





# Referral Guide

THIS GUIDE IS NOT A COMPLETE LIST OF THE RESOURCES AVAILABLE IN THE CITY OF BUFFALO.



**HOPE Buffalo would like to thank  
the youth of Buffalo for their  
contributions to this guide.**



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USE THIS GUIDE TO  
HELP YOU FIND SERVICES  
THAT FIT YOUR NEEDS.

All of the organizations listed in  
this guide offer services for teens




THE PLEDGE FOR HEALTHY TEENS

[hopebuffalo.org](http://hopebuffalo.org)



## TEEN'S RIGHTS

**Teens in New York State have the right to get private medical care for reproductive health without permission from their parents or anyone else.**



To choose the reproductive and/or primary health care organization that works best for you, look for these symbols to see which services are provided.



Walk-in Appointments



Low or No Cost Options Available



Pregnancy Testing



HIV Testing



STD Testing and Treatment



Prescribes Birth Control



IUDs



Implant



Shot



Patch



Ring



Pill



Emergency  
Contraception



Condoms



Birth Control May Be Started Same Day



Abortion



Males Welcome



LGBTQ Services

## **LGBTQ**

Lesbian, Gay, Bisexual,  
Transgender, Queer/Questioning

## **STD**

Sexually Transmitted Disease

## **IUD**

Intrauterine Device

## **HIV**

Human Immunodeficiency Virus

## **ABORTION**

Termination of Pregnancy

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# REPRODUCTIVE HEALTH CARE

All of the following clinics offer reproductive health services for teens. Some clinics can sign patients up for the Family Planning Benefit Program (FPBP). FPBP is a public health insurance program for females and males who need family planning services, but may not be able to afford them.

Many health centers on this list offer long acting contraceptives such as the implant and IUD (intrauterine device). All health centers on list:

- Provide confidential sexual health services
- Teens will see provider alone, even if parent or partner is present
- Teens will be seen for reproductive health services, even if parent not present
- Ask about sexual history at every visit
- Minors able to give confidential contact information
- Do not require a pelvic exam before starting birth control
- Provide information and referrals to adoption and prenatal services



## BUFFALO WOMEN SERVICES

2500 Main St (at Rodney Ave)

Buffalo, NY 14214

(716) 835-2510

buffalowomenservices.com

M – F 9:00am – 5:00pm

Sat 9:00am – 3:00pm

Accepts most insurance (including Medicaid)



## COMMUNITY HEALTH CENTER OF BUFFALO

34 Benwood Ave (at Main St)

Buffalo, NY 14215

(716) 986-9199

chcb.net

M – F 8:30am – 5:00pm

Accepts all insurance (including Medicaid)



## ERIE COUNTY DEPARTMENT OF HEALTH

608 William St (at Krettner St)

Buffalo, NY 14206

(716) 858-2779

[erie.gov/health](http://erie.gov/health)

M, F 8:30am – 4:30pm

W 10:00am – 6:00pm

Accepts all insurance (including Medicaid)

Family Planning Benefit Program sign up available



## KALEIDA HEALTH – FAMILY PLANNING CENTER

1313 Main St (at Riley St)

Buffalo, NY 14209

(716) 748-4988

M – W, F 8:00am – 4:00pm

Th 11:00am – 7:00pm

[YourBodyFirst.org](http://YourBodyFirst.org)

Accepts all insurance (including Medicaid)

Family Planning Benefit Program sign up available



## PLANNED PARENTHOOD OF CENTRAL AND WESTERN NEW YORK, INC. – BUFFALO HEALTH CENTER

2697 Main St (at Amherst St)

Buffalo, NY 14214

(716) 831-2200

ppcwny.org

M, W 10:00am – 7:00pm

T, Th 9:00am – 5:00pm

F 9:00am – 1:00pm

Accepts all insurance (including Medicaid)

Family Planning Benefit Program sign up available



## WOMEN & CHILDREN'S HOSPITAL – KENSINGTON OB/GYN

462 Grider St (at Sussex St)

Buffalo, NY 14215

(716) 859-2229

buffalobaby.org

M – F 8:30am – 5:00pm

Closed for lunch: 12:00 – 1:00pm

Accepts all insurance (including Medicaid)



## CHILDREN'S HOSPITAL – NIAGARA STREET OBGYN

564 Niagara St (near Jersey St)

Buffalo, NY 14201

(716) 768-7700

buffalobaby.org

M – F 8:00am – 4:00pm

Closed for lunch: 12:00 – 1:00pm

Accepts all insurance (including Medicaid)



## PRIMARY HEALTH CARE

Adolescence is a good time for children and youth to begin taking responsibility for their physical health—from what they eat to keeping fit to getting preventive check-ups. During this phase, adolescents with chronic conditions can begin to learn how to manage those conditions.

Most minors in New York are unable to consent for their own primary care. Certain minors can consent to any type of health care on their own. Minors in the below categories can consent to any and all medical treatment confidentially, without involving a parent:

- Emancipated minors: minors who are living on their own and are financially independent of their parents
- Married minors
- Minors who have children
- Mature minors: minors who can give informed consent and are mature enough to make their own health care decisions. This determination is made by the health care provider

All primary health care centers below provide general health care, including routine checkups and non-emergency medical care. All health centers on list:

- See all patients regardless of sex, gender, or sexual orientation
- Offer STD testing (urine) and treatment
- Offer pregnancy test (urine)
- Offer contraceptive counseling

## COMMUNITY HEALTH CENTER OF BUFFALO

34 Benwood Ave (at Main St)

Buffalo, NY 14215

(716) 986-9199

chcb.net

M – F 8:30am- 5:00pm

Accepts all insurance (including Medicaid)

Family Planning Benefit Program sign up available



## NEIGHBORHOOD HEALTH CENTER – MATTINA CENTER

300 Niagara St (at Carolina St)

Buffalo, NY 14201

(716) 242-8600

neighborhoodhealthcenter.org

M, W, F 8:00am- 4:30pm

T, Th 8:00am- 8:00pm

Accepts all insurance (including Medicaid)



## NEIGHBORHOOD HEALTH CENTER – NORTHWEST CENTER

155 Lawn Ave (near Military Rd)

Buffalo, NY 14207

(716) 875-2904

[neighborhoodhealthcenter.org](http://neighborhoodhealthcenter.org)

M, W 8:00am- 8:00pm

T, Th 8:00am- 4:30pm

F 7:00am- 4:30pm

Accepts all insurance (including Medicaid)



## EDUCATIONAL SERVICES

Educational resources include tutoring for those in high school, high school equivalency services for those not in school, and internship opportunities and college preparation assistance to help teens reach their goals.

### **BUFFALO PUBLIC SCHOOL DISTRICT – ADULT EDUCATION DIVISION**

389 Virginia St (at S Elmwood Ave)

Buffalo, NY 14201

(716) 888-7088 ext. 100

[upskill.org](http://upskill.org)

- High school equivalency program
- College preparation assistance
- English as a Second Language (ESL) programs
- Computer skills

\*Ages 17 and up



# HEALTHY RELATIONSHIPS TRAINING

Learning how to form safe and healthy relationships is an important aspect of adolescent development. A circle of caring and supportive adults and peers can help adolescents transition to adulthood.

The following resource provides one-on-one sessions around healthy relationships.

## **PLANNED PARENTHOOD OF CENTRAL AND WESTERN NEW YORK, INC. – HEALTH EDUCATION**

2697 Main St (at Amherst St)

Buffalo, NY 14214

(716) 200-5925

[ppcwny.org](http://ppcwny.org)

- One-on-one sessions
- Talk to educators about healthy relationships and sexual health
- LGBTQ inclusive

## HIV/AIDS RESOURCES

HIV (human immunodeficiency virus) weakens a person's immune system by destroying important cells that fight disease and infection. Most commonly, people get or transmit HIV through sexual behaviors and needle or syringe use. No cure exists for HIV, but with treatment HIV can be controlled. Everyone ages 13 to 64 should get tested for HIV at least once.

There is medication for people who are HIV-negative but at risk for HIV that can prevent HIV infection if they are exposed. PrEP, or pre-exposure prophylaxis, is daily medicine that can stop HIV from taking hold and spreading throughout your body. PrEP may be available from your primary care provider even if they are not on this list.

The following resource provides testing, partner services, and PrEP services.

## **NYS HIV/AIDS INFORMATION LINE**

(800) 541-2437

(800) 233-7432 (Spanish)

## **ERIE COUNTY DEPARTMENT OF HEALTH – SEXUAL HEALTH CLINIC**

608 William St (at Krettner St)

Buffalo, NY 14206

(716) 858-7687

[erie.gov](http://erie.gov)

M – F 8:30am – 3:30pm

- Testing
- HIV partner services
- Pre-exposure prophylaxis (PrEP)
- PrEP phone line – (716) 858-7942
- Walk in appointments only

\*Ages 12 and over

# INTIMATE PARTNER VIOLENCE SERVICES AND PREVENTION

During adolescence, young people learn how to form safe and healthy relationships. Adolescents sometimes develop unhealthy relationships, and experience or exhibit intimate partner violence. Controlling and demanding behaviors often happen before violence occurs.

Over time, controlling and demanding behavior may become increasingly violent. Violence can have a negative effects on physical and mental health throughout life. Victims of violence often feel trapped and are at risk for harm.

Adults can help by paying attention, talking to adolescents about how to build healthy, respectful relationships, and urging young people to get help.

The following services include hotlines for crisis situations, safety planning, counseling, emergency shelter, and legal assistance.

## **24 HOUR CRISIS HOTLINE**

(716) 834-3131

Available every day, 24 hours a day

## **24 HOUR ERIE COUNTY DOMESTIC VIOLENCE HOTLINE**

(716) 862-HELP (4357)

(716) 884-6000 (for shelter)

Available every day, 24 hours a day

## **24 HOUR NYS DOMESTIC & SEXUAL VIOLENCE HOTLINE**

1-800-942-6906

## **CHILD AND FAMILY SERVICES – HAVEN HOUSE**

330 Delaware Ave (at Tracy St)

Buffalo, NY 14202

(716) 842-2750 (716) 884-6000 (for shelter)

M – Th 8:00am – 8:00pm

F 8:00am – 5:00pm

[cfsbny.org](http://cfsbny.org)

- Emergency shelter
- Long-term transitional housing
- Emergency services
- Counseling, advocacy, and support groups

## **CATHOLIC CHARITIES – AMHERST OFFICE**

Catholic Charities- Amherst Office

3982 Main St (near Eggert Rd)

Amherst, NY 14226

(716) 839-4066

ccwny.org

- Counseling

## **CATHOLIC CHARITIES – CHEEKTOWAGA OFFICE**

3719 Union Rd, Ste 214 (near Galleria Dr)

Cheektowaga, NY 14225

(716) 681-7394

ccwny.org

- Counseling

## **CATHOLIC CHARITIES – KENMORE OFFICE**

3370 Delaware Ave (at Westchester Blvd)

Kenmore, NY 14217

(716) 877-8822

ccwny.org

- Counseling

## LGBTQ RESOURCES

Many lesbian, gay, bisexual, transgender, and queer/questioning (LGBTQ) adolescents are happy and thrive during their teenage years.

However, as a group they are more likely than their heterosexual peers to experience difficulties: LGBTQ adolescents are at increased risk for suicide attempts, being homeless, alcohol use, and risky sex.

### **THE PRIDE CENTER OF WNY**

200 S Elmwood Ave (near W Chippewa St)

Buffalo, NY 14201

(716) 852-7743

[pridecenterwny.org](http://pridecenterwny.org)

M, W, F 9:30am – 11:30am

T 12:30pm – 7:00pm

Th 12:30pm – 4:00pm

- Testing
- Support services
- Linkage to care

# MENTAL HEALTH SERVICES

Important mental health habits—including coping, resilience, and good judgment—help adolescents to achieve overall wellbeing and set the stage for positive mental health in adulthood. Friends and family can watch for warning signs of mental disorders, such as depression or anxiety disorders, and urge young people to get help. Effective treatments exist and may involve a combination of counseling and medication.

Most minors in New York State are unable to consent for their own mental health care. Certain minors can consent to any type of health care on their own. Minors in the below categories can consent to any and all medical treatment confidentially, without involving a parent:

- Emancipated minors: minors who are living on their own and are financially independent of their parents
- Married minors
- Minors who have children
- Mature minors: minors who can give informed consent and are mature enough to make their own health care decisions. This determination is made by the health care provider.
- Treatment is necessary to the minor's well-being and a parent or guardian is not reasonably available
- Requiring parental consent would have a negative effect on the minor's treatment.

The following resources include urgent mental health services for crisis situations, counseling, and psychiatry services.



## URGENT MENTAL HEALTH SERVICES

### **24 HOUR CRISIS HOTLINE**

(716) 834-3131

[crisisservices.org](http://crisisservices.org)

Available every day, 24 hours a day

## MENTAL HEALTH SERVICES

### **BESTSELF BEHAVIORAL HEALTH – EAST BRANCH**

1000 Main St (near North St)

Buffalo, NY 14202

(716) 884-0888

[lake-shore.org](http://lake-shore.org)

M 9:00am – 8:00pm

T 9:00am – 7:00pm

W 9:00am – 6:00pm

Th 10:00am – 8:00pm

- Counseling
- Psychiatry

\*Ages 13 – 21

## **BESTSELF BEHAVIORAL HEALTH – UNIVERSITY BRANCH**

3350 Main St (at Niagara Falls Blvd)

Buffalo, NY 14214

(716) 884-0800

lake-shore.org

M 9:00am – 8:00pm

T 9:00am – 7:00pm

W 9:00am – 6:00pm

Th 10:00am – 8:00pm

- Counseling
- Psychiatry

\*Ages 13 – 21

## **BESTSELF BEHAVIORAL HEALTH – WESTSIDE BRANCH**

430 Niagara St

Buffalo, NY 14201

(716) 884-0800

lake-shore.org

M – F 8:00am – 5:00pm

- Counseling
- Psychiatry

\*Ages 13 – 21

**CATHOLIC CHARITIES –  
MONSIGNOR CARR CLINIC**

20 Rich St (near Genesee St)

Buffalo, NY 14211

(716) 895-1033

M, T, Th, F 9:00am – 8:00pm

ccwny.org

- Counseling
- Psychiatry
- Will be seen whether or not patient is able to pay

\*Ages 5 and over

**CATHOLIC CHARITIES – AMHERST OFFICE**

3982 Main St (near Eggert Rd)

Amherst, NY 14226

(716) 839-4066

ccwny.org

- Counseling

## **CATHOLIC CHARITIES – CHEEKTOWAGA OFFICE**

3719 Union Rd, Ste 214 (near Galleria Dr)

Cheektowaga, NY 14225

(716) 681-7394

ccwny.org

- Counseling

## **CATHOLIC CHARITIES – KENMORE OFFICE**

3370 Delaware Ave (at Westchester Blvd)

Kenmore, NY 14217

(716) 877-8822

ccwny.org

- Counseling

## **THE SUMMIT CENTER**

415 North French (near John Glenn Dr)

Amherst, NY 14228

(716) 629-3400

thesummitcenter.org

- Counseling
- Psychotherapy

# SUBSTANCE USE SERVICES

Some adolescents use drugs that are not prescribed for them or are illegal to help their mood. Many factors and strategies can help adolescents stay drug free:

strong positive connections with parents, other family members, school, and religion; having parents present clear limits and consistent enforcement of discipline; and reduced access in the home to addictive substances.

Substance abuse, also known as drug abuse, is the use of one or more substances that leads to a clinically significant harm or distress.

The following resources include support groups, counseling, and treatment services.

## **24 HOUR ADDICTION HOTLINE**

(716) 831-7007

Available every day, 24 hours a day

## **ERIE COUNTY COUNCIL FOR THE PREVENTION OF ALCOHOL AND SUBSTANCE ABUSE (ECCPASA) – PROJECT CHOICES**

1625 Hertel Ave (near Parkside Ave)

Buffalo, NY 14216

(716) 831-2298

[eccpasa.org](http://eccpasa.org)

- One on one counseling for alcohol use for women

\*Ages 14 and older

**ERIE COUNTY COUNCIL FOR THE  
PREVENTION OF ALCOHOL AND  
SUBSTANCE ABUSE (ECCPASA) – STUDENT  
ASSISTANCE/TEEN INTERVENE**

1625 Hertel Ave (near Parkside Ave)

Buffalo, NY 14216

(716) 831-2298

[eccpasa.org](http://eccpasa.org)

- Prevention for youth beginning or at risk of substance use

\* Ages 14-19

**HORIZON HEALTH SERVICES – BOULEVARD  
RECOVERY CENTER**

1370 Niagara Falls Blvd (at Brighton Rd)

Tonawanda, NY 14150

(716) 833-3708

[horizon-health.org](http://horizon-health.org)

- Outpatient services

\*Ages 12 and over

## **HORIZON HEALTH SERVICES – BROADWAY RECOVERY CENTER**

77 Broadway (at Elm St)

Buffalo, NY 14205

(716) 834-6401

horizon-health.org

- Substance Use Disorder counseling

## **HORIZON HEALTH SERVICES – HORIZON FAMILY RECOVERY CENTER**

6495 Transit Rd (near Miles Rd)

Amherst, NY 14051

(716) 418-8531

horizon-health.org

- Substance Use Disorder and mental health services

\*Ages 13 and up

## **RENAISSANCE ADDICTION SERVICES – KIDS ESCAPING DRUGS**

920 Harlem Rd (near Clinton St)

Buffalo, NY 14224

(716) 827-9462

ked.org

- Residential treatment

\*Ages 12 – 20

## **YOUNG ADULT RECOVERY CLUBHOUSE**

66 Englewood Ave (at Cornell St)

Buffalo, NY 14214

(716) 832-2141 ext. 217

restoration-societyinc.org

M – F 5:00pm – 9:00pm

Sat & Sun 10:00am – 6:00pm

- Peer support
- Linkage support for harm reduction, treatment, and recovery

\* Ages 16 – 23

## **WNY ALATEEN**

(716) 856-2520

aiswny.org

- Support for teens affected by alcoholism in family or friend



# VOCATIONAL EDUCATION/ WORKFORCE DEVELOPMENT

Education programs focused on preparing students for employment in current or emerging occupations. These programs train students for entry into the workforce, career advancement, and entry into further education and training.

## **BUFFALO PUBLIC SCHOOL DISTRICT – ADULT EDUCATION DIVISION**

389 Virginia St (at S Elmwood Ave)

Buffalo, NY 14201

(716) 888-7088 ext. 100

[upskill.org](http://upskill.org)

- Job training
- Computer training

\*Ages 17 and up

# HOMELESS/UNSTABLY HOUSED SERVICES

Adolescents leave home for a variety of reasons, such as family problems, economic problems, and transitions from foster care and other public systems.

Adolescents who are homeless or have unstable housing have increased likelihood of high-risk behaviors, greater risk of severe anxiety and depression, and difficulty attending school.

## **211 WESTERN NEW YORK HOTLINE**

211

[211wny.org](http://211wny.org)

Available every day, 24 hours a day

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- Erie County Department of Health
- CAI (Cicatelli Associates Inc)
- HOPE Buffalo Health Care Provider Action Group
- HOPE Buffalo Community Action Team

## **A Special Thank You to the Youth Who Make HOPE Buffalo Possible:**

- HOPE Buffalo Youth Leadership Team
- PATCH for HOPE Buffalo Teen Educators

# Every Time You Talk with a Health Care Provider ASK THESE QUESTIONS

1.

What is  
my main  
problem?

2.

What do  
I need  
to do?

3.

Why is it  
important  
for me to  
do this?



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This version is current as of January 2018.  
Some information may have changed since printing.  
Please visit [hopebuffalo.org](http://hopebuffalo.org) for the most updated version.