

RESOURCE GUIDE



Office of
Mental Health



Cattaraugus County

This resource guide includes information about where you can find help in your local community. All the programs and services listed below allow you to self-refer and some may offer walk-in appointments.

Crisis Services & Support

Olean General Hospital 24-hour crisis hotline

24 hour hotline that offers support to those in crisis. 800-339-5209 or text HOME to 741741

ROME Resting Waters Warmline:

844-749-3848
Hours 7days/week 4pm-11pm

988 Suicide & Crisis Lifeline

Call 988/Text 988
Chat: [chat.988lifeline.org](https://www.988lifeline.org)

WNY Law Enforcement Helpline

Support to law enforcement members and their families. 716-858-2677
Call 24/7 for support and intake forms
www.wnylawenforcementhelpline.org

Veterans Crisis Hotline

Confidential support for veterans.
Call 988, and choose option "1" for veterans.
Text: 838255 or chat online
www.veteranscrisisline.net/get-help-now/chat/

Mental Health Treatment & Rehabilitation

North County Counseling Center—Stone House

Mental health and substance use therapy for adults/children. Can provide variety of assessments.
9824 Route 16, Machias NY, 14101, 3rd floor.
716-353-8241
Call for hours

Olean Counseling Center

Mental health and substance use therapy for adults/children. Can provide variety of assessments.
1 Leo Moss Dr, Suite 4308, Olean, NY 14760
716-373-8040
Hours: Monday-Tuesday 8am-7pm; Wed-Friday 8am-5pm

[Foundations for Change](#)

Personalized Recovery-Oriented Services (PROS):
203 Laurens Street, Olean, NY 14760
(Niagara Mohawk Building)
716-373-8080

Salamanca Counseling Center:

Mental health and substance use therapy for adults/children. Can provide variety of assessments.
117 1/2 Main Street, Salamanca, NY 14779
716-945-5211
Call for hours

Peer Support Services

Recover Options Made Easy- ROME

Provides peer services, short term & intensive crisis respite, peer run/staffed residences, & supportive housing.
716-531-5508 or 1-800-421-1114 dial 0
Visit <https://recoveryoptionsny.org/contact/>
Or email info@recoveryoptionsny.org for more information

Please call to learn more and to be directed to the appropriate program based on your individual needs.

Directions in Independent Living Olean Office

Provides
512 W. State Street, Olean, NY 14760
716-373-4602
Monday-Thursday 8am-4pm; Friday 8am-12pm

Southern Tier Environments for Living (STEL)

Provides psychiatric & rehabilitation services to individuals with mental illness and intellectual disabilities. (housing, case management, employment assistance)
716-366-3200
Hours: Monday-Friday 8:30am-4:00pm
Visit www.stel.org for more information. Call the number above for additional assistance on service linkage.

Mental Health Advocates of WNY

Provides supportive services to families/individuals including peer services, skills training, a wide range of advocacy services, and more.
716-886-1242 (Buffalo office)
Hours: Monday-Friday, 8:30am - 4:30pm *No Walk-ins
Visit website for groups schedules mhawny.org

Addiction or Substance Use Treatment and Support

Catt Co. Council on Alcoholism and Substance

Abuse Substance use treatment for adults and adolescents. 201 South Union Street, Olean, NY 14760
716-37304303
Hours: Monday-Friday 8am-5pm.
Offers MAT clinic.

Alcoholics Anonymous (AA)- NY-PENN Intergroup

Olean, NY
716-372-4800
nypennintergroup.org/
Call 24/7 for information on groups held in your area.

Narcotics Anonymous (NA)- WNY region

315-847-3842
Call 24/7 for information on groups held in your area.
Meeting links can be sent via text to your phone.

WNY Opioid Addiction Treatment MAT Hotline

716-463-6222
Hours: 24/7

OASAS 24-Hour Hopeline

24/7 helpline for substance use and gambling concerns.
1-877-846-7369 or text 467369

Never Use Alone

Nationwide service where operators with lived experience remain with the caller while using and oversee that the person uses safely.
877-696-1996 Call 24/7/365

Naloxone NOW:

Text "NARCAN" to 21000 to arrange for delivery.

**** See also North County, Olean, and Salamanca Counseling Centers on page1 whom also provide substance use counseling services. ****

Other Services

Cattaraugus County Department of Social Services

Assists with SNAP, Medicaid, Temporary Assistance, HEAP, Adult Services, and other services.
1 Leo Moss Dr, Suite 6010, Olean, NY 14760
716-373-8065
Hours: Monday-Friday 8:30am - 3:30pm, except holidays

Health Homes of Upstate New York (HHUNY)

Care management services for Medicaid recipients.
1-855-613-7659
Visit www.hhuny.org/about/where-we-are/
Or email referrals@hhuny.org or askhhuny@hhuny.org

Buffalo Psychiatric Center MIT

Ongoing community or home-based services can be utilized on an as needed basis through organization.
716-816-2463—call for referral information.

NYS Domestic and Sexual Violence Hotline

Hotline 1-800-942-6906
Text 1-844-997-2121
Chat: opdv.ny.gov

USDA National Hunger Hotline

Food assistance for families.
1-866-348-6479/English Or 1-877-842-6273/Spanish
Hours: Monday-Friday 7am-10pm

Medicaid Transportation MAS

Provide transportation to Medicaid recipients for medical appointments/non emergency medical transportation.
1-866-753-4543 press 9
Hours: Monday-Sunday 7am-7pm

To find more mental health programs and services visit our website at www.omh.ny.gov



BeWell.ny.gov



Get Connected. Get Help.™