Screening for Clinical Depression and Follow up
July 2015
ACO Announcements

• Reminders:
  – Return ACO Participating agreements
  – Conference calls – Changes to 2016-2018 contract
  – May Specialty meetings-Video available
Agenda

• ACO Depression Screening Measurement/Alignment with Clinical Integration Program
• Depression Screening
• Depression Follow up plan
• Q&A section
Depression Screening Rationale

- According to American Family Physician, Depression is the second most common chronic disorder seen by primary care physicians.
- On average, 12 percent of patients seen in primary care settings have major depression.
- The degrees of suffering and disability associated with depression are comparable to those in most chronic medical conditions.
Quality Measurement: Domains

33 quality measures are separated into the following four key domains that will serve as the basis for assessing, benchmarking, rewarding, and improving ACO quality performance:

1. Patient/Caregiver Experience
2. Care Coordination/Patient Safety
3. Preventive Health
4. Clinical Care for At Risk Population
# ACO Preventive Health

<table>
<thead>
<tr>
<th>Domain</th>
<th>Measure Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 Preventive Health</td>
<td>Influenza Immunization</td>
</tr>
<tr>
<td>15 Preventive Health</td>
<td>Pneumococcal Vaccination</td>
</tr>
<tr>
<td>16 Preventive Health</td>
<td>Adult Weight Screening and Follow-up</td>
</tr>
<tr>
<td>17 Preventive Health</td>
<td>Tobacco Use Assessment and Tobacco Cessation Intervention</td>
</tr>
<tr>
<td>18 Preventive Health</td>
<td>Depression Screening</td>
</tr>
<tr>
<td>19 Preventive Health</td>
<td>Colorectal Cancer Screening</td>
</tr>
<tr>
<td>20 Preventive Health</td>
<td>Mammography Screening</td>
</tr>
<tr>
<td>21 Preventive Health</td>
<td>Proportion of Adults 18+ who had their Blood Pressure Measured within the preceding years</td>
</tr>
</tbody>
</table>
PREV-12: Preventive Care and Screening: Screening for Clinical Depression and Follow-Up Plan

• Description
  – Percentage of patients aged 12 years and older screened for clinical depression on the date of the encounter using an age appropriate standardized depression screening tool AND if positive, a follow-up plan is documented on the date of the positive screen

• WHAT is the Quality Action?
  – Screening includes completion of a clinical or diagnostic tool used to identify people at risk of developing or having a certain disease or condition even in the absence of symptoms
  – This measure requires the screening to be completed in the office of the provider filing the code
  – Follow-up plan may include a proposed outline of treatment to be conducted as a result of positive clinical depression screening
  – Use a normalized and validated depression screening tool developed for the patient population where it is being utilized. Examples of depression screening tools include but are not limited to: Adolescent Screening Tools (12-17 years)
  – Patient Health Questionnaire for Adolescents (PHQ-A), Beck Depression Inventory-Primary Care Version (BDI-PC), Mood Feeling Questionnaire, Center for Epidemiologic Studies Depression Scale (CES-D) and PRIME MD-PHQ-2

PREV-12: Preventive Care and Screening: Screening for Clinical Depression and Follow-Up Plan

• What are the DOCUMENTATION REQUIREMENTS relative to the Quality Action?

The patient’s medical record must contain:

The date and results of an age appropriate standardized depression screening tool; and

If a follow-up plan is required, documentation of discussion and implementation of the plan. The follow-up plan must be specified as an intervention that pertains to depression; or

If the quality action is not performed due to an exception (medical or patient reasons), documentation of these “reasons”;

<table>
<thead>
<tr>
<th>Domain</th>
<th>Measure Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 At Risk Population- Diabetes</td>
<td>Diabetes Mellitus: Hemoglobin A1c Poor Control (&gt;9%)</td>
</tr>
<tr>
<td>41 At Risk Population- Diabetes</td>
<td>Diabetes Mellitus: Eye Exam</td>
</tr>
<tr>
<td>28 At Risk Population- Hypertension</td>
<td>Hypertension (HTN): Blood Pressure Control</td>
</tr>
<tr>
<td>40 At Risk Population- Depression</td>
<td>Depression Remission at 12 months</td>
</tr>
<tr>
<td>30 At Risk Population- Ischemic Vascular Disease</td>
<td>Ischemic Vascular Disease (IVD): Use of Aspirin or Another Antithrombotic</td>
</tr>
<tr>
<td>31 At Risk Population- Heart Failure</td>
<td>Heart Failure: Beta-Blocker Therapy for Left Ventricular Systolic Dysfunction (LVSD)</td>
</tr>
<tr>
<td>33 At Risk Population- Coronary Artery Disease</td>
<td>CAD Composite: All or Nothing Scoring: ACE Inhibitor or ARB Therapy for Patients with CAD and Diabetes &amp;/or LVSD</td>
</tr>
</tbody>
</table>
MH-1: Depression Remission at 12 Months (NEW)

• **Description:**
  Adult patients age 18 and older with major depression or dysthymia and an initial PHQ-9 score > 9 who demonstrate remission at twelve months defined as PHQ-9 score less than 5. This measure applies to patients with newly diagnosed and existing depression whose current PHQ-9 score indicates a need for treatment.

• **What is the Quality Action?**
  Remission attained at 12 months (+/- 30 days) from the index date. Remission is defined as a PHQ-9 score less than five. The index date is defined as the first PHQ-9 score greater than 9 between 12/1/2013 to 11/30/2014.

MH-1: Depression Remission at 12 Months (NEW)

• Where may the Quality Action take place?
  The patient needs to be seen by an eligible professional to have the diagnosis of depression, but the actual tool does not have to be administered by an eligible provider. Multiple modes of administration are allowed:
  – office visit/in-person,
  – telephone encounter,
  – e-visit,
  – mail (post),
  – electronic administration (email, patient portal, iPad/tablet, patient kiosk)

• Who may perform the Quality Action?
  Any healthcare professional may administer the screening tool.

MH-1: Depression Remission at 12 Months (NEW)

• **When must the Quality Action be performed?**
  An initial PHQ-9 score greater than 9 between 12/1/2013 and 11/30/2014. A follow-up PHQ-9 score less than 5 at 12 months (+/- 30 days) from the index date.

• **What are the documentation requirements relative to the Quality Action?**
  The patient’s medical record must contain:
  • A diagnosis of major depression or dysthymia; and
  • A PHQ-9 score greater than 9 during an outpatient encounter between 12/1/2013 and 11/30/2014; and
  • A follow-up PHQ-9 score less than 5 at 12 months (+/- 30 days) of the initial PHQ-9 score greater than 9;
Catholic Medical Partners Clinical Integration

- Catholic Medical Partners Clinical Integration Program
  - Prevention measures, At Risk Populations (Mental Health, Diabetes, Heart Failure, Coronary Artery Disease), Care Management
  - 8 Prevention related measures
  - Depression screening goal is 53.76%!
DEPRESSION SCREENING/
FOLLOW UP PLAN
Depression CAN be treated, BUT ...

• Only half of depressed older adults are “recognized”, fewer are treated
• Older men, African Americans and Latinos have particularly low rates of depression treatment
• About 1 in 10 Americans aged 12 and over take antidepressant medication
• Fewer than 10% seek care initially from a mental health specialist, most prefer treatment by their primary care physician
• Less than one-third of persons taking a single antidepressant have seen a mental health professional in the past year
• Only one in five older adults treated for depression in primary care improve
Annual Medical Expenditures w/specific Chronic Condition, with and without a BH Condition

<table>
<thead>
<tr>
<th>Cost w/out BH Condition</th>
<th>Cost with BH Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Adults</td>
<td>$1,913</td>
</tr>
<tr>
<td>Heart Condition</td>
<td>$4,697</td>
</tr>
<tr>
<td>High BP</td>
<td>$3,481</td>
</tr>
<tr>
<td>Asthma</td>
<td>$2,908</td>
</tr>
<tr>
<td>All Adults</td>
<td>$3,545</td>
</tr>
<tr>
<td>Heart Condition</td>
<td>$6,919</td>
</tr>
<tr>
<td>High BP</td>
<td>$5,492</td>
</tr>
<tr>
<td>Asthma</td>
<td>$4,028</td>
</tr>
</tbody>
</table>
Recognition of Comorbid Depression

Coronary Artery Disease

• 17-27% of pts w/CAD have Major Depressive Disorder
• Depression associated with a 1.5 to 2-fold ↑ in risk for onset of CAD
• Depression predicts increased morbidity /mortality in pts w/ CAD
• Post-MI pts w/depression have higher mortality
• Treatment of MDD w/SSRI’s appears to be safe/effective in pts w/CAD

Type 2 Diabetes

• As many as 10-25% pts w/type 2 diabetes may have MDD
• Depression is an independent risk factor for the development of type 2 diabetes
• Depression is associated with poor Rx adherence & glycemic control, ↑ healthcare costs, worsening vascular complications & higher rates of death

*Source: A Pocket Guide for treatment and Recognition of Comorbid Depression
Description- Screening for Clinical Depression and Follow-up Plan

- Percentage of patients aged 12 yrs and older screened for clinical depression on the date of the encounter using an age appropriate standardized depression screening tool AND

  if positive, a follow-up plan is documented on the date of the positive screen.
Follow-up Plan (Required!)

Follow-up for a positive depression screening must include 1 or more of the following:

• Additional evaluation for depression
• Suicide Risk Assessment
• Referral to a practitioner who is qualified to dx and treat depression
• Pharmacological interventions
• Other interventions or f/u for the diagnosis or treatment of depression
Guidance – Screening Tools

• The name of the age appropriate standardized depression screening tool utilized must be documented in the EMR
  – Consult your EMR vendor
  – Contact your Clinical Transformation rep for assistance if needed
• The depression screening must be reviewed and addressed in the office of the provider filing the code, on the date of the encounter
• The screening and encounter must occur on the same date
• Follow-up Plan must be related to a positive screening, (e.g., example: “Patient referred for psychiatric evaluation due to positive depression screening”)

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If using PHQ9...

Scoring

1. Count each item in column 2 labeled “Several Days” and multiply by one.
2. Count each item in column 3 labeled “More than half the days” and multiply by two.
3. Count each item in column 4 labeled “Nearly every day” and multiply by three.
4. Add the totals for each of the 3 columns together for Severity Score.

❖ Be aware of response to question #9 – lethality: = ANY POSITIVE RESPONSE must be addressed!
Care Management Resources

Care management resources available on CMP website:

• Behavior Health CMP Network-contracted providers *remember to state “CMP-member provider” for same day/next day appointment

• Depression Action/Care Plan and Relapse Prevention Care Plan

• Patient education materials
MH-1: Depression Remission at 12 Months (NEW)

Adults age 18+ with Major Depression or Dysthymia and an initial PHQ-9 score >9 who demonstrate remission at 12 months defined as PHQ-9 score <5. This measures applies to both newly diagnosed and existing depression whose current PHQ-9 score indicates a need for treatment.
MH-1: Depression Remission at 12 Months (NEW)

- **Index Date**: the specific date of the first instance of PHQ-9 >9 falling within the denominator identification period and marks the start of the 13 month assessment period (12 month +/- 30 days)

- **Remission**: follow-up PHQ-9 performed and a score <5 at 12 months (+/- 30 days) after the initial PHQ-9 >9 (index date)

<table>
<thead>
<tr>
<th>Index Date (PHQ-9 &gt;9)</th>
<th>Remission Date (PHQ-9 &lt;5)</th>
<th>Remission at 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/15/14</td>
<td>1/29/15</td>
<td>No</td>
</tr>
<tr>
<td>5/20/14</td>
<td>4/25/15</td>
<td>Yes</td>
</tr>
<tr>
<td>12/10/13</td>
<td>1/2/15</td>
<td>Yes</td>
</tr>
</tbody>
</table>

EMR Documentation

HPI (Test, Paula - 09/05/2014 12:15 PM, F/U)

- depression test
- Constitutional
- Care Management
- Electrocardiogram
- Fall Risk Screening
- Flu
- test
- test nutrition
- **Depression Screening**
- flu
- bronc
- Bronchitis
- test
- bronchitis
- General
- Diabetes Care Coordination
- Test 1
- Breast Surgery
- ENT/respiratory
- general
- 1
- Allergy/Asthma
- Cardiology
- Pre-Op
- HIV
- Hematology
- Nutrition
- Behavioral Health
- Diet/Exercise

**Depression Screening**

<table>
<thead>
<tr>
<th>c/o</th>
<th>denies</th>
<th>Symptom</th>
<th>Duration</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>denies</td>
<td>PHQ-2 In last two weeks have you been bothered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>PHQ-9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Intervention</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Screening not performed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Value</td>
<td>Notes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------------------</td>
<td>-------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follow Up for Depression</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Case management follow-up
- Completion of mental health crisis plan
- Coping support assessment
- Coping support management
- Crisis intervention with follow-up
- Discharge by mental health primary care worker
- Emotional support assessment
- Emotional support education
- Emotional support management
- Implementation of measures to provide psychological support
- Management of mental health treatment
- Mental health care assessment
- Mental health care education
- Mental health care management

Subject:
- Chief Complaint (CC): ...
- Presenting Complaint (PC): ...
- Relevant Past Medical History (PMH): ...
- Family History (FH): ...
- Social History (SH): ...
- Allergies: ...
- Head or neck radiation
- Abdominal pain

Diagnosis:
- Rhinitis due to pollen
- Asthma, status unspecified
- Question of complication, type unspecified; not stated as uncontrolled
- Diabetes mellitus without mention of complication, type unspecified; not stated as uncontrolled
QUESTIONS??
Announcements

• Next Lunch & Learn: 8/19/2015
• Topic: "Nutritional Resources & ACO Standards...How do they Intersect?"
• Reminders:
  – Return ACO Participating agreements
  – Conference calls: Changes to 2016-2018 contract
  – May Specialty meetings-Video available
  – ACO Notifications

Sheree M Arnold
ACO Clinical Transformation Specialist
sarnold@chsbuffalo.org
(716)862-2453
What Is Depression?
Depression is a serious medical illness that negatively affects how you feel, the way you think and how you act. Depression has a variety of symptoms, but the most common are a deep feeling of sadness or a marked loss of interest or pleasure in activities. Other symptoms include:
- Changes in appetite that result in weight losses or gains unrelated to dieting
- Insomnia or oversleeping
- Loss of energy or increased fatigue
- Restlessness or irritability
- Feelings of worthlessness or inappropriate guilt
- Difficulty thinking, concentrating, or making decisions
- Thoughts of death or suicide or attempts at suicide.

Depression is common. It affects nearly one in 10 adults each year—nearly twice as many women as men. It’s also important to note that depression can strike at any time, but on average, first appears during the late teens to mid-20s. Depression is also common in older adults. Fortunately, depression is very treatable.

How Is Depression Treated?
Antidepressants may be prescribed to correct imbalances in the levels of chemicals in the brain. These medications are not sedatives, “uppers” or tranquilizers. Neither are they habit-forming. Generally antidepressant medications have no stimulating effect on those not experiencing depression.

Antidepressants may produce some improvement within the first week or two of treatment. Full benefits may not be realized for two to three months. If a patient feels little or no improvement after several weeks, his or her psychiatrist will alter the dose of the medication or will add or substitute another antidepressant.

Psychotherapy: Psychotherapy, or “talk therapy,” is sometimes used alone for treatment of mild depression; for moderate to severe depression, it is often used in combination with antidepressant medications.

Psychotherapy may involve the individual patient, but it can include others. For example, family or couples therapy can help address specific issues arising within these close relationships. Group therapy involves people with similar illnesses.

Depending on the severity of the depression, treatment can take a few weeks or substantially longer. However, in many cases, significant improvement can be made in 10 to 15 sessions.

Conclusion
Depression is never normal and always produces needless suffering. With proper diagnosis and treatment, the vast majority of people with depression will overcome it.
If you are experiencing symptoms of depression, see your physician or psychiatrist, describe your concerns and request a thorough evaluation. You will feel better.

Resources
For more information, please contact:

American Psychiatric Association (APA)
1000 Wilson Blvd.
Suite 1825
Arlington, VA 22209
703-907-7300
www.healthyminds.org

Depression and Bipolar Support Alliance (DBSA)
730 N. Franklin Street
Suite 501
Chicago, IL 60610-7224
800-826-3632
www.dbsalliance.org

National Alliance for the Mentally Ill (NAMI)
Colonial Place Three
2107 Wilson Blvd., Suite 300
Arlington, VA 22201-3042
703-524-7600
Information Helpline:
1-800-950-NAMI (6264)
www.nami.org

National Mental Health Association (NMHA)
2001 N. Beauregard Street
12th Floor
Alexandria, VA 22311
800-969-NMHA (6642)
www.nmha.org

One in a series of brochures designed to reduce stigmas associated with mental illnesses by promoting informed factual discussion of the disorders and their psychiatric treatments. This brochure was developed for educational purposes and does not necessarily reflect opinion or policy of the American Psychiatric Association. For more information, please visit www.healthyminds.org.

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Depression Action Plan
Self Management Tool
Know the signs. Make a plan.

Green Zone
Doing Great

You Are:
- Sleeping well
- Eating well
- Able to do your usual activities
- Feeling OK

Yellow Zone
Caution

You may be:
- Not sleeping well or sleeping too much
- Not eating enough or eating too much
- Not able to do your usual activities

You may:
- Feel depressed or angry most of the time
- Not be able to:
  - Do your work
  - Take care of things at home
  - Get along with others

Red Zone
Depression is Back or Worse

You may:
- Follow your treatment plan
- Call your doctor or talk to therapist now
- If you have a plan to hurt yourself or someone else AND think you might act on it CALL 911 or go to the Emergency Room now

Other Instructions/Goal:

______________________________________________________________________________

______________________________________________________________________________

Doctor: __________________________ Phone: __________________________
Talk Therapist: __________________________ Phone: __________________________

Catholic Medical Partners®
INDEPENDENT PRACTICE ASSOCIATION
Depression Relapse Prevention Plan
Self Management Tool
Is your Depression coming back?
Know the signs. Make a plan.

Green Zone
Doing Great

You Are:
• Feel self confident
• Eating well
• Getting exercise
• Sleeping well
• Doing activities you enjoy
• Completing tasks
• Using support network i.e. friends, family members

Yellow Zone
Caution

You may be:
• Noticing changes in your mood
• Noticing personal warning signs
• Not sleeping well or sleeping too much
• Not eating enough or eating too much
• Not able to do your usual activities

Red Zone
Depression is Back

You may:
• Notice or someone tells you one of your symptoms are returning
• Feel depressed or angry most of the time or increase in irritability
• Not able to:
  - Do your work
  - Take care of things at home
  - Get along with others

Things I will do to prevent my Depression from returning:

_____________________________________________________________________________
_____________________________________________________________________________

Doctor: ____________________________ Phone: ____________________________

Talk Therapist: ____________________________ Phone: ____________________________

Catholic Medical Partners
INDEPENDENT PRACTICE ASSOCIATION
BEHAVIORAL HEALTH FACILITIES
CATHOLIC MEDICAL PARTNERS

Catholic Medical Partners is an organization committed to helping our members provide quality, patient-centered care. We bring together the people, technologies, facilities and ideas that help our more than 900 primary care physicians and specialists, along with our hospital partners and other clinical professionals, work together to ensure that each patient gets the care they need and the compassion they deserve. When a patient’s care needs change, we want you to have the resources to address their needs and to coordinate their care, whether in a physician’s office, hospital, or another healthcare setting. In keeping with that approach, Catholic Medical Partners has developed partnerships with some of Western New York’s leading behavioral health providers, including:

- Horizon Health Services p.3
- Spectrum Human Services p.13
- Catholic Charities – Monsignor Carr Institute p.21
- Child & Adolescent Treatment Services p.28

These partnerships help strengthen our collective ability to care for your patient’s mind, body and spirit. It’s more than a referral, it’s a promise to change the way healthcare works in our community.

Horizon Health Services is the largest and most comprehensive provider of outpatient mental health and chemical dependency treatment services in Western New York. With 18 treatment programs distributed across Erie, Niagara and Genesee Counties. Horizon is consistently recognized as a premier provider of both outpatient and residential services in New York State. Horizon Health Services and Horizon Village provide mental health and chemical dependency services to persons age 18 and above at all of our treatment programs, and provide specialized services for adolescents at our programs in Cheektowaga, Tonawanda, Orchard Park and East Amherst.
HORIZON SERVICES OFFERED

Mental Health Clinics provide individual, family, and group solution-focused treatment, as well as supportive counseling to individuals who do not require more intensive treatment. Individuals served include those ranging from consumers with transient situational crises, to those with serious and persistent mental illness.

Some of the mental health services we provide are:

- DBT (Dialectical Behavioral Therapy)
- Specialized depression treatment
- Trauma informed care

Horizon operates outpatient clinics that provide chemical dependency (alcohol and drug) treatment services. The overall goals of treatment are the establishment and maintenance of abstinence from all mood-altering substances and improvements of consumers’ family and community functioning. Horizon’s range of chemical dependency services includes:

- Naltrexone therapy
- Adolescent/family treatment
- Services for families/significant others of persons with chemical dependency
- Family education
- Services for adult and child children of persons with chemical dependency
- Outpatient withdrawal risk assessment and detoxification
- Services designed for persons with cognitive disabilities and chemical dependency
- Medication assisted treatment (ex: Suboxone)
PROVIDERS AVAILABLE

Psychiatrists, clinical social workers, MDs, NPs, RNs, Qualified Health professionals

PRIMARY CONTACT

Central Intake:
(716) 831-1800 (For all behavioral health referrals)

Administrative and operational contact:
Michelle Curto, Vice President: (716) 831-1800

PROGRAMS

Our clinics are open 5 – 6 days a week offering evening and weekend hours.

We are located in Erie (Buffalo, East Amherst, Amherst, Orchard Park, Cheektowaga, Lockport, Tonawanda), Genesee (Batavia) and Niagara Counties (Niagara Falls, Sanborn).
## BAILEY KENSINGTON

<table>
<thead>
<tr>
<th>3020 Bailey Ave, Buffalo, NY 14215</th>
<th>P: (716) 831-0200</th>
<th>F: (716) 831-0206</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mental Health Program Director</strong></td>
<td>Svetlana Shapiro</td>
<td>• Outpatient Mental Health</td>
</tr>
<tr>
<td><strong>PROS</strong></td>
<td>Lori Posluszy</td>
<td>• Treatment for persons with co-occurring mental health/chemical dependency</td>
</tr>
<tr>
<td><strong>Office Manager</strong></td>
<td>Diana Vito</td>
<td>• PROS (Personal Recovery Oriented Services)</td>
</tr>
</tbody>
</table>

Monday through Friday 8:00am – 5:00pm

## BAILEY LASALLE

<table>
<thead>
<tr>
<th>3297 Bailey Avenue, Buffalo, NY 14215</th>
<th>P: (716) 833-3622</th>
<th>F: (716) 834-4557</th>
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</thead>
<tbody>
<tr>
<td><strong>Transitions Program Director</strong></td>
<td>Carrie Palmeter</td>
<td>• Outpatient Mental Health</td>
</tr>
<tr>
<td><strong>Addiction Program Director</strong></td>
<td>Richard Pozak</td>
<td>• Criminal Justice/Sex Offenders</td>
</tr>
<tr>
<td><strong>Office Manager</strong></td>
<td>Marilyn Lawrence</td>
<td>• Outpatient Chemical Dependency</td>
</tr>
<tr>
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<td>• Intensive Outpatient Chemical Dependency</td>
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<td></td>
<td></td>
<td>• Treatment for persons with co-occurring mental health/chemical dependency</td>
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<td>• Grief Counseling</td>
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<tr>
<td></td>
<td></td>
<td>• Women’s Trauma</td>
</tr>
</tbody>
</table>

Monday, Tuesday, Thursday 8:00am – 8:00pm
Wednesday 8:00am – 9:00pm | Friday 8:00am – 5:00pm
### BATAVIA RECOVERY CENTER

**314 Ellicott Street, Batavia, NY 14020**

**P:** (585) 815-0247  **F:** (585) 815-0251

**Clinical Supervisor**
Lisa Glow

**Senior Secretary**
Kristy Maldonado

- Outpatient Chemical Dependency
- Adolescent Chemical Dependency
- Treatment for persons with co-occurring mental health/chemical dependency

*Monday, Tuesday, Thursday 9:00am – 8:00pm*  
*Wednesday 9:00am – 8:00pm*  
*Friday 9:00am – 1:00pm*

### BOULEVARD

**1370 Niagara Falls Blvd.**  
**Tonawanda, NY 14150**

**Addiction Program**

**P:** (716) 833-3708  **F:** (716) 833-3711

**Mental Health Program**

**P:** (716) 833-3792  **F:** (716) 833-5646

**Addiction Program**

**Program Director**
Rick Salada

- Outpatient Chemical Dependency
- Family Chemical Dependency
- Adolescent Chemical Dependency
- Intensive Outpatient Chemical Dependency
- Treatment for persons with co-occurring mental health/chemical dependency

**Mental Health Program**

**Program Director**
Lisa Prefontaine

- Outpatient Mental Health
- LGBT (Lesbian/Gay/Bi-Sexual/Trans-sexual) Addiction Counseling
- Vocational Services

*Monday through Thursday 8:00am – 9:00pm*  
*Friday 8:00am – 5:00pm*  
*Saturday 8:30am – 12:30pm*
# Horizon Counseling Center at Sisters Hospital*

**Seton Professional Building, Suite 100**  
2157 Main Street, Buffalo, NY 14214  
**P:** (716) 831-0200  
**F:** (716) 831-0206

Wednesday 9:00am – 5:00pm  
*This location accepts only referrals from Catholic Health System providers*

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# Transit Family Recovery Center

**6495 Transit Road, Suite 800**  
East Amherst, NY 14051  
**P:** (716) 418-8531  
**F:** (716) 418-8514

**Addiction Program Director**  
Kathy Damon

**Mental Health Program Director**  
Terri Brennan

**Office Manager**  
Jenna Schweitzer

- Outpatient Chemical Dependency  
- Outpatient Adolescent Chemical Dependency  
- Expressive Arts Program  
- Family Chemical Dependency  
- Co-dependency Counseling  
- Treatment for persons with co-occurring disorders  
- Outpatient Mental Health Counseling  
- Adolescent Mental Health Counseling  
- Family Mental Health Counseling  
- Adolescent and Adult Psychiatric Services

**Monday through Wednesday 9:00am – 8:00pm | Thursday 9:00am – 9:00pm**  
**Friday 8:00am – 3:00pm | Saturday 8:30am – 11:30am**
**HERTEL-ELMWOOD**

699 Hertel Avenue, Suite 350  
Buffalo, NY 14207

| P: (716) 831-1977 | F: (716) 831-1985 |

**Mental Health Program Director**  
Crystal Durgan

**Addiction Program Director**  
Marisa Shepherd

**Office Manager**  
Brittni Basehart

- Outpatient Chemical Dependency
- Outpatient Mental Health
- Chemical Dependency for individuals with developmental disabilities
- Treatment for persons with co-occurring mental health/chemical dependency
- Adolescent Chemical Dependency

Monday through Thursday 8:30am – 7:30pm | Friday 8:30am – 5:00pm

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**LOCKPORT**

36 East Avenue (upper suite)  
Lockport, NY 14094

| P: (716) 433-2484 | F: (716) 836-1775 |

**Addiction Program Director**  
Laura Jowly

**Senior Secretary**  
Kiera Campbell

- Outpatient Chemical Dependency
- Adolescent Chemical Dependency
- Vocational Services

Monday 9:00am – 8:00pm | Tuesday, Wednesday, Thursday 9:00am – 8:30pm  
Friday 9:00am – 5:00pm
# Main Amherst

**Address:**
60 East Amherst Street, Buffalo, NY 14214

**Contact:**
P: (716) 834-6401  
F: (716) 834-6782

**Addiction Program Director**
Jana Capaccio

**Rehabilitation and Recovery Program**
Michelle Jacob

**Office Manager**
Delvina Glover

- Outpatient Chemical Dependency
- Treatment for persons with co-occurring mental health/chemical dependency
- Adolescent Chemical Dependency
- Rehabilitation and Recovery Program for individuals with developmental disabilities
- Vocational Services

**Hours:**
Monday through Thursday 8:00am – 8:00pm | Friday 8:00am-4:00pm

---

# Niagara Falls

**Address:**
6520 Niagara Falls Blvd.  
Niagara Falls, NY 14304

**Contact:**
P: (716) 283-2000  
F: (716) 831-1839

**Addiction Program Director**
Jodi Gerhard

**Mental Health Program Director**
Liana Martinez

**Office Manager**
Elaine Richardson

- Outpatient Chemical Dependency
- Outpatient Mental Health
- Family Chemical Dependency Counseling
- Suboxone Program
- Education Counseling

**Hours:**
Monday through Thursday 8:30am – 8:00pm | Friday 8:30am – 3:30pm  
Saturday 9:00am – 12:30pm
# NIAGARA FALLS CITY MARKET

**1750 Pine Avenue, Niagara Falls, NY 14301**

<table>
<thead>
<tr>
<th><strong>Addiction Program Director</strong></th>
<th><strong>Mental Health Program Director</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeremy Hitt</td>
<td>Liana Martinez</td>
</tr>
</tbody>
</table>

**Office Manager**
Elaine Richardson

- Outpatient Chemical Dependency
- Outpatient Chemical Dependency for Adolescents
- Outpatient Mental Health
- Education Counseling
- Anger Management – not court ordered
- Treatment for persons with co-occurring mental health/chemical dependency

Monday through Thursday 9:00am – 7:30pm  |  Friday 9:00am – 5:00pm

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# SANBORN HEALTH CENTER & SANBORN COUNSELING CENTER

**6321 Inducon Drive East, Sanborn, NY 14132**

<table>
<thead>
<tr>
<th><strong>Mental Health Program Director</strong></th>
<th><strong>Office Manager</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Frigon</td>
<td>Tina Davis</td>
</tr>
</tbody>
</table>

**Primary Medical Care Services**

**Outpatient Mental Health counseling**

Monday, Wednesday, Friday 8:00am – 5:00pm
Monday & Thursday 8:00am – 7:30pm  |  Tuesday, Wednesday, Friday 8:00am – 5:00pm

---
### Southtowns Family Recovery Center

**Address:**
3045 Southwestern Blvd., Suite 109
Orchard Park, NY 14127

**Contact:**
- P: (716) 662-6802
- F: (716) 771-3702

**Leadership:**
- **Program Director:** Brandy Vandermark
- **Sr. Secretary:** Katie Murphy

**Services:**
- Treatment for Alcohol/Drug Use
- Treatment for Adolescent Alcohol/Drug Use
- Treatment for Family members impacted by Alcohol/Drug Use
- Trauma Informed Care
- Medication Assisted Treatment

**Operating Hours:**
- Monday & Wednesday 9:00am – 8:00pm
- Tuesday & Thursday 10:00am – 8:00pm
- Friday & Saturday; 8:30am – 1:00pm

### Tonawanda (Satellite Location of the Boulevard Site)

**Address:**
36 Delaware Street, Tonawanda, NY 14150

**Contact:**
- P: (716) 831-1850
- F: (716) 834-6875

**Leadership:**
- **Addiction Program Director:** Rick Salada
- **Office Manager:** Dorothy Weatherbee

**Services:**
- Outpatient Chemical Dependency
- Adolescent Chemical Dependency
- Family Chemical Dependency
- Treatment for persons with co-occurring mental health/chemical dependency
- Vocational Services

**Operating Hours:**
- Monday 8:30am – 7:30pm
- Tuesday 8:30am – 6:30pm
- Wednesday 8:30am – 6:00pm
- Thursday 8:30am – 7:30pm
- Friday 8:30am – 1:00pm
# UNION LOSSON CENTER

Union Losson Plaza, 2563 Union Road  
Suite 800, Cheektowaga, New York 14227  

<table>
<thead>
<tr>
<th>Program Director</th>
<th>Jennifer Cervi</th>
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</thead>
<tbody>
<tr>
<td>Senior Secretary</td>
<td>Rachel Crooks</td>
</tr>
</tbody>
</table>

- Adult and Adolescent Outpatient Chemical Dependency  
- Co-dependency counseling  

**Hours:**  
Monday, Tuesday, Thursday 10:00am to 8:00pm  
Wednesday 9:00am to 8:00pm  
Friday 9:00am to 3:00pm  
Saturday 9:00am – 1:00pm  

# RESIDENTIAL FACILITY

Horizon Village, 6301 Inducon Drive East  
Sanborn, NY 14132  

<table>
<thead>
<tr>
<th>Executive Director</th>
<th>Paige Prentice</th>
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</thead>
<tbody>
<tr>
<td>Director</td>
<td>Christopher Frigon</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>Leigh Ann Bateman</td>
</tr>
</tbody>
</table>

- Intensive Residential Chemical Dependency—variable length of stay  
- Short-term stay available ("Break the Cycle")  
- Accept individuals on Methadone  
- Treatment for persons with co-occurring mental health/chemical dependency  
- Women-specific services  
- Pre-vocational services  
- Outpatient Chemical Dependency for residents’ significant others  

**Hours:** 7 days per week/24 hours per day
SPECTRUM HUMAN SERVICES
Where Recovery happens

Spectrum offers same day access for adults, adolescents and children needing outpatient mental health and/or chemical dependency services. A leader since 1973 in the provision of a broad range of evidence–based community mental health and chemical dependency services at convenient locations throughout Erie and Wyoming Counties, Spectrum is licensed by both the New York State Office of Mental Health and the New York State Office of Alcohol and Substance Abuse Services. Spectrum provides the highest quality services to nearly 10,000 persons annually. Spectrum is also partnered with the Catholic Health System and Evergreen Health having formed Health Home Partners of WNY, LLC—an organization providing intensive case management to assist Medicaid recipients who have serious chronic physical and/or behavioral health needs. Referrals from Primary Care and other specialty services are accepted. We welcome Medicaid, accept most insurance plans and have a sliding fee scale for individuals without insurance.
SPECTRUM SERVICES OFFERED

ERIE COUNTY SERVICES

- Mental Health (adult, children and adolescent)
- Chemical Dependency (adolescent and adult)
- Personalized Recovery Oriented Services (PROS) (adult)
- Crisis and Re-Stabilization Emergency Services (child, adolescent and family)
- Co-Occurring (adolescent and adult)
- Health Home Care Coordination (adult)
- Assertive Community Treatment (adult)

Primary Contact:
Central Intake: (716) 539–5500

WYOMING COUNTY SERVICES

- Mental Health (adult, children and adolescent)
- Chemical Dependency (adolescent and adult)
- Personalized Recovery Oriented Services (PROS) (adult)
- Co-Occurring (adolescent and adult)
- Health Home Care Coordination (children, adolescent and adult)

Primary Contact:
Central Intake: (716) 539–5500

SPECTRUM ADMINISTRATION OFFICE

Spectrum Human Services
227 Thorn Ave., P.O. Box 631, Orchard Park, New York 14127–0631
P: (716) 662–2040 or 1–800–466–2040 (for out of area callers only please)
F: (716) 662–0019

Hours: Monday–Friday 9:00am–4:30pm
E-mail: spectrum@shswny.org
# Programs

## Assertive Community Treatment Program

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1235 Main Street, Buffalo, NY 14209-0256</td>
<td>(716) 842-6713</td>
<td>(716) 884-4938</td>
</tr>
</tbody>
</table>

Monday through Friday 8:30am – 4:00pm

## Crisis and Re-Stabilization Emergency Services (C.A.R.E.S.)

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1280 Main Street, PO Box 256 Buffalo, NY 14209-0256</td>
<td>(716) 882-HELP (4357)</td>
<td>(716) 831-0263</td>
</tr>
</tbody>
</table>

Crisis intervention services for children, adolescents and families residing in Erie County. This includes telephone and face to face services as appropriate.

24 hours a day Seven days a week

## Crossroads Erie County Pros

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>326 Orchard Park Road West Seneca, NY 14224-2635</td>
<td>(716) 539-5500</td>
<td>(716) 828-9275</td>
</tr>
</tbody>
</table>

Rehabilitation services for individuals who have a serious and persistent mental illness with vocational, educational and/or life role goals.

Monday, Wednesday, Thursday 8:30am – 4:15pm  | Tuesday 8:30am – 7:00pm  
Friday 8:30am – 3:00pm
## HEALTH HOME PARTNERS CARE COORDINATION PROGRAM

<table>
<thead>
<tr>
<th>1280 Main Street, PO Box 256 Buffalo, NY 14209-0256</th>
<th>P: (716) 539-5500</th>
<th>F: (716) 832-1271</th>
</tr>
</thead>
</table>

Intensive Case Management for Adults with Chronic Physical and/or Mental Health and/or Addictions needs. Assist individuals by providing linking, advocacy, and case management support services for individuals who have two or more chronic physical health conditions, a mental health chronic condition or a substance abuse disorder in combination with a chronic physical and/or mental health chronic condition

Monday through Friday 8:30am – 4:00pm

## HOUSING

<table>
<thead>
<tr>
<th>1280 Main Street, PO Box 256 Buffalo, NY, 14209-0256</th>
<th>P: (716) 539-5500</th>
<th>F: (716) 832-1271</th>
</tr>
</thead>
</table>

Assist individuals with a mental health disorder to obtain and maintain a safe and secure residence.

Monday through Friday 8:30am – 4:00pm
## NORTHTOWNS COUNSELING CENTER

**2309 Eggert Rd., Suite 9**  
**Tonawanda, NY 14150**

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<tr>
<td><strong>P:</strong> (716) 539-5500</td>
<td><strong>F:</strong> (716) 831-0263</td>
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</table>

Mental Health Clinic for Adults, Children and Adolescents

Provide clinical services for individuals who have a mental health or co-occurring Disorder including group therapy, individual therapy and psychiatric services.

- Monday 9:00am – 5:00pm  
  - Tuesday, Thursday 9:00am – 7:00pm  
  - Wednesday 9:00am – 8:00pm  
  - Friday 9:00am – 3:00pm

## SOUTH BUFFALO COUNSELING CENTER

**2040 Seneca Street**  
**Buffalo, NY 14210-2399**

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<tr>
<td><strong>P:</strong> (716) 539-5500</td>
<td></td>
<td><strong>F:</strong> (716) 828-1522</td>
</tr>
</tbody>
</table>

Mental Health Clinic for Adults and Children/Adolescents and Chemical Dependency Clinic for Adults/Adolescents

Provide clinical services for individuals who have a mental health, substance use or co-occurring disorder including group therapy, individual therapy and psychiatric services.

- Monday, Tuesday, Thursday 9:00am – 8:00pm  
  - Wednesday 9:00am – 5:00pm  
  - Friday 9:00am – 4:00pm
## Southtowns Counseling Center

**227 Thorn Avenue**  
**Orchard Park, NY 14127-0631**  
P: (716) 539-5500  
F: (716) 662-2404

Mental Health Clinic for Adults and Children/Adolescents and Chemical Dependency Clinic for Adults/Adolescents

Provide clinical services for individuals who have a mental health, substance use or co-occurring disorder including group therapy, individual therapy and psychiatric services.

**Monday, Tuesday, Wednesday 9:00am – 7:00pm | Thursday 9:00am – 5:00pm**  
**Friday 10:00am – 3:00pm**

## Spectrum Main Street Counseling Center

**1280 Main Street, Buffalo, NY 14209-0424**  
P: (716) 539-5500  
F: (716) 882-0293

Provide clinical services for individuals who have a substance use or co-occurring disorder including group therapy, individual therapy and psychiatric services.

**Monday, Wednesday, Friday 8:30am – 4:00pm | Tuesday & Thursday 8:30am – 8:00pm**

## Spectrum Main Street Counseling Center

**1235 Main Street, Buffalo, NY 14209-0424**  
P: (716) 539-5500  
F: (716) 884-4938

Mental Health Clinic for Adults and Children

Provide clinical services for individuals who have a mental health or co-occurring disorder including group therapy, individual therapy and psychiatric services.

**Monday through Friday 8:30am – 4:00pm**
### SPRINGVILLE COUNSELING CENTER

**27 Franklin Street**  
Springville, NY 14141-0319  
P: (716) 539-5500  
F: (716) 592-9376

Mental Health Clinic for Adults and Children/Adolescents, Chemical Dependency Clinic for Adults/Adolescents

Provide clinical services for individuals who have a mental health, substance use or co-occurring disorder including group therapy, individual therapy and psychiatric services.

Monday 8:30am – 7:00pm  |  Tuesday 9:00am – 8:00pm  
Wednesday 9:00am – 5:00pm  |  Thursday 8:30am – 8:00pm  
Friday 9:00am – 2:00pm

### WYOMING COUNTY HEALTH HOME CARE COORDINATION

**58 West Buffalo Street, Warsaw, NY 14569**  
P: (585) 786-0220

Intensive Case Management for Adults and Children

Assist in providing linking, advocacy, and case management services for individuals who have a mental health and/or substance use disorder.

Monday through Friday 9:00am – 5:00pm
WYOMING COUNTY COUNSELING CENTER

34 N. Main Street, Warsaw, NY 14569  P: (585) 786-0220  F: (585) 786-3631

Mental Health Clinic for Adults and Children/Adolescents, Chemical Dependency Clinic for Adults/Adolescents

Provide clinical services for individuals who have a mental health, substance use or co-occurring disorder including group therapy, individual therapy and psychiatric services.

Monday, Tuesday, Thursday, Friday 9:00am – 5:00pm
Wednesday 9:00am – 8:00pm  |  Saturday 9:00am – 4:00pm

WYOMING COUNTY PROS PROGRAM

58 W. Buffalo Street, Warsaw, NY 14569  P: (585) 786-5551  F: (585) 786-5561

Rehabilitation services for individuals who have a serious and persistent mental illness with vocational, educational and/or life role goals.

Monday through Friday 8:00am – 4:00pm
Catholic Charities of Buffalo, established in 1923, empowers children, families, seniors and individuals of all ages to achieve meaningful, healthy and productive lives. Professional staff serves the community in more than 65 locations across the eight counties of Western New York. In all situations, Catholic Charities delivers support to meet immediate needs and then assesses for other needs to ensure long-term success. The agency receives highest ratings for meeting or exceeding best practice standards in service delivery, efficiency, accountability and transparency from, respectively, from the Council on Accreditation and Charity Navigator. Since its inception, Catholic Charities has been making a difference for people of every faith and ethnicity in WNY.

Catholic Charities provides an array of programs including mental health services and comprehensive counseling services for all ages, chemical dependency treatment, basic emergency assistance programs, educational and vocational services, services to older adults, marriage counseling, foster care services, adoption, adult day care, and a variety of programs that address prevention and treatment of a number of family issues.

More information can be found on the web at www.ccwny.org.
MONSIGNOR CARR INSTITUTE

Monsignor Carr Institute is the New York State licensed behavioral health provider of Catholic Charities, offering mental health and chemical dependency outpatient treatment and supportive services to children, adults and older adults. Services are provided by licensed psychiatrists, nurse practitioners, social workers, mental health counselors, a psychologist and a creative arts therapist.

**MONSIGNOR CARR INSTITUTE SERVICES OFFERED:**

- comprehensive mental health and substance abuse assessment
- psychiatric evaluation & medication management
- individual and group psychotherapy
- primary care evaluation and consultation
- family and caregiver psycho-education and support
- psychological and developmental testing
- outreach to homebound individuals
- solution focused, trauma informed care
- crisis intervention
- care coordination for individuals with complex needs
- group art therapy
- information and referral

**CENTRAL INTAKE FOR ALL CLINICS**

(716) 895-1033 (Erie County)
1 (877) 448-4466 (outside Erie County)

**ADMINISTRATION**

76 W. Humboldt Parkway, Buffalo  P: (716) 835-9745
Brian O’Herron, M.Ed., MBA, Director
Norma C. Panahon, MD, Medical Director
Jim Nowak, M.S.Ed., Assistant Director for Services to Older Adults
Kristin Brandel, LCSW-R, Assistant Director for Clinical Services
ERIE COUNTY PROGRAMS

CHEMICAL DEPENDENCY TREATMENT (TEENS & ADULTS)
76 W. Humboldt Pkwy, Buffalo  P: (716) 835-9745
Monday through Thursday 8:00am – 8:00pm  |  Friday 8:00am – 4:45pm

DOMESTIC VIOLENCE VICTIMS SERVICES
P: (716) 877-8822

Counseling and advocacy for victims of domestic violence and their children. Opportunity for empowerment and self-determination for all victims of domestic violence, without regard to race, religion, sex, age, sexual preference, national origin or ability to pay.
Monday through Friday 8:45am – 4:45pm

EDUCATION AND WORK READINESS
170 Kerns Ave., Buffalo  P: (716) 893-3500

High school equivalency preparation, educational instruction, job readiness skills, employment assistance and life skills training to Erie County residents since 1975.

ADDITIONAL LOCATIONS (HOURS VARY)
- 525 Washington St., Buffalo  P: (716) 856-4494 x322
- Lackawanna Pantry and Outreach, 75 Caldwell St., Lackawanna  P: (716) 332-1830
- Abley Center, 24 Ludington St., Buffalo  P: (716) 895-4047
- Seneca Babcock Community Center, 1168 Seneca St., Buffalo  P: (716) 822-5094
- True Bethel Baptist Church, 907 East Ferry St., Buffalo  P: (716) 856-4494 x322

Monday through Friday 8:45am – 4:45pm
## MARRIAGE COUNSELING CENTER

**P: (716) 839-4406**

Marriage counseling, pre-marital counseling, separation, relationship loss, sexual problems and marital enrichment. Therapy offers objective evaluation of current communication patterns and marital systems. Most insurance plans are accepted, and a sliding fee scale is available for those who do not have insurance.

- 3982 Main St., Amherst
- 36 Flohr Ave., West Seneca

Monday through Thursday days and evenings | Friday 8:45 – 4:45

## MENTAL HEALTH CLINIC (ADULTS AND CHILDREN)

**76 W. Humboldt Pkwy, Buffalo**  
**P: (716) 835-9745**

Monday through Thursday 8:00am – 8:00pm | Friday 8:00am – 4:45pm

## MENTAL HEALTH CLINIC & OUTREACH TEAM (ADULTS AND CHILDREN)

**20 Rich Street, Buffalo**  
**P: (716) 895-7718**

Monday, Wednesday, Friday 8:00am – 4:45pm | Tuesday & Thursday 8:00am – 8:00pm
OUTREACH SATELLITES (HOURS BY APPOINTMENT)

- 1581 Bailey Avenue, Buffalo
- 170 Fulton Street, Buffalo
- 3719 Union Road, Cheektowaga
- 3370 Delaware Avenue, Kenmore
- 33 Wilkesbarre Avenue, Lackawana

PARENTING PROGRAMS

525 Washington St., Buffalo | P: (716) 856-4494

**Young Parents Program** – Home-based education sessions and support to pregnant and/or (first time) parenting individuals ages 12–25 residing in Erie County. Develops skills to increase parenting competency before and after child is born. Also, prenatal and parenting educational classes offered through the Ken-Ton Family Health Center and Mercy Hospital of Buffalo OB-GYN Health Center.

**Incredible Years Parent Training Program** – A 12-week, evidenced-based program developed for parents in need of supportive parenting guidance, and designed to assist families in developing nurturing and positive relationships with their children. Educates and assists parents in application of discipline and communication skills in a group setting. Ongoing, individual support offered by group facilitators. Free to parents, with free on-site child care and bus transportation assistance.

Monday through Friday 8:45am – 4:45pm
Comprehensive Care Program – Intensive case management program focused on providing viable solutions, options and supports within the community to empower seniors 60 years of age and older to remain and thrive in their homes.

Project HOPE (Helping Older People Excel) – Time-limited care coordination services in the home and community to keep an older adult with a mental health diagnosis independent in their home environment through linkage, referral, advocacy and intervention with formal and informal supports.

Senior Day Program – Provides a social model program for the physically frail, functionally impaired, socially isolated, and cognitively challenged. Individualized assessment and plan of care, supervised group and individual activities, nutritional snack, hot lunch, limited showers and transportation services, along with assistance with mobility, eating, toileting and hygiene. Limited number of subsidized participation fee slots are available for qualifying seniors.

Monday through Friday 8:45am – 4:45pm
# Niagara County Programs

## Children’s Mental Health Clinic

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>620 Tronolone Place, Niagara Falls</td>
<td>(716) 205-0825</td>
</tr>
<tr>
<td>Monday through Thursday 8:00am – 8:00pm</td>
<td>Friday 8:00am – 4:45pm</td>
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<table>
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<tr>
<th>Location</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>1465 Payne Avenue, North Tonawanda</td>
<td>(716) 694-7749</td>
</tr>
<tr>
<td>Monday through Thursday 8:00am – 8:00pm</td>
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<table>
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<tr>
<th>Location</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>300 Bewley Building, Lockport</td>
<td>(716) 478-0315</td>
</tr>
<tr>
<td>Monday through Thursday 8:00am – 8:00pm</td>
<td></td>
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</tbody>
</table>
Child & Adolescent Treatment Services is a non-profit children’s mental health agency that provides innovative, research-based preventive and treatment programs that strengthen the emotional health and safety of children in their homes, schools and our community. The children we help range from 3-21. Our programs make it possible for children to recover, regain hope and become healthy, safe, and thriving adults.

For over 75 years, the programs and services provided by Child & Adolescent Treatment Services have been wholly dedicated to the mental health and emotional needs of children and adolescents. We utilize our extensive experience and research-proven methods to ensure the best possible outcomes for every child who needs our help. The prevention and therapeutic programs that we provide are designed to: Promote mental and emotional health; Teach children the skills to manage their emotions; Improve family communication; Encourage healthy self esteem; Teach valuable life skills; and Educate and support healthy alternatives to violence.
CATS SERVICES OFFERED

Child & Adolescent Treatment Services (CATS) clinic treatment program provides mental health outpatient services to children and youth between the ages of 3 to 21 and their families. CATS clinic treatment program provides effective, culturally relevant services that decrease symptoms, promote effective and family communication, teach healthy feeling management skills, and promote academic achievement. Services include: comprehensive assessment; individual, family, and group treatment; specialized treatment for sexual victimization; teen suicide prevention treatment; psychiatric consultation; medication prescription and monitoring; and psychological consultation.

CATS delivers the following evidence based programs: Dialectical Behavior Therapy for Adolescents (DBT), Functional Family Therapy (FFT), and Parent Child Interaction Therapy (PCIT). DBT serves adolescents ages 13 to 21 who struggle with suicidal and or self harming thoughts and or behavior. FFT is a family focused treatment for youth ages 12 to 17 who are involved with the Juvenile Justice System. FFT is effective in preventing out of home placements for youth as well as further involvement in the Juvenile Justice System. PCIT treats young children ages 3 to 7 with disruptive behavior and their parents. Parents are taught skills for strengthening the parent–child relationship, while increasing their child’s positive behaviors and decreasing negative behaviors.

SUMMARY OF THE KINDS OF PROVIDERS AVAILABLE

CATS clinic treatment staff include child board certified psychiatrists, licensed psychologist, licensed social workers, and licensed mental health counselors. CATS clinic has a bilingual Spanish/English office which has bilingual clinicians, support staff, and family advocate.

PRIMARY CONTACT PERSON(S) FOR PCP OFFICES

Rebecca Steffen, LCSW-R; (716) 819-3420 ext. 138
## INTAKE PROGRAM

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>301 Cayuga Rd. Suite 200</td>
<td>P: (716) 819-3420 ext. 138</td>
<td>F: (716) 819-3431</td>
</tr>
<tr>
<td>Cheektowaga, NY 14225</td>
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</table>

Monday, Tuesday, Friday 8:00am – 4:00pm  
Wednesday 8:00am – 5:00pm  | Thursday 8:00am – 7:00pm

## UNIVERSITY BRANCH, DIALECTICAL BEHAVIOR THERAPY, AND FUNCTIONAL FAMILY THERAPY PROGRAMS

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>3350 Main St., Buffalo, NY 14214</td>
<td>P: (716) 835-4011</td>
<td>F: (716) 835-0253</td>
</tr>
</tbody>
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Monday through Thursday 8:00am – 8:00pm  | Friday 8:00am – 4:00pm

## BUFFALO WEST BRANCH AND PARENT-CHILD INTERACTION THERAPY PROGRAM

<table>
<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
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</thead>
<tbody>
<tr>
<td>430 Niagara Street, Buffalo, NY 14201</td>
<td>P: (716) 853-1335</td>
<td>F: (716) 853-1598</td>
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*Bilingual Staff

Monday through Thursday 8:00am – 8:00pm

## BUFFALO EAST BRANCH AND PARENT-CHILD INTERACTION THERAPY PROGRAM

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<thead>
<tr>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>1487 Main St., Buffalo, NY 14209</td>
<td>P: (716) 881-2405</td>
<td>F: (716) 881-2425</td>
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Monday through Thursday 8:00am – 8:00pm
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<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Hours</th>
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<tbody>
<tr>
<td><strong>SOUTHTOWNS BRANCH</strong></td>
<td>46 Main St., Hamburg, NY 14075</td>
<td>P: (716) 646-4991</td>
<td>F: (716) 646-4990</td>
<td>Monday, Wednesday, Thursday 8:00am – 8:00pm</td>
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<tr>
<td><strong>LEE GROSS ANTHONE CHILD ADVOCACY CENTER</strong></td>
<td>556 Franklin St., Buffalo, NY 14202</td>
<td>P: (716) 886-5437</td>
<td>F: (716) 886-5888</td>
<td>Monday through Wednesday 8:00am – 4:30pm</td>
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<tr>
<td><strong>AMHERST PEDIATRICS</strong></td>
<td>25 Hopkins Road, Williamsville, NY 14221</td>
<td>P: (716) 632-8050</td>
<td></td>
<td>Monday 8:00am – 8:00pm</td>
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<tr>
<td><strong>SPRINGVILLE PEDIATRICS</strong></td>
<td>25 E. Main Street, Springville, NY 14141</td>
<td>P: (716) 592-2832</td>
<td></td>
<td>Alternating Tuesdays 8:00am – 3:00pm &amp; 12:00pm – 8:00pm</td>
</tr>
<tr>
<td><strong>CLARENCE COLLABORATION AT CLARENCE MIDDLE SCHOOL</strong></td>
<td>10150 Greiner Road, Clarence, NY 14031</td>
<td>P: (716) 407-9210</td>
<td></td>
<td>Tuesday 8:00am – 1:00pm</td>
</tr>
<tr>
<td><strong>CLARENCE COLLABORATION AT CLARENCE HIGH SCHOOL</strong></td>
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<tr>
<td>9625 Main Street, Clarence, NY 14031</td>
<td>P: (716) 407-9105</td>
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<tr>
<td>Friday 8:00am – 1:00pm</td>
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<tr>
<th><strong>SWEET HOME FAMILY SUPPORT</strong></th>
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<tbody>
<tr>
<td>1901 Sweet Home Road, Amherst, NY 14228</td>
<td>P: (716) 250-1229</td>
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<td>Tuesday 8:00am – 8:00pm</td>
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<tr>
<th><strong>CATS ASSISTANCE CENTER OF TONAWANDA MIDDLE SCHOOL SATELLITE</strong></th>
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<tr>
<td>600 Fletcher Road, Tonawanda, NY 14150</td>
<td>P: (716) 694-7660 F: (716) 743-8839</td>
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<tr>
<td>Wednesday 8:00am – 1:00pm</td>
<td>Thursday 8:00am – 7:00pm</td>
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