988 Suicide Prevention Hotline & the Erie County Crisis System of Care
WHAT COMMUNITY CRISIS SERVICES DO WE OFFER?

• Hotlines – Crisis Services (Adults), Spectrum CARES (Youth & Children), 9888
• 911 Call Diversion
• Ambulance Diversion
• Mobile Mental Health Teams Crisis Services (Adults), Spectrum CARES (Youth & Children)
• Endeavor Behavioral Health Team (Co-Responder model)
• Law Enforcement CIT (Crisis Intervention Teams)
• Kirsten Vincent Respite & Recovery Center: Respite/Living Room Model/Urgent Care (Opening anticipated November-December 2022)
• Mental Health Urgent Care – Spectrum
• BestSelf Club West (Converting to Intensive Crisis Stabilization Center in 2023)
**AMR Alternatives to CPEP Transport**

**AMR responds on site to call**
- Patient is 18+ and is not on 9:45 or 9:41 status and indicates need/want to go to CPEP voluntarily

**AMR connects to telehealth for assessment**
- Is the patient imminently suicidal/homicidal?
  - **YES**
    - ***Ways to Encourage Alternate Destinations:***
      - Avoid lengthy CPEP wait times
      - Avoid expensive copays
      - Rapid access to services
    - Proceed to CPEP
  - **NO**
    - Is the patient willing to explore an option other than CPEP? ***
      - **NO**
        - Offer alternative options to patient
      - **YES**
        - If none of the alternative options can receive the patient

**Spectrum Urgent Mental Health and Addiction Care Clinic (U-MHACC)**
- **Urgent Care Center for immediate mental health/substance use care**
  - **Criteria:**
    - Lower level intoxication/withdrawal
    - Can prescribe with some limitations
    - Crisis intervention and counseling
    - Skills based groups to assist with mood management
    - Medical services, including physicals, vaccines, and referrals to medical doctors, dentists and other providers
  - **Hours of availability:**
    - Mon-Thu 8:00am-6:00pm, Fri 8:00am-4:00pm
  - **How to refer:**
    - Telehealth should call ahead to 716-559-6143 to confirm open and person can come there
    - Patient can then be brought to the lower level of 1280 Main Street, Buffalo

**ECMC Help Center**
- Immediate in-person/virtual crisis support seven days a week
  - **Criteria:**
    - Walk-in mental health treatment
    - Cannot prescribe
    - Virtual visits available via ECMC website ECMC Virtual Help Center Visits: ECMC Hospital | Buffalo, NY
  - **Hours of availability:**
    - Mon-Sun 8am-10:30pm
    - Holidays 10am-6pm
  - **How to refer:**
    - Telehealth should call ahead to 716-888-3686 to confirm open and person can come there
    - Patient can then be brought to the front door of the Behavioral Health Unit at ECMC (driveway 4, parking lot D)

**Recovery Options Made Easy (ROME)**
- 24-Hour respite and peer support
  - **Criteria:**
    - Must be ambulatory and able to independently manage meals, personal hygiene, and medication
    - Cannot prescribe (at present)
    - Violent histories and sex offenders are considered on a case-by-case basis
    - Patient may stay in a 24-hour respite house for up to 28 days
  - **Hours of availability:**
    - 24/7
  - **How to refer:**
    - Telehealth should call 716-248-2886 or 866-588-8427 before sending patient there to make sure there is an available bed
    - Patient can then be brought to 81 Sayer Street, Buffalo

**Best Self's Club West**
- Immediate in-person/virtual crisis and recovery oriented support seven days a week
  - **Criteria:**
    - ClubWest offers one-on-one peer support, on-site groups, crisis intervention, employment assistance and emergency bridge scripts
    - ClubSouth is similar and offers peer support, on-site and hybrid groups, and crisis intervention
  - **24/7**
  - **How to refer:**
    - Call 716-558-8427 before sending patient there to make sure there is an available bed
    - Patient can then be brought to 81 Sayer Street, Buffalo

**Crisis Services**
- 24-hour crisis hotline and on-site crisis intervention services
  - **Criteria:**
    - Patient is in a mental health crisis and is open to talking to somebody over the phone, or is open to a mental health professional coming to their home
    - Cannot prescribe
  - **Hours of availability:**
    - 24/7
  - **How to refer:**
    - Call Crisis Services at 716-834-3131 to transfer
    - Cannot receive individuals on-site at Crisis Services; if needed, Crisis Services will go to the person’s home or other location

**How to refer:**
- Call 716-558-8427 and dial 0 to be connected to a Client Support Specialist
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<tr>
<th>Agency Name</th>
<th>Website Link</th>
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<td>211</td>
<td><a href="http://www.211wny.org/">http://www.211wny.org/</a></td>
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<td>716 Ministries</td>
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<td>Alba de Vida</td>
<td><a href="http://hubwny.org/alba-de-vida-substance-abuse-treatment-program/">http://hubwny.org/alba-de-vida-substance-abuse-treatment-program/</a></td>
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<td>Al-Anon</td>
<td><a href="https://al-anon.org/">https://al-anon.org/</a></td>
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<td>Alcoholics Anonymous (AA) in WNY</td>
<td><a href="https://buffaloaany.org/">https://buffaloaany.org/</a></td>
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<td>Amherst Housing Authority</td>
<td><a href="https://affordablehousingonline.com/housing-authority/New-York/Town-of-Amherst/NY091">https://affordablehousingonline.com/housing-authority/New-York/Town-of-Amherst/NY091</a></td>
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<td>Assembly House 150</td>
<td><a href="https://www.assemblyhouse150.org/">https://www.assemblyhouse150.org/</a></td>
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<td>Back to Basics</td>
<td><a href="http://www.backtobasicsministries.org">www.backtobasicsministries.org</a></td>
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<td>Beacon Center</td>
<td><a href="https://www.beaconcenter.net/">https://www.beaconcenter.net/</a></td>
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<td>Belmont Shelter Corp</td>
<td><a href="https://www.belmonthousingwny.org/">https://www.belmonthousingwny.org/</a></td>
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<td>BestSelf Behavioral Health</td>
<td><a href="http://www.bestselfwny.org">www.bestselfwny.org</a></td>
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<td>BestSelf Behavioral Health - Lighthouse</td>
<td><a href="https://www.bestselfwny.org/programs-and-services/the-lighthouse/">https://www.bestselfwny.org/programs-and-services/the-lighthouse/</a></td>
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<td>BestSelf Behavioral Health Safe Space Drop In Center</td>
<td><a href="http://www.211wny.org/provider/10906/">http://www.211wny.org/provider/10906/</a></td>
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<td>Bissonette House (Peaceprints)</td>
<td><a href="http://peaceprintswny.org/transitional-housing/">http://peaceprintswny.org/transitional-housing/</a></td>
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<td>BryLin Behavioral Health System</td>
<td><a href="http://www.brylin.com">www.brylin.com</a></td>
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<td>Buffalo Employment Training Center</td>
<td><a href="https://workforcebuffalo.org/betc">https://workforcebuffalo.org/betc</a></td>
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<td>Buffalo Federation of Neighborhood Centers (BFNC)</td>
<td><a href="https://www.bfnc.org/">https://www.bfnc.org/</a></td>
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<td>Buffalo General Medical Center</td>
<td><a href="https://www.kaleidahospital.org/bgmc/services/display.asp?s=328">https://www.kaleidahospital.org/bgmc/services/display.asp?s=328</a></td>
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<td><a href="https://www.bmhhousing.com/">https://www.bmhhousing.com/</a></td>
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<td>Buffalo Peacemakers</td>
<td><a href="https://www.facebook.com/buffalopeacemaker/">https://www.facebook.com/buffalopeacemaker/</a></td>
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<td>Buffalo Psychiatric Center (BPC)</td>
<td><a href="https://omh.ny.gov/omhweb/facilities/bupc/index.html">https://omh.ny.gov/omhweb/facilities/bupc/index.html</a></td>
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<td>Buffalo Psychiatric Center - ACT Team</td>
<td><a href="https://www.nyconnects.ny.gov/services/buffalo-psychiatric-center-act-program-omh-pr-90030003970">https://www.nyconnects.ny.gov/services/buffalo-psychiatric-center-act-program-omh-pr-90030003970</a></td>
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<td><a href="https://omh.ny.gov/omhweb/facilities/bupc/index.html">https://omh.ny.gov/omhweb/facilities/bupc/index.html</a></td>
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