

Crisis Situations May include:

Thoughts/ Threats of Suicide

Mental Illness

Depression

Anxiety

Sexual Assault

Domestic Violence

Substance Abuse / Addiction

Grief

Runaways

Elderly Concerns

Emergency Disaster Crisis Response

Critical Incident Stress Debriefing

Referral to Community Resources



Niagara County Department of Mental Health & Substance Abuse Services

**475 South Transit Street, Suite 500
Lockport NY 14094**

**Phone: 716-439-7410
Fax: 716-439-7418
E-mail: NCDMH@niagaracounty.gov**

LK/tz

11/2025

Crisis Services

In

Niagara County

**A DIVISION OF
NIAGARA COUNTY
DEPARTMENT OF
MENTAL HEALTH &
SUBSTANCE ABUSE
SERVICES**

**(716)
285-3515**

What is Niagara County Crisis Services?

716-285-3515

Crisis Services Call Center

Crisis Services is a program offered by the Niagara County Department of Mental Health & Substance Abuse Services to residents of Niagara County. Crisis Services Phone Aides are available 24 hours a day, 7 days a week to provide a confidential resource through which individuals can receive referrals for services that are needed. Examples include; housing, counseling, substance abuse treatment, food pantries and other community resources. Callers can ask questions, share concerns, and receive assistance for themselves or someone they know who may be experiencing difficult life changes or challenges including Mental Illness and thoughts of self harm, suicide, or homicide.

Crisis Services Coordination

Crisis Services Coordination (CSC) is provided by a Licensed Social Worker who provides Short-Term Case Management for individuals in need of support, assessment, referral or linkage to long term services. CSC is available to individuals residing in Niagara County who experience mental health issues and co-occurring concerns such as substance abuse and/or developmental disabilities. Referrals can be made through Crisis Services.

Forensic Case Management

The Forensic Case Manager provides mental health services for individuals who have been incarcerated and are being released from the Niagara County Jail or other facility, or enrolled in parole or probation. Services, including case management and referrals to needed supports, such as housing and mental health counseling, are provided by a Licensed Social Worker.

Mobile Crisis Outreach / Crisis Intervention

The Mobile Crisis Outreach team, consisting of a Director of Community Services (DCS) Designee and an Adult Specialist or a Child Specialist, conducts onsite evaluations in the community for both adults and children who appear to be experiencing an acute mental health crisis. The Crisis Intervention team, staffed by two qualified health professionals, responds within an hour anywhere in the County. Situations are assessed by the team on an individual basis to determine the necessary intervention. This service operates in accordance with NYS Mental Hygiene Law 9.45 and is available 24 hours/7days per week and is accessible, as needed, through the Niagara County Crisis Services Call Center.

Onsite Education/Training

Niagara County Crisis Services provides onsite training and education to groups regarding mental health topics, suicide prevention, and the services available through Crisis Services. Information regarding the types of Onsite Education or Presentations that can be provided for your group or organization can be obtained by contacting the Crisis Services Supervisor at (716) 285-3519. These presentations can be requested by writing a request to Director of Community Services, Niagara County Department of Mental Health & Substance Abuse Services, 475 South Transit Street, Suite 500, Lockport, NY 14094.

Other Services Available

Linkage to Hospital Diversion

Hospital Diversion Workers provide short-term, intensive community-based counseling and case management services to individuals who are experiencing a significant mental health crisis and are at risk of being hospitalized or re-hospitalized. Referrals can be made through Crisis Services.

Linkage to Trauma Specialty Services

Trauma Specialty Services is a Program offered by the Niagara County Department of Mental Health & Substance Abuse Services available to residents of Niagara County. Our Trauma Services, a counseling service available through the Lockport and Niagara Falls Adult Mental Health Clinics, provide a confidential resource in which individuals can access safe, confidential, and specialized assistance by trained professionals for a wide range of Trauma related issues, such as: adult survivors of childhood sexual abuse, rape and sexual assault, domestic violence, assault, and survivors of homicide victims.

Critical Incident Debriefing

Crisis Services is the access point for Critical Incident Stress Debriefing/Defusing. This service is available to individuals, families, or groups who have faced a recent tragic or traumatic event. This service is provided by a team of Mental Health Professionals to residents of Niagara County.

Crisis Phones at Niagara Falls State Park

Crisis Services Staff provide 24 hour coverage of five Crisis Phones located around the Niagara Falls State Park.