

# Niagara Falls City School District Mental Health Guide

In this guide you will find assistance and information regarding:

\*Emergency Hotline Numbers \* Mental Health and School Counseling/Social Workers \* Housing/Shelters  
\*Food Pantries \* Clothing \* Primary Care/Medical \* Health Insurance \* Transportation

## Emergency Hotline Numbers

- Niagara County Crisis Services Hotline: 716-285-3515
- 24/7 Domestic Violence Hotline: 716-299-0909
- 24/7 Runaway Youth Hotline: 716-285-7125
  - LGBTQ Youth Talkline: 888-843-4564
  - Suicide Hotline: 988
  - Emergency: 911

MENTAL HEALTH

HOUSING/SHELTERS

FOOD PANTRIES

CLOTHING ASSISTANCE

HEALTH INSURANCE

PRIMARY CARE/MEDICAL

TRANSPORTATION

MENTAL HEALTH		
AGENCY	ACCESS INFORMATION	DESCRIPTION OF SERVICES
<b>Best Self Behavioral Health</b>	<p>Location: Contact agency for available locations; Bloneva Bond has Best Self located in their school 716-884-0888 Intake phone number/ *Jamie Schmidt, Bloneva Bond contact 716-278-5860</p> <p>Website: <a href="https://www.bestselfwny.org">https://www.bestselfwny.org</a></p>	Provides different services that include mental health, substance use, health assessment and monitoring, peer services, psychiatric rehabilitation, and targeted case management for children and adults.
<b>Gateway Longview Behavioral Health Clinic</b>	<p>716-783-3100</p> <p>Website: <a href="https://www.gateway-longview.org/bhc">https://www.gateway-longview.org/bhc</a></p>	<p>Behavioral health clinic serves clients ages 3 to 21 years old and their families with outpatient counseling for behavioral and mental health concerns in their two clinic locations and satellites in many district schools. They do have a psychiatrist on staff at their main clinic if that is needed.</p> <p>*Check with your school counselor/social worker to see if Gateway Longview works out of your child's school.</p>
<b>Monsignor Carr Catholic Charities</b>	<p>620 Tronolone Place Niagara Falls, NY 14301 1-877- 448-4466</p> <p>Website: <a href="http://www.ccwny.org/services/monsignor-carr-clinics">www.ccwny.org/services/monsignor-carr-clinics</a></p>	Provides services to children and adolescents from ages 3 to 18 years old that include child guidance, clinical psychiatric evaluation, cognitive behavioral therapy, dialectical behavior therapy, mental health evaluation, and psychiatric medication services.
<b>Child Advocacy Center</b>	<p>Golisano Center for Community 533 Tenth St Niagara Falls, NY 14301 716-285-0045</p> <p>Website: <a href="http://cacofniagara.org/">http://cacofniagara.org/</a></p>	Provides a child-centered facility for a multidisciplinary response to allegations of child abuse and maltreatment. The Center provides a comfortable environment where a child reported as abused can be interviewed, receive a medical evaluation, participate in therapy, and receive support services.
<b>Niagara County Mental Health</b>	<p>Niagara Falls location: 1011 11<sup>th</sup> Street Niagara Falls, NY 14301 716-278-1940</p>	Provides mental health, substance abuse and crisis services, as well as care coordination through Home and Community Based Services, Single Point of Access (SPOA).

	<b>Lockport location:</b> <b>Shaw Building</b> <b>5467 Upper Mountain Rd Suite 200, Lockport, NY 14094</b> <b>716-439-7410</b>	
<b>Horizon Health Services</b>	<b>*Contact for available locations and services provided at each</b> <b>716-831-1800</b>  <b>Website: <a href="https://www.horizon-health.org/">https://www.horizon-health.org/</a></b>	Provides mental health counseling, substance abuse counseling (inpatient and outpatient) and care coordination services.
<b>Beacon Center (Substance abuse counseling only)</b>	<b>Niagara Falls</b> <b>417 Third Street Niagara Falls, New York 14301</b> <b>Phone: 716-282-4480</b> <b>Fax: 716-282-4484</b> <b><u>NFTA Bus lines 40, 50, and 55</u></b> <b><a href="https://www.beaconcenter.net/">https://www.beaconcenter.net/</a></b>	Provides services for outpatient substance use and mental health disorders, and in Central New York have two Opioid Treatment Program's (OTP's)
<b>Northpointe Council (Substance abuse counseling only)</b>	<b>Trott Center</b> <b>1001 11<sup>th</sup> Street</b> <b>Niagara Falls, NY 14301</b> <b>716-285-8110</b>  <b>Website: <a href="https://www.northpointecouncil.org">https://www.northpointecouncil.org</a></b>	<p>Provides high-quality, person-centered prevention, intervention, treatment, and recovery to those affected by substance use disorders and other addictions from the Greater Niagara Area.</p> <p><b><u>The First Step Center</u></b>  The First Step Center is a 24-bed residential facility that serves people with substance use disorders. Operating 24/7, The Center has 7 Medically Supervised Inpatient Withdrawal beds and 17 Stabilization Residential beds. Under the direct supervision of nursing, medical and counseling staff, the program offers medical and non-medical detoxification in a sober environment where people may safely begin the recovery process.</p>

<b>Mobile Counseling of NY</b>	Phone Number: 716-302-4545 www.mcny.com	Telehealth or In-Home Services  Wait time: none  Additional services: Psychiatric services through an outside provider
	<b>SCHOOL SOCIAL WORKERS/COUNSELORS</b>	
<b>AGENCY</b>	<b>ACCESS INFORMATION</b>	<b>DESCRIPTION OF SERVICES</b>
<b>School Counseling</b>	<b>*Contact your home school to locate the counselor</b>	Provide in school individual, group and IEP counseling focused on various social emotional skills and learning. Topics may include social skills, coping skills, anger management, impulse control and emotional regulation.
<b>School Social Worker</b>	<b>*Contact your home school to locate the social worker assigned to that building</b>	School Social Workers are trained mental health professionals who can assist with mental health concerns, behavioral concerns, positive behavioral support, academic and classroom support, consultation with teachers, parents and administrators.
<b>District Social Worker</b>	Jamie Schmidt, BSW 2513 Niagara Street Niagara Falls, NY 14305 716-278-5860  Email: <a href="mailto:jlschmidt@nfschools.net">jlschmidt@nfschools.net</a>	Available to help families and children connect with mental health and community resources.

HOUSING/SHELTERS		
AGENCY	ACCESS INFORMATION	DESCRIPTION OF SERVICES
<b>McKinney Vento Liaison</b>	<b>*Contact your home school to speak with your McKinney Vento Liaison</b>	Helps families experiencing doubled up living, sharing o housing with others, those residing in motels or shelters, experience homelessness, or without a regular place to live due to loss of housing, economic hardship or the lack of adequate alternate housing. <b>Contact:</b> Please contact your school liaison for more information.
<b>YWCA</b>	<b>Carolyn's House</b> <b>542 6<sup>th</sup> Street</b> <b>Niagara Falls, NY 14301</b> <b>716-278-9662</b>  <b>Lockport</b> <b>32 Cottage street</b> <b>Lockport, NY 14094</b> <b>716-433-6714</b>	The YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.
<b>Pinnacle</b>	<b>1522 Main Street</b> <b>Niagara Falls, NY 14305</b> <b>716-285-6984</b>  <b>Website:</b> <a href="https://www.pinnaclecs.org/">https://www.pinnaclecs.org/</a>	Provides a current mix of services includes domestic violence services: *Passage House shelters for abused women and their children, community based parenting services; a range of youth services including *Casey House, the only emergency shelter in the county for runaway and homeless youth; Transitional services for non-residential youth; Care Management services for children and adults with mental health or other chronic illnesses; and Healthy Families Niagara, a child abuse prevention program for expectant parents and the parents of newborns including a Fatherhood Initiative.
<b>Niagara Gospel Rescue Mission</b>	<b>1317 Portage Road</b> <b>Niagara Falls, NY 14301</b> <b>716-205-8805</b>  <b>Website:</b> <a href="http://www.niagaragospelmission.org">www.niagaragospelmission.org</a>	Offers: Children's Clothing, Christmas Meals, Extreme Cold Warming Centers, General Clothing Provision, Homeless Shelter, Soup Kitchens, Thanksgiving Meals. <b>*MEN'S ONLY SHELTER*</b>

<b>Community Missions of Niagara Frontier Inc.</b>	<b>1570 Buffalo Ave</b> <b>Niagara Falls, NY 14301</b> <b>716-285-3403</b>  <b>Website:</b> <a href="https://www.communitymissions.org">https://www.communitymissions.org</a>	Please contact Community Missions for a list of resources that they offer including housing and food pantry.
<b>Niagara Falls Housing Authority</b>	<b>744 10<sup>th</sup> Street</b> <b>Niagara Falls, NY 14301</b> <b>716-285-6961</b>  <b>Website: <a href="https://nfha.org">https://nfha.org</a></b>	The Niagara Falls Housing Authority is responsible for the administration of public housing and community centers. They seek to empower, enrich and build strong communities through their commitment to removing as many obstacles as possible to empower individuals and families to reach these goals.
<b>Niagara Falls City Leased Housing</b>	<b>1022 Main Street</b> <b>Niagara Falls, NY 14301</b> <b>716-286-8820</b>	Niagara Falls Leased Housing provides safe, decent, and sanitary housing conditions for very low-income families while managing resources efficiently.
<b>Home Energy Assistance Program (HEAP)</b>	<b>800-342-3009</b>	This is a home energy program for adults 60 years of age or older and for those under 60 who receive SSD or SSI.
<b>Water Assistance</b>	<b>800-342-3009</b> <b>Website: <a href="https://otda.ny.gov">https://otda.ny.gov</a></b>	Call when you have a 72-hour shut off notice or have no water or sewer.

FOOD PANTRIES		
AGENCY	ACCESS INFORMATION	DESCRIPTION OF SERVICES
<b>WNY Foodbank: Wolverine Food Pantry</b>	<p><b>*For current students of Niagara Falls High School</b></p> <p><b>Open: at various times, call for more information</b></p> <p><b>Niagara Falls High School 4455 Porter Rd Niagara Falls, NY 14301 716-286-7013</b></p>	Non-perishable food items for current students of NFHS.
<b>Feedmore of WNY: Backpack Program</b>	<b>Contact your school Social Worker/Counselor for more information</b>	Non-perishable food items that are sent home for the weekend with students.
<b>St. John de Lasalle Community Care (Pantry)</b>	<p><b>Service Area: Area code 14304</b></p> <p><b>Open: Mon 10-2, Wed 9-3, Fri 9 - 12</b></p> <p><b>8600 Buffalo Ave Niagara Falls NY 14304 716-622-5880</b></p>	Provide: Food Pantry, Thanksgiving & Christmas baskets, will deliver to homebound and seniors.
<b>Holy Family/St. Joseph Outreach (Pantry)</b>	<p><b>Service Area: Aquarium area to 18<sup>th</sup> street <u>AND</u> Ferry to Orchard Park Parkway (Please call to double check service area)</b></p> <p><b>Open: 9 - 11am M, Tu, Wed, Friday</b></p> <p><b>1402 Pine Avenue Niagara Falls NY 1430 716-282-1379</b></p>	St. Joseph Outreach is a ministry outreach program that functions as a food pantry.

<b>Heart Love and Soul (Pantry)</b>	<p><b>Service Area: call to determine if you are in the service zone</b></p> <p><b>Open: 10:00 am – 1:00 pm Mon. - Fri.</b></p> <p><b>939 Ontario Ave Niagara Falls, NY 14305 716-282-5681</b></p> <p><b>*Head of household must bring picture ID and proof of residency for all family members*</b></p> <p><a href="https://heartloveandsoul.org">https://heartloveandsoul.org</a></p>	<p>Heart, Love &amp; Soul provides the community with wide-reaching food assistance programs and human services for all residents to utilize at no cost, including a food pantry and free meals served daily.</p>
<b>First United Methodist Church (Pantry)</b>	<p><b>Service Area: All those in need</b></p> <p><b>Thursday, 5:00 – 6:00 PM</b></p> <p><b>8210 Buffalo Ave Niagara Falls NY 14304 716-283-3370</b></p> <p><a href="https://www.niagarafirst.church">https://www.niagarafirst.church</a></p>	<p>Thursday Night Drive Through Dinners: every Thursday from 5:00-6:00 PM, <b>pick-up only</b>. Drive into the parking lot and head on under the carport from the back of the lot, so your vehicle is facing Buffalo Avenue.</p>
<b>Community Missions Food Pantry</b>	<p><b>Service area: Niagara Falls</b></p> <p><b>Tuesday, Thursday and Friday from 1:00 - 3:00 p.m.</b></p> <p><b>1570 Buffalo Ave Niagara Falls, NY 14303 716-285-3403</b></p>	<p>Individuals and families residing within Niagara Falls are able to secure bags of food provided by this program monthly.</p> <p>Emergency food can also be provided on a <b>one-time basis</b>. <b>(Emergency food distribution is provided at any time on a one-time basis. Individuals will be asked to pre-register for a regular distribution from the Food Pantry</b> (or referred to the correct pantry if they live outside of our designated FeedMore WNY service area). <b>*Proof of income, and identification will be requested when you pre-register.</b></p>
<b>Community Soup Kitchen</b>	<p><b>Service area: Niagara Falls</b></p> <p><b>Monday – Friday, Noon - 1:00 p.m.</b></p>	<p>The Community Soup Kitchen provides meals to anyone that walks through its doors. Guests in the Community Soup Kitchen are also</p>



	<b>1570 Buffalo Ave</b> <b>Niagara Falls, NY 14303</b> <b>716-285-3403</b>	invited to visit the Clothes Closet to select clothing, accessories and household items free of charge following their meal.
<b>Divine Mercy (Pantry)</b>	<b>Service area: Niagara Falls</b>  <b>Thursdays 10:00pm – 2:00pm</b>  <b>2437 Niagara St</b> <b>Niagara Falls, NY 14303</b> <b>716-261-7989</b>	The Divine Mercy Food Pantry serves the local area as designated by the Food Bank of Western NY.
<b>Salvation Army (Pantry)</b>	<b>Service Area: Niagara Falls</b>  <b>Tuesdays &amp; Wednesdays 12:00 – 1:45pm</b>  <b>7018 Buffalo Ave</b> <b>Niagara Falls NY 14304</b> <b>716-283-7697</b>  <b>* Must call to sign up, must have picture ID and bags for groceries</b>	The Salvation Army supplies free fresh produce, canned goods, and frozen items.
<b>Word of Life Ministries (Pantry)</b>	<b>Service area: 14305</b>  <b>Tuesdays &amp; Thursdays 10:00am -2:00pm</b>  <b>1941 Hyde Park Blvd.</b> <b>Niagara Falls, NY 14305</b>  <b>716-297-2951 (call to make sure you are in the service zone)</b>  <b>*Photo ID and proof of address required.</b>	Word of Life Ministries offers a food pantry for people in their neighborhood. <b>*Please call to make an appointment for their food pantry.</b>

CLOTHING ASSISTANCE		
AGENCY	ACCESS INFORMATION	DESCRIPTION OF SERVICES
Niagara Falls City School District Clothing Closet Program	*Please contact your child's school to speak with the liaison assigned to the clothing closet to make an appointment.	Niagara Falls City School district schools offer clothing and hygiene products to those in need.
Clothes Closet by Community Missions of Frontier Niagara, Inc.	Monday-Saturday, 12:00- 2:00pm  1570 Buffalo Ave Niagara Falls, NY 14301 716-285-3403	Clothes Closet provides individuals an opportunity to select clothes, accessories and household items free of charge to youth, adults, families, homeless
Niagara's WorkSourceOne Program	Monday – Thursday: 8:30am-12pm & 1pm-4pm Friday: 8:30am-12pm & 1pm-3pm  Trott Building: 1001 11 <sup>th</sup> St Niagara Falls, NY 14301 716-278-8108	<p>Main Services:</p> <ul style="list-style-type: none"> <li>• <u>clothes for work</u></li> <li>• <u>community support services</u></li> <li>• <u>computer or internet access</u></li> <li>• <u>navigating the system</u></li> <li>• <u>help find work</u></li> <li>• <u>help pay for work expenses</u></li> <li>• <u>interview training</u></li> <li>• <u>resume development</u></li> </ul> <p>The program offers rooms equipped with computers (with internet access, as well as resume/cover letter templates and other tools), phones, fax machines and copiers. Serves anyone in need, adults 18+, employed, unemployed</p>

HEALTH INSURANCE		
AGENCY	ACCESS INFORMATION	DESCRIPTION OF SERVICES
<b>Fidelis Care</b>	<b>Maria Lopez</b> <b>480 Crosspoint Parkway, Getzville, NY 14068</b> <b>716-334-6983</b>	Provides assistance applying for insurance, renewing insurance and replacement insurance cards. Services can be provided in the school district.
<b>Niagara Falls Memorial Medical Center: The Navigation Program</b>	<b>Alex Primus</b> <b>621 10<sup>th</sup> Street, Niagara Falls, NY 14301</b> <b>716-278-4264</b>	Nurse Navigators provide assistance with applying for insurance and services.

PRIMARY CARE/MEDICAL		
AGENCY	ACCESS INFORMATION	DESCRIPTION OF SERVICES
<b>St. Mary's Neighborhood Health Clinic</b>	<p><b>Operating Hours:</b> Monday-Friday 8:30am - 4:30pm</p> <p><b>Walk-In Hours:</b> Monday- Friday 9:00am – 10:00 am &amp; 1:00pm to 2:00pm.</p> <p><b>3101 9<sup>th</sup> street Niagara Falls, NY 14305 716-284-8917</b></p> <p><b>Website:</b> <a href="https://www.chsbuffalo.org/">https://www.chsbuffalo.org/</a></p>	<p>Provides primary care, pediatrics and women care services.</p>
<b>Community Health Center of Buffalo, Inc. *Niagara Falls Location*</b>	<p><b>Hours:</b></p> <ul style="list-style-type: none"> <li>• <b>Monday: 8AM–5PM</b></li> <li>• <b>Tuesday: 8AM–5PM</b></li> <li>• <b>Wednesday: 8AM–5PM</b></li> <li>• <b>Thursday: 8AM–5PM</b></li> <li>• <b>Friday: 8AM–5PM</b></li> <li>• <b>Saturday: Closed</b></li> <li>• <b>Sunday: Closed</b></li> </ul> <p><b>2715 Highland Ave Niagara Falls, NY 14305 716-986-9199</b></p> <p><b>Website:</b> <a href="https://www.chcb.net/niagara-falls">https://www.chcb.net/niagara-falls</a></p>	<p>Provides Family and Internal Medicine, Pediatrics (Well Child), Family Planning, GYN, Screenings, Immunizations, Preventive Dental, Behavioral Health (Mental Health Counseling, Psychiatry, SUD services).</p>
<b>Summit Pediatrics</b>	<p><b>Address:</b> <b>Wheatfield Office: 6937 Williams Road, Niagara Falls, NY 14304 716-297-9550</b></p>	<p>Provides services for the following: newborn care and treatment, well-childcare exams, vaccines, expecting parents, colic, starting solid foods, baby care, crying, comfort and bowel movements.</p>

	<p><b>Lewiston office: 5320 Military Road, Lewiston, NY 14092 716-297-9550</b></p> <p><b>Website:</b> <a href="https://www.summitpeds.com/">https://www.summitpeds.com/</a></p>	
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TRANSPORTATION		
AGENCY	ACCESS INFORMATION	DESCRIPTION OF SERVICES
Niagara Coach Line (School Bus Company)	120 - 13th Street Niagara Falls, NY 14303 716-285-9357 716-284-7436 (fax)	School Bus Service for the Niagara Falls City School District
Truancy Officers (NFCSD)	Ron Cunningham: 716-804-1858  Mr. Lomax Barnes 716-465-9838  Rev. Searcy 716-251-6186	Provides support for students and families who struggle with attendance and at times transportation.
Medicaid Transportation	Western New York: 800-651-7040 (Counties: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Wyoming)  Website: Medical Answering Services, LLC All other counties, including New York City <a href="https://www.medanswering.com/">https://www.medanswering.com/</a>	<b>How to Schedule Transportation:</b> You can schedule transportation by calling the contact center for your region's transportation manager. The contact centers offer toll-free phone numbers, translation services, and telecommunications relay services for the hard-of-hearing. You can also schedule transportation by creating an online account and using the transportation managers' web portal. <b><i>**You must contact the transportation manager <u>at least 72 hours in advance (3 days)</u> of the appointment to request transportation. All trips must be prior approved by the transportation manager.</i></b>