

A New Crisis Resource for Your Workforce

The BestResponse Intensive
Crisis Stabilization Center
is a valuable resource for your
employees and their families
when they need support now.



430 Niagara Street
Buffalo, NY 14201
716-961-7400

- + Open 24/7
- + Appointments Not Required
- + Located in the City of Buffalo
- + Serving Children, Adolescents, and Adults

INSIDE THIS ISSUE →

What a mental health crisis
really looks like and how
employers can respond.

CRISIS CARE 24/7 IN WNY

What is a Crisis?

A crisis isn't always an emergency, but it is a moment that needs support.

You don't need to define your crisis to receive help. For immediate support, contact BestResponse at:

716-961-7400

430 Niagara Street, Buffalo, NY 14201

HOW THIS IMPACTS EMPLOYERS

When Stress Becomes a Crisis ↓



Absenteeism



Low Morale



Lost Productivity



Staff Turnover



The BestResponse Intensive Crisis Stabilization Center is a walk-in support center in Buffalo, NY for any adult, adolescent, or child experiencing difficulties with their mental health or substance use. People can stay up to 24 hours to get help in a safe, welcoming space.

Adult Reasons

for a visit →



Feeling Overwhelmed

Substance Use

Struggling with Recovery

Anxiety/Depression

Suicidal Thoughts

Grief/Trauma

Major Life Change

Work-Related Burnout

Child/Adolescent Reasons for a visit →



Big Emotions

Trouble at School

Family Stress/Anxiety

Violence

Behavioral Concerns

Substance Use

Spread the Word
Request Materials →



Help promote BestResponse at your business or organization. Posters, flyers, brochures, and workplace presentations available upon request at bbhmarketing@bestselfwny.org. Scan the QR code to learn more about BestResponse.



Serving 5 Counties of WNY

Allegany, Cattaraugus, Chautauqua, Erie, Niagara

ONLY CRISIS CENTER LOCATED IN WESTERN NEW YORK

NATIONAL DATA IN 2024*



PEOPLE VISITED
A CRISIS CENTER



OF CRISES WERE RESOLVED
AT A CRISIS CENTER



OF THOSE WHO VISITED
A CRISIS CENTER
SCHEDULED A FOLLOW-UP,
BEHAVIORAL HEALTH
OUTPATIENT APPOINTMENT



OF THOSE WHO VISITED
A CRISIS CENTER NEEDED
ADDITIONAL CARE AT THE
EMERGENCY DEPARTMENT

LOCAL DATA

- ✓ 162 People Served Since January 22, 2026
- ✓ 32 Connections to Ongoing Care
- ✓ 23 People Brought by First Responders

BESTRESPONSE SUPPORT

- ✓ Immediate Care
- ✓ All Insurances Accepted
- ✓ Simple Intake Process
- ✓ Medication-Assisted Treatment
- ✓ Team of Trained & Caring Specialists

What to expect at your **BestResponse** visit



Separate Adult/Child Entrances & Rooms

Personalized Treatment

Comfortable Community Setting

Stress Management/Coping Skills

Short Wait Times

Relapse Prevention/Recovery Tools

Easy Check-In

Quiet Spaces to Recharge

Culturally-Responsive Care

Connections to Ongoing Care

One-on-One/Group Therapy

Frequent Check-Ins & Follow-up

BestResponse Client Testimonials

This saved my sanity and my daughter's life. The staff treated my daughter like a human being and connected us with resources in the community.

This is incredible! I'm beyond grateful for the staff there.

I really found great help at BestSelf's crisis center. I spoke with a crisis counselor for over an hour. It really helped me calm down.