

Chautauqua County Department of Mental Hygiene

*Outpatient Mental Health and Substance
Use Disorder for Adults, Adolescents,
Children and Families*

Our Locations

Dunkirk Office of Behavioral Health

60 Franklin Ave.
Dunkirk, NY 14048
716-363-3550

Jamestown Office of Behavioral Health

200 East 3rd Street
Jamestown, NY 14701
716-661-8330

Our Purpose

*To promote the emotional and physical
wellness of the community and to
empower individuals in their recovery
from the challenges of physical and
mental illness and addiction.*



REV.7-2023

Important Telephone Numbers

**Chautauqua County
24 Hour Crisis Services**
1-800-724-0461

Chautauqua County Warmline
1-877-426-4373
TEXT 716-392-0252

Eagle's Nest Respite House
1-844-421-1114

Suicide & Crisis Lifeline
988
Press 1 for Veterans. Press 2 for Spanish.

**Salvation Army
Anew/Domestic Violence**
716-661-3897

Trevor Lifeline LGBTQ Support
1-866-488-7386
TEXT "START"
678-678

UCAN Mission
716-488-7480

For links to supportive services
211

Fire, Medical or Police emergencies
911

- C** Call friends, family or crisis help line
- R** Remember the ones that love you and that you love
- I** Initialize support and help
- S** Self-Talk, know that you will get through this
- I** Inhale and Exhale, breathing helps!
- S** Step out, Enjoy a walk while you are relaxing



Chautauqua County
Department of
Mental Hygiene

Mobile Crisis Team (MCT)

716-363-3684

*Assisting individuals
in crisis with supports
and services*

About the Mobile Crisis Team

A Mobile Crisis Team (MCT) is a group of behavioral health professionals including a social worker and peer specialist who can provide care and short-term management for people who are experiencing a behavioral/mental health crisis.

Integrated services are primarily provided in people's homes and the community. Mobile Crisis Teams are available throughout Chautauqua County.

Mobile Crisis Teams respond to referrals Monday - Friday between 8 am and 4:30 pm and can be reached at **716-363-3684**. The goal is to provide an in-person visit within two hours of receiving a referral.

Additional services after 4:30 pm and on weekends are available through the hotline at **1-800-724-0461**.

Services Provided

Mobile Crisis Teams can provide short- term mental health service, intervention and follow-up to help people remain connected with treatment providers. The teams may offer a range of services, including:

- Assessment
- De-escalation
- Crisis Intervention
- Supportive Counseling
- Information and Referrals *

**referrals are to community-based mental health services*

Request a Team

You can request help from a Mobile Crisis Team if you are concerned about a family member, friend or acquaintance who is experiencing, or at risk of, a psychological crisis. You can also request a team for yourself. To do so call the Mobile Crisis Team (MCT) at **716-363-3684**.

Transport to Psychiatric ER

If a Mobile Crisis Team determines that a person in crisis needs further psychiatric or medical assessment, they can arrange for that person to be transported to a hospital psychiatric emergency room.

Mobile Crisis Teams collaborate with EMS or police to take a person to an emergency room. NYS Mental Hygiene Law may require this only if they have a mental illness (or the appearance of a mental illness) and are a danger to themselves or others.

