

# Chautauqua County Department of Mental Hygiene

*Mental Health and Outpatient Chemical  
Dependency Services for Adults, Adolescents,  
Children and Families*

## Our Locations

### Dunkirk Office of Behavioral Health

319 Central Ave  
Suite B  
Dunkirk, NY 14048  
716-363-3550

### Jamestown Office of Behavioral Health

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

## Our Mission

*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.*



## Important Telephone Numbers

24 Hour Crisis Services  
1-800-724-0461

Cattaraugus & Chautauqua Counties Warmline  
1-877-426-4373  
TEXT:716-392-0252

Eagle's Nest Respite House  
1-844-421-1114  
ext.3331

UCAN Mission  
716-488-7480

Salvation Army  
Anew/Domestic Violence  
716-661-3897

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

- 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

For links to supportive services  
211

Fire, Medical or Police emergencies  
911



## Mobile Crisis Team (MCT)

**716-363-3684**

*Assisting individuals  
in crisis with supports  
and services.*

## About the Mobile Crisis Team?

The Mobile Crisis Team(MCT) is a team comprised of a mental health clinician and a peer support specialist.

The MCT offers:

- Confidential mental health assessment with persons in crisis
- Short-term therapy, peer support and case management
- Wellness checks
- Referrals to counseling
- Linkage to community resources
- Support for ages 18 and up

MCT goals are to stabilize clients, reduce emergency room visits, inpatient hospitalizations and law enforcement calls and assure linkage to mental health services and community resources

## What can the Mobile Crisis Team do?

MCT provides services in home, office or community for people experiencing a mental health crisis or are in distress.

MCT can provide a number of interventions including:

- De-escalation crisis intervention
- Cognitive behavioral therapy
- Mindfulness and coping strategies
- Peer support
- Completion of a wellness action plan
- Tours of local peer services including: Eagle's Nest Respite and Mental Health Association
- Assessment of mental health needs to help stabilize the client in the community and complete linkage to services

## Important information about MCT referral, appointment and assessment?

MCT makes same day contact and always within 24 hours of initial referral. Referrals are accepted from outpatient mental health providers, law enforcement, family members or self-referral.

MCT performs initial assessment to determine each client's specific needs and goals, with the overarching goal of linkage to ongoing treatment and community resources.