional services: child care, parent education, psychiatric services, case management, vocational services. Services in both Spanish and English.

**Mid-Erie Mental Health Services, Inc.**

1526 Walden Ave., Suite 400, Cheektowaga, NY 14225

Contact: Melissa Babiarz

Hours: 9 -9 M-Th 9-5 F

Also at:

1131 Broadway, Buffalo, NY 14212

[www.mid-erie.org](http://www.mid-erie.org)

An outpatient program which serves chemically dependent people in the early to middle stages of chemical dependency. Includes individual and group counseling, chemical dependency education, family program, aftercare and medical evaluation. MICA treatment available.

**895-6700**

fax 895-0436

896-7712

fax 896-7717

**Monsignor Carr Institute**

Substance Abuse Treatment Program

76 West Humboldt Parkway, Buffalo, NY 14215

Supervisor: Bernhard Arnesen, MS

Contact: Central Intake

Hours: 8:45-4:45 M-F

[www.ccwny.org](http://www.ccwny.org)

Adolescents and adults and their families. Special focus on dual diagnosis (MICA) chemical dependency/outpatient.

Fees: Most insurances accepted and a sliding fee scale is available.

**835-9745**

***Tonawanda Addictions Outpatient Clinic***

36 Delaware St., Tonawanda, NY 14150

Program Director: Rick Salada

Hours: 8:30-4:30 M-Th

Outpatient chemical dependency, adolescent chemical dependency, family chemical dependency, treatment for mentally ill chemical abusers.

**831-1850**

fax 834-6785

**Spectrum Human Services**

227 Thorn Ave., Orchard Park, NY 14127

phone 662-2040 fax 662-0019

President/CEO: Bruce Nisbet

[www.spectrumhumanservices.com](http://www.spectrumhumanservices.com)

***New Alternatives***

MICA Intensive Outpatient Program

235 Main St., Station C, PO Box 424, Buffalo, NY 14209-0424

Contact: Intake Counselor

Hours: 8:30-4 M/T/W/F; 8:30-6 Th

Counseling for MICA patients and their families.

**884-5797**

- South Buffalo Counseling Center** 828-0560  
 2040 Seneca St., Buffalo, NY 14210-2399  
 Director: David Baker  
 Senior Counselor: Barry Chapman  
 Contact: Intake Counselor  
 Hours: 9 am-8 pm, M/T/Th, 9-5 W; 9-4 F; eve's by appointment
- Southtowns Counseling Services** 662-6638  
 227 Thorn Ave., PO Box 631, Orchard Park, NY 14127-0631  
 Director: David Baker  
 Contact: Intake Counselor  
 Hours: 9 am-7 pm, M/Tu, 9 am-7 pm, W; 9-5 TH 10-3 F; eve's by appointment
- Springville Human Services Center** 592-9301/02  
 27 Franklin St., PO Box 319, Springville, NY 14141-0319 fax 592-9376  
 Contact: Intake Counselor  
 Hours: 8:30 am-7 pm M, 9 am-8 TH, 9-5 W, 8:30-8 TH
- TLC HealthNetwork / Tri-Country Memorial Hospital** 947-0316  
 7020 Derby Road, Derby, NY  
 Site Name: Cannon Clinic  
 Executive Director: Gary Baltz  
 Clinical Director: Michael Waring  
 Contact: Kelly Dentice  
 website: www.tlchealth.org  
 Alcoholism and substance abuse outpatient clinic.

### **DAY TREATMENT PROGRAMS**

- MMTP Clinic / Sisters Hospital** 839-8060  
 Joseph McDonald, President/CEO fax 839-8069  
 Jon Guyett, VP of Chemical Dependency  
 Clinical Coordinator: Sheryl Brown  
 Comprehensive outpatient chemical dependency services; including needs assessment, group therapy 3-5 times a week. Focus is on poly-substance abusers. No MICA programs specifically.
- STAR, 3730 Sberidan Dr., Amherst, NY 14226** 862-2059  
 Contact: Jon Guyette, Program Director fax: 839-1940
- STAR / St. Vincent Site, 1585 Bailey Avenue, Buffalo, NY 14212** 839-9350  
 Contact/Senior Counselor: Laketa Middlebrook fax: 893-4020  
 Hours: 8-4 and some evenings
- Also, methadone maintenance treatment at several locations, including:  
**Pathways, 158 Holden Street, Buffalo, NY 14214** 862-1330  
 Clinical Supervisor: Patrick Isenhart
- St. Louis-Pathways** 856-8411  
 209 Niagara Street, Buffalo NY 14201 fax: 856-1909

## ***FINANCIAL ASSISTANCE FOR THE MENTALLY ILL***

**Erie County Works Center (ECWC)**  
Erie County Department of Social Services  
158 North Pearl St., Rath Bldg., Buffalo, NY 14202  
www.erie.gov

**858-8000**  
fax 858-7205

Three primary sources of financial assistance are available to the mentally ill: Temporary Assistance, Social Security, and Social Security Disability. Each has different requirements for eligibility.

The Erie County Works Center is the central intake point for persons who wish to apply for Temporary Assistance (Cash Assistance). The business hours are from 8:00 am to 4:00 p.m., Monday through Friday. It is always best to come in as early in the day as possible to avoid long waits and crowded conditions. Be prepared to spend 1-2 hours or more at the ECWC on the first day. Take something to read, and even a lunch if you go late in the morning.

### **How to apply:**

You must enter the Rath Erie County Office Building at 158 Pearl Street. Tell the person at the Information desk that you want to apply for Temporary Assistance. You will be handed an application to complete along with a job application and a self-sufficiency form. You are required to enter the address where you are currently living and list ALL persons who live in the same unit as you.

After you complete all the forms, turn them in to the Reception desk. You will then be called up by an examiner who will screen your application to determine basic eligibility for Temporary Assistance and Food Stamps. The Examiner will schedule you to attend an orientation/employment interview for the following day. Be sure to tell the Examiner if you have prescriptions for the treatment of a serious medical condition, have no food, or any other emergency situation as you may be eligible for some immediate assistance to meet those needs.

The applicant will be screened for expedited food stamps which will be available in 5 days, if eligible. To be eligible for expedited Food Stamps the applicant's total shelter costs (rent plus the standard utility allowance of \$478 must be greater than the applicant's monthly income plus resources. If a person received expedited Food Stamps in the past and did not complete the process, s/he will not be eligible for them again.

At the end of the employment interview, you will receive an appointment letter to return within a week to 10 days (sooner if you are eligible for expedited Food Stamp processing) for your certification interview with a Temporary Assistance examiner.

### **What you need to bring when you apply:**

You must bring identification. Photo ID is best, such as a driver's license, social services benefit card or passport. If you do not have photo ID, then you must have at least 2 forms of other identification, such as a Social Security card or major credit card with your signature. It is important to have these with you or you will have to come back.

Prescriptions: Bring in original prescriptions as they cannot accept faxes, photocopies, or refill bottles. Once the interview and orientation have taken place, and the person is certified eligible for Temporary Assistance, Medicaid, and food stamps s/he will receive a benefit card and be assigned a worker. A letter will be sent stating that the benefit card has been activated and can be used at one of many vendor sites in the county (usually grocery stores and the like).

For non-family cases, it commonly takes 45 days for cash benefits to be approved and accessible. Be sure the recipient's name is on the mail box or the mail carrier will not deliver any correspondence related to the case. "Inability to deliver" results in a case being closed for loss of contact. Be sure to inform your Social Services worker of any changes in your address to prevent such occurrences.

An application for Temporary Assistance may be made with the help of an advocate. The client advocate will complete the application and mail it directly to the Department of Social Services. A certification examiner will contact the advocate to schedule an interview at a mutually agreeable date and time. The advocate will accompany the client to the certification interview and assist the client in obtaining any necessary verifications.

Applicants escorted by a mental health professional can "bump" the waiting line and be seen in a reasonably short time through the "Advocacy Program for Mental Health Clients." It is very important that you arrive on time for your scheduled certification interview. Generally, you will be seen within a half hour of your scheduled appointment time.

A typical benefits award on Temporary Assistance is \$360 per month for one person living alone, and includes a basic grant, rent and utilities. If your relative has trouble managing money, you can request that rent and utilities be paid directly to the utility companies and landlord. You can also request that the Adult Protective Services be named as co-payer, so a caseworker can supervise the patient's funds.

Eligibility for Temporary Assistance also may qualify for HEAP (Home Energy Assistance Program) grants, for food stamps, and for Medicaid.

Financial grants are based on household size, so if more than one person is living in the home or apartment, the income and resources, based on their relationship to the applicant are considered in determining eligibility.

#### **Applying for medical assistance:**

1) **Medicaid** (or Medical Assistance), is a publicly funded health program administered at the federal level by the U.S. Department of Health and Human Services and locally by the Erie County Department of Social Services. Medicaid is available to applicants who meet specific income, resource, and/or expense guidelines. This entitlement is different from Medicare which is a federal health insurance program most frequently associated with Social Security benefits. In New York, recipients of at least \$1 in SSI and welfare benefits automatically qualify for Medicaid. Persons who do not receive SSI or welfare benefits must apply through the Department of Social Services and meet both the categorical (i.e., disability) and financial eligibility requirements.

It is not uncommon for applicants to be told that their gross monthly income is too high ("excess income") for eligibility. If that is what you have been told, call the Medicaid Office and ask about

the “Spend Down Program.” To be eligible, you must be a child under 21, an adult over 65, blind or disabled, or a family with one or both parents absent, dead, disabled or out of work. In essence, this program will benefit someone whose monthly prescription or medical costs are higher than the monthly Spend Down Amount. For example: your gross monthly income is \$700. Your monthly prescription costs total \$175. Medicaid requires your gross monthly income to be no higher than \$600. Subtract the Medicaid figure of \$600 from your monthly gross income ( $\$700 - \$600 = \$100$ ). This \$100 is called your “excess income” or Spend Down Amount. It is less expensive to spend \$100 than \$175 each month. Spending the \$100 at the start of each month makes you eligible for Medicaid. Eligible bills toward a spend down include your own/spouses bills, parents’ bills for children’s spend-down, bills of a child living with you, bills for a child who does not live with you but whose expenses you help pay, past unpaid medical bills, the part of any medical bill not covered by Medicare or private insurance, medical expenses (including insurance premiums) paid for you by certain public programs, e.g., the Elderly Pharmaceutical Insurance Program (EPIC), transportation expenses to get medical services, payments to therapists, day treatment and drug and alcohol programs, nurses, personal care attendants, home health aides (as required by a physician), as well as payments toward surgical supplies and medical equipment; Medicaid may also cover any other needs not covered by other medical insurance you may have.

You may also be eligible for Medicaid on a “buy-in” basis if you have a low income (less than \$1,416 for an individual in 2008) and limited assets (\$13,050 for a single person, \$19,200 for a couple). To apply for this option, be sure to check “Medicaid Buy-In”. If approved, Medicaid may then pay your Medicare premium, annual deductibles and co-insurance fees. Income and asset limits have been approved to allow workers who would otherwise lose coverage due to “Medical Improvement” to be able to continue to buy in to Medicaid when they return to work if they meet the guidelines for income and assets.

Annual wages must be less than \$43,636 under Section 1619(B) of Medicaid regulations. For questions about 1619(B), call the Work Incentives Support Center’s technical assistance line, toll-free, at 888-224-3272.

2) **Family Health Plus** is a state funded health insurance program for children and parents who are not eligible for Medicaid and are not enrolled in private health insurance. A monthly co-pay may be required depending on income and number of children in the family. Coverage includes medical, dental, vision, and mental health care. These plans are available through Erie County Department of Health at 858-7207.

#### **Other Benefits Available For Those Unable to Work Due to Mental Illness**

Adapted with permission from article by Regina Walker, Esq.

Mental illness remains one of the most misunderstood medical problems facing society today. It is complex, difficult to treat and often so disabling that those afflicted with it are unable to hold down a job.

Two federal benefit programs are available to help those who cannot work due to disability-Social Security Disability (SSD) and Supplemental Security Income (SSI). Both are run by the Social Security Administration (SSA) and provide monthly benefits to disabled individuals and their families. To qualify, the mentally ill person must fulfill both medical and non-medical eligibility requirements. For both SSD and SSI, medical eligibility means that for at least 12 months the recipient is (or will be) unable to perform his/her former job or any other type of work due to disability.

Obtaining SSD or SSI benefits based on mental health problems carries with it special considerations. The SSA looks for medical findings such as marked changes in appetite or sleeping patterns; irritability; loss of interest in all activities; decreased energy; suicidal thoughts; hallucinations; marked difficulties in social functioning; marked difficulties in maintaining concentration, persistence or pace; or repeated episodes of decompensation, each of extended duration.

SSA may also find someone disabled if they can show that the person has a residual disease process that has resulted in such marginal adjustment that even a minimal increase in mental demands or change in the environment would be predicted to cause the individual to decompensate or one or more years' inability to function outside a highly supportive living arrangement with an indication of continued need for such an arrangement.

If the claimant has any history of alcohol or substance abuse, the Social Security Administration will closely scrutinize whether or not the substance abuse is material to the issue of disability. In other words, they will examine whether or not the person would in fact be totally unable to work if the person ceased the abuse. If the claimant continues to abuse substances and refuses recommended treatment, it is likely that the claim will ultimately be denied.

Non-medical eligibility is different for SSD and SSI. For SSD, a claimant generally must have worked and paid Social Security Taxes for five out of the last ten years before the onset of the disability.

For SSI, a needs-based program, there is no work history requirement but the applicant must have limited income and assets.

To obtain SSD or SSI, an application must be filed. The applicant can call the Social Security toll-free number (800-772-1213) to set up a teleconference with a representative, or contact an attorney or other legal advocate who handles SSI and SSD claims. A claimant can also apply on line by visiting the Social Security Administration website at [www.ssa.gov](http://www.ssa.gov)

While processing the claim, the SSA will review your medical records and physicians' reports. Strong medical evidence is essential to winning benefits. Thus, it is crucial to have support from the claimant's doctor.

If the claim is approved, the recipient will receive monthly benefit payments, family benefits where eligible (SSD only), and medical coverage in accordance with entitlement rules.

If the SSA determines that it is in the disabled person's best interest to have another person manage his or her finances, a representative payee will be assigned and benefit payments will go to that person. This could happen, for example, if the recipient suffers from a mental impairment and is unable to reason properly, is disoriented or has seriously impaired judgment, or has been found legally incompetent by a judge in state guardianship proceeding. These are just a few examples of why a representative payee might be assigned. By law, the SSA must exercise extreme care in determining whether a payee is needed, in selecting a payee who will serve the best interest of the beneficiary, and in monitoring the performance of the payee.

Can a parent file a claim on behalf of an adult child who is in denial about his or her disability? SSA rules provide that the claimant (in this example, the adult child) must sign the initial application, except in extreme circumstances, e.g. if he or she is in a coma. Therefore, although a parent may complete an application on behalf of an adult child and provide all required information, in most cases the child will still be required to sign it (claimants who are physically incapable of signing their

name can mark an "X" in front of a witness). Once the initial application is filed, a representative who has filed the appropriate paperwork (Appointment of Representative form) with the SSA can submit any additional forms, appeals, etc. on behalf of the claimant.

SSD and SSI claims processing can take a long time. The average applicant receives at least one denial and must go through an appeals process before winning benefits. The total amount of time for a claim to be approved can range from a few months to two years or more. It is important that you don't get discouraged, and even more important that you don't give up. Most SSD and SSI claims are eventually approved. In the meantime, make sure you have emotional support from others-your family, friends, and/or a support group. They can help you get through what might seem like an eternity of waiting. Be persistent, and you, or your adult child, stand a good chance of winning benefits he or she is entitled to.

*Ms. Walker is an associate attorney at Jeffrey Freedman Attorneys at Law.  
The firm handles a significant number of SSDI and SSI claims in the WNY area.*

### **Some Restrictions and Eligibility Concerns**

**To qualify for Supplemental Security Income** the individual must have limited resources and income, and be aged (over 65 years old), blind or have a disability that is expected to last for more than 12 months. Assets must be less than \$2000, or \$3000 for a couple. Exempt are the value of a home you own and live in, personal household goods, and a car; plus a burial fund of \$1500 each. The first \$20 per month of unearned income does not count; the first \$65 a month of earned income is not counted. NOTE: If the disability is related to alcohol or substance abuse, eligibility is more closely examined and may not be granted.

Applying for SSI may be done by telephone or through the closest local Social Security Office listed below:

<b>Amherst District Office</b> 3131 Sheridan Dr. (Century Mall) 14226	<b>800-772-1213</b>
<b>Buffalo District Office</b> 186 Exchange St. 14204	<b>716-551-4640</b>
<b>Cheektowaga District Office</b> 2875 Union Rd., Suite 75 (Como Mall) 14227	<b>800-772-1213</b>
<b>West Seneca Office</b> 3235 Seneca Street 14224	<b>800-772-1213</b>

Applications may be completed on-line. While this is not recommended, it is very useful to go through the publication in order to identify the information and documents you will need.

The following information is needed:

- Social Security Card or Number.
- Birth Certificate or proof of age.
- Information about where the applicant lives, including mortgage information, a lease and land lord's name, and the utility bills.

- The names of doctors, hospitals, and clinics treating the applicant's disability or medical records.
- Payroll slips, copies of tax returns, bank books, car registration, and check book.
- Proof of unearned or other income.

Once a disabled child ages beyond 18 years of age, parental income and other factors are not calculated against the eligibility determination. Disabled individuals over 18 who are living at home are also eligible for SSI; if the applicant does not pay rent, or share other household expenses, s/he is eligible for a grant of \$447.67 a month. If the applicant shares household expenses, including paying a portion of the food and rent, generally, s/he is eligible for a grant of \$724. If the applicant lives with a family, and pays a flat rate for room and board (at a fair market value) or if s/he has a written rental agreement and buys his/her own food and prepares it separate from the parents' s/he qualifies for a grant of \$666 per month. The rate for eligible couples is \$1060 per month. All figures for 2008.

SSI for a child under 18 is based on parents' income which can be as much as \$39,732 as well as countable resources of \$5,000 for one disabled child with two parents. These amounts increase (or decrease) depending on the exact family composition. To be eligible, children must be financially needy, and blind or disabled.

To be eligible for Social Security Disability (SSD) an individual must have previously worked and since become disabled. This program is not "needs based." The applicant, to be eligible, must have worked and paid Social Security tax for 5 of the last 10 years; and if s/he becomes disabled before the age of 31, must have worked and paid into the fund for at least 5 years between the ages of 21 and 31. If the disability begins before the age of 24, the individual must have 1.5 years of work in the 3 year period ending when the disability starts.

The amount of monthly checks is based on the average earnings covered by Social Security.

#### **How Benefits are Affected by Work**

A common concern for consumers who are considering going back to work is what will happen to income/health benefits/entitlements when getting a job. The following section will answer these important questions.

#### **How SSD Benefits are Affected by Work**

If a consumer receives Social Security Disability Income (SSDI or SSD) s/he is entitled to what is called a "trial work period" of nine months. During these nine months, his/her benefits are *not* affected by earnings from his/her job. After nine months of work in any 60 consecutive months, s/he can still receive SSD and Medicare benefits if earnings are below \$940 per month. This makes it possible to work part-time hours at a job, and keep one's benefits too. In other words, a consumer can earn up to \$830 a month in wages in addition to collecting his/her monthly benefits and increase his/her total income each month. During a trial Work Period (TWP) a consumer can earn up to \$670 to \$940 per month for up to nine months within a rolling 60 consecutive months.

For individuals who have never worked or who haven't worked in many years, part-time work may be the best way to begin working. Many others find part-time employment becomes a long-term option until they are able to work a full-time job. They are able to receive benefits and earn a pay-check at the same time (keeping his/her income below \$780 per month).

### How SSI Benefits are Affected

If the consumer receives Supplemental Security Income (SSI), the \$940 rule does not apply. Based on monthly wages, a consumer's SSI check will be reduced somewhat, but s/he will still end up making *more* money each month because his/her wages from the job are added to the adjusted SSI check. S/he remains eligible for Medicaid as long as s/he receives even one dollar of SSI per month. An important exception regarding eligibility falls under Section 1619B which says that if someone would lose their eligibility **solely** because of an increase in income (either wages or self-employment), then Medicaid eligibility can be maintained. A part time job can enhance a consumer's income while s/he continues to receive benefits.

In order to calculate exactly how much one's SSI check will be reduced when earning an income from a job, a specific formula is used. Sheltered work earnings do not affect one's SSI. For other earners, the basic formula is: the first \$20 earned can be disregarded unless the claimant has specified *unearned* income sources. Then the next \$65 in earnings is disregarded. Income-related work expenses are then deducted from the earned income. Beyond this, the SSA will withhold one of every two dollars until your particular "living rate" is zeroed out. For example, as a single adult living alone, you can assure that you receive at least \$1 to continue Medicaid eligibility, and earn a gross wage of \$1415 per month (substantial gainful activity or "SGA") and have no deductible travel or other expenses. A deduction of \$85 (assumes no other unearned income) would leave \$1330 to be divided by 2 (SSI deducts one dollar for every \$2 earned beyond the initial \$85 exemption). This means that \$665 will be deducted from your SSI benefit rate of \$666. You would still receive \$1 in benefits for the month and thus preserve Medicaid eligibility and enjoy the benefit of the higher earned income level. Staff from a vocational rehabilitation program can assist the consumer with these calculations for their own particular circumstances and family composition, or the consumer or family member can calculate them, so the consumer will know exactly how much both the SSI check and earnings can be each month. It is essential to know and be mindful of these "bright line" amounts so as not to lose your Medicaid qualification. Keep accurate records of your earnings and expenses, and be sure to report monthly figures by the 10th of each month. Keep in mind that it can take 6 months for changes to be reflected up- or downward in your benefit amount and be prepared to plan accordingly.

#### SSI 2008 federal benefit rates are:

Living alone	\$724
Living with Others	\$660
Living in household of another	\$447.67
Couple	\$1,060

At some time in the future, the consumer may be able to work a full-time job which includes a significant annual salary and full medical benefits, therefore more than adequately replacing the benefits. If s/he has not advanced to this point, s/he can still work a part-time job, confident s/he will be able to maintain SSI and Medicaid benefits while working.

If one is denied benefits under SSI, SSD, or Temporary Assistance, or if such benefits are going to be terminated, the consumer has the right to a Fair Hearing. Requests for a Fair Hearing should be made immediately and the consumer should contact one of the legal assistance services which can protect his/her interest and rights. (See *LEGAL SERVICES*.)

Finally, the Statewide AT Advocacy Project can help when programs like Medicaid deny funding for durable medical equipment (DME). For assistance, call Marge Gustas at 847-0655 ext 256 or Monika Batt at ext 267.

## ***OTHER SOURCES OF ASSISTANCE***

### **Catholic Charities**

525 Washington St., Buffalo, NY 14203  
 CEO: Dennis C. Walczyk  
 Hours: 8:45-4:45  
 Fees: None  
 www.ccwny.org

**856-4494**  
 fax 855-1312

### **Independent Living Center**

3108 Main St., Buffalo, NY 14214  
 Executive Director: Douglas J. Usiak  
 Contact: Crystal Jackson-Williams  
 Hours: 9-5 M-F  
 www.wnyilp.org  
 Assistance in securing housing, entitlements, information and referral.

**836-0822**  
 fax 835-3967

### **Salvation Army**

960 Main St., Buffalo, NY 14202  
 Executive Director: Major Robert Dixon  
 Director of Social Services: Janice Robinson  
 Hours: 8:30-4:30 M-F; 24-hour answering service  
 www.buffalosalvationarmy.org  
 Multiple Services, call for information.

**883-9800**  
 fax 888-6299

### **Maria M. Love Convalescent Fund**

P.O. Box 293, Buffalo, NY 14213  
 11955 Liberia Rd., E. Aurora, NY 14052  
 Executive Director: Suzy Sears  
 Contact: Human service agency referral only  
 Hours: 8-6 M-F  
 Fees: None

**984-9194**  
 fax 984-4100

Interim financial assistance to Erie County residents with medically related conditions who are ineligible for aid from traditional sources. One-time emergency financial assistance for crisis situations related to a medical condition (diagnosis must be provided). Maximum amount in 2008 is \$200-\$300. In addition to medication or pharmaceutical supplies, the fund will consider requests for convalescent care aids/adaptive equipment; food/specialized dietary needs; utility shut-off prevention/restoration, pending eviction; and medical transportation if all possible funding sources have been explored or exhausted. Must be referred by an agency.

## ***ENTITLEMENTS***

**Reduced Fare Metro** bus/rail passes are issued at the NFTA Office, 131 N. Ellicott St., Buffalo, NY between 9:30 am and 5 pm Monday through Friday. These passes are issued to those on SSI or SSD and entitle the rider to pay half fare on all Metro bus and rail trips. Call to request an application. There is a \$2 processing fee. No one needs to know the reason you have the pass. (Note: If you need a copy of your actual benefits statement, one can be obtained by calling 800-772-1213 or be requested in person at your local Social Security office, see prior section).

**Lifeline Phone Discount** is a service of the Verizon phone company for anyone who receives SSI, SSD, Temporary Assistance, food stamps, Medicaid, veterans program services and HEAP or any combination of these services. When placing an order for telephone service (890-7100), tell the representative you would like a Lifeline application. Lifeline gives a reduction in installation charges (\$5 maximum) and a monthly decrease in the base charge depending on the type of service, for example, \$2 plus monthly usage on an unlimited phone. Call 800-555-5000 for information or visit [www.verizon.com](http://www.verizon.com).

**Appliance Repair or Replacement Vouchers** are available from the Erie County Department of Social Services for a one-time grant. The grant is to help purchase or repair a stove or refrigerator necessary to maintain cooking facilities. The maximum amount allowed is \$182.

**Heating Emergency Assistance Program (HEAP)** provides funds annually for individuals with a disability and for senior citizens (60 + years). Phone 858-7644 for application; senior citizens phone 858-7870 for an application. This payment can be made either to the individual or to the utility company for heating bills. Funds allotted change annually. In addition, the Salvation Army Neighbor-4-Neighbor program can provide some assistance. Before the Salvation Army can help with your utility bills, the client must apply for HEAP benefits. Call 883-9800 to request an appointment and ask what documents are needed. Located at 891 Pearl Street. (Entrance on Mohawk St.,) Buffalo, NY 14202 Hours 8-5 M-F

**Medicaid Application Assistance: Erie Co. Dept. of Senior Services**

CASA (Community Alternative Services Agency) 858-1938 or 858-2323  
Rath Building, 95 Franklin St., Buffalo NY 14202 fax 852-3430

Director of Operations: Louis Menza

Contact Brenda Shayers

Hours 8-4:30 M-F

Assistance also available for seniors at:

Catholic Charities 856-4494

Contact: Bill Lawson or Tony Scakacs

North Buffalo Community Association 874-6133

Contact: Jeanne Williamson

South Buffalo Community Association 822-4532

Contact: Dorothy Mannor

Matt Urban League

Buffalo Federation of Neighborhood Centers 856-0521

Contact: Magaret

**NYS Office of Temporary and Disability Assistance**

Administrative Hearings, PO Box 1930, Albany, NY 12201-1930 847-3927

Hours: 8:30-5 M-F or 800-342-3334

[www.dfa.state.ny.us](http://www.dfa.state.ny.us) fax 518-473-6735

Provide fair hearings relating to Temporary Assistance and Medicaid. State form required.

**Electric: National Grid** Eligible customers get more days to pay. If you receive a fixed monthly income and your check arrives a few days after your National Grid payment is due, you may want to consider their Bill Extender Plan. Qualified customers who enroll in this plan receive 10 extra days to pay their service bill without being charged for late payment. This option can help protect

your credit rating and save you money on late payment fees. You may be eligible if your principle source of income is one of the following:

- Disability benefits: Social Security Disability (SSD) or other
- Supplemental Security Income (SSI)
- Retirement benefits: Social Security or pension

Participants must be residential customers and have the National Grid account in their names. Payments on your National Grid account or deferred payment agreement with them must be up-to-date.

**Gas: NYSEG** **800-572-1111**  
**National Fuel Low Income Residential Assistance** **686-6123**

**Salvation Army Neighbor-4-Neighbor Program** **883-9800 x 230**  
 960 Main St., Buffalo, NY 14202 fax 888-6299  
 Contact: Dolores Scott  
 Site Supervisor: Jan Robinson  
 Hours: 9-3:30 M-F  
 Heating assistance for seniors or disabled.  
 Must apply to HEAP before this program, usually to help pay the balance. Starts in January until funds are exhausted. Based on last 12 months before applying; must have paid at least 6 payments in 12 months.

### ***FOOD RESOURCES***

There are many resources for emergency food in Erie County. Anyone eligible for Temporary Assistance is automatically eligible for food stamps. Many food pantries and soup kitchens are located throughout Erie County. Food vouchers are also available from some organizations if someone needs food immediately.

**Buffalo City Mission / Men's Community Center** **854-8181**  
 100 East Tupper St., Buffalo, NY 14203  
 Executive Director: Stuart L. Harper  
 Shelter for homeless men, Security 24 hours a day. Medical care M and F, linkage to housing and mental health providers, short, medium and long-term residential programs. Case management services, substance abuse recovery and anger management courses. 3 meals, evening meal for residents and men in the community. Pantry food with pastoral reference only 10-11:30, 1-3 pm T,W, Th.

**Buffalo River Food Pantry, Inc.** **856-8613**  
 62 Republic St., Buffalo, NY 14204 fax 856-8273  
 Hours: 8:30-1 M-Th; Call; bring identification. Serves mainly zip code area 14204 and part of 14210.

**Catholic Charities** **856-4494**  
 Contact: Doris Corley fax 855-1312  
 525 Washington St., Buffalo, NY 14203  
 Hours: 8:45 am-4:45 pm M-F; only until 4 pm in July/August  
[www.ccwny.org](http://www.ccwny.org)  
 The main office of and branch offices (listed in the telephone directory) also provide food vouchers in emergencies.

**Food for All / Network of Religious Communities**

1272 Delaware Ave., Buffalo, NY 14209

Executive Director: Rev. G. Stanford Bratton

Program Director: Kelly Ann Kowalski

email:ffanrc@gmail.com

Hours: 9-4 M-F

Fees: None

Can give callers the location of food pantries and soup kitchens nearest their homes. Assist clients with Food Stamps and other federal feeding programs, e.g. Summer Food Service Program, WIC, school breakfast, free summer meals for children.

**882-7705**

fax 882-3797

**Friends of the Night People**

394 Hudson St., Buffalo, NY 14201

Executive Director: Joseph S.Heary

Clinical Director: Dr. Igoe

Hours: 11-7 Su-Sa

www.friendsofnightpeople.org

email:fonp@verizon.net

Dinner and clothing 5-7 pm daily

Food, social services referral M-F 11AM-2 P and podiatry services. General medical clinic and podiatry services, 1st and 3rd Tu of month, 5-7 pm, Eye Clinic 1st and 3rd Wednesday 12:30-3:30 PM, HIV, 2nd and 4th Wednesday 5-7 PM, AA meetings, Thursday, Saturday and Sunday 5-6 PM. Open to anyone in need.

**884-5375**

fax 884-7882

**Jewish Family Service**

70 Barker St., Buffalo, NY 14209

Hours: 11 am-1 pm M-F

www.jfsbuffalo.org

Vouchers for food, clothing and shelter. Emergency loans and direct gifts.

**883-1914**

fax 883-7637

**Salvation Army Family Assistance**

960 Main St., Buffalo, NY 14202

Contact: Dolores Scott

Hours: 9-3:30 M-F (Later hours and Fridays for County referrals for food stamps)

www.buffalosalvationarmy.org

Help with food, casework, referral, Christmas assistance, heating fund.

**883-9800 ext 230****Salvation Army - Tonawanda**

PO Box 191, 46 Broad St., Tonawanda, NY 14151

Captains: Majors Joseph and Judy Robinson

Site Supervisor: Joanne Guercio

Contact: Call

Hours: 9-3:30 M-F; later hours for ECDSS referrals.

Fees: None, but donations accepted for senior lunch program. Emergency food assistance, emergency utility assistance as funds are available, rental assistance, nutrition and recreation for elderly. Must bring identification for each household member, proof of residence and proof of \$ amount of monthly income. Service area: 14150, 14120, 14072 or Ton., N. Ton., Gr. Is.

**693-3110**

fax 743-0373

**South Buffalo Community Table****822-3193**

185 Southside Pwy., PO Box 1067, Buffalo, NY 14220

Director: Sr. Celeste O'Bryan

Hours: 4-5:30 pm M-Th/Sa/Su

Provide a hot meal to those in need; occasional food pantry. Christmas and Thanksgiving dinner served at location on the holiday, 4-5:30. Service area: 14210, 14220, 14204, 14206, 14224, 14218, South Buffalo.

**FOOD STAMPS****158 Pearl St., Buffalo, NY 14202****858-7239**

Hours: 8-4:30 M-F

Food stamps which can be used like cash to purchase food only (no toiletries, soaps, cleaning products) are available to anyone who meets income limits set by the Federal Government.

Application for food stamps may be made separately or it may be included in an application for Temporary Assistance. Applications may be filed in person or by mail. The amount of Food Stamps a household is eligible for depends on the household size and income. (College students must meet additional eligibility criteria to qualify).

When applying for Food Stamps you may be eligible for expedited services. When applying, bring with you: photo ID, proof of all income (earned and unearned), birth certificates and Social Security cards for all household members, utility bills, and proof of all shelter costs.

**FREE OR LOW COST CLOTHING****Amvets**

2900 Walden Ave., Depew, NY 14043

**684-0210**

1833 Elmwood Ave., (near Hertel), Buffalo, NY 14207

**873-7900**

1900 Ridge Rd., West Seneca, NY 14224

**675-7963****Buffalo City Mission****854-8181**

100 East Tupper St., Buffalo, NY 14203

CEO: Stuart L. Harper, CEO

Hours: 10:00-11:30, 1-2:30 TU, W, TH

Free clothing to those in need with agency referral.

Thrift shops:

510 Dick Rd., Depew, NY 14043

681-9129

2303 Union Rd. (at French), W. Seneca, NY 14224

668-8784

**Catholic Charities/Ladies of Charity****895-4001**

1122 Broadway, Buffalo, 14212

fax 895-2144

CEO: Dennis C. Walczyk

Hours: 10-3 M-F except holidays

**Goodwill Family Savings Centers**[www.goodwillwny.org](http://www.goodwillwny.org)

Airport Plaza, Union Rd., Cheektowaga, NY

**626-1916**

2655 Delaware Ave., Buffalo, NY 14216	447-0566
6000 South Park Ave., Hamburg, NY 14075	646-6909
4311 Transit Rd., Williamsville, NY 14221	633-3305
1119 William St., Buffalo, NY 14206	961-0300
<b>Hearts Thrift Shop</b>	876-7346
890 Tonawanda St., Buffalo, NY 14207	
<b>South Towns Ladd Thrift Shop</b>	825-7774
2280 Seneca St., Buffalo 14210	
Hours: 10-3 M-Th; and SA; open Fridays 1-2 a month	
8662 Buffalo Ave., Niagara Falls, NY	283-9170
Hours: 10-3 M-Sa	
<b>Retap Thrift Shop / Phoenix Frontiers</b>	
1057 Kensington Ave., Buffalo, NY 14215	836-7880 or 204-0627
54 Webster St., North Tonawanda, NY 14120	694-2701
Site Supervisor: Joe Pennullo, 836-7880	
Hours: 10-5 M-Sa	
www.phoenixfrontier.org	
<b>Salvation Army</b>	
3139 Bailey Ave., Buffalo, NY 14215	836-9184
1089 Niagara Falls Blvd., Amherst, NY 14226	836-9023
1080 Military Rd., Kenmore, NY 14217	875-2533
895 Payne Ave., N. Tonawanda, NY 14120	692-7323
2196 Seneca St., Buffalo, NY 14210	825-9948
7000 Transit Rd., Williamsville, NY 14221	632-9929
278 West Ferry St., Buffalo, NY 14213	886-8436
Niagara Falls/Lockport	693-2309
9491 Niagara Falls Blvd., N. Falls, NY 14304	297-9935
939 Ontario, N. Falls, NY 14305	282-9935
www.buffalosalvationarmy.org	

## ***HOUSING***

Finding clean, inexpensive, safe, appropriate housing for the mentally ill is one of the most difficult problems families face. In addition to the sources listed in the classified sections of *The Buffalo News* and local papers open to anyone the following may be of assistance either to provide housing or help a client/patient find suitable housing.

### ***HOUSING SOLUTION CENTER***

The Erie County Department of Mental Health (ECDMH) maintains a housing SPOA (Single Point of Access) that has direct contracts with and oversight of almost 2000 slots of various types and levels of housing for mental health consumers in Erie County. These housing resources range from licensed housing congregate care units (group homes) to independent scattered site supported housing apartments in the community. Many of these housing resources are fortified with case

management to assist the individual with further community involvement and stability. The application process for all licensed housing is made directly to the individual agency of choice while all non-licensed referrals are directed to the Erie County Housing Office at 430 Niagara Street, Buffalo NY 14201, ATTN: Eric Weigel, Erie County Housing Coordinator. IF there any questions, concerns or request for appeals regarding housing, contact the Erie County Housing Office at 856-9835, extension 23, to speak to with a representative. To obtain additional information go to ECDMH website at: [www.erie.gov/health/mentalhealth](http://www.erie.gov/health/mentalhealth).

The Solution Center is a weekly forum for the purpose of identifying and arranging for safe and appropriate housing for traditionally hard-to-place consumers. The meeting is convened and facilitated by the Erie County Housing Coordinator who functions under the direction of the Erie County Department of Mental Health. Participants include representatives of licensed and non-licensed housing programs, the Care Coordinator for each case to be discussed, other service providers as indicated, a Peer Advocate and staff of the Erie County Department of Mental Health including the Erie County SPOA Coordinator. A "no decline" policy has been established as the goal in order to secure housing for any and all consumers in need. Meeting content is generally limited to a review of housing needs and the availability of resources and supports required to meet the needs of the consumer. In addition to assisting consumers who are initially denied or likely to be denied access to housing, the Solution Center also intervenes in cases where a consumer is at risk for termination from their current housing.

Prior to Solution Center review on any consumer, every effort will be made to elicit the cooperation, involvement and support of the consumer to determine the most appropriate placement for him or her. The intent of the Solution Center is to ensure safe and affordable housing is available to high risk, high need consumers. Consistent with the Solution Center values, choice and volition regarding housing must be respected. Therefore, the Solution Center will not meet to discuss housing needs of consumers who forbid discussion and/or are not interested in receiving assistance through this forum.

Contact: Eric Weigel at 856-9935 ex. 25.

### ***EMERGENCY HOUSING / HOMELESS SERVICES***

For first contact or other assistance use the following contacts first

**Crisis Services Homeless Program**

**835-6225**

Program staff office: 2495 Main St., Suite 404, Buffalo, NY 14214

**Homeless Street Outreach/ Case Management/ Crisis Services**

2969 Main St., Buffalo, NY 14214-1003

**hotline 834-3131**

Executive Director: Douglas B. Fabian

Case planning, case management, referral, mobile outreach

**CAO of Erie County New Venture Housing**

**881-6543**

99 Harvard Pl., Buffalo, NY 14209

fax 881-6010

Executive Director: L. Nathan Hare

Site Supervisor: Robin Young, Housing Director

Contact: Robin Young or Salisa Watson

Fees: None

Hours: 9-5 M-F

website:caoec.org

email:lnhare@caoec.org

Males and females over age 20. Food, shelter, and clothing can be arranged. Families with children and mentally handicapped are priority. Need written agency referral and must be in shelter or have legal eviction notice. Rental assistance, referral service.

**City Mission / Buffalo**

100 East Tupper St., Buffalo, NY 14203

CEO: Stuart L. Harper

Fees: None. Serves men.

**854-8181**

fax 854-7334

**Cornerstone Manor / Buffalo City Mission**

150 East North St., Buffalo, NY 14203

Site Supervisor: Dr. Lora Warkentin

CEO: Stuart L. Harper,

Director: Lora Warkentin, DNS, RN

Hours: 8-4 M-F; shelter 24 hours

Fees: None

Shelter for homeless women and children, relief on domestic violence cases. Security 24 hours per day. Case management, health care, child care and Christian guidance. In-house programs and outpatient with community agencies.

**854-8181**

fax 852-5428

**Erie County Health Department Medical Clinic for Homeless**

95 Franklin St., Buffalo, NY 14202 (Administration)

Contact: Call for locations and times

Hours: Vary by site

Fees: None

Free medical clinic for homeless. Services include: physical exams, blood pressure, diabetes, TB testing; health counseling and referrals to other health clinics; HIV testing. Nurse practitioner on site.

**891-2014**

fax 858-8701

**Franciscan Center**

1910 Seneca St., Buffalo, NY 14210

Contact: Maureen Armstrong, Assistant Director or Sharon Reed

Director: Fr. Joseph Bayne, OFM Conv.

Hours: 9-4 M-F; 24 hours for emergency

Fees: None

www.franciscancenterinc.org

email: jbayne@franciscancenterinc.org

Transitional independent living (long-term shelter) for adolescent males age 16-20. Also provides transitional shelter for up to 18 months. Certified by NYS OCFS. Case management, living skills, guidance, etc., not geared for youth with mental health issues.

**822-8017**

fax 822-8537

**Haven House**

PO Box 451, Ellicott Station, Buffalo, NY 14205

Director: Katey Joyce

Services for battered women, children, including food and shelter, counseling, advocacy.

**hotline 884-6000**

office 884-6002

**Little Portion Friary**

PO Box 891, 1305 Main St., Buffalo, NY 14209

**882-5705**

Contact: Jerry Rath  
 Adults 18+. Cannot be actively psychotic or substance abusing.  
 Closed during August.

**Night People Drop-In Center**

394 Hudson St., Buffalo, NY 14201

Executive Director: Darren Strickland

Hours: 11:30-2 for referrals M-F

[www.friendsofnightpeople.org](http://www.friendsofnightpeople.org)

Dinner and clothing 5-7 pm daily

Food and social services referral M-F 11 AM-2 PM. General medical clinic and podiatry services 1st and 3rd Tu of month, 5-7 pm. Eye Clinic 1st and 3rd Wednesday 12:30-3:30 PM, HIV 2nd and 4th Wednesday 5-7 PM, AA Meetings Th, F, SU 5-6 PM. Open to anyone in need.

**884-5375**

fax 884-7882

**Salvation Army Emergency Family Assistance**

**Emergency Shelter**

Executive Director: Major Rober Dixon

Director: Carolyn Hillman

Hours: 24 hours, 7 days per week

[www.buffalosalvationarmy.org](http://www.buffalosalvationarmy.org)

Family shelter, single women, men with children.

**883-9800**

**884-4798**

**Community Services For the Developmentally Disabled, Inc.**

Residential Services

452 Delaware Ave., Buffalo, NY 14202

Executive Director: Mark R. Foley

Supervisor/Contact: Intake

Hours: 8-4:30 M-F

Weekends or emergency referrals 877-1111

Emergency shelter/housing for adults with developmental disabilities; and persons with developmental disabilities who are homeless or at risk of homelessness, respite, group and apartment-style residences. Will accept individuals with a secondary mental health diagnosis.

**896-2180/883-8888**

fax 332-6805

**Homeless Services Program / Lake Shore Behavioral Health, Inc.**

430 Niagara St., Buffalo, NY 14213

Executive Director: Howard Hitzel, Psy. D.

Program Director: Elizabeth McClam

Hours: 9-5 M-F

[www.lake-shore.org](http://www.lake-shore.org)

A mobile outreach team targeting psychiatrically disabled adults temporarily living in homeless shelters or who are homeless. Provides intensive clinical case management, supportive counseling, crisis intervention, advocacy, and assistance in obtaining permanent housing and appropriate mental health services.

**856-9711**

fax 856-2863

**Emergency Housing Service / Transitional Services, Inc.**

336 Forest Ave., Buffalo, NY 14222

Supervisor/Contact: Michael Garvey

Hours: 9-5 M-F; 24-hour emergency response

The Emergency Housing Service provides short term (30 day) housing for individuals with psychiatric disorder who lack housing or funds for housing. Applicants must have a current psychiatric assessment

**886-0363**

fax 881-6679

from Erie County Medical Center, Buffalo General Hospital/Kaleida CMHC, Veterans Hospital, Buffalo Psychiatric Center, or any outpatient program.

### ***SUPPORTIVE / SUPERVISED LIVING ARRANGEMENTS***

**Buffalo Federation of Neighborhood Centers, Inc.**

421 Monroe St., Buffalo, NY 14212

Executive Director: Jan Peters

Supervisor/Contact: David Lewis

Hours: 8:30-4:30 M-F

www.bfnc.org

BFNC provides supervised, intensive, and supportive community residence placements for persons with chronic mental illness, age 18-55. Inner city sites.

**852-5065**

fax 852-6270

**Etaria Rehabilitation Ctr. / Northwest Community Mental Health & TSI**

406 Vulcan St., Buffalo, NY 14207

Site Supervisor/Contact: Mary Ann Antonelli

Fee: accepts Medicaid

Fourteen-bed residence and continuing day treatment program.

**871-7092**

fax 871-0275

**Living Opportunities of DePaul**

Christopher Syracuse, V.P.

2240 Old Union Rd., Cheektowaga, NY 14227

*Residential Sites:* 563 Kensington Ave., Buffalo, NY 14214

2704 Main St., Buffalo NY 14214

1603 Seneca St., Buffalo NY 14210

Executive Director: Mark Fuller

Contact: Kristi Ford, Intake

Hours: 8-5 M-F

Provides residential placement for individuals who are SPMI.

Fee: \$900 (SSI) in year 2008

DePaul is a voluntary program that provides a range of supportive living situations which include: Community Residence (CR) Treatment Apartment Programs (TAO) Single Room Occupying Programs (SRO) Supported Housing (SHP) Homeless Supported Housing and Transitional Housing Programs in Erie, Genesee, Orleans and Wyoming Counties.

**608-1000**

fax 608-0131

446-1800

fax 835-0153

**Restoration Society Inc.,**

Supportive Housing Program

130 Genessee St., Buffalo NY 14203

Contact: Sam Washington

Hours: 6 AM-2PM, M-F, 6 AM-10Am SA/SU

Twenty bed, scatter site apartment program. Referrals through Erie County Housing Coordinator; must be eligible for Care Coordination and meet HUD's criteria for homelessness.

**849-4184**

**Spectrum Human Services**

227 Thorn Ave., PO Box 631, Orchard Park, NY 14127

Bruce Nisbet, President/CEO

Contact: Amy Millard

**662-2040**

832-1251

26 beds in West Seneca, South Towns area.  
1280 Main Street, Buffalo, NY  
Hours: 8:30-4 M-F

**STEL (Southern Tier Environments for Living)**

715 Central Ave., Dunkirk, NY 14048

Director: Thomas Whitney

Asst. Exec. Director: Robert Roth

Clinical Director: Lynn Calpin, Quality Assurance Director

Contact: administrative office

Hours: 8:30-5 M-F

[www.stel.org](http://www.stel.org)

Fees: Accepts Medicaid, SSI, SSD, VA, private insurance

STEL provides licensed and non-licensed residential services to persons with psychiatric disabilities throughout Southern Erie, Allegany, Chautauqua, and Cattaraugus counties. Support services include skill development in all areas of daily living.

**366-3200**

fax 366-7840

**Transitional Services, Inc. (TSI)**

389 Elmwood Ave., Buffalo, NY 14222

Executive Director: Ihor Zankiw, MS, MBA

Contact: Eric Weigel, Housing Coordinator, Erie County Single Point of Entry (SPOA) program at 856-9835 ex. 25

Hours: 9-5 M-F

[www.tsiwny.org](http://www.tsiwny.org)

TSI is a voluntary program which provides a broad range of supportive and supervised living situations including: group homes with 24-hour supervision for 10 to 14 mentally ill people; supervised apartments shared by two or more residents, which have on site 24-hour staff; scattered site supportive apartments, where staff make 1-4 visits per month. In addition, TSI offers supported housing apartments for individuals requiring staff visits 1-4 times per month. Tenants of the supported housing program rent directly from a landlord and receive a stipend such that they pay no more than 1/3 of their income toward housing. (There may be waiting lists of varying lengths for the different levels of housing.)

**874-8182**

fax 877-6445

**Buffalo Psychiatric Center**

400 Forest Ave., Buffalo, NY 14213

phone 885-2261 fax 885-4852

Executive Director: Thomas Dodson

[www.omh.state.ny.us](http://www.omh.state.ny.us)

***Cudmore Heights - Residential Care Center for Adults (RCCA)***

400 Forest Ave., Buffalo, NY 14213

Program Manager: William Nemeti

Outpatient, street transitional residential program on grounds of BPC.

One hundred and one beds. No direct admissions from the community.

**816-2392**

fax 816-2551

***Grant Street Community Residence***

656 Grant St., Buffalo, NY 14213

Located and the corner of Grant and Letchworth Sts.

Contact: Program Manager: Michael Betz

**883-9334**

fax 883-4625

***Olmsted Community Residence***

3 Rees St., Buffalo, NY 14213  
 Program Manager: Cheryl Frank  
 Twenty-four bed residence.

**884-3445**  
 fax 885-3044

***Waterfront Residence***

2 Duquesne St., Celoron, NY 14720  
 Program Manager: Nancy Johnson

Specializes in serving individuals with mental illness and substance abuse problems. Fourteen beds.

**664-7292**  
 fax 448-1193

***FAMILY CARE*****Family Care / BPC**

400 Forest Ave., Buffalo, NY 14213

Program Manager: Linda Schmidt

Placements in private homes with support services provided by BPC.

[www.omh.state.ny.us](http://www.omh.state.ny.us)

**816-2951**  
 fax 816-2548

***OTHER SOURCES OF HELP***

Mentally ill individuals on Temporary Assistance or SSI are also eligible for subsidized housing through the HUD Section 8 program and in public housing provided by the City of Buffalo. There are often long waiting lists though. (See the section on the Housing Solution Center on page 75.)

**Belmont Housing Resources of WNY**

1195 Main St., Buffalo, NY 14209-2196

*Satellite offices located at:*

174 Main St., Hamburg; and 33 Spruce St., North Tonawanda

President: Elizabeth Huckabone

Contact: Ardis Damon, Housing Program Manager

Hours: 9-5 M-F

Fees: None

[www.belmontshelter.org](http://www.belmontshelter.org)

Provides rent subsidy through Section 8 Renters Assistance Program to low income or disabled persons. Lengthy waiting list for Section 8 subsidies. Can help clients locate affordable and/or accessible rental housing. Provides home ownership counseling. Call for information or drop by office.

**884-7791**  
 fax 884-8026

**Housing Opportunities Made Equal, Inc. (HOME)**

700 Main St., Buffalo, NY 14202

Executive Director: Scott W. Gehl

Contact: Intake Counselor

Hours: 9-1 M-F; and by appointment.

[www.homeny.com](http://www.homeny.com)

Comprehensive services to victims of housing discrimination.

Information about fair housing laws; technical assistance related to fair housing; landlord-tenant counseling; general information and referral; and fair housing education.

**854-1400**  
 fax 854-1140

**Housing Options Made Easy, Inc.**

75 Jamestown, Gowanda, NY 14070  
 Executive Director: Joseph Woodward  
 Contact: Agnes Suggs  
 Hours: 8-4 M-F  
 Fees: None once eligible.  
 www.housingoptions.org  
 Supportive housing for those who meet eligibility requirements

**532-5508**  
 fax 532-5618

**Independent Living Center, Inc.**

3108 Main St., Buffalo, NY 14214  
 Executive Director: Doug J. Usiak  
 Supervisor/Service Coordinator: Crystal Jackson-Williams  
 Contact: Intake Counselor  
 Hours: 8:30-4:30 M-F  
 www.wnyilp.org  
 Fee: Sliding Scale. Will accept private insurance, Office of Vocational Rehabilitation payment and other third parties.

**836-0822**  
 fax 835-3967

**NYS Office of Mental Health**  
**SONYMA Home of Your Own Program (HOYO) and**  
**CCAP (Closing Cost Assistance Program)**

44 Holland Ave., 7th Flr.; Albany, NY 12229  
 Contact: Thomas E. Butch, Associate Accountant;  
 Housing Services Unit  
 Low-interest (4%), no-money-down mortgage program for individuals with a mental illness to purchase homes (may not be used to refinance an existing mortgage).

**518-474-5191**

**Rental Assistance Corporation of Buffalo**

470 Franklin St., Buffalo, NY 14202  
 Executive Director: Mary Shine  
 Contact: Call  
 Hours: 8-5 M-F  
 Fees: None  
 www.racbny.org

**882-0063**  
 fax 882-9512

Rental assistance - Section 8 Program City of Buffalo. Serves elderly over 62, lower income families, handicapped or disabled.

**Buffalo Municipal Housing Authority**

300 Perry St., Buffalo, NY 14204  
 Executive Director: Dawn Sanders  
 Contact: Geri Giwa; self-apply by phone, writing, or walk-in.  
 Hours: 8:30-4:30 M-F  
 Provides publicly subsidized housing for disabled individuals. Waiting list for some locations.  
 For application: Contact Peter Lane, Occupancy Examiner at 245 Elmwood Ave., Buffalo, NY 855-6774  
 Hours: 8 am-3:15 pm Tu/W/Th

**855-6711**  
 fax 881-6761

**833-0530**

## ***TRANSPORTATION***

For those individuals eligible for Medicaid, transportation funds are available to get to and from medical appointments, including clinic services, day or continuing treatment, counseling, PROS programs, dental and psychiatric appointments. Call 858-4877.

For people over 60 who are **not** receiving Medicaid, the Erie County Department of Senior Services "Going Places" van is available. Call 858-7433 for information.

## ***HOME HEALTH CARE***

**CASA (Community Alternative Services Agency) /** **858-2323 or 858-1938**  
**Erie County Department of Social Services** fax 852-3430  
 Rath Bldg., 95 Franklin St., Room 230, Buffalo NY 14202  
 Contact: Intake  
 Hours: 8-4:30 M-F  
 The CASA program arranges for medicaid-eligible necessary and appropriate home care services including personal care, nursing, various therapies as well as environmental, nutritional and social services.

**Staff Builders Home Health Care Services, Inc.** **632-6420 or 626-5261**  
 1127 Wehrle Dr., Room 150 Amherst, NY 14221 fax 626-7617 or 18  
 71 W. Huron, Buffalo, NY 14201 **842-2468**  
 737 Delaware Ave., #216, Buffalo, NY **886-7867**  
 Administrator: Darcy Salerno  
 Branch Manager: Lisa Brochey  
 www.tlcatome.com  
 Hours: 24 hours per day/7 days per week  
 Fees: Private pay, Medicaid, Medicare and many other 3rd party payers  
 Licensed and certified home health agency providing elder home health care, enteral-parenteral care (feeding tubes, IVs, etc.) high technology, respite care, skilled nursing, physical therapy, speech therapy, medical social work, home health aides, occupational therapy, and speech pathology. Specializing in home care for clients with behavioral health and dementia diagnosis.

## ***LEGAL SERVICES FOR PATIENTS AND FAMILIES***

There are a variety of different agencies and organizations providing specialized legal services for the mentally ill and their families.

**CAP (Client Assistance Program)/ Neighborhood Legal Services** **847-0650**  
 295 Main St., Rm. 495 Ellicott Sq. Building, Buffalo, NY 14203 fax 847-0227  
 www.nls.org  
 Assists low income clients who are having difficulty securing appropriate rehabilitation services, including job placement, VESID services or benefits, or other rehabilitation services. CAP provides legal, administrative or other remedies to protect client rights.

**Legal Services and Advocacy / Mental Health Association of Erie County** 886-1242  
999 Delaware Ave., Buffalo, NY 14209 fax 881-6428

Supervising Attorney: Janet McGlone

Contact: Roz Giallella, at ext. 323

Hours: 8-4 M-F

Fee: None

Provides civil legal services to mental health consumers regarding public benefits from the Dept. of Social Services and the Social Security Administration. Information and consultation with families and consumers and mental health professionals concerning patient's rights, landlord-tenant law and other legal problems.

**Erie County Bar Association Lawyer Referral Information Service** 852-3100

438 Main St., 6th Flr., Buffalo, NY 14202

Administrator: Marcia McGowan

Hours: 9-5 M-F

website: eriebar.org

Fees: Attorney may only charge \$20 for first half hour

For referral to private lawyers. No fee to not for profit agencies. By phone only.

**Erie County Bar Association Volunteer Lawyers Project, Inc.,** 847-0662

237 Main St., Suite 1000, Buffalo, NY 14203

Executive Director: Rose M. Pedone, Esq. ext. 15

Lillian Medina-Zelazny, ext. 19

**Legal Aid Bureau of Buffalo, Inc.**

237 Main St., Suite 1602, Buffalo, NY 14203

Executive Director: David C. Schopp

Contact: Receptionist

Hours: 8:30-4:30 M-F

www.legalaidbuffalo.org

Legal services to low-income Erie County residents. Services include family and domestic relations matters, bankruptcy and consumer issues, unemployment insurance appeals and other general civil legal matters. Legal Aid also handles landlord/tenant and other issues within the City of Buffalo, as well as criminal charges through the Public Defenders unit (855-1553). Spanish language available.

**Legal Services for the Elderly, Disadvantaged or Disabled** 853-3087

821 Ellicott Square Building

237 Main St., Suite 1015 Buffalo, NY 14203

Executive Director: Karen Nicolson, Esq.

Contact: Receptionist

Hours: 9-5 M-F

Fee: None

Services for persons age 60 or older in Erie, Allegheny, Chautauqua and Cattaraugus Counties, and to the Seneca Nation of Indians. Legal services in the areas of health, social security, housing, protective services and grandparents' rights. New supplemental pooled trust for persons with a disability who inherit assets or receive settlements that could impact their public benefits. For more information, contact Kathy Kanaley or see www.LSED.org

**Mental Health Association (Niagara County)**

36 Pine St., Lockport, NY 14094

Executive Director/Site Supervisor: Cheryl Blacklock

Hours: 8:30-4 M-F

www.mhanc.org

Fees: None

Serves individuals and families dealing with mental illness. Non-therapeutic education, information, referral, COMPEER, in-home respite. Also Legal Advocacy Service (no criminal service).

**433-3780**

fax 433-3847

**Mental Hygiene Legal Service**

438 Main St., Suite 400, Buffalo, NY 14202

Director: Emmett J. Crehan

Contact: Keith M. Fehrer, Principal Attorney

Hours: 9-5 M-F

Fee: None to qualified individuals with mental disabilities

For assistance to individuals with mental disabilities to ensure their legal rights regarding civil retention, care and treatment, and related advocacy; for information for families or to report violations of patient's legal rights. Serves inpatients at OMH/OMRDD facilities.

**845-3650**

fax 874-7794

**Mental Hygiene Legal Service**

M. Delores Denman Courthouse

50 East Ave., Suite 102, Rochester, NY 14604

Contact: Emmett J. Crehan, Director

Hours: 9-5 M-F

Fees: None to qualified individuals

**585-530-3050**

fax 585-530-3079

**Neighborhood Legal Services, Inc.**

Room 495, Ellicott Sq. Bldg., 295 Main St., Buffalo, NY 14203

Executive Director: William J. Hawkes

Site Supervisor: James Sheldon

Contact: Receptionist

Hours: 9-5 M-F; except Summers, 6/21-Labor Day, 9-4:30 M-F

Fee: Court costs—usually less than \$100; there is no fee if the client is accepted for services.

www.nls.org

Services for low income people:

- Assistance in obtaining various public benefits such as Aid to Dependent Children, home relief, Medicaid, food stamps, SSD, SSI, etc.
- Assistance with landlord/tenant disputes, housing discrimination.
- Assistance with family issues such as domestic violence, custody matters, child support and divorce.
- Legal problems of persons with disabilities related to education, work, rehabilitation programs and assistive technology.

**847-0650**

fax 847-0227

**PAIMI (Protection and Advocacy for Individuals With Mental Illness) / Neighborhood Legal Services, Inc.**

237 Main St., Suite 400, Buffalo, NY 14203

Executive Director: William J. Hawkes

Site Supervisor: James Sheldon, Esq.

**847-0650**

fax: 847-0227

Contact: Hope Robinson, Ellen Lawson, Karen Welch, Linda Detine, Krista McDonald

Hours: 9-5 M-F Winter 9:00-4:30 Summer

[www.cqc.state.ny.us/brochures/paimi](http://www.cqc.state.ny.us/brochures/paimi)

Services provided for issues that fall within the PAIMI-defined priority areas.

For anyone receiving mental health services or who has a mental health diagnosis; or anyone who is concerned about someone else who meets these criteria, PAIMI will give legal advice, go to court if necessary, provide information, help citizen advocates in resolving difficulties with agencies providing services, and give technical assistance to lawyers representing mentally ill clients. Answer general questions regarding patient rights, abuse, landlord-tenant issues, Kendra's Law, work activity and SSI or Medicaid benefits.

**Prisoners' Legal Services of New York**

107 Delaware Ave., Suite 1360, Buffalo, NY 14202

Executive Director: Karen Murtagh-Monks

Site Supervisor/Contact: Paul Crapsi, Managing Attorney

Hours: 9-5 M-F

Fee: None

[www.plsny.org](http://www.plsny.org)

Services for all indigent state inmates in WNY correctional facilities; information and legal assistance. Representation for prisoners on civil legal matters.

**854-1007**

fax 854-1008

**Volunteer Lawyers Project**

237 Main St., Suite 1000, Buffalo, NY 14203

[www.eriebar.org](http://www.eriebar.org) -or- [www.wnylc.com](http://www.wnylc.com)

Hours: 9-5 M-Th; 9-4 F

Sponsored by the Erie County Bar Association. Services to low income, eligible clients on a wide variety of civil legal matters.

**847-0662**

fax 847-0307

**WNY Law Center, Inc.**

237 Main St., Suite 1030, Buffalo, NY 14203

Executive Director: Joseph A. Kelemen

Hours: 8-4 M-F

[www.wnylc.net](http://www.wnylc.net)

email:[wnylc@wnylc.net](mailto:wnylc@wnylc.net)

Free civil legal services to low income people. Cases limited to ones that have a potential to have an impact on a particular system, i.e., Social Services, illegal property flipping, etc.

**855-0203**

fax 855-0203

***FORENSIC MENTAL HEALTH PROGRAMS***

**Transitions Comprehensive Counseling Center (Forensic) /**

**Horizon Health Services, Inc.**

3297 Bailey Ave., Buffalo, NY 14215

Executive Director: Anne Constantino

Program Director: Amanda Wenner

Contact: Central Intake 831-1800

[www.horizon-health.org](http://www.horizon-health.org)

Hours: 8:30 am-8 pm M-Th; 8:30-5 F

Comprehensive mental health services. Program for mentally ill clients on probation or who have otherwise been involved with the criminal justice system.

**833-3622**

fax 834-4557

## ***IF YOUR RELATIVE IS ARRESTED***

Unfortunately, a substantial number of the mentally ill are arrested from time to time. Often it is a “mercy” arrest where police find a very deteriorated person wandering about who doesn’t know his/her name, who may be very confused, or in danger from the cold. Police will then arrest the person on some minor charge simply so they don’t remain out on the streets.

In other cases the charges are more serious. At any time, if your relative is arrested, the first thing to do is find out who has made the arrest since this will determine where s/he will be held.

In Buffalo, the person will probably spend the night at Central Booking, Erie County Holding Center, Buffalo, NY 14202 (**858-7638**), then be brought before a judge to be charged (arraigned) in the morning. In some instances, s/he may be held in a precinct holding cell and brought to court in the morning from there. In the suburbs, s/he may be held in a local town jail until the arraignment. Each town or city in Erie County has judges who do such arraignments. Call the town or city clerk’s offices for information if it is outside the City of Buffalo. Arraignment will take place in the jurisdiction in which the alleged offense was committed. There are state as well as city, village, and town courts. What court will ultimately have jurisdiction will depend on the seriousness of the charges.

After arraignment, the person may be released on his own recognizance (that is, a court date is set for further proceedings and the person is required to appear, but will not be held in jail) or s/he may be able to post bail (present to the court a sum of money which s/he would lose —forfeit— if s/he doesn’t show up) or s/he may be held in custody, in which case s/he will be sent to the **Erie County Holding Center**, 10 Delaware Ave., Buffalo, NY 14202.

(1) If your relative is sent to the Holding Center, get in touch immediately with the **Forensic Mental Health Service**, 120 West Eagle St., Buffalo, NY 14202 (**858-8095** and fax 858-6666). For assistance, contact Nicki Fera, Supervisor (**858-8097**). Describe the situation and background on your relative.

The Forensic Mental Health Service is a comprehensive mental health clinic which provides consultations, evaluations, treatment, and court ordered examination of any inmates of the Holding Center. The Service also works with other outpatient mental health services and agencies to ensure follow-up treatment after the individual leaves custody or is allowed to leave the jail. In addition, the Family Court Clinic deals with Family Court PINS and juvenile delinquency cases, juvenile probation, custody and visitation disputes.

(2) Next, if you can possibly afford it, get a lawyer. Even though the charges may be minor, it is important to avoid a conviction which results in a criminal record. If you cannot afford a lawyer, your relative will be assigned one through the **Legal Aid Bureau**, 237 Main St., Suite 1602, Buffalo, NY 14203 (**853-9555 x 450, David Schopp**).

Try to contact the assigned counsel (lawyer) and let him/her know the situation. Find out exactly what the charges are, which court (called Parts I, II, III, etc. in the City of Buffalo) the charges will be tried in, and who the judge will be.

Phone or write a letter to the judge and explain the situation to him/her. Go to court for the trial if possible, even if they tell you not to show up, so the judge knows that there is an involved, interested family.

## ***VISITING YOUR RELATIVE***

A person with a mental illness will, if arrested, most likely be held at the Holding Center at 10 Delaware. There are special housing units for individuals with mental health concerns. If your relative is seriously ill, or you suspect that s/he may try to harm him/herself, call the **Holding Center (858-7638)** and alert them. Ask that s/he be closely watched or placed in special housing. Get the name of the officer you talk to.

If the person in custody is acting very violently or seems suicidal, and is charged with a very serious crime, s/he may be transferred to the Forensic Unit on the 9th floor of the Erie County Medical Center where there is even closer supervision.

Call the Forensic Mental Health Service to be sure they know where your relative is being held before you plan to visit.

Visitation at the Holding Center is constrained by many regulations and procedures. Among them:

Call to find out what the visiting hours and days are. These change frequently and you can only visit during specified times.

Get there early. Only a limited number of visitors are allowed and unless you sign in at least one hour ahead of time (or more) you probably will not get in to see your relative.

Visits are time limited. Also, you will see your relative in a visiting room through a heavy mesh screen.

You cannot bring your relative cigarettes, candy, toothpaste, etc. You may leave money on deposit so s/he can purchase these things from the Holding Center commissary (store).

You may leave bookbags, purses, etc. in a locker which requires a quarter (\$.25) deposit. Staff at the jail will not provide change.

You can only visit your relative twice a week.

You may bring paperback books, magazines, and newspapers for your relative. You may also bring clean clothes. Don't take good ones, as they are likely to get "lost in the shuffle."

## ***CLAIMING YOUR RELATIVE'S POSSESSIONS***

Belongings have a way of disappearing in the criminal justice system. They may have been removed from the person in the local precinct, the town jail, at Central Booking, or at the Holding Center. If there is anything valuable that was taken from the person, try to track it down as soon as possible. Often, the most important item may be identifications such as driver's license, Social Services benefits ID, or Medicaid card which are time consuming to replace. Find out what your relative had on him/her when s/he was arrested, and where s/he had to turn in his possessions.

Then call to find out what you have to do to retrieve them.

Before the trial, check with your relative's attorney to confirm the date and place. Trial dates, times, and places are often changed on little or no warning. Stay in touch with the lawyer to find out what's

happening. They are often less than reliable about answering letters or returning phone calls, so it's necessary to be persistent.

### ***CRIMINAL JUSTICE SYSTEM CONTACTS***

<b>Erie County Correctional Facility</b>	<b>937-9101</b>
<b>Erie County Office of Intensive Adult Mental Health</b>	<b>858-8095 or 858-8167</b>
120 W. Eagle St., Buffalo, NY 14202 Program Director: Michael Ranney, 858-7968 Supervisor: Nicki Fera Mental health screening/assessment regarding Criminal Court matters.	
<b>Erie County Holding Center</b>	<b>858-7638</b>
<b>Erie County District Attorney</b>	<b>858-2424</b>
<b>Public Defender</b>	<b>855-1553</b>
<b>Assigned Counsel</b>	<b>856-8804</b>
<b>Mental Health Court</b>	<b>851-4157</b>

### ***EMPLOYMENT / EDUCATION / TRAINING FOR THOSE WITH A MENTAL ILLNESS***

#### **EMPLOYMENT, EDUCATION AND TRAINING**

There are a variety of programs in Erie County for individuals with mental illness who need assistance in preparing for work, in obtaining training for employment or in completing a GED or other educational programs. Families are often concerned about the potential loss of financial benefits and health insurance if their family member is unsuccessful in an attempt to become employed. The Social Security Administration and New York State have developed a number of programs and policies which have significantly reduced this risk. Neighborhood Legal Services (716-847-0650) provides information and assistance with Social Security and employment issues.

**The Social Security Administration** publishes the Red Book which provides detailed information for disabled individuals on planning for employment, on employment supports, on work incentives and on how benefits are protected. A copy is available by calling 1-800-772-1213 or online at [www.socialsecurity.gov/redbook](http://www.socialsecurity.gov/redbook). Information on Work Incentives is also provided by the SSA Area Work Incentives Coordinator who is available to coordinate or conduct public outreach on work incentives in the local area. In our area, this person can be reached 716- 675-9196 ext 208. Incentives and supports include:

- 1) **Ticket to Work Program** increases the choices available when obtaining employment services, vocational rehabilitation services and other support services needed to get or keep a job. Information is available by calling 1-866-968-7842 or online at [www.ssa.gov/work/ticket/ticketinfo](http://www.ssa.gov/work/ticket/ticketinfo).

- 2) **Impairment-Related Work Expenses** deducts the cost of certain items and services that are needed to work from the individual's gross earnings in determining the impact of wages on SSDI and SSI benefits. This includes medical treatment that is not covered by other sources. Information is available in the Red Book.
- 3) **Earned Income Exclusion** deducts the first \$65 plus one half of the remainder of the monthly earnings in calculating the amount of SSI. Information is available in the Red Book.
- 4) **Plan to Achieve Self-Support (PASS)** allows an individual to set aside income and/or resources for a specified period of time so he/she can pursue a specific work goal. The income, including part of the SSDI payment set aside under a PASS, is not counted in figuring the SSI payment. This plan must be written and approved and, therefore, should be done by a PASS expert. The Mental Health Association Legal Services (716-886-1242) provides assistance in writing plans. Information on a PASS expert is also available by calling 1-800-772-1213 or online [www.socialsecurity.gov/disabilityresearch/wi/passcadre](http://www.socialsecurity.gov/disabilityresearch/wi/passcadre). A pamphlet entitled "Working while Disabled-A Plan for Achieving Self-Support" # 05-11017 can be ordered at the same telephone number or online at [www.ssa.gov/pubs/11017](http://www.ssa.gov/pubs/11017).
- 5) **Special SSI payments for Individuals who Work-Section 1619 (a)** permits continuation of SSI payments even when a person is employed at the SGA level (Significant Gainful Activity level for 2008 is \$940 per month). Information is available in the Red Book.
- 6) **Expedited Reinstatement (EXR)** is a safety net for those individuals who successfully return to work and later lose their entitlement to SSDI or SSI benefits and payments. Reinstatement, without another application, is available to a person who is again unable to work due to the same condition within five years of the month the benefits were terminated. Cash benefits are provided for six months until a SSA medical review can be completed to confirm that the person is eligible for reinstatement. The person may also be eligible for Medicare and/or Medicaid during the provisional benefit period depending on other coverage and/or asset levels. Information is available in the Red Book and through SSA at 1-800-772-1213.
- 7) **Continuation of Medicare for SSDI eligible** is available for 93 months after the completion of the nine month trial work period as long as the disability continues during that period. There is no premium cost for Medicare Part A during this time and the cost for Part B is \$96 (2008) One can continue Medicare after this period by paying the premium for both Parts A & B.
- 8) **Medicaid While Working-Section 1619 (b)** is available to SSI eligible persons who no longer qualify for SSI based on the level of their earnings from employment, but who require Medicaid coverage for their medical condition. Eligibility is based on a state specific threshold income level. In NYS for 2008, that income threshold is \$43,636 and continued eligibility is part of the NYS Medicaid buy-in program. Information is available at the Erie County Dept of Social Services.

**It is very important to be familiar with the provisions and policies of employment supports and incentives or to work with someone who has this expertise.**

The Social Security Administration must approve some plans in advance to qualify or must be informed of specific changes in circumstances and earnings.

**ACE Employment Services**

327 Elm Street, Buffalo, NY 14203  
Executive Director: John R. Guastafarro  
Site Supervisor: Michelle Hovey  
Hours: 8:30-4:30 M-F  
www.psychrehab.org

**884-5216**

fax 884-2847

Supportive competitive employment program including a job coach for ongoing support and follow-up. Candidates must be VESID eligible, resident of Erie County and should be in a stable living situation.

**The Empowerment Academy**

327 Elm Street, Buffalo, NY 14203  
Site Supervisor: Leo Pelz  
Contact: Leo Pelz, Michael Broadus  
Hours: 9-5 M/Sat, 9AM-7PM Tu-Th, 9AM-9PM W/F, 10-6 Sun.

**885-5217**

fax 884-2847

**Goals Center / BPC**

45 Oak St., Room 141, Buffalo, NY 14203  
Executive Director: Thomas Dodson  
Contact: Donna Pignatora, CRC, Program Manager  
www.omh.state.ny.us

**851-1297**

fax 270-5164

A career/life development program that may include preparation for college or work. (Formerly known as Education Intervention Program)

**1547 Community Center / BPC**

1547 Hertel Avenue, Buffalo, NY 14216  
Program Director: Barbara Rock  
Hours: 9-2 M-Tu-W (will be expanded)  
Social, interpersonal, and vocational skills in a community intergrated setting.

**837-5580**

**Educational Opportunity Center (EOC)**

465 Washington St., Buffalo, NY 14203  
Executive Director: Dr. Sherryl D. Weems  
Site Supervisor/Contact: Sandra Bunkley  
www.eoc.buffalo.edu  
email:eoc465@buffalo.edu  
Hours: 8-5 M-F

**849- 6727 ext 159**

fax 849-6755

849-6727 ex. 159

Tuition-free programs for adults in basic educational skills such as reading, writing, and math. GED preparation and technical programs in areas such as dental assisting, business/computer technology, and general office training. Advisement, job placement, college placement and case management.

**Empire Enterprises/ Vocational Services / BPC**

Building 79, 400 Forest Ave., Buffalo, NY 14213

Executive Director: Thomas Dodson

Supervisor: Anthony Nigro

Hours : 8-4 M-F

www.omh.state.ny.us

Continuum of work experiences from sheltered work to competitive employment is available to assist individuals in developing or recovering vocational skills.

**816-2994**

fax 816-2549

**Goodwill Industries of WNY**

1119 William St., Buffalo, NY 14206

Executive Director: Florence M. Conti, President/CEO

Contact: Dawn Cody, John McEnroe

Hours: 8-4:30 M-F

Fee: Varies by sponsor

www.goodwillwny.org

Vocational evaluation, work adjustment training, GED, literacy tutoring, sheltered employment job placement services, technology training, alcohol and substance abuse counseling. All disabilities and disadvantages. Adult education and food bank satellites are co-located and available to program participants.

**854-3494**

fax 854-1988

**Horizon Health Services, Inc. - Career Opportunity Centers**

Administrative: 3020 Bailey Ave., Buffalo, NY 14215

phone 831-1800 fax 831-1818

President/CEO: Anne D. Constantino

Vice President/Clinical: Brenda John-Banach

www.horizon-health.org

Vocational training programs for those with a mental illness or addiction.

Pre-employment screening, job training, diagnostic testing and job placement. Follow-up services for persons with mental illness, chemical dependency, or mental disabilities.

Fees: None

***3297 Bailey Ave., Buffalo, NY 14215 (main location)***

Vocational Director/Contact: Kathy Dietrich-Green

Program Director: Kathy Dietrich Green

Hours: 9-5 M-F

**836-3247**

fax 833-4420

***699 Hertel Ave., Suite 350, Buffalo, NY 14207 (Black Rock)***

Hours: 9-5 M-F

**831-1977**

fax 831-1974

**Independent Living Center**

3108 Main St., Buffalo, NY 14214

Executive Director: Douglas Usiak

phone 836-0822 fax 835-3967

www.wnyilp.org

***ILC / First Step Vocational***

Contact: Reah Brown, ext. 160

Hours: 4-5 pm Thursday

**836-0822**

**ILC / Help You****836-0822**

Site Supervisor: Marcie Kelley, Director

Contact: Sherrie Boyd ext 303

Hours: 8:30-5 M-F

Fee: None.

This vocational program assists people with mental illness who have vocational goals in overcoming obstacles to achieving those goals. Assistance is given in obtaining safe housing, benefits, socialization, self-help and anything else needed for vocational success.

**Jewish Family Service****883-1914**

70 Barker St., Buffalo, NY 14209

fax 883-7637

Contact: Stephanie Schottin

Hours: 9-8 M/Tu; 9-5 W-F

www.jfsbuffalo.org

Vocational evaluation and career planning and development.

**Lake Shore Vocational Services****852-1117**

254 Franklin St., Buffalo, NY 14202

fax 852-1110

Executive Director: Howard Hitzel, Psy. D.

Supervisor: Christine Ziemba, LMHC

Contact: Sandra Boyd

Hours: 8:30-4:30 M-F

www.lake-shore.org

Provides prevocational evaluation, training, and supported employment.

**Phoenix Frontier, Inc.****833-3231 x 280**

100 Leroy Ave., Buffalo, NY 14214

fax 833-3343

Executive Director: Jack K. Manganello

Contact: Sandra Heath

Hours: 8-4 M-F

Fees: Medicaid and private insurances

Sheltered workshop for individuals with disabilities, including those with a mental illness.

Supported employment, job coaching.

**Crossroads PROS****828-1719****Spectrum Human Services**

fax 828-9275

326 Orchard Park Rd., Orchard Park, NY 14224

Bruce Nisbet: President/CEO

Cathy Wood, Program Director

Contact: Intake Secretary

Hours: 8:30-4 M-TH; 8:30-3 F

www.spectrumhumanservices.com

**Suburban Adult Services Inc. (SASI)****805-1555**

13339 Route 39, PO Box 526, Sardinia, NY 14134

fax 805-1444

Executive Director: Thomas W. Becker

Site Supervisor/Contact: Tim Pfohl

www.sasinc.org

Hours: 8:30-4 M-F

A non-profit rehabilitation agency and subcontract business, dedicated to the training and community involvement of developmentally and mentally challenged adults and children throughout WNY. Sheltered workshop, day habilitation, supported and competitive employment.

**Social Security**

**800-772-1213**

An informative publication, "Working While Disabled," is available.

**Transitional Employment Program (TEP) / Restoration Society Inc.**

**832-2141**

66 Englewood Ave., Buffalo, NY 14214

fax 832-0021

Executive Director: John R. Guastafarro, Jr.

TEP Coordinator/Contact: Charles Cavaretta

Hours: 9-5 M-F

Fee: none

www.psychrehab.org

CSS eligible through clubhouse programs. 3-6 month community based employment.

**VESID (Vocational and Educational Services for Individuals with Disabilities) / NYS 848-8001**

Regional Coordinator: Susan Piper

fax 848-8103

Assistant Manager: Bob Halady

508 Main St., Buffalo, NY 14202

Contact: Intake counselor

Hours: 9-5 M-F

VESID provides diagnostic services related to employment, career counseling, vocational training, transportation, placement services, medical care for acute conditions which arise during client rehabilitation and other services.

VESID serves all disability groups (except the blind) who are post-secondary school aged and have a disability-related barrier to employment. Some services require that the consumer meet economic guidelines.

For complaints about local VESID services, contact VESID Albany at 518-474-3060.

## ***MEDICATIONS***

### ***A BRIEF REVIEW OF PSYCHOTROPIC MEDICATIONS***

*by Herman V. Szymanski, MD*

Many psychiatric illnesses can be partly treated by psychiatric medication provided it is combined with an effective therapeutic relationship between patient and prescriber. For most patients, particularly the more severely ill, medications must also be combined with the proper living arrangements, financial assistance, case management, group and/or individual therapy, help with employment, education and help given to family members. There are also a number of computer programs available to increase the ability of schizophrenic patients to pay attention, remember and problem solve. The above are **non-medication treatments**. Medications are generally prescribed for certain symptoms, not diagnoses. For example, antipsychotics can be used for psychosis in a number of conditions. (See below). There is no anti schizophrenic drug. There are many medications and combinations of medications for a given symptom.

The purpose of this chapter is to review some of the more common psychiatric medications. The trade name of the drug (the name given by the drug company) is followed by the generic name in parentheses. Either name may be on the medicine bottle. These medications do not cure the illness, but control the symptoms. For a more extensive reviews of psychiatric medication the National Alliance for the Mentally Ill (www.nami.org) publishes a number of books. You can find descriptions of medications at www.nlm.nih.gov/medlineplus. If you find a pill you cannot identify, www.drugs.com helps. Www. nicd.us particularly helps to identify prescription drugs that are abused.

To achieve a therapeutic drug effect, basically two things must happen. **First**, the right medication must be prescribed at the right dose. And when starting medication, if the initial dose or type of medication is wrong, or if a medication combination is needed, then this process is longer. Unfortunately there are few medications in Psychiatry for which there are blood tests as a guide for selecting the dose of medication, so reduction of symptoms with fewest side effects is often the main guide to dose. **Second**, the brain needs time to react to the medication. Many psychiatric medications (e.g., antipsychotics, antidepressants) take five to six weeks to reach **maximum** therapeutic effect after they have reached the right level in the body, although some effect is evident in the first week or two. Similarly, when a patient stops his medication, sometimes it takes time to become sick again, as the effects of the medication on the brain wear off. However, clearly there is much more to relapse than time for medication to wear off, such as stress. No wonder, then, patients often believe there is no connection between medication taking and changes in their illness.

#### **Reasons for partial or no response to treatment**

These include absence of a good relationship with the prescriber or absence of the non-medication treatments listed in the first paragraph above, the wrong diagnosis, the wrong medication or dose, insufficient duration of medication use, drug abuse, not taking the medication properly, or having an unrecognized medical illness in addition to the psychiatric illness. Common examples of the latter include problems breathing during sleep (sleep apnea) or thyroid disease (can be looked for with a simple blood test). Another example is that many psychotic patients drink so much water that they become fatigued, dulled mentally and depressed.

Because of disorganized information flow in our healthcare system (to put it mildly), it is important to keep a list of the medications the patient has taken so that the same medication trial isn't repeated. Whether the medication worked, even partly, and for what symptoms, and what side effects occurred, are also important.

#### **Some reasons a patient may not take medication properly**

Sometimes this occurs because of lack of insight about having an illness, because taking medication may mean having to face the painful reality of the illness, because of side effects or because it is difficult for many people to see the connection between getting well and taking the medication. For illnesses that involve psychosis at some point, it is much more difficult for patients to recognize they have an illness than do patients with other types of illnesses. Some patients may prefer the feelings they have during the illness, e.g., feeling good or special. In addition, some patients with these illnesses have difficulties with organizing their daily activities in many ways, including medication taking. For patients who will not take oral antipsychotics, there is the possibility of using **Prolixin decanoate (fluphenazine decanoate)**, **Haldol decanoate (haloperidol decanoate)** or **Risperdal Consta (long-acting risperidone)** which are given as shots that lasts for weeks. (See below.)

### Combining medication with alcohol or street drugs

The combination of almost any psychiatric medication with alcohol often means an increase of the effects of alcohol. This can cause drowsiness, poor coordination and falling, slurred speech, irritability, poor judgment or auto accidents. Combining psychiatric medication with street drugs or alcohol often reduces the beneficial effects of the medication. Using street drugs or alcohol can change symptoms, resulting in the wrong diagnosis, and it is difficult to predict what changes will occur. Sometimes hospitalization can clarify the diagnosis by interrupting substance abuse.

### Pregnancy and breast feeding

If there is any chance the person taking medication can become pregnant while using it, discuss with your doctor the possible use of birth control, because many psychiatric medications have some chance of damaging the fetus. They are more likely to do this earlier in the pregnancy. However, use of medications with pregnancy or breast feeding is not absolutely out of the question. It depends on the medication, the risk of relapse without medication (which is high in patients with schizophrenia and bipolar disorder), and other factors. If you are already pregnant, it is very important to tell your doctor. If you are taking **Depakote**, you should also be taking large doses of folic acid (4 mg per day) which might prevent birth defects.

## DEFINITIONS OF SIDE EFFECTS OF MEDICATIONS

### How serious can side effects be?

The side effects listed below with each medication may not happen, and if they happen, can range from minor to quite troublesome. First of all, before blaming the medication, make sure that the problem wasn't actually present before the medication was started. If it is due to the medication, it may or may not warrant discontinuation of the medication depending on how much the medication has helped compared to the side effect. Also, side effects can often be dealt with by reducing the dose or switching medications.

Allergic effects, include rash, wheezing, swelling of the eye or mouth and itching. None of the other side effects listed in this chapter are allergic responses. If a patient is truly allergic to a medication, then the doctor must quickly stop it. This is not necessarily the case with other side effects.

**Akathisia** means either the feeling of restlessness or actual physical restlessness or both. Propranolol might help akathisia. **Atropinic or anticholinergic effects** of medication mean any one or more of the following: blurred vision, especially for reading, dry mouth, slowing or stopping of urination, constipation, slightly decreased memory, dry eyes. Dry mouth leads to increased tooth decay. **Dystonia** is a stiffening of the muscles of the tongue, eye or neck, so that they are stuck in a certain position, usually for a few minutes to hours. **Pseudoparkinsonism** refers to two or more of the following: trembling (worse when resting), slow movements (for example, walking with small steps), stiff muscles, an expressionless face, and stooping while walking. **Cogentin (benztropine)** and **Artane (trihexphenidyl)** are used to treat pseudoparkinsonism and dystonia and are slightly effective for akathisia but are strongly atropinic. **Tardive dyskinesia** is repeated, uncontrolled jerking movements of muscles, usually the face (for example, tongue moving around, lip smacking, teeth grinding), which usually occurs after at least some months of antipsychotic use. For the purposes of this chapter, **confusion** means inability to figure out where you are or what the date is for at least a half hour. Most psychiatric medications cause drowsiness, depending on the dose used. Thus, caution with operating machinery or driving is wise. Many of these sedating medications are given at night to minimize daytime drowsiness. Patients should not drive after the nighttime dose until the next morning. **Sexual problems** mean any of the following: inability to

become sexually excited, low sex drive, inability to have orgasm or, in the male, inability to ejaculate. **Gastrointestinal (GI)** side effects include stomach upset, constipation, diarrhea, and nausea. Other side effects are listed below. **Side effects listed below for a given medication are the more common side effects only (about 1 to 10 out of 100 people).**

### ANTIPSYCHOTICS

Antipsychotics can be used for acute mania, schizophrenia, schizoaffective disorder, major depression with psychosis and acute agitation due to a number of causes. Symptoms in schizophrenia consist of **positive symptoms** (hallucinations, delusions), negative symptoms (blunting of feelings, emotional withdrawal, little speech, a lack of enjoyment of most things, and lack of motivation) and cognitive symptoms (e.g., decreased attention, memory).

**The first-generation antipsychotics** consist of **Thorazine (chlorpromazine), Mellaril (thioridazine), Serenil (mesoridazine), Loxitane (loxapine), Moban (molindone) Stelazine (trifluoperazine), Trilafon (perphenazine), Navane (thiotixene), Prolixin (fluphenazine), Haldol (haloperidol)**. They often cause **neurologic side effects** (akathisia, dystonia, pseudoparkinsonism and tardive dyskinesia) and lack of enjoyment of things. These side effects can be major causes for not taking medication. The **second-generation antipsychotics**, do not produce neurologic side effects as frequently as first generation ones. They consist of **Clozaril (clozapine), Risperdal (risperidone), Zyprexa (olanzapine), Seroquel (quetiapine), Geodon (ziprasidone), Abilify (aripiprazole)**. Recent studies have shown that second generation antipsychotics are equal to first generation antipsychotics in treating positive symptoms. Both sets of medications only slightly help negative and cognitive symptoms. Other antipsychotics are the long-acting injectable forms of **Prolixin (Prolixin decanoate), Haldol (Haldol decanoate) and Risperdal (Risperdal Consta)**, which are generally injected every two to four weeks, thus often avoiding the need for oral medication.

#### Weight gain and diabetes with antipsychotics

**Clozapine, Zyprexa, Risperdal, and Seroquel** can cause weight gain, elevation of serum cholesterol and other lipids (fats in the blood), and even cause diabetes. First generation antipsychotics also cause these problems but with less severity. Among the second generation antipsychotics, Geodon and Abilify are least likely to cause these side effects, but Geodon has a chance of causing problems with heart rhythm, though this is probably infrequent. Sometimes it is my clinical impression that **Geodon** and **Abilify** are weaker as antipsychotics. Among the first generation antipsychotics, molindone is the only one that doesn't cause weight gain. Some clinicians use **Topiramate** (see below) to treat weight gain due to antipsychotics.

#### Other side effects

**Clozapine** also has atropinic side effects, causes drowsiness, increased saliva, lowered blood pressure and can rarely cause seizures. It has a 1/100 chance of causing **agranulocytosis** (no white blood cells of a certain type), which can rarely be fatal. So all patients on **clozapine** must have their blood drawn weekly for 6 months, then biweekly for 6 months, then once a month thereafter indefinitely. **Risperidone** can cause low blood pressure, sexual side effects, and at doses above about 6 mg/day, neurologic side effects. **Zyprexa** side effects include drowsiness, weight gain, constipation, dry mouth, trembling. **Seroquel** may cause drowsiness, low blood pressure, dry mouth and weight gain. **Geodon** has been associated with drowsiness, low blood pressure, nausea and can possibly cause changes of heart rhythm, but does not cause weight gain. **Mellaril** and **Serenil** should be used very little because they have been rarely associated with sudden death. All antipsychotics can cause sexual side effects, particularly the first generation antipsychotics and

**Risperdal.** The Food and Drug Administration (the Federal agency that oversees drug use) has warned that second generation antipsychotics can cause death in the elderly who are being treated for agitation due to memory loss.

#### **When antipsychotics don't work**

See above section on "Reasons for partial or no response to treatment." Besides the reasons listed there, many guidelines for treatment suggest initial use of a second generation antipsychotic, followed by a different second generation antipsychotic if the first fails. If this fails, then a switch to **clozapine** is indicated. **Clozapine** is more effective than all other antipsychotics for all the symptoms of schizophrenia in about 50 out of 100 patients. There is some evidence that addition of **Lamictal** (see below), **Risperdal** or first generation antipsychotics of the high potency type (such as **Prolixin**) to clozapine can increase the effect of **clozapine**. Use of **prolixin decanoate** or haloperidol decanoate or **Risperdal Consta** instead of or in addition to any of the antipsychotics can sometimes help even if the patient has been taking oral medication.

#### **MOOD STABILIZERS AND BIPOLAR DISORDER**

**Bipolar disorder or manic-depressive illness** consist of periods of being in an excessively good or irritable mood for at least a week and periods of depressed mood for at least two weeks. Such moods, however, can last much longer. Hypomania is a milder form of mania. In **unipolar depression**, depression occurs without mania or hypomania. There are other symptoms that define each of these states listed in the **Diagnostic and Statistic Manual of Mental Disorders**. Antidepressants, thyroid disease, drug abuse, and other factors can cause more episodes of mania and depression in bipolar disorder. A mood stabilizer reduces the symptoms of mania or hypomania and depression and helps to prevent them. Mood stabilizers also have been used for aggression, agitation and sleep.

Medications generally considered to be mood stabilizers include **lithium**, **Tegretol** (**carbamazepine**), **Depakote** (**divalproex**), **Lamictal** (**lamotrigine**) and possibly the second generation antipsychotics. **Lamictal** is thought to be more effective than the others for treating and preventing bipolar depression. **Lithium** is more effective for treating a euphoric ("good mood") mania than for an irritable mania, and is better for preventing mania than **Lamictal**. Thus sometimes both are used together if neither worked alone. **Depakote** is better for mixed mania, which consists of symptoms of depression and mania together. **Tegretol** can be used for both euphoric and mixed mania. In general, **lithium is** the most proven medication for bipolar disorder.

Common **Lamictal** side effects are dizziness, headaches, nausea, double vision and poor coordination. Three out of 1000 people can develop a serious rash on Lamictal. Some side effects of **lithium** include stomach upset, weight gain, diarrhea, trembling, thirst, and increased urination. Lithium blood levels must be monitored periodically, as well as its effects on the thyroid gland and kidneys. High **lithium** blood levels can cause drowsiness, severe trembling, confusion, severe vomiting or diarrhea, falling, or slurred speech. **Depakote** side effects include drowsiness, weight gain, trembling, and stomach upset. It can rarely produce liver and pancreas problems. Side effects of Tegretol include double or blurred vision, poor coordination, weight gain (less than that seen with **lithium** and **Depakote**) stomach upset or diarrhea, drowsiness, and an allergic skin rash. It also rarely produces agranulocytosis, failure to produce red cells (a type of cell in the blood), liver problems, and retention of water. Because of these latter side effects, blood monitoring is recommended by some experts in patients on **Tegretol**. **Tegretol** has many interactions with other medications, e.g., it can render birth control pills ineffective. The level of **lithium**, **Tegretol** and

**Depakote** in the blood can also be monitored, and sometimes this determines the dose to be used.

**Neurontin(gabapentin)** is usually not effective as a mood stabilizer. **Trileptal(oxycarbazine)**, and **Topamax(topiramate)** are not proven as mood stabilizers, although it is possible with future research that this may be shown, and some clinicians use them. **Topamax** can cause weight loss, but also can cause kidney stones and increased pressure in the eye.

#### ANTIDEPRESSANTS

One class of antidepressants is the selective serotonin reuptake inhibitors(SSRI'S), which affect serotonin(a **neurotransmitter**, one of the chemicals that makes the brain work) in the brain. There are also antidepressants that affect more than serotonin. These are **Wellbutrin(bupropion)**, **Effexor(venlafaxine)**, **Remeron(mirtazapine)**, **Cymbalta(duloxetine)**, **trazodone**, **Serzone** and two other classes of antidepressants: the tricyclics and monoamine oxidase inhibitors(MAOI's).

The Food and Drug Administration has warned that the risk of suicide in depressed patients, up to age 24 may be increased, in a few percent of patients, especially in the first few weeks after starting an antidepressant. When antidepressants cause irritability, restlessness and insomnia, this can be a sign that mania or hypomania is developing, or they could be antidepressant side effects.

#### THE SSRI ANTIDEPRESSANTS

The SSRI's include **Prozac(fluoxetine)**, **Zoloft(sertraline)**, **Paxil(paroxetine)**, **Luvox(flvoxamine)**, **Celexa(citalopram)** and **Lexapro(escitalopram)**. They have been used for depression, obsessive-compulsive disorder, panic disorder, anxiety in social situations, generalized anxiety disorder, post traumatic stress disorder, eating disorders, phobias, and premenstrual depression. Side effects include headache, restlessness, difficulty sleeping, sleepiness, nausea, diarrhea and sexual side effects(the latter, up to 30% of patients). **Luvox** has many potentially bad interactions with other medications.

#### Wellbutrin, Effexor, Remeron, Cymbalta, trazodone and Serzone

**Remeron** has fewer sexual side effects than the SSRI's and **Wellbutrin** has none. The first four drugs listed above can all cause headache. **Wellbutrin** can cause nervousness, tremor, difficulty sleeping, restlessness, dry mouth, decreased appetite and rarely, seizures. Those who are vulnerable to seizures(for example, history of stroke, vomiting, Alzheimer's disease etc.) are more likely to have a seizure. **Effexor's** side effects include sexual problems, fatigue, increased blood pressure(5%), nausea, dizziness, difficulty sleeping, nervousness, sleepiness and sweating. **Remeron** side effects are weight gain, sleepiness, dizziness, dry mouth, constipation. **Cymbalta** can cause sexual problems, nausea, diarrhea, fatigue, dizziness, slightly decreased appetite in 7% of patients, drowsiness or trouble sleeping and sweating. **Cymbalta** can also be used for pain due to diabetes. **Serzone** is not used much because of potential severe liver problems. **Trazodone** is a weak antidepressant and is usually used only in low doses for sleep.

#### TRICYCLIC ANTIDEPRESSANTS

These are old antidepressants with more side effects than the newer ones above, such as dry mouth, constipation, blurred vision, drowsiness, tremor, lowering of blood pressure, and effects on the heart. They are used in low doses for pain or for sleep, in low doses in combination with SSRI's to treat depression that is partly responsive, or in full doses for patients that have failed to respond to other antidepressants. They include **Elavil( amitriptyline)**, doxepin, desipramine, imipramine, Pamelor(nortriptyline), and Anafranil (clomipramine). Anafranil is sometimes used for treatment-

resistant obsessive-compulsive disorder. **Elavil** causes the most drowsiness, the most atropinic side effects and the most effects on lowering blood pressure (thus causing dizziness). Other tricyclics are probably as effective as **Elavil** for pain.

### MONOAMINE OXIDASE (MAO) INHIBITORS

**Parnate (tranylcypromine)** and **Nardil (phenelzine)** are in this class. They require a special diet and they interact badly with many other medications. Thus the patient must consult his prescriber about any other medications, even over the counter ones. **Emsam (selegiline)** is used not as a pill but worn as a patch. It doesn't require a diet when low doses are used. Side effects of **Emsam** can include headache, insomnia, diarrhea, dry mouth.

#### When antidepressants don't work

See above section on "Reasons for partial or no response to treatment." If a patient still fails to respond, the first consideration is whether the antidepressant was used in large enough doses and for a long enough time (at least two months, and longer in the elderly). Experts differ as to what should be the next step if this fails. Take the case of a patient who is in a unipolar depression (not bipolar) who has failed to respond to an SSRI. The next step may be to switch to another antidepressant (even another SSRI is a reasonable idea), add a low dose of a non-SSRI antidepressant, add a low dose of **lithium**, add **Abilify** at low doses, or add thyroid hormone, even if the patient has a normal thyroid. **Emsam** should also be considered.

*Another reason for failure to respond is that the patient really has bipolar disorder, and is in a depressed state, rather than unipolar depression. Bipolar depression does not respond generally to antidepressants, which can, over time, cause more cycling. **Lamictal** may be the best antidepressant for bipolar depression. **Seroquel** and a combination of Zyprexa and Prozac (**Symbyax**) have been approved by the Food and Drug Administration for use with bipolar depression. There are many other possible treatments such as **lithium**, **Depakote**, and other second generation antipsychotics. Less proven treatments include **Mirapex (pramipexole)**, **Provigil (modafinil)**, and the dietary supplement **EPA** (1-2 grams/day). Combinations of medications (which must include a mood stabilizer) are often necessary.*

### BENZODIAZEPINES

Benzodiazepines can be used for sleep, anxiety, phobias, post traumatic stress disorder, obsessive-compulsive disorder, alcohol withdrawal, irritability in patients with schizophrenia, or other psychiatric problems if the patient is not at risk for abusing the medication. Benzodiazepines are habit forming. For the above problems, they are often used in combination with other medications, such as the SSRI's. The benzodiazepines include **Valium (diazepam)**, **Librium (chlordiazepoxide)**, **Dalmane (flurazepam)**, **Klonopin (clonazepam)**, **Serax (oxazepam)**, **Transene (chlorazepate)**, **Ativan (lorazepam)**, **Restoril (temazepam)**, **Halcion (triazolam)**, and **Xanax (alprazolam)**. Withdrawal from benzodiazepines (sleeplessness, irritability, trembling, weakness, anxiety, sadness) usually occurs a day or more after stopping, but in the case of **Xanax** sometimes occurs after skipping only two or more doses.

Side effects can include excessive sleeping, decreased memory and concentration (resulting in decreased driving ability), slurred speech, poor coordination and falling. They can also increase trouble breathing during sleep in people with sleep apnea. Benzodiazepines increase the effects of alcohol. If a benzodiazepine is suddenly stopped, there can be withdrawal symptoms such as

sleeplessness, anxiety, restlessness, headache, vomiting, trembling and even seizures. *Xanax* causes the most problems with withdrawal.

#### **MEDICATIONS FOR STARTING SLEEP**

These medications put people asleep but do not keep a person asleep throughout the night because they don't stay in the body for very long. This can also be an advantage, because then there is little daytime drowsiness. They include *Ambien (zolpidem)*, *Sonata (zaleplon)* and *Lunesta (eszopiclone)* and *Rozerem (ramelteon)*. Side effects include memory and concentration problems, drowsiness, and poor coordination. *Ambien* can also cause dizziness, sleepwalking, and swelling of the skin. *Sonata* can result in headaches. *Lunesta* can also cause headaches, dizziness and an unpleasant taste. *Triazolam*, one of the benzodiazepines, also puts people to sleep and stays in the body a short time, but has many side effects. *Lunesta* and *Ambien CR (a slow release form of Ambien)* have the most tendency to keep people asleep. Ramelteon is used particularly for people with inability to sleep because of working different shifts.

#### **MEDICATIONS FOR ALCOHOL ABUSE**

These consist of *antabuse*, *ReVia (naltrexone)* and *Campral (acamprosate)*. *Antabuse* is used once someone has stopped drinking, because it causes severe effects when combined with alcohol, including nausea, dizziness, vomiting and facial flushing. However, by stopping antabuse, the drinker can resume drinking in about 2 weeks and not have the above effects. *ReVia* reduces the pleasure of alcohol use in some drinkers, and can be started while the patient is still drinking. Side effects include nausea, abdominal pain, nervousness and headache in 8% of patients. *Campral* is used after drinking has stopped to prevent relapse. Side effects include diarrhea. Any medication for alcohol abuse must be combined with a rehabilitation program which might include Alcoholics Anonymous.

#### **STIMULANTS**

One use for stimulants is attention -deficit disorder, manifested by problems with keeping focused on a task, and impulsivity (e.g., speaking without thinking, trouble with the law, temper problems) and sometimes restlessness. The stimulants include *Adderall (amphetamine)*, *Cylert (pemoline)*, *Dexedrine (dextroamphetamine)*, *Ritalin*, *Concerta*, *Metadate*, (these three are trade names for methylphenidate), *Adderall (mixture of amphetamine and dextroamphetamine)* and *Strattera (atomoxetine)*. All have the potential for abuse except Strattera but this can be minimized by close monitoring. Side effects are difficulty sleeping, rapid heart rate, restlessness, nervousness, headaches, gastrointestinal effects, loss of appetite and elevation of blood pressure. *Cylert* can cause liver failure.

### ***PAYING FOR PRESCRIPTIONS***

If you or your family members need help to cover the cost of prescriptions and/or an insurance plan to cover medical care the following information may be useful

1) **Medicaid, Family Health Plus, Child Health Plus:** NYS uses a single application form for public health programs (Access NY Health Care Application) These programs cover all psychiatric and medical prescription drugs with no copay or a very low copay. Family Health Plus covers single or married individuals aged 19-64 who have incomes too high to qualify for Medicaid. Asset

limits have been raised to \$13,500 for a single person and \$19,200 for a couple for 2008 for both Medicaid and Medicare. It is helpful to look at the application online ([www.health.state.ny.us/nysdoh/fhplus/application](http://www.health.state.ny.us/nysdoh/fhplus/application)) to prepare for the appointment at Erie County Dept of Social Services as there is a checklist for required documents. Your local librarian can be an excellent resource for using the computer to find out what coverage is available and who is eligible.

2) **Medicare Part D:** The federal government requires individuals on Medicare to purchase Medicare Part D for prescription coverage. The premium cost will be increased permanently by 1% per month that the person fails to enroll unless alternate approved coverage is in place. There are a variety of plans with different premiums, copays and deductibles which cover different drugs. If you use a single pharmacy for your medications, the pharmacist or pharmacy intern can assist you in finding the least expensive plan which covers all of your medications. The conditions of the plan can be changed, so this review should be done annually before re-enrolling. If you have a list of all your medications and dosages, your local librarian can provide assistance in using the computer to compare and evaluate plans. ([www.medicare.gov](http://www.medicare.gov)).

3) **AARP** (American Association of Retired Persons): The organization offers a variety of medical insurance and prescription plans as well as a mail order prescription program for qualified persons aged 50 and older. For information on how to qualify, programs offered and costs involved, call 800-523-5800 or go to [www.aarp.org](http://www.aarp.org).

4) **Wrap Around coverage:** Medicare Part D and/or private insurance policies may be combined with other programs to reduce the uncovered costs of these plans.

a) **Low Income Subsidy:** Individuals with low income and assets, which usually applies to persons on SSI/SSD, may apply for a low income subsidy to reduce costs of the Medicare Part D. Applications are available from [www.socialsecurity.gov](http://www.socialsecurity.gov) or 800-772-1213 or 800-325-0778 TTY.

b) **Elderly Pharmaceutical Insurance Coverage (EPIC):** NYS sponsors a plan for individuals for NYS residents age 65 and over with an annual income of \$35,000 or less if single or \$50,000 or less if a couple. Almost all prescription drugs are covered as well as insulin, syringes, and needles. It can be combined with any other prescription plan to cover costs not covered by another program. Application and contact information are available at [www.health.state.ny.us](http://www.health.state.ny.us) or 800-332-3742 or 800-290-9138 TTY or email questions to [epic@health.state.ny.us](mailto:epic@health.state.ny.us).

c) **Family Health Plus/Child Health Plus:** These programs may also be used to provide secondary or back up coverage for reducing or covering copays, deductibles, medications not paid for in a plan, or other coverage gaps. Applications and information are available at 877-9FH-Plus or 877-900-0000 or 877-898-5849 TTY or [www.health.state.ny.us/nysdoh/fhplus](http://www.health.state.ny.us/nysdoh/fhplus).

d) **New York Rx Card:** This program, funded by the drug companies, provides discounts on both brand name and generic drugs. It is to be implemented April 2009. Income eligibility is \$35,000 for singles and \$50,000 for couples. Information on how to obtain the card will be available prior to that date. The card is free. **Never pay for a discount drug card.** There are other free cards available which may reduce costs but may result in sales calls from insurance agents and salesmen.

**4) Uninsured coverage:** There are resources available for individuals who have no prescription coverage. Some may also cover during periods of high deductibles or coverage gaps. You will need to know the names and dosages of your medications and, in some cases, the company which produces it.

- a) Partnership for Prescription Assistance:** This program assists qualified persons, who lack prescription coverage, get medicines they need through the public or private program that matches their needs. Applications can be filled out on line by the patient, the caregiver, or the physician's office at [www.pparxny.org](http://www.pparxny.org) or you can call toll free at 888-4ppa-now or 888-477-2669.
- b) Pharmaceutical Companies:** The companies which manufacture the medications have an obligation to provide discounts to qualifying individuals. They may do this through the Partnership described above as well as through pharmacies and through direct programs. The National Alliance on Mental Illness website ([www.nami.org](http://www.nami.org)) provides the toll free number for the company that manufactures each drug.
- c) NAMI website:** While NAMI does not provide any financial assistance, its web site has information on free and low cost programs for qualified consumers. Your local librarian can assist you in using the computer to access this information. The information is organized by drug, pharmaceutical company and Patient Prescription Drug Assistance Program and includes telephone numbers, web addresses, and mailing addresses.
- d) Your Pharmacist:** Always ask the pharmacist or pharmacy assistant if the drug store you are using offers any discounts on medications. Many provide discounts if you use their store brand card, or have an AARP card or are a AAA member.
- e) Maria Love Convalescent Fund:** Temporary financial assistance is provided to Erie County residents with medical conditions who are not eligible for aid from traditional sources. One time emergency assistance for a crisis situation related to a medical condition. Referral must be from a medical or human services agency and a diagnosis must be provided. Maximum amount in 2008 is \$200-\$300 for medication or pharmaceutical supplies. The fund will consider requests for convalescent care aids/adaptive equipment; food/specialized dietary needs; utility shut-off prevention/restoration; pending eviction; and medical transportation if all possible funding sources have been explored or exhausted. PO Box 293, Buffalo, NY 14213, 716-984-9194, fax 716-984-4100. Hours M-F 8:00-6:00.
- f) Medication Grant Program:** Developed as part of Assisted Outpatient Treatment (AOT, Kendra's Law), the program is run by the Erie County Department of Mental Health. Individuals who need

psychiatric medication at the time of discharge from an Article 28 hospital (ECMC, Kaleida-BGH, or Lake Shore Health Center) or a county correctional facility (EC Holding Center or EC Correctional Facility) may qualify. Eligible persons must be receiving case management / care coordination services and must make an application for Medicaid within 7 days of discharge from the hospital, jail or prison.

### ***SEARCHING FOR THE LOWEST COST***

Even if you or your family member has some prescription drug coverage, the amount of the copay may vary depending on the specific plan or drug. Many plans also have deductibles or coverage gaps or lack coverage for specific drugs requiring you or your relative to pay the full cost of the medication.

- 1) **NYS Prescription Pricing Web Site:** The NYS Dept of Health maintains a web site where you can search for the least expensive pharmacy in your area for a specific drug (<http://rx.nyhealth.gov/pdpw>). You enter the name of your drug and choose a search area by city, county, or zip code. The listing is limited to the 150 most prescribed drugs. It is only updated by each pharmacy annually, so you should verify the information by calling the pharmacy.
- 2) **WalMart Pharmacy Program:** WalMart and Sam's Club offer a significant number of prescription medications for \$4 for a thirty day supply or \$10 for a 90 day supply as well as over 1000 over the counter medications for \$4 or less. While this program will not be useful for new brand name drugs, it can be helpful for numerous generic medications for side effects and for medical problems. The web page ([www.walmart.com/pharmacy](http://www.walmart.com/pharmacy)) allows you to click on \$4 program and then search by medical category to see which drugs are covered. You can also go to any WalMart pharmacy and talk with the pharmacist or pharmacy assistant who will provide you with a list of covered drugs in a specific medical category.
- 3) **Generic Drugs:** Whenever possible, have your physician prescribe the generic rather than the brand name drug. Many families report that this is risky with the major new depression or antipsychotic drugs especially if the relative is stable on a brand name drug, but it can be very helpful financially for the numerous other medicines the family member may be taking.
- 4) **New York Rx Card:** A free card used at your pharmacy to obtain a discount on either a brand name or generic drug. The card will be available April 2009. Information on how to obtain the card should be available prior to that date.
- 5) **Free Medicine Foundation:** This is a volunteer advocacy organization which helps individuals locate sources for obtaining free or discounted prescription medication. At a cost of \$5 per drug, the organization will search for a matching source based on the drug and the eligibility criteria. The \$5 cost will be refunded if they cannot find a source for any drug. Eligibility appears to be limited to individuals who lack prescription cover age, but does include "people who are taking care of loved ones and paying for their prescription medication because they cannot" and will consider individuals

who have maxed out their coverage. Medications will be sent to you or your physician. You can get an application online ([www.freemedicinefoundation.com](http://www.freemedicinefoundation.com)) or call 573-996-3333.

### ***WHO'S WHO IN MENTAL HEALTH***

**Case Manager:** A professional (generally a social worker) or paraprofessional (someone with a two year degree or limited formal college training) who helps a client to arrange for needed services or entitlements and acts as a client advocate. Such persons may receive specialized on-the-job or in-service training.

**Certified Alcoholism Counselor (CAC)/Credentialed Alcoholism Abuse Counselor (CASAC):** A counselor with experience in the field of addictions who has passed a national exam and who regularly completes continuing education in the field of addictions.

**Nurse Practitioner:** An individual who has a currently registered NYS license as a registered professional nurse (RN) and is certified to practice in a specific specialty area through additional education approved for training nurse practitioners. Certified nurse practitioners may diagnose, treat, and prescribe medications in collaboration with a licensed physician qualified in the same specialty.

**Psychiatrist:** A medical doctor (MD) who specializes in the diagnosis, treatment, and prevention of mental and emotional disorders. While any physician may practice psychiatry, most psychiatrists have completed an approved residency program of specialized training. After completing a residency program and practicing for one year, a psychiatrist is eligible to take a certification examination given by the American Board of Psychiatry and Neurology. Such psychiatrists are called "Board Eligible." After passing the examination, a psychiatrist is "Board Certified."

**Psychologist:** A person trained in the science of human behavior and personality. To be licensed in New York State as a psychologist requires a doctoral degree (PhD, Ed.D., or equivalent), at least two years of supervised experience, and the completion of a state licensing examination. Only licensed psychologists, or non-licensed psychologists while working in "exempt settings" (school or government agencies) can use the term "psychologist" or "psychological" in describing their practice.

**Registered Nurse (RN):** A registered nurse has received a diploma from an accredited school of nursing or a degree in nursing from an accredited college program in nursing, and has passed an examination administered by the New York State Department of Education. A certified Clinical Specialist in Psychiatric Nursing is a registered nurse with a master's degree (MS or MSN) in psychiatric nursing, supervised experience in psychiatric care, and has passed a qualifying examination given by the New York State Nurses Association in cooperation with the American Nurses Association.

**Rehabilitation Counselor:** A person trained to provide vocational and personal adjustment counseling to handicapped people. A certified rehabilitation counselor (CRC) has a master's degree in rehabilitation counseling (including one year of supervised experience) or a bachelor's in counseling and five years supervised experience and has passed an examination given by the Commission on Rehabilitation Counselor Certification.

**Social Worker:** A social worker helps people with the social, family, emotional and financial aspects of illness or disability. A licensed clinical social worker (LCSW) has a master's degree in social work

and at least three years of fulltime supervised clinical social work experience in mental health and has passed a licensing examination administered by the association of Social Work Boards. An accredited social worker (ACSW) is a certified social worker who has passed an examination administered by the National Association of Social Workers. Social workers also offer counseling as private practitioners covered by insurance plans in NYS.

**Therapist:** A broad term used to describe the work done rather than the qualifications of the individual performing it. Generally, a social worker, but may be an occupational therapist (trained to provide leisure and arts activities, and rehabilitation for physically and mentally handicapped persons). A **registered occupational therapist** has completed a degree program with the affiliation of a four year program and a master's degree in occupational therapy; a **certified occupational therapy assistant** has completed a two-year college degree program and passed an examination given by the State of New York Department of Education; a **creative arts therapist** is a person trained to use creative arts (painting, dance, music, etc.) in the assessment and treatment of disease and disability. A **registered art therapist (ATR)** has a master's degree in art therapy, supervised experience, and has completed the credentialing process established by the American Art Therapy Association.

**Therapy Assistant/ Therapy Aide / "Aide"/ MHTA:** Referred to by a variety of different names, these individuals provide much of the daily hands-on care patients need when hospitalized. They assist in feeding, bathing, and dressing patients who cannot complete such tasks themselves. Most therapy aides have a high school education and some additional in-service training provided by the facility where they are working. In some institutions, they must also have some supervised experience before receiving permanent employment status.

**If You Don't Know—Check.** New York State does not restrict anyone—no matter how unskilled—from practicing psychotherapy, hypnosis, psychoanalysis, or counseling. The law does restrict the use of titles such as physician, psychologist, registered nurse, and certified social worker to those that have met the requirements of licensure in those fields, though a designation of "L" or "R" will usually indicate either "licensed" or "registered". The Office of Mental Health is also required by law to establish and enforce standards of treatment in the agencies and facilities it certifies. If you are presented with a credential you do not know the meaning of, ask the provider what it means. We advise families to take advantage of these safeguards by seeking help only from licensed professionals or from certified mental health agencies.

### ***MEDICAL INSURANCE / MANAGED CARE***

Medicaid Managed Care plans are offered by all of the local commercial insurers. There are also two other plans—Gold Choice and Recovery Plus PMHP—which are specifically designed for the mentally ill. NAMI in Buffalo and Erie County would recommend that you consider these because of their flexibility and ease in using. When you go for your enrollment appointment at ECDSS, you will not be offered either of these plans. You must request Gold Choice in that interview or you will be assigned to a commercial program.

- 1) Gold Choice PCMP:** The Gold Choice Physician Case Management Program is a managed health care plan for adults in Erie County who are eligible for Medicaid and who are being treated or are in need of treatment for mental illness and/or alcohol/drug disorders. The Plan requires that you or your family select and see a primary care physician, but does not limit the visits to specialized providers or coverage for prescription medications that Medicaid covers. The Plan does not limit inpatient care

which continues to be paid for under fee for service Medicaid. **Remember you must request Gold Choice in your ECDSS enrollment or recertification interview, it will not be on the list that you choose from. (716-898-5966)**

- 2) **Recovery Plus PMHP:** The Recovery Plus Prepaid Mental Health Plan is a managed health care plan for adults in Western NY who are eligible for Medicaid, who are not enrolled in any other managed care plan, and who are enrolled or enrolling in outpatient services at Buffalo Psychiatric Center. Contact Karen Jente (716-816-2913) at Buffalo Psychiatric Center.

**Medicaid/Family Health Plus/Child Health Plus** has a single application form (Access NY Health Care Application.) These programs cover all medical care and prescriptions. Family Health Plus covers single or married individuals aged 19-64 who have incomes which are too high to qualify for Medicaid. Asset limits have been raised for both Medicaid and Family Health Plus to \$13,500 for a single person and \$19,200 for a couple. It is helpful to look at the application online ([www.health.state.ny.us/nydoh/fhplus/application](http://www.health.state.ny.us/nydoh/fhplus/application)) to prepare for the appointment at Erie County Dept. of Social Services as there is a checklist for required documents. Your local librarian can be an excellent resource for using the computer to find out what coverage is available.

**Medicare** provides medical insurance and prescription coverage for individuals who are disabled or who are age 65 and above. Information is sent to individuals who receive Social Security.

- 1) **Medicare Part A Hospitalization Coverage**
- 2) **Medicare Part B Supplemental Medical Coverage**
- 3) **Medicare Part D Prescription Coverage** (Additional information on this coverage is provided in this book under Paying for Prescriptions.)

Information on this coverage is available by calling 1-800-Medicare or online at [www.medicare.gov](http://www.medicare.gov). Your local librarian can be an excellent resource for using the computer to obtain information. You must have your Medicare ID number if you want to track personal claims information or evaluate various plans in your local area.

- 1) **Medicare Standard Plans** require a 20% copay for most outpatient services except mental health which currently has a 50% copay. This 50% copay is being adjusted down to 20% over the next several years. Individuals, who qualify for Medicaid, will have these copays covered. Other individuals may want to purchase a "wrap around" commercial plan which covers copays and other uncovered services or costs.
- 2) **Medicare Advantage Plans** are managed care plans which have lower or no copays, but limit amounts types and/or providers of services. The current limits on mental health services, such as 20 outpatient visits, make these plans a poor choice for individuals with serious mental illness unless they also have Medicaid coverage.

**Commercial Insurance** is available through several local health plans. If your family member has been employed and currently on disability status, you can maintain the current employer coverage under COBRA. This decision must be made within 60 days after end of the employer provided coverage. COBRA provides the least expensive coverage as the premium is the same as the employer negotiated rate plus 1 or 2%. Payment is made to the employer to maintain the coverage for the period, 18 to 36 months, the law requires the employer to provide this option. COBRA is also

available if your family member is currently covered as a child on your health plan, but will soon reach the age when coverage is no longer available. As above, the employer must be informed of your decision to exercise this right within 60 days after the end of the employer coverage.

**Timothy's Law:** Enacted in 2007 in NYS, requires employer based commercial health insurers to cover, minimally, 30 days of hospitalization and 20 outpatient visits. They must also have deductibles, copayments and coinsurance which are no greater than those applied to other illnesses or services. Large employers (50 or more) must also include full parity coverage for treatment of "biological based" mental illness, which is defined as schizophrenia, psychotic disorders, major depression, bipolar disorder, obsessive compulsive disorder and eating disorders. This law sunsets in December 31, 2009.

**Managed Care Plans:** The majority of individuals in Western New York, including those in Medicaid and Medicare, have some experience with managed medical insurance. NYS Medicaid has gradually increased the categories of enrollees required to be enrolled in a Medicaid Managed Care Plan in an effort to control costs. Employers may require employees to enroll in a managed care plan through the commercial insurers such as Health Care Plan, Independent Health or Community Blue or employees, who pay part of the insurance premium, will select one of those plans.

In addition to the cost of the premium, managed care plans may have different networks of providers, formularies for medications which vary both in specific drugs covered as well as in the level of co-pay for a particular drug, prior approval requirements for some or all specialized care, and limits on the number and kind of services that will be paid for. In most cases, enrollment in a plan will be for one year or until the next open enrollment date. Therefore, care should be taken in choosing a plan. It is useful to talk to other NAMI members about any recommendations they have from their experiences if you are considering a plan or are dissatisfied with the current plan. It is also helpful to talk to your preferred providers of services and your pharmacist as these professionals may have a great deal of experience with plans you are considering. They can also inform you if they are not included in the provider network of the plans you are considering.

### ***MANAGED CARE / GENERAL INFORMATION***

In general managed health care plans are designed to limit the amount, frequency, and cost of health care services. Plans may do this by limiting the provider network though this is less evident in Western NY than in other parts of the country. Individuals should make sure that their preferred providers, both medical and behavioral health, are included in the Plan's provider network.

The limits on visits stated in the Plan documents and booklets are maximum limits i.e. 20 outpatient mental health visits. The provider of the service must obtain prior approval to use those visits. Therefore, it is useful to ask your mental health provider about preferred plans since this provider may have more success obtaining approvals from one company than another. Certain mental health services such as Day Treatment, Continuing Day Treatment (CDT), Intensive Psychiatric Rehabilitation Treatment (IPRT), Case Management/Intensive Case Management, Assertive Community Treatment (ACT), and PROS (Personalized Recovery Oriented Services) are not covered by a private insurance or managed care plan. They are covered by a sliding fee scale if the individual does not have Medicaid.

Medications covered by the Plan are listed in the Drug Formulary. If the medication is not on the plan's list it will not be covered. The drug formulary frequently categorizes medication according to levels of the copay required. Newer and more expensive medications are usually in the highest

copay category. Generic medications are usually in the lowest category. In general, there is no financial assistance available to help cover the higher copays except for the EPIC program for individuals over 65.

In New York, health plans must respond to appeals about denial of care within a specified time frame. The original appeal is to the Plan and is referred to as the internal appeal. The Plan documents define this process or the individual may call the Plan to obtain information on this process. If the internal appeal timeframe (2 business days for expedited appeals and 60 days for standard appeals) is not met by the Plan, the service must be covered by the Plan making an external appeal unnecessary. If the internal appeal is denied because the Plan considers the service 1) not medically necessary, or 2) specifically excluded from coverage, or 3) experimental or investigational, you may apply for an external appeal.

Medically necessary is partially or fully determined by what the provider of the service says to the Plan about why the service is needed. The Plan documents usually state what the definition of medical necessity is for this Plan. Criteria focus on "reasonable and appropriate" for diagnosis and treatment of the condition which means there is evidence that the intervention works and is working i.e. improving functioning of this individual. Regardless of how medically necessary a service is, it will not be paid for if the Plan does not list it as a covered service or specifically excludes it.

### **The External Appeal Process**

**NYS External Appeals Hotline: 800-400-8882**

<b>Whom to contact:</b>	New York Insurance Department
<b>Who can appeal:</b>	You, your provider (with consent) or your authorized representative
<b>What you can appeal:</b>	Denials of coverage for services the health plan determines are not necessary or are experimental or investigational.
<b>When you can appeal:</b>	After denial for coverage has been appealed through the first level of the health plan's internal process or the plan and patient jointly agree to waive the internal appeal, you must file within 45 days from receipt of the first level adverse determination or letter from the health plan waiving the internal appeal.
<b>What to send:</b>	Completed application (a physician's statement is required for Experimental/ Investigational appeals) and a copy of the adverse determination letter or a letter from the health plan waiving the appeal.
<b>What you must pay:</b>	Up to \$50 (the fee is waived under certain conditions). The fee is returned to the patient if the health plan denial is ultimately overturned.
<b>What will happen:</b>	The insurance department will: <ol style="list-style-type: none"> <li>1. Review the appeal request within 5 business days.</li> </ol>



2. Assign the request to an external review agent if the request is eligible and complete.
- The external review agent will:**
1. Have a medical expert (or experts) review the appeal.
  2. Determine the outcome

**When you will get a decision:** 30 days (plus 5 business days if additional information is requested).

In urgent situations: An expedited appeal will be reviewed by the insurance department within 24 hours and the outcome determined by the external review agent within 3 days.

To get more information:  
 New York State Insurance Department Hotline - phone **800-400-8882**  
 voicemail system **800-342-3736**; 9-5, M-F  
[www.ins.state.ny.us](http://www.ins.state.ny.us)

### ***YOUR RIGHTS UNDER MANAGED CARE***

Under the managed care consumer protection law in New York State, your HMO [health maintenance organization] or insurer will be required to provide you with information including:

- A definition of medical necessity;
- Any benefit limitations or exclusions;
- Prior authorization requirements;
- Utilization review procedures;
- The basis for any denial of treatment and information about further appeal rights;
- Information for appeals and grievances;
- Reimbursement policies;
- Procedures for selecting, accessing, and changing providers;
- Procedures for obtaining a referral for a non-participating provider;
- A description of your financial responsibilities for services received in and out of network;
- Notice and procedures for requesting a referral to a specialist;
- Addresses and telephone numbers to receive information about the plan; and
- A listing by specialty (updated annually) of names, addresses and telephone numbers of participating providers.

The information is all included in the material you receive when you enroll in the plan.

#### **If Your Managed Care Plan Does Not Approve Treatment**

When your HMO denies treatment, it must give you notice of your right to have the decision reviewed. Your HMO must have staff available during normal business hours to accept your grievance. Decisions about current or future treatment must be made within one business day of receipt of the necessary information.

Determinations about services already delivered must be made within 30 days of receipt of the necessary information.

Your health plan must tell you in writing of its decision and the reason for the denial of treatment. It must also tell you what additional information is needed to consider a further appeal.



### **Standard Appeal**

You may appeal any decision. Appeals should be accepted by telephone or in writing. Your appeal must be filed within 45 days after you receive a decision. Your appeal must be acknowledged in writing within 15 days, and a final determination by the plan must be made within 60 days after all necessary information is received.

### **Expedited Appeal**

You are entitled to a fast appeal when you are denied continued treatment prescribed by your practitioner. A clinical peer reviewer at your HMO should be available within one business day of receipt of your notice of an expedited appeal. Expedited appeals must be determined within two business days of receipt of necessary information. If you are not satisfied with the result after an expedited appeal, you may further appeal through the standard appeal process.

**The only current managed care options for Medicaid/Medicare eligible patients with serious mental illnesses which NAMI in Buffalo & Erie County can suggest are:**

#### **Gold Choice**

**716-898-5966**

The Gold Choice Physician Case Management Program (PCMP) is a Managed Health Care Program for Erie County Medicaid recipients. Gold Choice provides benefits for consumers of mental health and/or chemical dependency services. When you become a member of Gold Choice there is never a charge or co-payment for health services. There are no limits on how many items or services your doctor can order for you. You may see your personal doctor as often as necessary.

#### **Recovery Plus PMHP (Prepaid Mental Health Plan)**

**816-2913**

Contact: Karen Jente

[www.omh.state.ny.us](http://www.omh.state.ny.us)

(Through the Buffalo Psychiatric Center. Outpatients who are not enrolled in any other managed care plans are eligible.)

### ***HELPFUL HINTS FOR RELATIVES***

Discovering you have a loved one with mental illness can be very painful, confusing, and exhausting. Things can happen very fast; many agencies and services may be involved in providing care and treatment; many of the terms used are strange or unfamiliar.

It is important to **keep records**. Information is very important if you have to give a medical or psychiatric history, or if you need to file a complaint. This record, which can be quite informal, can be kept in a spiral binder or notebook and should include: dates of hospital admission and discharge; medications your relative is taking; reactions to specific medications and side effects, if any; names and titles, if possible, of persons you deal with; medical history; symptoms commonly seen when the patient begins to deteriorate; any history of leaving a hospital without a formal discharge; any arrests that were the result of the mental illness; addresses and phone numbers you may need in the future.



## ***FINDING THE RIGHT SERVICE***

One of the best sources of information regarding the quality of services is often other families. Contact NAMI in Buffalo & Erie County (832-4035) for information on this. Other sources of information which may be helpful are Reach families (see section on "Families").

Many untrained and unlicensed people advertise themselves as therapists or counselors. Be cautious. Ask about credentials, licenses, and fees before accepting any treatment. If you have any doubts about a therapist or agency, contact NAMI in Buffalo & Erie County at 832-4035 for advice. If you are seeking help for your mentally ill relative, remember that treatment usually cannot be given without the patient's consent. Therefore, it is usually best to involve your relative in arranging services to the degree that this is possible. Every organization is limited in type and amount of service it can provide. Many agencies have eligibility requirements based on the patient's age, income, diagnosis, place of residence, or other factors. Occasionally, people are denied services to which they are legally entitled. NAMI in Buffalo & Erie County can often help in such cases.

## ***MAINTAINING THE RIGHT RELATIONSHIP WITH PROFESSIONALS***

As a concerned relative, you will want to be involved in the treatment your relative receives. Establishing and maintaining a good relationship with professional providers can be the key to successful treatment.

If you have information that you think may be useful to the professional, or if you would like some guidance about how to cooperate in your relative's treatment, contact the professional provider. Be wary of providers who will not give you such assistance. Be aware, however, that the relationship between the treating professional and your relative is private and confidential.

A sense of privacy is important for the patient so s/he can seek help without fear of embarrassment or disclosure. However, some professionals carry this to extremes, refusing to meet with the family or provide any help or information to families. If this is the case, seek service elsewhere. Also, ask that your relative sign a consent for release of information so that in a serious situation or an emergency, the therapist will be willing to work with the family. You should be able to give professionals information even if they cannot discuss the case or give you information.

Try to arrange a meeting with the therapist soon after your relative begins treatment or inquire before this occurs whether this professional will meet with you to discuss your concerns and goals.

If you have a complaint about a mental health service, agency, or professional, register it. If you're unsure about the procedures call NAMI in Buffalo & Erie County 832-4035 for help you with the process.



## ***FAMILY RELATIONSHIPS***

**Reactions of family members.** Living with a person who is mentally ill is difficult. You may tend to treat the ill family member differently, sometimes without justification, because of anticipated possible behavior. Ill people may fear and resent any attempt to reach them. Consequently they may rebuff and accuse those trying to help. Families, friends, co-workers and classmates quite normally have problems with this kind of behavior.

It is not “unloving” to feel resentment because of some behaviors of the mentally ill relative. Realizing that a loved one is mentally ill does not always overcome the hurt, anger, frustration or dismay that you may feel. Guilt is counterproductive. It is now known that the families usually do not cause the illness except in some instances of abuse or traumatic stress. Serious mental illness is a neurobiological disorder. Self-blame and blame leveled by others, including mental health professionals, are destructive for all concerned. Focus should be on the future and on what can be done to develop productive living arrangements with the family member and effectively cope with the illness. Keep these recommendations in mind:

- Avoid placing blame and guilt.
- Seek the support, understanding and relief you need. Remember, you must keep yourself healthy and able to cope because you, the family member, are the first line of defense for your loved one.
- Insofar as possible continue your own outside interests and schedule time for yourself and your needs. Get away on vacations!
- Remember, other family members are affected too, and they probably are experiencing denial, guilt, and depression just as you may be. Try to keep communication open.
- Find out about the benefits and support systems when things are going well; don't wait for a crisis. Go to a family support group regularly.

It is important that you not allow your relative's illness to strain your own health or other family relationships. Support one another. Take some time out for yourself and other members of your family. Join a support group where you can share your experiences with others who know what you're going through.

## ***COPING WITH A FAMILY MEMBER WHO HAS A MENTAL ILLNESS***

Unlike many other illnesses, there is seldom a quick recovery. There are several things you can do to make the process smoother. Give your relative “space.” Most mentally ill persons need some time alone. They don't handle intense relationships, excitement, lots of people, or too many demands very well. Try not to be critical. Compliment progress and effort when it's made even if the results aren't perfect.

Mentally ill persons need a familiar routine. Be consistent in terms of mealtimes, expectations, and environment. Keep requests simple and direct. Try not to argue with the patient. Some patients have a distorted sense of reality, or ideas that are firmly held which are not true. It generally does not do any good to argue about them.

Don't blame anyone (especially yourself) for your relative's illness. Expressions of blame and guilt are rarely accurate and seldom helpful, though it's natural that you may have such feelings. We know that mental illnesses are organic and genetic in origin. Families don't cause mental illness!

Learn as much as you can about mental illness and its treatment. The more you know, the better prepared you are to deal with it. Some suggestions include:

- Try to work out a plan with the primary therapist or treatment team when the patient is in good shape. Discover if possible which events have led to the hospitalization in the past and agree in advance on a course of action if acute symptoms reappear.
- Learn to recognize signs of relapse, such as changes in sleeping or eating habits, withdrawal, etc. Mental illness sufferers often can identify early signals of relapse and may also be able to tell you what method has been used successfully in the past to gain control of symptoms and to relieve stress. A visit to a psychiatrist may help prevent a full-blown relapse, particularly when an adjustment of medication is needed.
- Anticipate troublesome situations: try to promote understanding between the ill person and members of the immediate and extended family. Become aware of your actions that seem to help or worsen your family member's condition, even temporarily.
- Encourage compliance with medication by listening to complaints about side effects and making sure the doctor knows about them. Side effects can usually be alleviated by adjusting dosages and/or adding special medications.
- Avoid pampering. Set reasonable rules and boundaries and stick to them. If you find this difficult to do, ask the patient's doctor or counselor to help you.
- Do not suggest to the patient, "Pull yourself together." They would if they could. Not being able to do this is part of the illness. Remember that their suffering and distress are even greater than yours. Instead, focus on their strengths.
- Try to deal with only one problem at a time.
- People with mental illness frequently suffer from memory loss or inability to concentrate. This is frustrating and frightening. Do not ask a person so affected to try harder to concentrate; just repeat the information in a non-judgmental way.
- Do not fall in with delusional thinking or paranoid attitudes. A person with mental illness needs to be able to depend on someone who is objective and aware of what is really happening. Do not argue with the ill person or try to point out faulty logic.
- Your family member may hallucinate, that is see, feel, hear or otherwise perceive things that are not perceived by others. Be honest. Accept their perceptions as their own. If asked, point out simply that you are not experiencing their hallucination. Discuss the hallucinations with the psychiatrist.

- Have an emergency plan: Make a list of people you can call in the event of potential trouble; a neighbor, a relative, a doctor, a crisis team or the police. Have up-to-date numbers readily available.
- Encourage a person who is capable of it to get a part-time job. This can be therapeutic in boosting self esteem.

**When mental illness and substance abuse coexist**, special dilemmas are presented to families as well as to crisis teams and law enforcement authorities. According to a leading authority in dual diagnosis, each of the two disorders must be considered a *primary* disease, requiring specific and intensive treatment. Treating mental illness alone will rarely bring about cessation of substance abuse or addiction. Particularly frustrating for family members is that they are usually powerless to control the behavior of the substance user. Most substance abusers and addicts do not alter their behavior until they themselves have experienced negative consequences to the point where they choose to try to stop and seek help. Family pleas and exhortations could make things worse; limit-setting in a calm, detached manner might work better.

**General health** of persons with a mental illness often degenerates due to a number of conditions, namely impaired insight (the person does not understand symptoms), the person may be too wrapped up in the mental illness to be in touch with the physical body, and the person often wants to deny that something else could be wrong. In addition, the stress of dealing with mental illness often causes neglect of daily hygiene practices, adding extra strain to the body's other systems.

Dental care and oral hygiene are also frequently omitted by persons with mental illness. Some side effects of medications as well as the mental illness itself may also complicate dental conditions. If finding a dentist or oral surgeon willing to work on this population is a problem, contact the **Eric County Dental Society at 716-995-6300**.

In order to avoid confusion, the family may need to help facilitate communication between mental health providers, medical doctors and the mentally ill person. It is important that both the medical and dental teams know what is going on so that the consumer keeps on top of physical ailments and care.

**Living arrangements** will vary from family to family and over time within the family. If the ill person is reasonably compliant and if the family has learned to deal with the ill member, then living at home may be a good experience, even valuable for a therapy program. However, parents or caregivers must plan for the time when they may not be able to continue in that role.

However, if the ill person is difficult, non-compliant or threatening, or if the family is unprepared or otherwise unable to provide living arrangements, then a residence for persons with mental illness would be better. Making the change from living at the family home to another residence may be difficult not only for the patient but for all family members. Consultation with professionals, support groups and advocates might be helpful in this process.

Often the best time for changing living arrangements is during planning for discharge from the hospital, aided by the social worker. The Department of Mental Health (DMH) gives high priority for housing to people leaving the hospital. The family must be firm in advocating for separate housing, if it is urgently needed, and not let the ill person back into the family home. Once the patient is

settled back with the family, getting into a state-sponsored residence is nearly impossible unless there is extreme crisis. In some cases families have had to seek a restraining order from the court to get the ill person out of the house and into a more effective setting. Of prime concern are the best interests of the patient and family and the avoidance of detrimental relationships.

**Finding housing for an elderly person with mental illness** who cannot or should not live alone is especially difficult. A severely depressed individual could easily be misdiagnosed as an Alzheimer's patient. Depression and other diseases that produce Alzheimer's-like symptoms can often be alleviated with appropriate treatment. In selecting a facility for this person, it is important to look for a residence that has considerable social activity and opportunities for interaction.

### ***ADVOCACY AND SUPPORT GROUPS FOR FAMILIES***

The National Alliance on Mental Illness in Buffalo & Erie County (NAMI) at 832-4035 provides both information and support for families. Often family members find for the first time that they can talk about the tragedy they and their family members have experienced and can begin to see ways to positively deal with the situation.

Some community mental health agencies and private hospitals have information and support groups for family members. These groups, often facilitated by a professional, may help the family learn about programs and personnel with whom their ill member interfaces. NAMI groups, usually led by experienced volunteer-members familiar with community resources, offer continuous empathy and a point of view independent of treatment sources. Other support groups are sponsored by the Mental Health Association of Erie County; for information, call 716-886-1242.

#### **Stigma**

Patients and their families have been stigmatized or discriminated against for centuries. We know that stigma stems from ignorance and that mental illness is a no-fault brain disorder. The literal meaning of the word, "stigma," from Greek and Latin means a prick with a sharp instrument. The belief that a person with a mental illness is possessed by evil spirits or is less than human still exists. Most family members experience or fear some degree of stigma. For people confronting mental illness and their families, stigma is a needless assault: there should not be disgrace or shame.

Participation in self-help groups and education about mental illness are two powerful weapons against stigma. All NAMI affiliates work continually to provide good support experiences and to educate community groups and the general public about mental illness. Overcoming fear of stigma and becoming open about mental illness in your family may bring great relief, and an enormous welling of empathy may spring from friends and neighbors.

Fear figures prominently in stigma and discrimination against people who are mentally ill. The media usually trumpet lurid crimes and trials, especially when followed by "not guilty by reason of insanity" verdicts. In fact, mentally ill people are less violent and less dangerous than the general population.

If you encounter derogatory remarks or terms such as "loony," "insane," or "crazy," in the media, you can call NAMI in Buffalo & Erie County to alert them, and/or, better yet, call or write the office of the offending newspaper, magazine or radio/TV outlet to let them know how unjustified and harmful their words and images are. Help fight the stigma that surrounds mental illness.

## ***CHOOSING A THERAPIST***

by Mary Jeffords

Begin with a complete physical with your family doctor. Many physical illnesses can manifest psychological or emotional symptoms.

Decide which therapist to choose—a psychiatrist, psychologist, or psychiatric social worker. Ask friends, family, or co-workers to recommend someone. Contact NAMI in Buffalo & Erie County (832-4035), local support groups or others that deal with therapists.

Check your medical insurance. Some policies will pay only for specific therapists on its network or individuals with specific credentials. What are the limits in coverage? What is the co-pay?

Get a few names as opposed to one. Check [w.op.nysed.gov/opsearches.htm](http://w.op.nysed.gov/opsearches.htm) to be sure the therapist is licensed.

On your first visit, interview the therapist. What are his/her fees, appointment flexibility, cancellation policy, and insurance form processing? What is his/her education, treatment philosophies (i.e. medication, talk therapy, hypnosis) and what form of therapy does s/he do (cognitive, behavioral, humanistic)? Is s/he a psychopharmacologist? Does s/he go for continuing education? How does s/he find out about the latest advances in treating your disease or condition? How often can s/he see you? How long is the session? What is his/her estimate of how long you will need therapy? Does s/he work with the family as well? Under what conditions is s/he available by phone? How long does it generally take him/her to return phone calls?

After your session, reflect on the visit. Did you feel comfortable with him/her? Was s/he compassionate and understanding? Is s/he receptive to your feelings, thoughts and suggestions about your treatment? Do you feel you can work with him/her?

### ***GOING TO YOUR PSYCHIATRIST, THERAPIST, PHYSICIAN***

1. Bring a list which includes:
  - A. All medications and dosages that you are taking, including any over-the-counter preparations.
  - B. Problems you are experiencing:
    1. Side effects of medications
    2. With life in general
    3. What brought you to him/her
    4. Any new or recurring difficulties
  - C. Questions you would like answered.
2. Talk to him/her. S/he is not a mind reader. S/he needs to know your problems in order to help you.

3. What medical testing should you get? (thyroid levels, enzymes, EEG, MRI, depression, etc.)
4. Be honest and up-front. Don't be embarrassed. Most have heard everything.
5. Remember: a psychiatrist is a doctor. He may do a complete physical. However if s/he or any other helping professional touches you inappropriately or says something that you feel uncomfortable with—tell him/her! You have the right to say NO!

### ***GETTING INVOLVED***

Your first obligation is to yourself, your ill relative, and to the other members of your family. Many relatives have realized, however, that the struggle to improve services, support research, and change public attitudes requires the active participation of everyone concerned.

Become active in NAMI in Buffalo & Erie County. We're an educational and advocacy organization of families with problems just like yours. And we're working to educate ourselves about mental illness and "the system" to erase stigma and sensitize the community. We're affiliated with the National Alliance on Mental Illness, a nationwide organization of over 250,000 members. We're raising our voices for more research and better, more effective treatment and programs. Call 832-4035.

### ***YOU ARE NOT ALONE***

There are millions of people in the United States and around the world who are engaged in a struggle similar to yours. Reach out to them. They can help.

### ***RIGHTS OF FAMILIES***

There are very few legal rights that families have in dealing with a relative who is seriously mentally ill, unless the ill person is a child under the age of 18.

One right families do have, if the patient doesn't object, is to be included in the discharge planning process. This often begins very quickly after a patient has entered a hospital and while s/he is still very ill, since it takes some time to put together a good discharge plan.

Shortly after your loved one has been hospitalized, make contact with the social worker and/or the doctor. Ask what the diagnosis is and what can be expected in the future.

Let the social worker know whether you are able to have your relative return home or whether other arrangements will have to be made.

Find out what plans there are for aftercare. Will s/he be seeing a therapist? Where? When? Will s/he be attending vocational or day treatment programs? Will s/he have a case manager assigned? How will transportation be arranged? What is available? Don't be afraid to ask questions until you understand thoroughly what is proposed. If you have any objections or reservations to the plan, be sure to tell those present.

You also have a right to reasonable visitation as long as your relative wants to see you. If such visitations are denied, contact the Executive Director of the hospital and request that such visits be established.

You have the right to know, as long as the patient doesn't object, of any medical or dental treatment s/he receives.

If the patient is unable to consent to medical treatment, you must be consulted and give your permission except in emergency, life-threatening situations. And you have the right to complain if necessary to ensure that your relative is properly and effectively cared for (See section on How to Complain).

### ***FAMILY EDUCATION, SUPPORT, INFORMATION AND COUNSELING***

There are a variety of different services available for families of those with a mental illness to help them to learn to cope with problems more effectively. Support groups are generally composed of other families dealing with similar problems. Members share experiences, and offer mutual encouragement to one another. Self-help groups do not have a professional leader, but a group of officers or family member who serves as discussion leader. Some support groups or family groups have a professional leader who guides and directs discussions and who offers the benefit of his/her training in aiding families to develop more effective ways of dealing with their situations.

Advocacy and educational groups often provide informal support, but are focused primarily on "action oriented" tasks such as working with agencies and government to get better services; stamping out the stigma of mental illness, and providing information and assistance to families trying to deal with the "system."

There are many types of family counseling or family therapy. These may involve just the members of a single family, with or without the patient, parents' counseling, or group therapy. Generally groups are quite small, and should be led by a qualified professional.

Several organizations offer information to families (See list on following pages).

### ***MULTIPLE SERVICES FOR FAMILIES OF THE MENTALLY ILL***

**NAMI in Buffalo & Erie County  
(National Alliance on Mental Illness)**

**832-4035**

Mailing address: 302 Parkhurst Blvd., Buffalo NY 14223

Hours: Telephone Answering Service 24 Hours A Day

Contact: Mary Kirkland, President

NAMI is a self-help, education and advocacy organization of families of the mentally ill.

It is a non-profit group open to friends and families of the mentally ill, and to mental health care professionals as affiliate, non-voting members. Supported by member dues and donations, all services are provided by volunteer members. NAMI in Buffalo & Erie County is affiliated with the National Alliance on Mental Illness (NAMI).

***Services:***

- Monthly informational meetings with guest speakers 2nd Thursday of each month, 7:30 pm, St. Paul's Lutheran Church, 4007 Main St., Amherst, NY 14226.
- Bi-monthly 12-page newsletter.
- Information and referral service for families and professionals.
- Patient and family advocacy.
- Member library of mental health materials.
- Speakers bureau.
- Conferences and workshops.
- Twelve-week Family-to-Family course for families with mentally ill loved ones.
- Free distribution to families of "The Mind Matters" Guide to Services.
- Monthly support group, 7:00 pm, 4th Wednesday of each month, St. Paul's Lutheran Church, 4007 Main St., Amherst, NY 14226.

***Activities:***

- Conferences.
- Legislative advocacy for improved treatment and services.
- Raising funds for research.
- Stamping out the stigma of mental illness.
- Christmas is for Kids project.

There is no fee for services. Annual membership dues are \$25 individual member, \$30 family membership, \$12 consumer membership, \$20 associate membership for mental health care professionals, \$40 for sustaining members, \$50 for corporate or agency memberships.

**Mental Health Association of Erie County**

999 Delaware Ave., Buffalo, NY 14209

President and CEO: Thomas P. McNulty

Contact: Rose Argenio, Director Social Marketing

Hours: 8-4:00 M-F

[www.eriamha.org](http://www.eriamha.org)

A United Way Agency, with full time professional staff providing a variety of services.

Services: school-based mental health prevention and education program; speakers bureau; library, including print and video; information and referral, and treatment linkages. Client advocacy service (see "Legal Services") and REACH (see "Family Support Groups" in this section).

**886-1242**

fax 881-6428

**Mental Health Association (Niagara County)**

36 Pine St., Lockport, NY 14094

Executive Director/Site Supervisor: Cheryl Blacklock

Hours: 8:30-4:00 M-F

[www.mhanc.com](http://www.mhanc.com)

Fees: None

Serves individuals and families dealing with mental illness. Non-therapeutic education, information, referral, COMPEER, in-home respite. Also Legal Advocacy Service (no criminal service).

**433-3780**

fax 433-3847

## ***FAMILY EDUCATION / SUPPORT GROUPS***

**National Alliance on Mental Illness (NAMI) in Buffalo & Erie County** **832-4035**

Mailing address: 302 Parkhurst Blvd. Buffalo, NY 14223

Contact: Mary Kirkland, President

Monthly meetings, newsletter, library, conferences, and workshops for families of the mentally ill.

Hours: Family Support Meetings 7:00 PM, 4th Wednesday of each month, St. Paul's Lutheran Church, Amherst, NY 14226.

**Family Support Group**

WNY Children's Psychiatric Center

Community Services

575 Alberta Dr., Suite 200, Amherst, NY 14226

(enter from N. Bailey Ave. side of the building)

Hours: 7-9 pm, 2nd and 4th Tuesday each month

Contact: Carolyn Vujnovic

677-7079

Bill Bermingham

832-0720 ext 6849

Family support group for parents, grandparents, caregivers of children and teens.

**Family Psychoeducational Group / BPC**

**816-2090**

Main BPC Campus, Strozzi Building, 400 Forest Ave., Buffalo, NY 14213

Executive Director: Thomas Dodson

Meets: 7-8 pm, 1st Tuesday each month

Fees: None

Information and support sessions led by Dr. Josie Olympia and Dr. Eileen Trigaboff.

**Hope ASAP / WNY Children's Psychiatric Center**

**677-7079**

1010 East and West Rd., W. Seneca, NY 14224

Contact: Carolyn Vujnovic

Hours: 7-9 pm, second Monday each month

Support group for families and caregivers of teens and children with emotional problems and serious emotional disturbance.

**Amherst REACH / MHA**

**886-1242**

Heathwood Health Care Center

fax 881-6428

815 Hopkins Rd., Amherst, NY

688-0111

Hours: 7 pm, 2nd and 4th Monday each month

**Tonawanda-Kenmore REACH / MHA**

**886-1242**

St. Andrews Church

1525 Sheridan (at Elmwood), Kenmore, NY14207

Hours: 7 pm, 4th Tuesday each month

Mutual support group sponsored by the Mental Health Association for families and friends of individuals with a mental illness. Reach groups meet in several locations in Erie County. For further information on dates and locations contact the MHA at 886-1242 or email at [www.eriemha.org](http://www.eriemha.org).

**REACH / MHA**

227 Thorn Ave., Orchard Park, NY 14127  
Hours: 6:30 pm, 3rd Thursday each month

**886-1242**  
662-2040

**REACH / MHA**

3333 Elmwood Ave., Kenmore, NY 14217  
Hours: 6:30 PM, 4th Tuesday of each month

**886-1242**  
874-1566

**OTHER SUPPORT GROUPS****Address, Inc.****829-2244 ext. 35**

Support groups for both patients and families of those with attention deficit hyperactivity disorder.  
[www.address.wny.org](http://www.address.wny.org)

**Agape Parents' Fellowship, Inc.****827-5407**

3280 South Park Ave., Lackawanna, NY 14218  
Executive Director/Contact: Donna Roberts

fax 827-5913

Hours: 8-4 M-F

Fee: None

Family members of loved ones who are developmentally disabled. Judeo-Christian based.

[www.agapeparents-fellowship.org](http://www.agapeparents-fellowship.org)**Alzheimer's Association****800-272-3900 or 626-0600**

2805 Wehrle Dr., Suite 6, Williamsville, NY 14221

fax 626-2255

Executive Director: Linda Sabo

Site Supervisor: Leilani Pelletier

Contact: Kimberly Lanthier

24 hour help line

Hours: 8:30-5 M-F

Fee: None to families; fees for professional training only

[www.alz.org/wny](http://www.alz.org/wny)

Family services, respite services, information and referral, education, advocacy and research, support groups for people with dementia and their caregivers. Over 40 support groups located in the 8-county WNY region. MEDIC ALERT and safe return for individuals who may wander.

**Autism Society of America—WNY Chapter****633-2275**

19 Limestone Dr., Suite 1, Williamsville, NY 14221

fax 633-0492

Contact: Kathy Eiss

Hours: 9-5 M-F

Fee: None

[www.autism.wny.org](http://www.autism.wny.org)email: [info@autismwny.org](mailto:info@autismwny.org)

All volunteer. Contact us to be added to mailing list for meetings, to receive newsletter and for twice-yearly workshops. Serves a wide spectrum of autism disorders including pervasive developmental disorders and Asperger's.

**Autistic Services, Inc.**

4444 Bryant Stratton Way, Williamsville, NY 14221

Executive Director: Veronica Federiconi

Contact: Kristen Roth

Hours: 8-4:30 M-F

[www.autisticservices.org](http://www.autisticservices.org)

NYS certified school for children ages 5-21. Adult day programs, information, referral, in-home respite, service coordination to children, adults and families.

After-school program, lending library, art and music program. NYS Certified school ages 5-21. No support groups.

**631-5777**

fax 631-9234

**BILY (Because I Love You) — formerly Toughlove**

75 Frederick Blvd., Tonawanda, NY 14150

Director: Debbie Battistella

Rick: 990-2452

[www.bily.org](http://www.bily.org)

Hours: 7:30 pm, Monday meeting at North Buffalo Community Center, 203 Sanders Rd., Buffalo

Self-help for parents troubled by young people's behavior in school, in family, with drugs/alcohol, and/or with the law. Help in developing new strengths to be able to give your youth support and use resources. Many locations in greater Buffalo area.

**695-7586****Brain Injury Association of NYS**

10 Colvin Ave., Albany, NY 12206

Executive Director: Judith Avner, Esq.

Hours: 8-4 M-F; voice mail after hours

Fees: none

[www.bianys.org](http://www.bianys.org)email: [info@bianys.org](mailto:info@bianys.org)

Statewide clearinghouse for information and resources on TBI to survivors and families; ongoing family support groups; education programs to increase public/professional awareness. For those injured before age 22, FACTS (Family Advocacy Counseling and Training Services) provides counseling, service coordination, TBI training, advocacy training to individuals with TBI and their families.

**800-228-8201 or 518-459-7911**

fax 518-482-5285

**Coping With the Loss of a Child / Jewish Family Services**

2640 North Forest Rd., Williamsville, NY 14221

Executive Director: Marlene Schillinger

Contact: Donna Possenti

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

Monthly, call for information.

**883-1914****Eating Disorders Association**

1313 Main St., Buffalo, NY, 14209

**Also at:** 4184 Seneca St., Suite 207, West Seneca, NY 14224

Executive Director: Ann Marie LiCausi, MSW

Contact: Judy Perry, LCSW-R

Hours: 8-8 M/Tu; 8-4 W-F

Fees: \$15 per session

[www.eatingdisordersassociation.org](http://www.eatingdisordersassociation.org)**819-1338**

fax 883-7637

**675-7653**

email: edaofwny@yahoo.com  
 Case management, referral services, support groups.  
 Support and information for persons and families involving eating disorders.

**DD Info Link / Central Referral Services**

**851-5555**  
**or 851-5420**

**Contact: By staff phone**

Hours: 9-5 M-F

Fees: None

www.ddinfoLink.org

Telephone information and referral service aimed at individuals with a developmental disability, family members, service coordinators, and interested community members.

**Epilepsy Association of Western New York, Inc.**

**883-5396**  
 fax 883-5403

339 Elmwood Ave., Buffalo, NY 14222

Executive Director: Barbara Brossard CRC, LMHC, NCC

Supervisor: Cheryl Best, LCSWR

Hours: 8-4 M/Tu/W/F; 8 am-9 pm Th

website: www.epilepsywny.org

email: info@epilepsywny.org

Fee: Ability to pay

Services to individuals/families with diagnosis of epilepsy/seizure disorder.

Counseling, psychotherapy, service coordination, information and referral, support.

**Headway**

**629-3636**

Regional Resource Center of WNY, Inc.

976 Delaware Ave., Buffalo, NY 14209

Executive Director: Katie Johnson-Hoffman

www.headwayofwny.org

Sites in Amherst, Orchard Park, and Buffalo

Support, referral, information, recreation for people with traumatic brain injury.

**International Dyslexia Association, Buffalo Branch**

**687-2030**

c/o Gow School, 2491 Emery Rd., South Wales, NY 14139

Branch President: Denise Lawton

Contact: Call to ask to be put on mailing list.

Fees: Call for information; 24-hour answering machine

www.interdys.org

email: wnyida@gow.org

Open to anyone interested in Dyslexia and includes access to national and branch newsletter, conferences, workshops, video and audio tape cassettes, support groups and publications.

**Learning Disabilities Association of WNY, Inc.**

**874-7200**  
 fax 874-7205

2555 Elmwood Ave., Kenmore, NY 14217

Executive Director: Michael Helman

Intake Specialist: Suzanne Mervine

Contact: Intake department

Hours: 9-5 M-F

www.ldaofwny.org

Fees: Variable, by service. All parent training is free.

Educational advocacy, community residences, adult vocational services, family telephone counseling, parent support group, summer camp, speakers bureau, training workshop, parent/professional workshop, inner city outreach and recreational program (transportation limited). Inclusion after-school program (recreation and tutoring), social skills training, supported work, college prep curriculum, school to work curriculum, case management, learning and computer center. PINS diversion program.

**Life Transitions Center, Inc.**

150 Bennett Rd., Cheektowaga, NY 14227

Director: Sara Montz, LCSWR, ACSW

Clinical Director: Monika Feinberg LCSWR

Contact: Jon Schneider, Admin. Assistant

Hours: 9-5 M-F and some evening hours

Fees: Sliding scale, Medicare, private insurance

Individual, family and group counseling on issues related to living with life threatening illness, death, dying, grief, or bereavement. Workshops, seminars, and in-service training. Specialized support groups for issues including suicide, parents who have lost children, young widows, grief. Groups for bereaved children and for children who are coping with serious illness of a loved one. Groups for parents who have experienced a miscarriage, stillbirth or infant death. Bereavement camp available for children age 7-16. Home support for families facing a life-threatening or fatal illness.

www.Lifetransitionscenter.com

**836-6460**

fax 836-1578

**Parents, Families and Friends of Lesbian and Gays**

PO Box 617, Buffalo, NY 14207

President: John Covert

Contact: Call or come to meeting

Fees: None; membership optional

www.pflag-buffalo-niagara.org

Meets: 3rd Sunday every month 2:30-5 at Westminster Presbyterian Church,  
724 Delaware Ave., Buffalo, 14209.

New parents meeting 2nd Wednesday of the month at 7 pm. PLEASE call first. Family support group for families with gay or lesbian relatives.

**883-0384**

**Tourette Syndrome Association of Greater NYS**

20 Thomas Jefferson Lane, Snyder, NY 14226

Contact: Sue Conners

Fee: \$45 annual dues

Education, support groups, newsletter, school advocacy, children's groups. Also, counseling clinic for children with Tourette Syndrome, ADHD, Obsessive/Compulsive Disorder, and Anxiety Disorders.

**839-4430**

fax 839-1956

***ADVOCACY***

**Legal Services and Advocacy / Mental Health Association**

999 Delaware Ave., Buffalo, NY 14209

Supervising Attorney: Janet McGlone, Esq.

Contact: Roz Giallella

Hours: 8-4 M-F

Fees: None

**886-1242**

fax **881-6428**

ext. 323

Assistance to mental health consumer seeking or retaining public benefits, obtaining necessary mental health services ,patients' rights, landlord-tenant law, protection of clients' legal rights and other legal problems. Information and consultation with families.

**National Alliance on Mental Illness (NAMI) in Buffalo & Erie County** **832-4035**  
302 Parkhurst Blvd. Buffalo, NY 14223  
Contact: Mary Kirkland, President  
Information and referral, case advocacy on behalf of clients/patients and families, emergency intervention where possible.

### ***PEER SUPPORT RESOURCES***

The Mental Health Association of Erie County (886-1242) publishes a list of peer and family support groups in its newsletter "Mind Full". The listing includes those sponsored by a variety of community organizations as well as those sponsored by the Mental Health Association. Since locations, hours and group leaders may change, it is useful to verify the information below prior to attending a meeting.

**Action for Mental Health** **871-0581**  
1585 Kenmore Ave., Kenmore, NY 14217 fax 871-0614  
Executive Director: Bart A. Blum, Ph. R.  
Contact: Sharon Ward, Coordinator of Services, ext 15  
www.actionformentalhealth.org  
Hours: 8:30-4:30 M-F  
Fees: None

Current information on peer support groups available. Programs designed to assist consumers in the areas of self-help, advocacy and civic empowerment education Also offers leadership training, facilitator training, and community training. There are several support groups in addition to those listed below for gay/lesbian mental health self-help, women survivors, etc.

**Alcohol & Drug Recovery / Trauma Group** **871-0581**  
Hours: 6-7:30, 2nd and 4th Saturdays  
Call for location

**General Trauma Self-Help Group** **871-0581**  
Hours: 11 am-1 pm, Sa  
Call for location

**Bipolar Disorder "RUSH" Support Group** **871-0581**  
Contact: Diane Johnson fax 871-0614  
**At: Action for Mental Health**, 1585 Kenmore Ave., Kenmore, NY 14217  
www.actionformentalhealth.org  
Hours: 6-8 W

**Alcoholics Anonymous** **853-0388**  
Supports groups for persons attempting to maintain sobriety. Teaches twelve guidelines which aid persons in developing lifestyle without alcohol use. Meetings held at numerous times, days and locations. Also information on support groups for spouses and children of alcoholics at 856-2520.

**Attention Deficit Disorder / ADD Support Group  
(ADDRESS, INC)****829-2244 ext 135**c/o Ascension Lutheran Church  
4640 Main St., Snyder, NY 14226

Meeting info 559-3883

Meeting place: Denny's Restaurant Community Room 4610 Genesee St., Cheektowaga, NY 14225  
Hours: 7:30-9 pm, 2nd Wednesday every month (Amherst) also 6:30-8 (Buffalo) EPIC, 1000 Main St. These are PARENT Support groups.

Fees: Free and open to the public

www.addresswny.org

email: addresswny@yahoo.com

Meetings, informational sessions and related events in Amherst, Clarence, Hamburg. Call for information. This ADULT support group is dedicated to providing resources to those afflicted by ADHD and related disorders, or raising children who have ADD/ADHD.

**Families CAN****886-1242 ext. 327**

Contact: Jenny Laney

Family support for families with emotionally disturbed or mentally ill children and teens. Groups at ECMC, Gateway-Longview at 347 E. Ferry, and Baker Victory, Bry-Lin Hospitals, and Mid-Erie MH.

www.familiescanwny.org

Respite with one-week notice.

**Mental Health Peer Connection / Independent Living Center****836-0822**

Executive Director: Doug Usiak

Site Supervisor: Marcie Kelley, Director

Contact: Barb Nero, ext 159

Hours: 8:30-5 M-F

*BPC Peer Mentor Program* - assists BPC residents in transition to community living; offers support, encouragement, and friendship.*Bridging the Gap* - assists with transition from psychiatric hospital or department, attending 1st appointment with mental health professionals, housing transition, and other services to stay in community.*Inpatient ECMC Peer Advocate*- offers assurance in hospital setting, assists with understanding treatment plans and assist with resolving issues/concerns. Individual advocacy - helps with advocacy, independent living skills, benefits, peer counseling; short waiting list.*Social hour* every 3rd Monday; contact Mona White, ext 164*Networking Group* every Thursday; contact Gerald Lawson, ext 148*Anger Management* every Wednesday 3:30-5 pm; contact Dave Edgerton, ext 109*Double Trouble in Recovery* every Wednesday 1-2:30 pm; contact Jamie Thomas ext 154*Bipolar Support Group* every Monday 6-8 pm; contact Doc D'Amato, ext 331*Depression Support Group* every Monday 1-3 pm; contact Barb Nero, ext 159

**Peer Support Phone Line / Independent Living Center**

Executive Director: Doug Usiak  
 Site Supervisor: Marcie Kelley, Director  
 Contact: Jeanne O'Day ext 161

Administration 836-0822  
 fax 835-3967

Hours: 1-11 pm, daily

Fee: None. Funded by the Erie County Dept. of Mental Health

www.wnyilp.org

Available to anyone with a mental illness. Offers support in non-crisis situations. The phone is answered by mental health recipients who have been there and can offer support to the caller.

**Recovery Inc.****694-0104**

Weekly meetings at some 17 locations in Erie, Niagara and Chautauqua counties for people whose nervous symptoms may include depression, anxiety, panic attacks and obsessions.

**The Serenity Club / Break the Circle of Stigma/ ILC****835-1919**

Englewood Drop-In Services  
 66 Englewood Ave., Buffalo, NY 14214  
 Contact: James Rohl, facilitator

Hours: Meets 7-8:30 pm, 3rd Tuesday at *Sunset Social Club, 1131 Broadway, Buffalo, NY 14212.* 896-7350

Self help group for persons with a diagnosed mental illness or mental health problem.

**Southtowns Group — Anxiety, Depression, Panic Disorder and Social Phobia****803-5756**  
fax 871-0614

Contact: Mark

*At St. Mark's Episcopal Church, 6595 E. Quaker Rd., Orchard Park*  
 Hours: 6:30-8:30 pm, F

**Nar-Anon****875-0548**

Buffalo/West Seneca, NY 14224

Contact: Connie at 875-0548 or Hope at 674-8489

Hours: 24 hours per day, 7 days per week; answering machine may take message.

Meetings:

7-8:30 pm, Tu; *North Ponte Counseling, 66 Mead St., N. Tonawanda 14120*

7 pm, W; *St. John's Grace Episcopal Church; 496 Lafayette Ave., Buffalo 14222*

*(use office door)*

6:30 pm, Th; *North Park Presbyterian Church; 700 Parkside, basement, Buffalo 14216*

Self-help group for family & friends of substance abusers. Call or just come to meeting.

**Narcotics Anonymous****878-2316**

PO Box 64, Buffalo, NY 14207

Contact: Public Information Chairperson

Hours: By phone, 24 hours per day

www.nawny.org

A 12-step fellowship for recovering addicts; various meetings throughout the community. Call for schedule. Sole requirement for membership is a desire to stop using.

**Obsessive Compulsive Anonymous**  
 PO Box 215, New Hyde Park, NY 11040  
 Call for WNY area meetings/times.  
 Fees: None  
 www.hometown.aol.com/west24th  
 Self-help, 12 step program for OCD.

516-739-0662

**Overeaters Anonymous**  
 PO Box 44, South Park Station, Buffalo, NY 14220  
 For info on meeting times and places: 694-4848  
 Contact: Carol Owens  
 Hours: 24 hours per day  
 Fees: None  
 Meetings held in different locations to help people solve their common problems: compulsive overeating, anorexia, bulimia.

General Information 662-1047

**Recovery, Inc.**  
 800 Niagara St., Apt. 8008, Niagara Falls, NY 14305  
 Contact: Joyce Zimmerman  
 Hours: 11-5 M-F  
 Over 15 support groups in the Buffalo and Niagara Falls area for persons recovering from mental illness or suffering from anxiety and nervous disorders, depression, panic attacks, fears, etc.

438-1479

## ***FAMILY COUNSELING***

**Buffalo Vet Center**  
 564 Franklin St., Buffalo, NY 14202  
 Contact: Houston L. Crum, Jr., ACSW  
 Hours: 8-4:30 M-F; evenings by appointment  
 Fee: None to eligible veterans  
 Readjustment counseling. Group, individual, marital/family counseling for war-zone veterans with PTSD, psychological, relationship or sexual trauma.

882-0505  
fax 882-0525

### **Child and Adolescent Treatment Services, Inc.**

#### **Administration**

301 Cayuga Rd., Suite 200, Cheektowaga, NY 14225  
 phone 819-3420 fax 819-3430  
 Executive Director: Bonnie Glazer, LCSW/ACSW

3350 Main St., Buffalo, NY 14214 **835-4011**  
 1487 Main St., Buffalo, NY 14209 **881-2405**  
 46 Main St., Hamburg, NY 14075 **646-4991**  
 11 West Main St., Lancaster, NY 14086 **681-6611**  
 430 Niagara St., Buffalo, NY **835-1335**  
 Hours vary by location

Individual and group psychotherapy, family and medication therapy, psychological assessment, mental health consultation, sexual trauma treatment.

**Child and Family Services**

330 Delaware Ave., Buffalo, NY 14202

phone 842-2750 fax 842-0668

CEO/President: Eugene Meeks

All offices provide individual, family systems, couples, and specialized group services which include advocacy and family life education (skills development) when appropriate. Family counseling. Waiting lists. Service for Spanish speaking and Native American families at the Buffalo office.

**Note:** Hours/All locations: 9-5 M-F; evenings by appointment.

Director of Clinical Services: Kathleen Shannon

Fees: sliding scale, 3rd party insurances

**Buffalo**

**842-2750**

330 Delaware, Buffalo, NY 14202

And:

Mary Talbert Clinic, 923 Main St., Buffalo, NY 14203

**881-2591**

**Cheektowaga**

**681-5718**

2470 Walden Ave., Cheektowaga, NY 14225

**West Seneca**

**674-2206**

4086 Seneca St., West Seneca, NY 14224

**"Reach Out" - Child and Family Services**

**852-7396**

344 Perry St., Buffalo, NY 14204

Director: Kathy Evans-Brown

Hours: 9-5 M-F

Home visits, group and individual counseling, advocacy, information/referral, food pantries, emergency clothing. Serves residents of the East Side.

***OTHER COUNSELING SERVICES FOR CHILDREN AND FAMILIES***

**Foster Care and Adoption / Child and Family Services**

**882-0555**

844 Delaware Ave., Buffalo, NY 14209

Director: Kevin Burke

Hours: 9-5 M-F; evenings by appointment

Foster care and adoptions services for children with severe emotional and/or behavioral problems.

**CMH Counseling**

**884-7569**

153 West Utica St., Buffalo, NY 14222

fax 884-4087

Executive Director: Marcia Buhl

Hours: 9 am-8 pm, M-Th; 9-5, F

Contact: Intake Receptionist

Fee: Sliding scale; self-pay or private insurance

Clients may be self-referred or through an agency or professional.

**Disabled American Veterans / VA Regional Office**

130 S. Elmwood Ave., Suite 620, Buffalo, NY 14202

Supervisor: Bryan J. Held

Contact: Phone, writing, or walk-in

Hours: 9:00-3:00 M-TH 9:00-noon F

Fees: None

Counseling to veterans with claims; includes spouse and dependents.

**857-3354**

fax 852-3793

**Greater Buffalo Counseling Centers, Inc.**

3330 Main St., Buffalo, NY 14214

Mailing Address: PO Box 684, Buffalo, NY 14215

Executive Director: Kathy Aman

Site Supervisor: Dr. Charles Weiss and Mary Ellen Kranock, LCSW-R

Contact: Mary Ellen Kranock, LCSW-R

Hours: 6:30-9 pm, Th

website:www.greaterbuffalocounseling.org

Fee: \$0-30, sliding scale; no one turned away

Volunteer counseling; individual and couples on issues of grief, loss, relationships, trauma, and stress.

**833-5993****Jewish Family Services**

70 Barker St., Buffalo, NY 14209

Executive Director: Marlene Schillinger

Clinical Director: Donna Possenti, CSW

Contact: Intake Secretary

Hours: 8 am-8 pm, M/Tu; 8-5 W/Th/F

www.jfsbuffalo.org

Nonsectarian individual, couple, and family counseling, career counseling; geriatric mental health services; adoption home studies; eating disorders.

**883-1914**

fax 883-7637

**Joan A. Male Family Support Center (Parents Anonymous)**

60 Dingens St., Buffalo 14206

Director: Joan A. Male

24-hour parent telephone crisis service line.

Fees: None

Note: Transportation and child care are available for all groups.

Full spectrum of parent support services for those at risk of drug/alcohol abuse. Phone counseling, crisis intervention, home-based services, support services, parent support groups for anger, stress, isolation, peer support, decision-making, parenting, effects of parental substance abuse on children; referrals/linkages for drug/alcohol assessment and treatment; children's' enrichment groups for pre-school, school-age and preteen/teen youth.

**892-2172****Monsignor Carr Institute**

76 Humboldt Parkway, Buffalo, NY 14214

Clinical Coordinator: Charles DeRosa, Psy. D.

Contact: Central Intake

Hours: 9 am-9 pm, M/Tu/Th; 8:45-4:45 W/F

Fees: Most insurances, sliding scale is available.

www.ccwny.org

**835-9745**

Provides individual, family and group counseling, in home treatment is available, psychiatric education, medication management, children and adults ages 5 and up. Also marital counseling.

**Samaritan Pastoral Counseling**

322 Old Falls Blvd., N. Tonawanda, NY 14120

Executive Director: Rev. Chris W. Brown, Jr., MA

Hours: 8:30-4:30 M-F; by appointment, Sa and evenings

Fees: Sliding scale, some insurances

[www.wnycounseling.org](http://www.wnycounseling.org)

email: [spccbflo@verizon.net](mailto:spccbflo@verizon.net)

Individual, couples, and family counseling at a variety of sites in Buffalo, Amherst, Clarence, Hamburg, Snyder, Tonawanda, Williamsville and Akron.

**743-9117**

fax 743-8997

**University at Buffalo Psychological Services Center**

Park Hall, Room 168, Amherst Campus, Buffalo, NY 14260

Hours: 1-5 pm and by appointment

Director: Sherilyn Thomas, PhD

Contact: secretary or other office staff

Fees: Sliding scale; \$15 depending on family size and income; direct pay only, no insurances, Medicaid or Medicare accepted.

[www.psychservices.buffalo.edu](http://www.psychservices.buffalo.edu)

Psychotherapy, psychological testing, workshops, consultation for individuals, and couples. Can help people with a wide variety of concerns including, but not limited to, depression, anxiety/panic, relationship difficulties, anger management, and obsessive-compulsive behaviors. Unable to treat drug dependency, alcoholism.

**645-3697**

fax 645-6186

***SHORT TERM and CRISIS COUNSELING***

**Cathedral Park Counseling / Child & Family Services**

330 Delaware Ave., Buffalo, NY 14202

Executive Director: Eugene Meeks

Clinical Director: Reed Stewart

Contact: Central intake

Hours: 9 am-7:30 pm, M/Tu; 9-5 W-F

Fees: Free

[www.cfsbny.org](http://www.cfsbny.org)

A voluntary service especially suited for families who need home-based services and/or family counseling. Targeting families who live on the east side or lower west side who have incomes at or below federal guidelines.

**842-2750**

fax 842-0668

***HOW AND WHERE TO MAKE A COMPLAINT***

Many families have discovered that care for their mentally ill relatives is unsatisfactory in one way or another. A patient is neglected or abused, refused admission, discharged prematurely. Physicians or staff are rude or not available. Programs are not appropriate. A patient has injuries which are not satisfactorily explained. Many things can, and do, go wrong in "the system."

If you need to make a complaint:

- Identify the problem(s). Be clear, concise, and specific.
- Describe in sufficient detail the problem, incident, or condition.
- Be precise. Give days, dates, names. Keep a journal or log of conversations, phone calls, and keep copies of correspondence.
- Give possible solutions. Be realistic in what you want to achieve. Be willing to compromise on less important items.
- Develop a plan of action. When you make the complaint, request a response on or by a specific date.
- When possible, follow “the chain of command.” Contact the highest authority possible in emergencies.
- Be persistent. Follow through. Indicate that if you don’t receive a satisfactory response, you will contact others. Then do it.
- Be polite. Make your point but don’t be insulting.
- In letters, be sure you include your return address and telephone number.
- Avoid blaming if possible.
- Try complaining first in person or by telephoning. If the problem isn’t taken care of, write a letter.
- Organize your material. Make a list or outline of issues you want to discuss in a phone call, meeting, or letter.
- In a phone call, make sure you are speaking to someone who can help. Be sure to get names and titles and make note of them with dates.
- Write thank you letters when someone has resolved your complaint.

### ***WHO TO CONTACT WITH COMPLAINTS***

In most cases, it is best to complain first to the people most directly involved with the problem. This will most often ensure a quick solution and give the impression that you are less interested in casting blame and more interested in solving the problem.

If you have a strong reason not to complain to the persons directly involved, for example, when this approach has been unsuccessful in the past or if you believe it poses some risk to the patient, complain to the supervisor or person responsible for the staff directly involved in the complaint.

Serious concerns or complaints that are not resolved or not responded to for some time should be taken to persons higher up in the organization. Issues that are life threatening or involve the possibility of patient abuse should generally be taken directly to higher authority.

Consider contacting someone outside the agency if you find that you are not getting a response from the agency or State OMH. See the list at the end of this section.

If you make a complaint to more than one agency, or more than one person in the agency, let the person know you have spoken to other agencies and/or individuals.

## ***REPORTING A THERAPIST OR PHYSICIAN***

by Mary Jeffords

No doctor should touch you or talk to you in a sexual manner. If s/he claims it is part of treatment, run don't walk out the nearest door! A doctor is forbidden (by their code of ethics) to have a sexual relationship with his/her patient. This includes any consensual relationship, also. It is not treatment, attraction or love, it is abuse!

Forms of abuse include physical, sexual, and verbal abuse.

To report the following:

- Physicians, psychiatrists, or dentists. Call the local Health Department (Erie County local office of NYS Health Department, 847-4532) and ask for the Office of Professional Conduct.
- Psychologists, social workers, or lay professionals. Call the local Health Department (Erie County local office of NYS Health Department, 847-4532) and ask for the Office of Professional Conduct.
- Priests, ministers, rabbis. Call the main diocese or headquarters.
- Be patient but persistent. After making the report, follow up on what they are doing your complaint.
- Don't be discouraged—these things take time and sometimes they don't work out. It does not mean they don't believe you—it just means that they have to have enough evidence for a conviction. At least now s/he has a report on his/her record.
- Don't think you are the only one s/he has done it to. In most cases, s/he is also doing this to other patients.
- Don't think, then, that someone else will report it. If s/he has hurt you, report it. It is the only way to get over the hurt and guilt.
- Follow up with legal action; the statute of limitations is two and a half years from the last appointment.

Remember: A psychiatrist or other professional is not immune from character disorders, psychological or emotional illnesses. It is not your fault! You were in a vulnerable situation that s/he took advantage of.

## ***AGENCIES / ORGANIZATIONS / PERSONS TO CONTACT WITH COMPLAINTS***

To secure needed information:

**NAMI in Buffalo & Erie County**  
Mailing: 302 Parkhurst Blvd. Buffalo, NY 14223  
www.namibuffalony.org

**832-4035**

**Mental Health Association of Erie County**  
999 Delaware Ave., Buffalo, NY 14209  
www.eriemha.org

**886-1242**  
fax 881-6428

In a serious or urgent situation, or if your complaints aren't addressed:

First, during normal business hours, call the Director or Executive Director of the hospital or agency, then call:

**NYS Commission on the Quality of Care**  
COO: Jane Lynch  
401 State St., Schenectady, NY 12305

**800-624-4143**  
fax 518-381-7101

Death investigations

518-388-2854  
fax 518-388-2860

Advocacy Services Bureau

518-388-2892  
fax 518-388-2890

www.cqc.state.ny.us

**Western New York Field Office-NYS Department of Mental Health**  
737 Delaware Ave., Suite 200, Buffalo, NY 14209

**800-597-8481**

### ***OTHER SOURCES OF ASSISTANCE IN RESOLVING COMPLAINTS***

**Alcoholism and Substance Abuse, Office of (OASAS)**  
1450 Western Ave., Albany, NY 12203

**referrals 800-522-5353**  
complaints/client advocacy  
800-553-5790

Commissioner: Karen Carpenter-Palumbo  
Division of Quality Assurance-Performance Improvement

for information 518-485-2257

Associate Commissioner: Charles Monson

Hours: M-F 8:30-5

www.oasas.state.ny.us

Click on A thru Z index and then go to "Patient Advocacy"

**Division of Human Rights (NYS / Buffalo Regional Office)**

**847-7618**

65 Court St., Buffalo, NY 14202

www.nysdhr.com

Performs certain investigative activities, processes consumer complaints against insurance companies, agents, brokers and adjusters, answers inquiries concerning insurance.

**Erie County Department of Social Services - Medicaid Division**

**858-8603**

158 Pearl St., Rath Bldg., Rm. 391, Buffalo, NY 14202

Chief Examiner: Bob Durlak

Hours: 8:30-5 M-F

**General Hospital Care:**

**800-804-5447**

<b>Joint Commission on Accreditation of Health Care Organizations (JCAHO)</b>	
<b>Office of Quality Monitoring</b>	<b>800-994-6610</b>
One Renaissance Blvd., Oakbrook Terrace, IL 60181	
Hours: 8:30-5 (Central time) M-F	
email: <a href="mailto:complaint@jcaho.org">complaint@jcaho.org</a>	
Complaints concerning patients' rights, safety, staffing, medication use, security, cleanliness, environmental issues.	
<b>Mental Healthcare in Hospitals</b>	<b>800-597-8481</b>
<b>Mental Hygiene Legal Services</b>	<b>845-3650</b>
438 Main St., Suite 400 Buffalo, NY 14202	
Contact: Keith Fehrer	
<a href="http://www.courts.state.ny.us/ad4/mhls">http://www.courts.state.ny.us/ad4/mhls</a>	
<b>New York State Insurance Department</b>	<b>800-342-3736</b>
Consumer Services Bureau	
One Commerce Plc., 20th Flr., Albany, NY 12257	
Regional/Local: 65 Court St., Rm. 7, Buffalo, NY 14202	847-7618
<a href="http://www.ins.state.ny.us">www.ins.state.ny.us</a>	
<b>Office of the Governor - Executive Chambers</b>	<b>518-474-8390</b>
State Capitol, Albany, NY 12224	
<b>Office of Managed Care / NY State Department of Health</b>	<b>800-206-8125</b>
Empire State Plaza, Corning Tower, Room 1911, Albany, NY 12237	
Local: 584 Delaware Ave, Buffalo, NY 14202	
<b>NYS Office of Mental Health</b>	<b>518-474-4403</b>
Office of the Commissioner: Michael Hogan	
44 Holland Ave., 8th Flr., Albany, NY 12209	
Family Liaison Bureau, Contact: John Allen	518-474-4888
email: <a href="mailto:copabsh@omh.state.ny.us">copabsh@omh.state.ny.us</a>	
Customer Relations Service	<b>800-597-8481</b>
Gives general information and will patch you through to legal counsel.	
<b>Office of Professional Conduct / NY State Department of Health</b>	<b>800-663-6114</b>
433 River St., Hedley Park Place Annex, Suite 303., Troy, NY 12180	
Local: 584 Delaware Ave., Buffalo, NY 14202	847-4532
<b>NYS Office of Social Service</b>	<b>518-474-9475</b>
Office of the Commissioner	
40 North Pearl St., 16th Flr., Albany, NY 12243	
<b>NYS Attorney General</b>	<b>800-771-7755</b>
State of New York - Health Care Bureau	
Albany Executive Office, The Capitol, Albany, NY 12224	
Local: 107 Delaware Ave., Statler Towers, 4th Flr., Buffalo, NY 14202	<b>(option 3)</b>
<a href="http://www.oag.ny.state.us">www.oag.ny.state.us</a>	853-8400

**U.S. Justice Department-Civil Rights Division**  
 Special Litigation Section  
 950 Pennsylvania Ave., NW, PHB, Washington, DC 20530

**toll free: 877-218-5228**  
**202-514-6255**

**VESID**  
 99 Washington Ave., Albany, NY 12210

**518-474-3060**

**State Health Department - Administration**  
 584 Delaware Ave., Buffalo, NY 14202  
 Use the number above for home health care or hospital concerns.  
 Managed care: 847-4307  
 Nursing home: 847-4320

**847-4302**  
 fax 847-4661

### ***LOCAL AGENCIES / PERSONS TO CONTACT***

**AIDS Community Services of WNY, Inc.**  
 206 S. Elmwood Ave., Buffalo, NY 14201-213  
 Ronald T. Silverio, President/CEO

**847-0212**  
 fax 847-0418

**Action for Mental Health**  
 1585 Kenmore Ave., Kenmore, NY 14217  
 Bart A. Blum, Ph. R., Executive Director

**871-0581**  
 fax 871-0614

**Alcohol and Drug Dependency Services, Inc.**  
 291 Elm St., Buffalo, NY 14203  
 Richard Gallagher, Executive Director  
 Client Advocate: Glenda Washington

**854-2977**  
 fax 854-1223

**Aspire**  
 2356 N. Forest Rd.  
 Getzville, NY 14063  
 Executive Director: Thomas Szy

**505-5500**

**Brylin Hospitals**  
 1263 Delaware Ave., Buffalo, NY 14209  
 Kim Omfefeo  
 Dr. Balvinder Kang, Medical Director  
 www.brylin.com

**886-8200**  
 fax 886-1986

**Beacon Center**  
 3163 Sheridan Dr., Amherst, NY 14226  
 CEO: Jacqueline NiCastro, CASAC, MBA  
 Clinical Director: Cassi Colton, CASAC  
 beaconctr.com  
 email: jnicastro@beaconctr.com  
 Site Supervisor: Carolyn Gensko, MS, CASAC

**831-1937**  
 fax 831-8837

**Buffalo Federation of Neighborhood Centers, Inc.**

97 Lemon St., Buffalo, NY 14204  
 Jan Peters, Executive Director  
 www.bfnc.org

**856-0363**  
 fax 856-1432

**Buffalo General / Kaleida Community Mental Health Center**

80 Goodrich St., Buffalo, NY 14203  
 Inpatient and Outpatient  
 Elizabeth Ladd, Director  
 www.kaleidahealth.org

**859-2935**  
 fax 859-3243

**Buffalo Psychiatric Center**

S. Thomas Dodson, BA/MA; Executive Director  
 Main Campus — 400 Forest Ave., Buffalo, NY 14213  
 Board of Visitors of BPC  
 www.omh.state.ny.us  
 email: buffalopc@omh.state.ny.us

**816-2001**  
 fax 885-0937

816-2001

**Cazenovia Recovery Systems, Inc.**

2671 Main St., Buffalo, NY 14214  
 Sue Bissonette, Executive Director

**852-4331**  
 fax 852-4533

**Central Referral Services / 2-1-1 WNY**

45 Elm St., Buffalo, NY 14203  
 Executive Director: Douglas Frank  
 Hours 24/7  
 www.211wny.org  
 email: DFrank@211wny

**211**

Provide comprehensive information and referral services to residents of WNY. Information based on a regularly updated computerized data base with details on more than 4000 community organizations/government programs and support groups.

**Client Advocacy Service / Mental Health Association of Erie County**

999 Delaware Ave., Buffalo, NY 14209  
 Contact: Janet McGlone

**886-1242**  
 fax 881-6428

**Community Action Organization of Erie County, Inc.**

**Building Mentally Healthy Communities**  
 70 Harvard Pl., Buffalo, NY 14209  
 L. Nathan Hare, Executive Director  
 Deputy Director: Rose Burton  
 Contact: Kristin Szalach

**881-5150**  
 fax 881-2927

**Erie County Commissioner of Mental Health**

Phillip Endress, MSW  
 95 Franklin St., Rm. 1237, Buffalo, NY 14202  
 www.erie.gov/health/mental health

**858-8531**  
 fax 858-6264

**Erie County Commissioner of Social Services**

Michael Weiner, MS, MBA  
 95 Franklin St., Rm. 804, Buffalo, NY 14202  
 weinerm@erie.gov

**858-7511****Erie County Medical Center**

In-patient Psychiatry  
 Yogesh Bakhai, MD, Clinical Director

**898-4870****Erie County Medical Center CPEP**

462 Grider St., Buffalo, NY 14215  
 Admissions  
 Yogesh Bakhai, MD, Clinical Director

**898-3465****898-3464****Horizon Health Services**

3020 Bailey Ave., 2nd Flr., Buffalo, NY 14215  
 Anne Constantino, President/CEO  
 Contact: Brenda John-Banach  
 www.horizon-health.org  
 email: adc@horizon.health.org

**831-1800**  
fax 831-1818**Jewish Family Service**

70 Barker St., Buffalo, NY 14209  
 Clinical Director: Donna Possenti, CSW  
 www.jfsbuffalo.org

**883-1914**  
fax 883-7637**Lake Shore Behavioral Health, Inc.**

Howard Hitzel, Psy D, President  
 254 Franklin St., Buffalo, NY 14202  
 Contact: Susan Lanigan, RN, ext 131  
 www.lake-shore.org

**842-0440**  
fax 842-4069**Mid-Erie Counseling and Treatment Services, Inc.**

Elizabeth L. Mauro, LCSW-R, Executive Director  
 1526 Walden Ave., Suite 400, Cheektowaga, NY 14225  
 www.mid-erie.org

**895-6700**  
fax 332-4488**Monsignor Carr Institute**

Brian O'Herron, VP Clinical Services  
 76 Humboldt Pwy, Buffalo, NY 14214  
 www.ccwny.org

**835-9745**  
fax 835-6785**Neighborhood Legal Services (PAIMI)**

Room 495 Ellicott Square Building  
 295 Main St., Buffalo, NY 14203  
 www.nls.org

**847-0650**

**North West Community Mental Health Services**

1300 Niagara St., Buffalo, NY 14213  
 Frank Noyes, Ph. D. Executive Director  
 Anne Kabatt, LCSW, Director of Clinical Services

**882-2127**  
 fax 882-9277

**NYS Office of Mental Health / Customer Relations****Research Institute on Addictions**

State University of New York at Buffalo, 1021 Main St., Buffalo, NY 14203  
 Gerard Connors, Director

**800-597-8481**  
**887-2596**  
 fax 887-2252

**Restoration Society Inc. Administrative Offices**

175 Potomac Ave., Buffalo, NY 14213  
 Executive Director: John R. Guastafarro, Jr.  
 www.psychrehab.org

**886-3246**  
 fax 886-2393

**Sheehan Health Network**

425 Michigan Ave., Buffalo, NY  
 June Hoefflich, CEO  
 www.smh.org

**848-2000**  
 fax 848-2125

**Spectrum Human Services**

227 Thorn Ave., P.O. Box 631, Orchard Park, NY 14127-0631  
 Bruce Nisbet, President/CEO  
 Cynthia Voelker, V.P. of Services  
 www.spectrumhumanservices.com

**662-2040**  
 fax 662-0019

**State Health Department**

Nursing homes  
 Hospital treatment  
 For complaints about a specific physician or physician's assistant

**888-201-4563**  
**800-804-5447**  
**800-663-6114**

**Tri-County Memorial Hospital (TLC Health Network)**

7020 Erie Rd., NY 14047  
 Lorna Blakely, Clinic Director  
 Site Supervisor: Gary Baltz, MS, CASAL,VP

**951-7238**  
 fax 951-7245

***FOR PATIENTS OVER SIXTY YEARS OF AGE*****Legal Services for the Elderly**

237 Main St., Suite 1015  
 Main St., Buffalo, NY 14203  
 Executive Director: Karen Nicolson, Esq.  
 www.lsed.org

**853-3087**



### ***ELECTED OFFICIALS***

If you don't know them by name, call  
the Erie County Board of Elections at 858-8891 and they will tell you.  
For Niagara County, call 439-7215

Hon. \_\_\_\_\_  
(Insert name of local assemblyman)

**Member of the Assembly, State of New York**  
Legislative Office Building, Albany, NY 12248

Hon. \_\_\_\_\_  
(Insert name of local Senator)

**Member of the Senate, State of New York**  
Legislative Office Building, Albany, NY 12247

### ***NEW YORK STATE***

Note: Much useful legislative information is available at:  
NAMI-NYS Government Affairs Office **518-462-2000**  
260 Washington Ave., Albany, NY 12210  
Executive Director: Trix Neirnberger  
Hotline: 800-950-3228

You will want to contact your elected representatives regarding legislation that they will be voting on and that pertains to mental illness. Following are the names, addresses, and phone numbers for elected officials from WNY.

**Governor David Paterson** **518-474-7516 or 474-8390**  
Executive Chamber, The Capitol, Albany, NY 12224

**New York State Senate – Albany, NY 12247** **General 518-455-2800**  
Public Information 518-455-3216

**New York State Assembly – Albany, NY 12248** **General 518-455-4100**  
Public Information 518-455-4218

***STATE SENATORS***  
[www.senate.state.ny.us](http://www.senate.state.ny.us)





**STATE ASSEMBLY**  
www.assembly.state.ny.us

**Bill Status Hotline:**

**State Senate**

**800-342-9860**  
or **518-455-7545**

**State Assembly**

**800-342-9860**  
or **518-455-4218**

**ERIE COUNTY LEGISLATORS**

www.erie.gov

**Erie County Legislature**  
25 Delaware Ave., Buffalo, NY 14202

**858-7500**

**ERIE COUNTY EXECUTIVE**

www.erie.gov

**Honorable Christopher Collins**  
95 Franklin St., Buffalo, NY 14202

**858-8500**  
fax 858-8411



**NATIONAL OFFICIALS**



*To register your opinion on an issue with the White House:*  
or fax to: Attn: Comment Line

**202-456-1111**  
**202-395-1232**

**President George W. Bush** (will change 1/09) to **Barack Obama**  
The White House, Washington, DC 20500

**202-456-1414**

**United States Congress Main Switchboard**

**202-224-3121**

**U.S. SENATE**

**Senator Hillary Rodham Clinton**  
U.S. Senate, 476 Russell Office Building, Washington, DC 20510  
**Local: Guaranty Bldg., Suite 208, 28 Church St., Buffalo, NY 14202**  
E-mail: senator@clinton.senate.gov

**202-224-4451**  
fax 202-228-0406

**Senator Charles Schumer**  
U.S. Senate, 313 Hart Office Building, Washington, DC 20510  
**Local: 111 Huron St., Room 620, Buffalo, NY 14202**

**854-9752**  
fax 854-9731  
**202-224-6542**  
fax 202-228-3027  
**846-4111**



***U.S. HOUSE OF REPRESENTATIVES***

Address All: Hon. \_\_\_\_\_ (name)  
House of Representatives, Washington, DC 20515

**District 26: Thomas M. Reynolds (R, C)**                      **202-225-5265 local: 634-2324**  
413 Cannon Office Bldg.    fax 202-225-5910  
(Local: 500 Essjay Rd., Suite 260, Williamsville, NY 14221)  
(until January, 2009, then **Chris Lee**)

**District 27: Brian Higgins (D)**                                      **202-225-3306 local: 852-3501**  
431 Cannon Office Bldg.  
(Local: 726 Exchange St., Suite 601, Buffalo, NY 14210)  
www.house.gov/higgins

**District 28: Louise M. Slaughter (D)**                      **202-225-3615 local: 585-232-4850**  
2347 Rayburn Office Building    fax 202-225-7822  
(Local: 3120 Federal Bldg., 100 State St., Rochester, NY 14614)  
e-mail: louiseny@mail.house.gov

***Call your Senator or Congressman free at  
800-972-3524 or 800-962-3524 - ask to be connected to  
your Senator or Congressman.***

***Check your federal officials' voting record on mental health issues:  
1-541-754-2746 or [www.vote-smart.org](http://www.vote-smart.org)***

***NOTES***

- If you are not sure of your election districts, call the **Board of Elections** at **858-8891** or call the **League of Women Voters** at **884-3550** or check their website: [www.lwvbn.org](http://www.lwvbn.org) for a free brochure listing all elected county, state and federal officials for your location.
- After the November elections, call **NAMI in Buffalo & Erie County** at **862-8229**, or the League of Women Voters at 884-3550, for changes in the above officials.
- For more information on how to write or telephone your officials, write to NAMI in Buffalo & Erie County, 302 Parkhurst Blvd., Buffalo, NY 14223, or phone 862-8229.
- For an informative free handbook on contacting federal officials, contact People for the American Way at 1-202-467-4999.

## ***SUGGESTED READINGS AND RESOURCES***

Amador, Xavier and Johanson, A. *I Am Not Sick, I Don't Need Help: Helping the seriously mentally ill accept treatment: a practical guide for families and therapists.* Peconic, NY: Vida Press, 2000.

American Psychiatric Association. *Diagnostic and Statistical Manual of Mental Disorders (DSM IV-R).* Washington, D.C.: American Psychiatric Press, 1991. Readable and comprehensive textbook for professionals, family members, and consumers.

Andreasen, Nancy. *Brave New Brain: Conquering Mental Illness in the era of the genome.* NY: Oxford University Press, 2001.

Beard, Jean and Gillespie, Peggy. *Nothing to Hide: Mental Illness in the Family.* NY: New Press, 2002.

Beardslee, M.D. *Out of the Darkened Room: When a Parent is Depressed: Protecting the Children and Strengthening the Family.* A book which deals with the effects of parental depression on children. Includes insightful discussion of children's coping mechanisms, 2003.

Berger, Diane and Berger, Lisa. *We Heard the Angels of Madness: One Family's Struggle with Manic Depression.* 1992. A gripping account of the first few years of a young man's manic depressive illness, interspersed with some basic information on mood disorders.

Bipolar Network News. The Stanley Foundation, 6001 Montrose Road #809, Rockville, MD, 20852. (free subscriptions: 1-800-518-7326). [http:// www.stanleyresearch.org](http://www.stanleyresearch.org)

BP Magazine. Green Apple Courage Inc., P. O. Box 59, Buffalo, NY 14205. (subscriptions: 1 yr. \$19.95, 2 yr. \$34.95) phone: 1-888-834-5537. Published four times a year. <http://www.bphope.co>

Campbell, Bebe Moore. *72 Hour Hold.* About the struggle of a mother with African-American roots to save her daughter from the devastating effects of bipolar illness.

Carter, Rosalyn. *Helping Someone with a Mental Illness: A compassionate guide for family, friends and caregivers.* NY: Random House.

Castle, Lana. *Bipolar disorder demystified: Mastering the tightrope of manic depression.* NY: Marlowe & Company.

Charney, Dennis S., M.D., and Nemeroff, Charles B. M.D. Ph.D., *The Peace of Mind Prescription.* Authoritative guide to finding the most effective treatment for anxiety and depression. 2006.

Degan, K. and Nasper, E. *Return from Madness: Psychotherapy with people taking the new antipsychotic medications and emerging from severe lifelong and disabling schizophrenia.* Northvale, NJ: Jason Aronson.

Depression and Bipolar Support Alliance (DBSA). *Living with Manic-depressive Illness: A guidebook for patients, families and friends.* DBSA, 730 N. Franklin Street, Suite 501, Chicago, IL 60610 (\$5).

Dukakis, Kitty, and Tye, Larry. *SHOCK, the Healing Power of Electroconvulsive Therapy.* Written about Mrs. Dukakis's experiences with ECT containing accounts of interviews with over 100 other people treated with ECT. 2006.

Earley, Pete. *Crazy: A Father's Search Through America's Mental Health Madness*. Account of a father, who is a journalist, as he tries to help his mentally ill son through the legal system. In his search for justice for his son, he discovers the larger picture encompassing mentally ill inmates in several states, as well as investigates the cases and lives of several inmates in the Miami-Dade County jail. 2006.

Enron, Judy. *What Goes Up...Surviving the Manic Episode of a Loved One*. Written by a licensed clinical social worker whose husband was a psychologist affected by bipolar disorder. Advice on coping with someone in the midst of a manic episode, how to get help, and how to engage with that person. 2006.

Favazza, Armando. *Bodies Under Siege: Self Mutilation and Body Modification in Culture and Psychiatry*. Discussion and cultural-psychiatric perspectives on a topic not often discussed, by an expert in the field.

Fawcett, J., Golden, B., and Rosenfeld, R. *New Hope for People with Bipolar Disorder*. Roseville CA: Prima Health.

Fink, Max, M.D., *Electroshock*. Descriptive sourcebook for patients, families and mental health professionals clarifying misconceptions surrounding ECT. 1999.

Foa, Edna B., Ph.D., and Andrews, Linda Wasmer. *If Your Adolescent Has An Anxiety Disorder*. 2006.

Freedman, Jeffrey. *Social Security Disability: How to Obtain the Benefits You Deserve*. 1999. Basic guide to Social Security Disability law. Provides answers to questions and issues that most frequently arise when seeking Social Security Disability benefits and Supplemental Security income. To obtain, contact Jeffrey Freedman, Attorneys at Law, 424 Main St., Suite 622, Buffalo, NY 14202, phone 1-800-343-8537 or 716-856-7091. Free.

Friedel, Robert O., M.D. *Borderline Personality Disorder Demystified: An essential guide for understanding and living with BPD*. NY: Marlowe & Co., 2004

Grohol, John M. *The Insider's Guide to Mental Health Resources Online*. NY: The Guilford Press. 2004.

Gur, Raquel E., M.D., and Johnson, Ann Braden, Ph.D. *If Your Adolescent Has Schizophrenia*. 2006.

Hicks, James Whitney, M.D. *50 Signs of Mental Illness*. About symptoms of mental illness and good advice about how to deal with them.

Jamison, K. *An Unquiet Mind: A memoir of moods and madness*. NY: Vintage. 1995. A moving personal account of manic depression.

Jamison, K. *Night Falls Fast: Understanding Suicide*. NY: Vintage. 1999. Sensitive discussion of the topic of suicide.

Johnson, Julie Tallard, MSW, LCSW. *Hidden Victims, Hidden Healers*. Discusses how family members who take care of a mentally ill relative can balance their lives and stay well.

- Kelley, Evelyn B., *Coping with Schizophrenia*. NY: Rosen. 2001.
- Lafond, Virginia. *Grieving Mental Illness, a Guide for Patients and Their Caregivers*. Self-help book offering guidelines and exercises to help those who have experienced the devastating effects of mental illness come to terms with mental illness in positive ways that enhance recovery and rehabilitation.
- Lee, Jordan. *Coping with Anxiety and Panic Attacks*. NY: Rosen Publishing. 1997.
- Lefley, Harriet and Wasow, Mona. *Helping Families Cope With Mental Illness*. USA: Harwood Publishers. 1994.
- Linehan, Marsha. *Cognitive-behavioral treatment of borderline personality disorder (Diagnosis and treatment of mental disorders)*. NY: Guilford Press.
- McLean, Richard. *Recovered, Not Cured*. Powerful first-person account of experiencing schizophrenia incorporating sketches and activities, road trips and family activities, as the author recounts his delusions and preoccupations during those times.
- Miklowitz, David J. *The Bipolar Disorder Survival Guide*. NY: Guilford Press. 2002. Guide for consumers to learn about bipolar disorder and its management.
- Mondimore, F.M. *Bipolar Disorder: A Guide for Patients and Families*. Baltimore, MD: The Johns Hopkins University Press. 1999. Excellent resource for all uses.
- Moskovitz, Richard, M.D. *Lost in the Mirror: An Inside Look at Borderline Personality Disorder*. MD: Taylor Trade Publishing. 2001.
- Mueser, Kim T., Ph.D., and Gingerich, Susan, MSW. *The Complete Family Guide to Schizophrenia*. Reference and workbook for families with recent information on understanding mental illness, preventing relapses, and reducing symptoms, assisting recovery, improving work and relationships, and solving problems as a family. Winner of NAMI 2007 Ken Book Award. 2006.
- Neugeboren, Jay. *Transforming Madness: New Lives for People Living with Mental Illness*. NY: William Morrow & Co. 1999. More about the author and his brother and new hope for better housing and treatment options for consumers.
- Osborn, I. *Tormenting Thoughts and Secret Rituals: The Hidden Epidemic of Obsessive-Compulsive Disorder*. NY: Delacorte Press.
- Papolos, D. and J. *The Bipolar Child: The definitive and reassuring guide to childhood's most misunderstood disorder*. NY: Broadway Books
- Ryglewicz, H. and Pepper, B. M.D. *Lives at Risk :Understanding and Treating Young People with Dual Disorders*. NY: The Free Press. 1996
- Schiller, Lori and Bennett, Amanda. *The Quiet Room*. NY: Warren Books.1994. A moving story told by the author and those around her as she became ill, suffered, and finally was successfully treated with clozapine, supportive caregivers, friends, and family.

Schizophrenia Digest. Magpie Media Inc., P.O. Box 59, Buffalo, NY 14205-0059, phone (888) 834-5537 Published four times a year. Subscriptions \$19.95/yr., \$34.95/2 yrs.

Secunda, V. When Madness Comes Home: Help and hope for the children, siblings, and partners of the mentally ill. NY: Hyperion. 1997.

Sheffield, Anne. Depression Fallout. Helpful and informative book about the impact of depression on the relationship of couples.

Simon, Clea. Mad House: Growing Up in the Shadow of Mentally Ill Siblings. Compelling and compassionate memoir and guide for coming to terms with the unique dilemma of living with a sibling who has mental illness.

Solomon, Andrew. The Noonday Demon: An atlas of depression. NY: Scribner & Sons. 2001. Beautifully written and complete, with information on suicide, addiction, treatments, history and politics.

Spiro, Pamela Wagner and Spiro, Carolyn S., M.D. Divided Minds, Twin Sisters and Their Journey Through Schizophrenia. Memoir of identical twins, one of whom faces the onset of schizophrenia and the other who grows up to become a physician. 2007.

Steele, Ken. The Day the Voices Stopped. Account of symptoms of schizophrenia which begin in a fourteen year old boy and his next thirty-two years living with devastating symptoms until relieved by a new medication.

Torrey, E. Fuller. Out of the Shadows: Confronting America's Mental Illness Crisis. 1997.

Torrey, E. Fuller Surviving Schizophrenia and Bipolar Disorder: A manual for families, consumers, and providers (4th edition). NY: Harper Collins. 2001. Updated classic that makes schizophrenia understandable.

Walsh, Mary Ellen. Schizophrenia: Straight Talk for Family and Friends. Morrow. 1985. A classic text; still one of the most useful.

Woolis, Rebecca. When Someone You Love Has a Mental Illness: A handbook for family, friends, and caregivers. NY: Putnam, Jeremy Tarcher Book. 1992. Excellent for families recently affected by mental illness.

Wybrow, Peter. A Mood Apart: Depression, mania, and other afflictions of the self. NY: Harper. 1997.

### ***ONLINE INFORMATION / USEFUL WEBSITES***

The internet offers a wealth of information on mental illness. For a listing of more than 400 sources: [www.yahoo.com](http://www.yahoo.com) then do a search on "Mental Health" or use [www.google.com](http://www.google.com) and type in a specific mental health issue, problem or diagnosis.

**National Alliance on Mental Illness in Buffalo & Erie County** [www.namibuffalony.org](http://www.namibuffalony.org)  
Link to WNY local chapter with resources, newsletter, event information and more.

**Anxiety Disorder****www.adaa.org**

Promotes early diagnosis, treatment and cure of anxiety disorders, and is committed to improving the lives of people who suffer from them.

**Attention Deficit Disorder with Hyperactivity (ADHD)****www.chadd.org**

Works to improve the lives of those affected by attention-deficit/hyperactivity disorder through collaborative leadership, advocacy, research, education and support. (Children and adults—CHADD)

**Autism****www.autism-society.org**

Promotes lifelong access and opportunities for persons within the autism spectrum.

**The Benefits Planner**—a Quarterly Newsletter of The NYS Work Incentives Support Center. Subscribe at [www.nls.org/tocplanr.htm](http://www.nls.org/tocplanr.htm)

In the Social Security section of the Neighborhood Legal Services website at [www.nls.org/tocplanr.htm](http://www.nls.org/tocplanr.htm) to receive in print, call 888-224-3272.

**Bipolar Disorder:****www.bpkids.org****Child and Adolescent Bipolar Foundation (CABF)****McMan's Depression and Bipolar Website****www.mcmanweb.com**

Also contains information for ordering a *Depression and Bipolar Newsletter*.

**Depression and Bipolar Support Alliance****www.dbsalliance.org**

(formerly: National Depressive and Manic-Depressive Association)

**Also:****www.bipolarworld.net****Borderline Personality Disorder****www.bpdresourcecenter.org****The Dana Alliance for Brain Initiatives****www.dana.org****The Center for Mental Health Services****www.mentalhealth.org****Depression and Related Affective Disorders Association (DRADA)****www.drada.org****The Disability Digest****www.thedisabilitydigest.com****Employment and Disability Institute (EDI)****www.edi.cornell.edu**

607-255-2891

email: [ilredi@cornell.edu](mailto:ilredi@cornell.edu)**Erie County Department of Mental Health****www.erie.gov/health/mentalhealth****Freedom From Fear****www.freedomfromfear.org****Health Scout****www.healthscout.com****Kaiser Family Foundation****www.kff.org/consumerguide**

A Consumer Guide to Handling Disputes with Your Private or Employer Health Plan.

<b>Bazon Center for Mental Health Law</b>	<a href="http://www.bazon.org">www.bazon.org</a>
Legal advocacy for the civil rights and human dignity of the mentally ill.	
<b>The Treatment Advocacy Center</b>	<a href="http://www.psychlaws.org">www.psychlaws.org</a>
<b>Medications</b>	<a href="http://www.psychiatry.medscape.com">www.psychiatry.medscape.com</a>
Of special interest when locating medications and treatments.	
Also, see: National Library of Medicine (NIH)	<a href="http://www.nlm.nih.gov/medlineplus">www.nlm.nih.gov/medlineplus</a>
Dr. Sidney Wolfe Public Citizen Medication Site	<a href="http://www.citizen.org">www.citizen.org</a>
	<a href="http://www.fda.gov/cder/consumerinfo/default.htm">www.fda.gov/cder/consumerinfo/default.htm</a>
Information on every FDA-approved drug, including what the drug is used for, side effects, and any warnings.	
	<a href="http://www.fda.gov/cder/ob/default.htm">www.fda.gov/cder/ob/default.htm</a>
FDA "Orange Book" lists drugs considered therapeutically equivalent. Free on-line.	
Note: NAMI of Buffalo & Erie County does not endorse cross-border prescription buying; however, if you would like to investigate this option, you can contact —	<a href="http://www.TheCanadianDrugStore.com">www.TheCanadianDrugStore.com</a>
<b>Mental Health Association of Erie County</b>	<a href="http://www.eriamha.org">www.eriamha.org</a>
<b>Mental Health Association in New York State</b>	<a href="http://www.mhanys.org">www.mhanys.org</a>
<b>Mental Health Information</b>	<a href="http://www.mhsanctuary.com">www.mhsanctuary.com</a>
<b>Mental Health and Substance Abuse</b>	<a href="http://www.mental.health.samhsa.gov">www.mental.health.samhsa.gov</a>
<b>Mental Health Recovery</b>	<a href="http://www.mentalhealthrecovery.com">www.mentalhealthrecovery.com</a>
<b>National Alliance on Mental Illness (NAMI)</b>	<a href="http://www.nami.org">www.nami.org</a>
<b>National Alliance on Mental Illness in New York State</b>	<a href="http://www.naminys.org">www.naminys.org</a>
<b>National Institute of Mental Health</b>	<a href="http://www.nimh.nih.gov">www.nimh.nih.gov</a>
<b>National Mental Health Association</b>	<a href="http://www.nmha.org">www.nmha.org</a>
<b>New York State Department of Health</b>	<a href="http://www.health.state.ny.us">www.health.state.ny.us</a>
<b>New York State Office of Mental Health</b>	<a href="http://www.omh.state.ny.us">www.omh.state.ny.us</a>
<b>New York Treatment Advocacy Coalition</b>	<a href="http://www.psychlaws.org/newyork/index.htm">www.psychlaws.org/newyork/index.htm</a>
<b>The Obsessive Compulsive Foundation</b>	<a href="http://www.ocfoundation.org">www.ocfoundation.org</a>
<b>Office of Mental Health (OMH)NYS</b>	<a href="http://www.omh.state.ny.us">www.omh.state.ny.us</a>
<b>Peer Support</b>	<a href="http://www.peersupport.org">www.peersupport.org</a>

**Schizophrenia** [www.schizophrenia.com](http://www.schizophrenia.com)  
**(home page by Brian Chiko, dedicated to a fallen brother)**

Many useful links for family, friends, consumers, professionals and students. Also, see:

**The Experience of Schizophrenia—Ian Chovil's Homepage** [www.chovil.com](http://www.chovil.com)

**National Alliance for Research on Schizophrenia and Depression** [www.narsad.org](http://www.narsad.org)

The largest donor-supported organization in the world devoted exclusively to supporting scientific research on brain and behavior disorders.

**The Schizophrenia Society of Canada** [www.schizophrenia.ca](http://www.schizophrenia.ca)

**Social Security Administration** [www.ssa.gov](http://www.ssa.gov)

**World Federation for Mental Health** [www.wfmh.com](http://www.wfmh.com)

### ***INFORMATION, NEWSLETTERS AND BROCHURES***

available on request from:

**Beginnings** [703-524-7600](tel:703-524-7600)

NAMI - Colonial Place Three, 2107 Wilson Blvd., Suite 300, Arlington, A 22201-3042

Editor: Brenda Souto

[www.nami.org](http://www.nami.org) (To subscribe by email: [brenda@nami.org](mailto:brenda@nami.org))

A quarterly publication of the NAMI Child and Adolescent Action Center.

**Brainwork**

Charles R. Dana Foundation

[www.dana.org/news/brainwork/](http://www.dana.org/news/brainwork/)

745 Fifth Ave., Suite 700, New York, NY 10151

**NYS Commission on the Quality of Care**

**800-624-4143**

401 State St., Schenectady, NY 12305

fax 518-388-7101

[www.cqcapd.state.ny.us](http://www.cqcapd.state.ny.us)

*Check also with your local library and:*

**The National Alliance on Mental Illness**

Colonial Place Three, 2107 Wilson Blvd., Suite 300, Arlington, VA 22201

[www.nami.org](http://www.nami.org)

800-950 NAMI(6264)

### ***OR FURTHER INFORMATION, CONTACT:***

**Anxiety Disorders Association of America**

**240-485-1001**

8730 Georgia Ave., Suite 600, Silver Spring, MD 20910

[www.adaa.org](http://www.adaa.org)

**Depression and Bipolar Support Alliance**

**800-826-3632**

730 North Franklin, Suite 501, Chicago, IL 60610-7224

[www.ndmda.org](http://www.ndmda.org)

<b>Depression and Related Affective Disorders Association (DRADA)</b> 8201 Greensboro Dr., Suite 300 Dr., McLean, VA 22102 www.drada.org	<b>410-955-4647</b> 703-610-9026
<b>National Institute of Mental Health (NIMH)</b> 6001 Executive Blvd., Rm. 8184, MSC 9663, Bethesda, MD 20892-9663 www.nimhinfo@nih.gov	<b>301-443-4513</b> 866-615-6464
<b>National Mental Health Association now Mental Health America</b> 2001 N. Beauregard St., 6th Flr., Alexandria, VA 22311 www.nmha.org	<b>703-684-7722</b> 800-969-6642
<b>National Mental Health Consumers' Self-Help Clearinghouse</b> 1211 Chestnut St., Suite 1207, Philadelphia, PA 19107 www.mhselfhelp.org	<b>215-751-1810</b> 800-553-4539
<b>Obsessive-Compulsive Foundation, Inc.</b> 112 Water St., 5th Fl., Boston, MA 02109 www.ocfoundation.org	<b>617-973-5801</b>

## ***GLOSSARY***

**AA:** Alcoholics Anonymous

**Assertive Community Treatment:** (ACT) A form of case management using a multidisciplinary team. The team delivers treatment, support and rehabilitation services to individuals in natural settings where problems occur and support is needed rather than in hospital or clinical settings.

**ADD/ ADHD:** Attention Deficit Disorder/Attention Deficit Hyperactivity Disorder

**Assisted Outpatient Treatment (AOT):** A statutory framework for court-ordered outpatient treatment referred to as Kendra's Law. Requires local government to establish a program to implement a process to identify and screen individuals to determine their eligibility for court-ordered treatment.

**APA:** American Psychiatric Association/American Psychological Association.

**Abscond:** To leave a psychiatric hospital without consent after being court committed.

**Acting out:** Destructive, stubborn, angry behavior that comes from inner feelings.

**Addiction:** A craving for a chemical substance by the body.

**Adult Protection Services:** A unit of the Department of Social Services charged with providing many services to adults who cannot take care of their own needs.

**Advocacy:** Pleading or arguing for another person's cause.

**Affect:** An emotion, feeling, or mood.

**Affective disorder:** See 'Bipolar disorder' and 'Depression.'

**Agitation:** Highly excited, excessive motor activity such as pacing, fidgeting, wringing hands, pulling clothes, loud and argumentative speech.

**Aggression:** Forceful physical or verbal action that may be directed toward others or inwardly toward the self, as in depression.

**Agoraphobia:** Abnormal fear of open spaces, crowds, or leaving one's house.

**AL-ANON:** An organization of relatives of alcoholics working together to solve problems of living with an alcoholic.

**AL-A-TEEN:** An organization of the young adult children of alcoholics.

**Alzheimer's disease:** A disease of the brain in which a person shows progressive emotional and intellectual deterioration, memory loss, and confusion. Generally a condition associated with advanced age.

**Ambivalence:** Feeling needs that are opposite to each other at the same time.

**Anorexia nervosa:** A condition marked by severe weight loss and an intense fear of becoming obese.

**Anti-cholinergic:** A medication which interferes with some action of certain brain chemicals.

**Anti-depressants:** Drugs prescribed to reduce feelings of sadness, despair, emptiness, lethargy, and anxiety.

**Anxiety:** Uneasiness or fearfulness produced by anticipating dangers from sources unknown.

**Anxiety disorders:** Includes phobias, obsessive-compulsive disorder, post-traumatic-stress disorder.

**BGH:** Buffalo General Hospital/Kaleida. [www.kaleidahealth.org](http://www.kaleidahealth.org)

**BPC:** Buffalo Psychiatric Center. [www.omh.state.ny.us](http://www.omh.state.ny.us)

**Behavior therapy:** A form of treatment focusing on behavior changes rather than the causes of it.

**Bipolar Disorder (manic depression):** A serious, long term disease characterized by mood swings from highs to lows. Patients in highs show great excitability, euphoria, grandiose ideas, distractibility; while patients in lows or depression experience slowed thinking and movement, loss of interest, guilt, and despair.

**Board certified psychiatrist:** A psychiatrist who has passed exams given by the American Board of Psychiatry and Neurology; after completion of an approved residency program.

**Board eligible psychiatrist:** A psychiatrist that is eligible to take the exams noted above.

**Borderline personality:** Instability in a variety of areas including interpersonal relationships, behavior, mood, self-image; impulsive and unpredictable behavior which may be physically self-damaging and may be marked by changes from normal mood to inappropriate intense anger or lack of control of anger. Uncertainty about self-image, long term values or goals may be present. There may be continuous feelings of emptiness or boredom, or brief episodes of psychosis.

**Bulimia:** Disorder characterized by compulsive eating and vomiting.

**CMHC:** Community Mental Health Center

**CPEP:** Comprehensive Psychiatric Emergency Program at the Erie County Medical Center.

**CQC:** Commission on the Quality of Care; a state “watch dog” agency which monitors the care provided anywhere in the NYS mental health system.

**CRS:** Central Referral Services of Erie County which provides a 24-hour information line on many services and activities. Phone 851-5555 or 2-1-1. See [www.centralreferral.org](http://www.centralreferral.org)

**CSE:** Committee on Special Education

**CSS:** Community Support Services; a state program which funds case managers, psychosocial clubs, transportation, and other services for eligible clients.

**Capitation:** The monthly dollar amount that government pays per person covered to the health plan provider whether or not the person uses services in any period.

**Carve out:** To separate administration and funding for specific services. For example, Medicaid Managed Care carves out mental health services paid by visit for people with serious mental illnesses from general health care capitation payments.

**Case manager:** Generally a trained worker responsible for helping a client live in the community; responsible for linking a client to services and for follow-up.

**CATscan:** An image of the brain similar to an x-ray made by using computerized film imaging.

**Character disorder:** Personality disorder.

**Commitment:** A legal process for admitting a mentally ill person to a psychiatric treatment program when s/he is unwilling to be admitted voluntarily.

**Commission on the Quality of Care:** See C.Q.C.

**Compulsion:** Overpowering need to do some action again and again to reduce anxiety or fear.

**Confidentiality:** An ethical principle and/or legal obligation that a mental health professional or clergy may not reveal any information about a patient.

**Continuing treatment:** A long term program of social, recreational, and occupational activities designed for mental patients.

**Conversion:** One form of defense mechanism in which internal emotional conflicts are expressed externally. These repressed ideas are converted into physical symptoms involving the nervous system, for example, pain or paralysis.

**Conservatorship:** A person who controls the financial or contractual affairs of another.

**Coping mechanisms:** Ways of adjusting to stress in everyday life without altering one's goals or purposes; includes both conscious and unconscious mechanisms.

**DMH:** Department of Mental Health; usually the Erie County Department of Mental Health.

**DSM-IV-R:** Diagnostic and Statistical Manual of Mental Disorders; lists the characteristics, identified symptoms of mental illnesses.

**DSS:** (Usually Erie County) Department of Social Services.

**Decompensation:** A worsening of symptoms of mental illness.

**Defense mechanism:** Unconscious mental processes which provide relief from emotional conflict and anxiety, for example, blaming others rather than oneself.

**Deinstitutionalization:** A change in mental health care from traditional hospital or institutional settings to community based services.

**Delirium:** A severe physically based disorder causing extreme confusion, possible delusions, hallucinations, and/or illusions.

**Delusion:** A false belief firmly held despite obvious proof or evidence to disprove it.

**Dementia:** An organic brain disorder in which there is a loss of skills and/or memory which could previously be used by an individual. The losses are severe enough to interfere with the individual's social life or job functioning.

**Depression:** Feeling of sadness, meaninglessness, despair, discouragement, boredom; major depression, usually does not go away without medication and is long term in nature. Symptoms include slowed thinking, decreased physical activity, guilt, hopelessness, disturbed eating habits, and suicidal thoughts.

**Designated mental health provider:** A person or organization the (health care) plan has hired to provide services.

**Developmental Disability (DD):** A handicap or limitation occurring at birth or before age 18 which is expected to continue indefinitely; it interferes with learning and may include certain purely physical handicaps as well.

**Dopamine:** A brain chemical or neurotransmitter.

**Drug holiday:** The planned stopping of a prescribed medication under a physician's supervision.

**Drug interaction:** The effects of two or more drugs being taken at the same time, producing a change in the usual effects of either when taken alone.

**Dual disability:** An individual handicapped by more than one impairment, such as mental illness and mental retardation, or substance dependence and mental illness.

**Dyslexia:** Inability to read or difficulty in reading, including word blindness and a tendency to reverse letters and words in reading and writing.

**Dystonia:** Severe muscular spasms, often of the tongue, jaw, eyes, and neck, but sometimes the whole body. Sometimes occurs during the first few days of anti-psychotic drug treatment.

**ECMC:** Erie County Medical Center.

**ECT:** Electroconvulsive treatment; also known as shock treatment.

**EEG:** Electroencephalogram; a diagnostic test used to help determine brain malfunction by measuring the electrical waves of the brain.

**EPS:** Extra Pyramidal Syndrome (see complete definition below)

**EST:** Electroshock therapy; use of electric current to the brain to induce convulsive seizures; most effective in treating depression.

**Eloperment:** A patient's leaving a psychiatric hospital without permission.

**Erie AMI:** Now the National Alliance on Mental Illness in Buffalo & Erie County (NAMI). An education, advocacy, and support organization for the families of the mentally ill.

**Etiology:** The origin or cause of the disease.

**Euphoria:** An exaggerated feeling of well being; extreme happiness.

**Evidence Based Practices:** (EBP) Interventions, based on scientific research, that promote effective treatment and recovery. These EBP's include medication, ACT, Family Education, Integrated Treatment for co-occurring substance abuse and mental health disorders, Self-help and Peer Support, Supported Employment and Wellness Self-Management.

**Extrapyramidal Syndrome:** A variety of signs and symptoms including muscle rigidity, tremors, drooling, shuffling walk (Parkinsonism); restlessness (akathisia); peculiar involuntary postures (dystonia); may occur as a reversible side effect of certain psychotropic drugs (see also tardive dyskinesia).

**Flat affect:** Common symptom of depression and schizophrenia, in which patients show little or no emotion.

**Flight of ideas:** Verbal skipping from one idea to another.

**Gatekeeping:** Use of primary care clinician, case manager, or other person designated by the health plan to be the first point of contact for a person who needs services. The gatekeeper's job is to make sure the person is referred only to appropriate and cost effective services. In most cases, the person cannot get access to specialty services without the gatekeeper's approval.

**Grandiose:** Exaggerated belief in one's importance, wealth or power.

**Group home:** Community residence which includes 12-15 patients supervised by professionals.

**Group therapy:** Therapy in the presence of a therapist in which several patients discuss and share their personal problems.

**HIPPA:** Health Insurance Privacy and Portability Act (federal law defining patient rights to receive information and to protect a patient's privacy.)

**HMO:** Health Maintenance Organizations. Health plans that cover preventive services and medical care by a selected group of HCPs (health care providers). Care is managed by a primary care provider (PCP) who acts as a gatekeeper. The HMO reviews treatment plans and approves referrals and benefits. HCPs are reimbursed by a method known as capitation. Capitation pays HCPs on a "fee-per-head" (per capita) basis. HCPs are paid a set amount for each enrollee regardless of types or amounts of

services that are provided to that enrollee. Health care is covered only when you receive care from a HCP or a facility that is in the HMOs network. There are two main kinds of HMOs: the staff or group model and the independent physician association (IPA). In the staff or group model the HCPs are salaried and serve only plan members. In IPAs the HMO contracts with independent HCPs and hospitals to provide care for their members according to treatment approval rules set by the HMO.

**Hallucination:** When a person hears, sees, smells, feels something that is not really present.

**Health Maintenance Organization:** See “HMO” above.

**Hypomania:** A state of mind or feeling of extreme happiness as well as being between normal euphoria and mania.

**ICM:** Intensive Case Management.

**IPRT:** Intensive Psychiatric Rehabilitation Treatment, a program in the outpatient mental health system that focuses on helping the individual choose, get and keep a place to live, positive social environments, educational experiences, and a meaningful job or career that will help the individual grow and achieve. The person who enrolls in an IPRT will play an active role in learning about him/herself and about resources available in the community. The ultimate goal is for individuals to gain knowledge and ability so that they can make *their own* life choices.

**IRP:** Individual rehabilitation/recovery plan.

**ISP:** Individual Service Plan.

**Ideas of reference:** Incorrect interpretation of casual incidents and external events as being directly related to one's self; for example, the belief that others are talking about the individual or that the TV is talking directly to the viewer.

**Illusion:** A false idea about what a person sees or believes to be real which changes when s/he becomes aware of the facts.

**Impulse disorders:** A varied group of nonpsychotic disorders where impulse control is weak.

**Indemnity fee-for-service plans:** The kinds of plans most people who had health insurance in the past used to have. In this type of plan, consumers can go to any health care provider (HCP) s/he chooses; the HCP sets the fees for services provided. Consumers pay a deductible amount and a percent of the fee (co-insurance). The *plan* pays the rest, based on fees which the *plan* deems to be “reasonable.” Many indemnities plans today use some managed care features, such as review of treatment decisions by HCPs.

**Informed consent:** Permission for a medical procedure based on understanding the nature of the procedure, the risks involved, the consequences of withholding permission, and alternative procedures.

**Insight:** Self-understanding.

**JCAHO:** Joint Commission on Accreditation of Health Organizations which periodically reviews hospitals regarding their treatment, environment, staff qualifications, training, and other areas.

**Kendra's Law:** A (Assisted Outpatient Treatment/AOT) New York State mental health law providing for mandatory outpatient treatment for mentally ill individuals who repeatedly refuse treatment and end up in jail or mental hospitals on an involuntary admission.

**IWOC:** Leave without consent from a psychiatric hospital.

**Labile:** Rapidly shifting emotions; unstable; may cause rapid changes in behavior as well.

**Libido:** Psychiatric drive or energy; often associated with sexual drive or desires.

**Lithium carbonate:** An alkali metal, the salt of which is used in treatment of severe mania and as a long term drug to reduce the length, severity and frequency of symptoms in bipolar disorder (manic depression).

**MAOI inhibitors:** A group of medications used to treat depression.

**MHA:** Mental Health Association.

**MHLS:** Mental Hygiene Legal Service; an advocacy organization, state funded, which represents the patient at commitment hearings, provides information for families and legal protection of patients' rights when they are hospitalized.

**MHTA:** Mental Health Therapy Aide; formerly ward attendant.

**MICA:** Mentally ill chemical abuser; includes street drugs, alcohol and misuse of prescription drugs.

**MR / DD:** Mentally retarded/developmentally disabled; terms used to describe persons with seriously limited thinking/learning ability.

**Major Affective Disorder:** A group of disorders in which there is an obvious and long lasting extreme of mood (either mania or depression) and other related symptoms such as delusions, grandiosity, and hyperactivity, in the manic state especially.

**Mania:** A mood/affective disorder characterized by extreme restlessness, high energy, sleeplessness, extreme sense of well being, agitation, and excessively rapid speech and racing thought. grandiosity, hypersexuality.

**Manic depression:** See Bipolar Affective Disorder.

**Medicaid:** A state program of federally subsidized payment of medical expenses for those with low incomes.

**Medical necessity:** The finding that a specific service is medically appropriate, necessary to meet the person's health needs, consistent with the person's diagnosis, the most cost effective option, and consistent with clinical standards of care.

**Medicare:** Federally supervised insurance for the aged and disabled who have been employed for the required length of time and those disabled at birth or before age 18. See [www.medicare.gov](http://www.medicare.gov).

**Megavitamin therapy:** An unproven treatment for mental illness which is based on large doses of vitamins and minerals.

**Mental disorder:** A disruption or limitation in normal thinking ability, social or emotional functioning.

**Mental Retardation (MR):** Marked, below-average thinking ability and low IQ.

**Mental Status Examination:** An evaluation and assessment of any psychiatric condition, including possible diagnosis and outcome, suitability for treatment, and including a description of the patient's level of functioning.

**Mood:** A feeling; an extreme and sometimes long lasting emotional state that can affect a person's interaction with the world.

**Multiple personalities:** A rare type of mental illness in which a person adopts two or more personalities or identities.

**NAMI:** National Alliance on Mental Illness.

**NBD:** Neurobiological brain disorder.

**NIMBY:** "Not-In-My-Back-Yard" —resistance to proposed community location of services.

**NMS:** Neuroleptic Malignant Syndrome.

**NIMH:** National Institute of Mental Health, a federal agency.

**NAMI-NYS:** New York State AMI; a statewide organization of the 50 local NAMI chapters in New York.

**Narcissism:** An excessive self-love which interferes in relations with others.

**Network:** A collection of providers assembled by a health maintenance organization or Special Needs Plan to offer some or all required services.

**Neuroleptic:** An antipsychotic drug used to treat serious mental illness.

**Neuroleptic Malignant Syndrome (NMS):** A rare, serious life-threatening complication of the use of antipsychotic drugs usually identified by a high fever, sweating, unstable blood pressure, muscular rigidity and stupor most likely to occur in the first two weeks of treatment with an antipsychotic drug or abrupt discontinuation of anti-Parkinsonism drugs.

**Neurotransmitter:** A chemical found in the body's nervous system which transmits messages between the nerves.

**Neurosis:** Psychological pain beyond what is suitable for the circumstances and conditions of one's life. An emotional disorder due to unresolved conflicts.

**Neurotic disorder:** A mental disorder which produces distressing symptoms and feelings in the patient.

**Nurse Practitioner:** A registered nurse with a master's degree in a medical speciality.

**O.B.S.:** Organic Brain Syndrome; temporary or permanent impairment of the brain due to injury, aging, or various diseases.

**OCFS:** (New York State) Office of Child and Family Services

**OMH:** (New York State): Office of Mental Health; a state agency responsible for the oversight, funding and provision of mental health care.

**O.V.R.:** (New York State): Office of Vocational Rehabilitation; provides vocational testing, job training, and educational funds for handicapped persons. Currently called VESID.

**Obsession:** A long-lasting, unwanted idea or desire that cannot be eliminated by logic and reason.

**Organic Brain Syndrome:** Temporary or permanent dysfunction of the brain due to aging, injury or various diseases.

**Orientation:** Knowing who one is, where s/he is, and what time/day/year it is.

**Panic disorder:** A type of anxiety disorder characterized by fear/terror which may also have physical symptoms: shortness of breath, sweating, heart palpitations, trembling.

**PDR:** Physician's Desk Reference; a book which lists all medications by name, their uses, and possible side effects.

**POS:** Point of service plans; give consumers the option of using services outside of the managed care organization's (MCO) network in exchange for higher premiums and out-of-pocket payments, but most health care needs are met by the MCO's network.

**PPO:** Preferred provider organizations; offer consumers a network of "preferred" health care providers (HCPs) who provide care according to set fee schedules. This type of managed care organization may review HCP treatment and care decisions, but they do not control decision-making as closely as health maintenance organizations (HMOs). PPOs reimburse HCPs according to negotiated rates by the service (fee-for-service) rather than through capitation. Consumers enrolled in a PPO may choose out-of-plan providers, but are charged higher out-of-pocket costs for doing so.

**Paranoia:** A thought disorder in which the person believes others are out to do them harm or are talking about them in critical ways; commonly includes an exaggerated sense of self importance.

**Parkinsonism:** A neurological disorder characterized by lack of muscle control, rapid, obvious tremors, pill rolling movements of the fingers, masklike faces, etc.

**Partial capitation:** Partial coverage, excluding acute inpatient services, contrasted to full or comprehensive coverage. The fee paid by the government to a (health care) plan for providing selected services. If someone needs additional services, the government or individual would pay a fee for each service.

**Personality disorder:** Deep-seated, rigid, counterproductive patterns of behaving, relating to others, perceiving and thinking which result in poor social functioning or personal distress. Borderline personality disorder is marked by abnormal or extreme changes in relationships, behavior, mood, and self-image; relationships that are often intense but unstable with marked shifts of feelings and attitude; impulsive and unpredictable behavior which may be self-destructive; lack of emotional control, chronic feeling of boredom or emptiness and brief periods of psychosis.

**Phobia:** A long lasting, unrealistic, intense fear of an object, person, place or thing.

**Placebo:** A medication designed to look like a pill with some pharmacological value but which has no active ingredients; a "sugar pill."

**Point of service plan:** See "POS" above.

**Preferred provider organization:** See "PPO" above.



**Post-traumatic stress disorder:** A condition which develops after experiencing some extremely terrifying or painful event; characterized by anger, withdrawal, isolation, suspiciousness and need for excitement.

**Pressured speech:** Rapid, very fast, excited speech.

**Prognosis:** Expectations about the future course of an illness; expected outcome.

**PROS (Personalized Recovery Oriented Services):** A comprehensive recovery program, for individuals with severe and persistent mental illness, which integrates treatment, support and rehabilitation. There are four service components in PROS: Community Rehabilitation and Support (CRS); Intensive Rehabilitation (IR); Ongoing Rehabilitation and Support (ORS); and Clinical Treatment.

**Psychiatric nurse:** A nurse with special training and experience in the management of psychiatric patients.

**Psychiatric social worker:** A social worker with specialized psychiatric training leading to a master's or doctoral degree.

**Psychiatrist:** A licensed physician who specializes in the diagnosis and treatment of mental disorders.

**Psychiatry:** The medical speciality that deals with the origin, diagnosis, prevention, and treatment of mental disorders.

**Psychologist:** A person who holds a doctoral degree in psychology from an accredited university program.

**Psychology:** An area of academic study dealing with the behavior of people and animals and their mental processes.

**Psychosis:** A severe mental disorder which seriously interferes with a person's ability to think, feel, communicate, and behave appropriately. Often accompanied by delusions or hallucinations, diminished impulse control.

**Psychosocial club:** A club whose members suffer some form of mental illness, often operated or guided by professional staff; includes a wide variety of social and sometimes vocational activities.

**Psychosomatic:** The emotional or psychological component of some illness which, if treated, shortens the illness or decreases the symptoms.

**Psychotherapy:** A process in which a person who wishes to relieve symptoms or resolve problems in living works with a professional therapist to change attitudes or behavior.

**Psychotropic drug:** Medications that have special action on the brain, emotions, and thinking processes.

**RCCA:** Residential Care Center for Adults

**Reaction formation:** A defense mechanism, operating unconsciously, in which an individual adopts feelings, ideas, attitudes, and behaviors that are the direct opposite of impulses or thoughts he or she has.

**Reality testing:** The ability to differentiate between the external world and one's internal world.



**Regional Office/Field Office (New York State):** The Office of Mental Health's local office.

**Regression:** A return to childlike patterns of thought or behavior; a worsening of symptoms of illness.

**Rehabilitation:** Programs and training designed to restore a patient to the best possible level of functioning and to prevent relapse.

**Remission:** A condition in which the symptoms of an illness are less obvious or absent.

**Resident:** A physician in specialized graduate training who already has an MD degree.

**Resistance:** The exaggerated rigidity that prevents a person from changing behaviors or attitudes.

**Risk:** Managed care companies assume responsibility for care in exchange for receiving a fixed premium. If costs for individuals—or all enrollees—exceed this sum, the managed care provider will cover the losses. Managed care companies are protected from extraordinary losses by mandatory reserve funds, reinsurance, and stop loss.

**Ritual:** An activity done over and over; usually an elaborate routine of daily life used to decrease anxiety.

**SOCR:** State Operated Community Residence

**SPMI:** Seriously and persistently mentally ill.

**SPOA:** Single Point of Accountability. A process in Erie County to identify, screen and assign Care Coordination and Wrap Around Services to eligible high need/high risk children and youth with a serious emotional disturbance (SED) and/or behavioral disorder and their families.

**SPOE:** Single Point of Entry. A process in Erie County to meet the needs of adults (18 and over) with severe mental illness.

**SSA:** Social Security Administration. See [www.ssa.gov](http://www.ssa.gov) or call **800-772-1213**

**SSDI:** Social Security Disability Insurance; federally supported income assistance for those with a long term disability who have a prior work history; amount of assistance is based on previous wages, not on present resources.

**SSI:** Social Security Income; federally supported financial aid for the disabled who have limited income.

**Schizoaffective disorder:** A manic or depressive state that starts before or along with psychotic symptoms not present in an affective disorder; a type of mental illness in which emotions are so intense that a person cannot function in daily life.

**Schizophrenia:** A group of illnesses of the brain that clouds thinking, affects the emotions, language, ideas, and physical coordination. It may involve fears, fantasy thoughts, poor social life, inability to relate to others, poor sleep schedule, and lack of attention to personal cleanliness. Disorganized thoughts, inability to concentrate, and irritability are common. Involves deterioration from a previous level of functioning in such areas as work, social relations, and self-care. The disease is long lasting, though there may be periods of remission. Its cause is a chemical problem in the brain.

**Sheltered employment / workshop:** A rehabilitation facility offering a program of vocational rehabilitation for persons with disabilities. Rehabilitation is accomplished through paid and unpaid

employment in the workshop, and participation in therapeutic programs such as "Work Adjustment Training."

**Sliding scale fee:** A fee for service based on the ability to pay.

**Social worker:** Specially trained individual who assists a person in developing needed life skills and community resources.

**Sociopath:** A person who gets into trouble, has no regard for the feelings or values of others; someone unable or unwilling to obey the rules of society.

**Sociopathic:** Anti-social behavior patterns where individuals tend to blame others and give excuses for their behavior.

**Supported employment:** Paid competitive work is performed in *any* work setting in the community, *and* pays a competitive wage (i.e. any hourly wage that is equal to or greater than legal minimum wage.) Supported employment takes place in an integrated setting; an environment where both disabled and non-disabled persons are employed. The only difference is that "supports" are provided to the consumer/employee and the employer by the staff of a vocational agency to assure that the consumer is able to successfully get and keep his/her job.

**Symptom:** The part of an illness that can be seen or felt or considered other than normal physical or mental functioning.

**TANF:** Temporary Assistance to Needy Families (County financial assistance)

**TSI:** Transitional Services, Inc., the major provider of community residences, group homes, and supervised apartments for the mentally ill in Erie County.

**Tardive Dyskinesia:** A serious side effect of psychotropic medications suffered by approximately one-third of patients on long term treatment; symptoms include abnormal movements such as tongue protrusion and tongue writhing, chewing, leg jiggling, repetitive, involuntary movement of the neck, head, trunk and/or pelvis. Some of the newer anti-psychotics do not have these side effects. See *MEDICATIONS* section for other side effects.

**Tranquilizer:** A medication that decreases anxiety and agitation.

**Tricyclic Antidepressants:** Medications which alter chemical actions of the brain to reduce or eliminate the biological causes of major depression.

**VAMC:** Veteran's Administration Medical Center

**VESID:** Vocational and Educational Services for Individuals with Disabilities

**Voluntary Admission:** A patient is willing to admit him/herself to a psychiatric hospital for treatment.

**Walk-away:** See Elopement and Abscond above.

**Withdrawal:** A retreat from the world of reality or people, loss of interest in activity; also used to describe symptoms associated with stopping the use of an addictive drug.

**Word Salad:** Jumbled words and phrases that lack logical meaning, common in certain types of schizophrenia.

## **CALL FOR HELP**

<b>Local police</b>	<b>911</b>
<b>Sheriff</b>	<b>662-5554</b>

## **OTHER EMERGENCY NUMBERS**

<b>Buffalo General Hospital/ Kaleida</b>	<b>859-7190, 7191, or 7192</b>
24-hour emergency availability. Psychiatric evaluation.	
Also: Outpatient Office, 9-4:30, 859-2935 or 2119	
<a href="http://www.kaleidahealth.org">www.kaleidahealth.org</a>	
<b>Crisis Services</b>	<b>834-3131</b>
Mobile outreach team for evaluation.	fax 834-9881
Charge for home visit is \$250; may not be covered if patient does not have Medicaid.	
<b>Crisis Services Kids Help Line</b>	<b>834-1144</b>
<b>CPEP/ ECMC</b>	<b>898-3465</b>
24 hour emergency psychiatric evaluation.	

## **RESOURCES**

<b>AIDS Hotline/ NYS Dept. of Health</b>	<b>800-541-AIDS</b>
<b>NAMI in Buffalo &amp; Erie County</b>	<b>832-4035</b>
<a href="http://www.namibuffalony.org">www.namibuffalony.org</a>	
email: <a href="mailto:NAMIBUFFALO@aol.org">NAMIBUFFALO@aol.org</a>	
Assistance to families of the mentally ill.	
<b>Adult Protection Services / Erie Co. Department of Social Services</b>	<b>858-6901 or 858-6877</b>
<b>Alcoholics Anonymous</b>	<b>853-0388</b>
<b>Alzheimer's Association</b>	<b>626-0600</b>
<b>CASA (Community Alternatives Systems Agency) - ECDSS</b>	<b>858-2323 or 858-2393</b>
<a href="http://www.erie.gov/depts/socialservices/help">www.erie.gov/depts/socialservices/help</a>	
Home based services for Medicaid eligible persons.	
<b>Catholic Charities</b>	<b>856-4494</b>
<a href="http://www.ccwny.org">www.ccwny.org</a>	
Emergency financial assistance.	

<b>Central Referral Service</b> Referral assistance to over 450 agencies in Erie County. <a href="http://www.wnyservices.org">www.wnyservices.org</a>	<b>851-5555</b>
<b>Child Abuse Hotline</b> Call if you think a child may be abused or neglected. This phone usually isn't answered on the first ring, but be patient and someone will answer.	<b>800-342-3720</b>
<b>Child Health Plus</b>	<b>800-698-4543</b>
<b>City Mission</b> Emergency shelter, clothing, food.	<b>854-8181</b>
<b>Commission on the Quality of Care (NYS)</b>	<b>800-624-4143</b>
<b>CPEP (Comprehensive Psychiatric Emergency Program) ECMC</b>	<b>898-3465</b>
<b>Crisis Services</b>	<b>834-3131</b>
<b>Domestic Violence Hotline</b> If you are being abused by someone you love, you can call this number for help. The operator can tell you where the nearest shelter for battered women is. You may also be able to get other information about what you can do. <a href="http://www.womenslaw.org">www.womenslaw.org</a>	<b>800-799-7233</b>
<b>Eating Disorders Association</b>	<b>885-8834</b>
<b>Erie County Department of Mental Health/ Single Point of Entry Office</b>	<b>858-7059</b>
<b>Erie County Department of Social Services</b> <a href="http://www.erie.gov">www.erie.gov</a>	<b>858-8531</b>
<b>Erie County Medical Center</b> Patient Advocate: Diane Bookhaven Mainly deals with regulations. CPEP/Department of Psychiatry	<b>898-4155</b> <b>898-3469</b>
<b>Forensic Mental Health Service / Holding Center</b> Program Director: Michael Ranney	<b>858-6734</b>
<b>Gas / Electric Shut-off</b> Call this number if you are faced with a utility disconnection.	<b>800-342-3355</b>
<b>Haven House</b> Victims of domestic violence. <a href="http://www.childfamilybny.org">www.childfamilybny.org</a>	<b>884-6000</b> <b>24 hours</b>

**HIPPA Hotline** 866-627-7748

**US Department of Health and Human Services Office for Civil Rights**

For information regarding provider violations of patient privacy and confidentiality.

**Heating Emergency Assistance Program (HEAP)/ Senior Citizens** 858-7870

Help with paying fuel bills. under 60 years of age 858-7644

[www.erie.gov/dept/socialservices/heap\\_generalinfo](http://www.erie.gov/dept/socialservices/heap_generalinfo)

**Independent Living Center** 836-0822

[www.wnyilp.org](http://www.wnyilp.org)

Information, case management, advocacy.

**League of Women Voters Hotline** 884-3550

If you have any questions about anything having to do with voting, you can call this number.

[www.lwvbn.org](http://www.lwvbn.org)

**Little Portion Friary** 882-5705

Emergency housing, 18+ years, not actively psychotic or substance abusing.

Closed during August.

**NYS Insurance Hotline-for treatment denied** 800-342-3736

[www.ins.state.nys.us](http://www.ins.state.nys.us)

**NYS Office of Aging** 800-342-9871

[www.aging.state.ny.us](http://www.aging.state.ny.us)

**Night People Drop-In Center** 884-5375

394 Hudson St., Buffalo, NY 14201

Executive Director: Darren Strickland

Hours: 11:30-2 for referrals M-F; 11-7 for service

[www.friendsofnightpeople.org](http://www.friendsofnightpeople.org)

Dinner and clothing 5-7 pm daily

Food and counseling, recreation, social services referral.

General medical clinic 1st and 3rd Tu of month, 5-7 pm. Open to anyone in need.

**Poison Control Center** 878-7654

**Protective Services for Older Adults** 858-6877

[www.erie.gov](http://www.erie.gov)

**Public Service Commission Help Line / emergency shutoff** 800-342-3355

Non emergency number for utility complaints.

If you are having trouble with your utility company, but they haven't said they will turn you off, call this number for help.

[www.dps.state.ny.us](http://www.dps.state.ny.us)

**Runaway Hotline** **800-231-6946 (800-RUNAWAY) or 101-515-800**

Runaway teenagers can call this hotline for emergency shelter or emergency medical help. The teenager may ask the hotline to call his or her parents and let them know the teenager is alive and well. The hotline can also relay a message from the parents back to the teenager. Everything is strictly confidential. No teenager will be forced to go back, and no information will be given to the parents without the teenager's permission.

[www.1800runaway.org](http://www.1800runaway.org).

**Salvation Army** **883-9800**

Emergency financial assistance/shelter/24 hour hotline.

[www.buffalosalvationarmy.org](http://www.buffalosalvationarmy.org)

**Senior Services (ECDSS)** **858-8526****Social Security Administration** **800-772-1213**

[www.ssa.gov](http://www.ssa.gov)

**Traumatic Brain Injury Information Center** **829-2300**

### ***NATIONAL ORGANIZATIONS ON MENTAL ILLNESS***

**Bazon Center for Mental Health Law** **202-457-5730**

1101 Fifteenth St. N.W., Suite 1212, Washington, DC 20005

[www.bazon.org](http://www.bazon.org)

fax 202-223-0409

**Depression and Bipolar Support Alliance**

730 North Franklin, Suite 501, Chicago, IL 60610

[www.ndmda.org](http://www.ndmda.org)

**800-826-3632**

fax: 312-642-7243

**National Mental Health Consumer Self-Help Clearinghouse**

1211 Chestnut St., Suite 1207, Philadelphia, PA 19107

[www.mnselfhelp.org](http://www.mnselfhelp.org)

**800-553-4539**

fax: 215-636-6312

**NAMI (National Alliance on Mental Illness)**

Colonial Place Three, 2107 Wilson Blvd., Suite 300,

Arlington, VA 22201

[www.nami.org](http://www.nami.org)

**800-950-NAMI (6264)**

or **703-524-7600**

**Recovery, Inc.**

802 N. Dearborn St., Chicago, IL 60610

[www.recovery-inc.org](http://www.recovery-inc.org)

**312-337-5661**

fax: 312-337-5750

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 Mindful Monthly Newspaper

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Mental Health Association of Erie County  
 (716) 886-1242  
[www.eriamha.org](http://www.eriamha.org)

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