

Q&A



FAQ

BestResponse Intensive Crisis Stabilization Center (ICSC) Frequently Asked Questions

What is an Intensive Crisis Stabilization Center?

An Intensive Crisis Stabilization Center (ICSC) is a voluntary, short-term crisis support program designed to help individuals somewhere to go when experiencing a mental health and/or substance use crisis. Our goal is to provide immediate assessment, stabilization, treatment, and connection to ongoing services in a safe, supportive environment, often preventing the need for hospitalization.

Who can receive services?

The Intensive Crisis Stabilization Center serves individuals across the lifespan, beginning at age 5, who are experiencing a behavioral health or acute substance use crisis. **This includes children, adolescents, adults, and older adults experiencing concerns such as:**

- Suicidal thoughts or self-harm concerns
- Anxiety or panic attacks
- Depression
- Mood instability
- Psychosis or significant changes in thinking or behavior
- Acute substance use or withdrawal concerns
- Emotional distress related to life events or trauma
- Behavioral or emotional crises that require immediate intervention

Every individual receives a comprehensive clinical assessment to determine the most appropriate level of care. If another level of care is more appropriate, our team will assist with connecting the individual to the appropriate services.

Do I need an appointment?

No. Walk-ins are welcome 24/7. Referrals are also accepted from hospitals, Mobile Crisis Teams, law enforcement, providers, family members, and community partners.

Is the center open 24/7?

Yes. The center is open 24 hours a day, 365 days a year.

Is this the same as going to the Emergency Department?

No. Many behavioral health crises can be treated in a specialized crisis setting without requiring an emergency department visit.

How long can someone stay?

Length of stay is short-term and based on clinical need up to 24 hours.

Is the program voluntary?

Yes.

What services are provided?

Assessment, psychiatric evaluation, nursing, medication support, crisis counseling, peer support, substance use assessment, safety planning, care coordination, and referrals.

Can medications be started or adjusted?

Yes. Our medical team can evaluate medication needs, provide medications when clinically appropriate, and coordinate ongoing medication management with community providers.

What happens after someone leaves?

Before discharge, every individual leaves with:

- A personalized safety plan
- Follow-up appointments whenever possible
- Referrals to community providers
- Information about additional supports and resources
- Coordination with existing treatment providers when appropriate

Does insurance matter?

Services are available regardless of insurance status.

Can family members be involved?

Yes. With the individual's permission, family members and other supports are encouraged to participate in treatment planning and discharge planning.



What if someone is also struggling with substance use?

Our team is equipped to address both mental health and substance use concerns. We recognize that these challenges often occur together and provide integrated, person-centered care.

Can law enforcement bring someone to the center?

Yes. Law enforcement may bring individuals when the center is the most clinically appropriate and safe destination. The center works closely with community partners to provide alternatives to Emergency Departments whenever appropriate.

What makes the center different?

The center offers:

- Immediate access to behavioral health professionals
- A therapeutic, trauma-informed environment
- 24/7 availability
- Short wait times
- Integrated mental health and substance use treatment
- Strong community partnerships
- Focus on recovery and returning safely to the community

What should someone bring?

ID, insurance card, medication list, and emergency contacts if available.

When should someone call 911 instead?

For life-threatening medical emergencies, serious injury, overdose, or when emergency medical care is needed.

How can community partners make referrals?

Community partners can contact the center directly 24/7 to coordinate referrals.



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