

The **Niagara County Counseling and Wellness Services** at locations in Lockport and Niagara Falls provide outpatient services to Niagara County residents, 5 years of age or older, who seek help for a range of behavioral health concerns and limited physical health concerns, including depression, anxiety, suicidal feelings, psychiatric illness, substance use, relapse prevention, basic primary care and wellness services.

**Treatment Methods Include:**

- Telehealth
- Individual Psychotherapy
- Group Psychotherapy
- Family Education
- Family Therapy
- Medication Therapy & Education
- Case Management
- Crisis Intervention
- Trauma Counseling
- Physical Health Services/Basic Primary Care
- Wellness Services

Substance use treatment is part of our Integrated Care Clinic but the Clinics also have additional linkage and joint treatment with another community substance abuse provider as well.

**Business hours:**

- Mondays 8:30 a.m. to 7:00 p.m.
  - Tuesdays through Fridays, 8:30 a.m. to 4:30 p.m.
- Individuals are seen by appointment.*

**Open Access Walk-In hours Available for new adult clients in Lockport and Niagara Falls Clinics. Please call for days and times.**

**For New Child/Adolescent intakes, please call to schedule an appointment.**

***Specialties:***

- ☐ Dual Diagnosis/Co-occurring Disorders
- ☐ Anxiety Management
- ☐ Solution Focused Treatment
- ☐ Motivational Interviewing
- ☐ Trauma Focused Therapy
- ☐ Serious Emotional Disturbance (SED)
- ☐ Serious Mental Illness (SMI)
- ☐ Depression Management
- ☐ Chronic Post Trauma Management
- ☐ Substance Use Disorders
- ☐ Behavioral Health Disorders w/ Co-morbid Physical Health issues

Family and Couple/Marital issues are addressed within the context of the behavioral health treatment.

**Insurance accepted include:**

- Highmark Blue Cross Blue Shield
- Univera Healthcare
- Medicaid
- Medicare
- Independent Health
- Fidelis
- Wellcare
- United Healthcare

Plus a variety of additional 3rd Party Insurers.

For those individuals not covered by insurance, a sliding-fee scale, based on income, is available.

**Therapy and supportive services are provided by:**

- Licensed Social Workers
- Registered Nurses and LPN
- Licensed Mental Health Counselors
- CASAC
- Other Qualified Health Professionals
- Integrated Care Manager
- Peer Wellness Coach

**Medication prescription services are provided by:**

- Psychiatrists
- Psychiatric Nurse Practitioners

**Physical Health/Primary Care services are provided by:**

- Family Physician
- Family Nurse Practitioner
- Registered Nurse
- Licensed Practical Nurse

Crisis Intervention is provided 24 hours a day through Niagara County Crisis Services.

**24 - Hour Crisis Services**  
716-285-3515  
or  
dial 988

## Trauma Specialty Services Program

*Specialized Trauma Therapy is available for individuals who are:*

- *Adult Survivors of Childhood Sexual Abuse*
- *Adult Victims of Rape and Sexual Assault*
- *Adult Victims of Domestic Violence*
- *Adult Victims of Assault*
- *Adult Survivors of Homicide Victims*

Referrals to the Trauma Specialty Services Program can be made through either Niagara Counseling and Wellness Services Location.

## Niagara County Counseling and Wellness Services Outpatient Clinic Locations

### Lockport Locations

475 South Transit Street Suite 500  
Lockport, New York 14094  
Telephone 716-439-7400

### Niagara Falls Locations

Trott Access Center  
1001 Eleventh Street  
Niagara Falls, New York 14301  
Telephone 716-278-1940



Niagara County, through the Community Services Board, established the Niagara County Department of Mental Health & Substance Abuse Services and its Outpatient Niagara County Counseling and Wellness Services. The Board is a citizens' committee developed in accordance with NYS Mental Hygiene Law.

mcgd/tz

(10/2025)

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## Lockport and Niagara Falls