



County of Erie

MARK POLONCARZ
COUNTY EXECUTIVE

DEPARTMENT OF SOCIAL SERVICES

September 20, 2021

Dear Community Provider,

As you may or may not know, Crisis Services in conjunction with Erie County and local domestic violence service providers, began operation of a Domestic Violence (DV) Advocate Helpline (716-862-HELP {4357}) in January 2012. The goal was to streamline hotline access for survivors and provide information on the available domestic violence resources in Erie County. Since that time, the Helpline has successfully provided 24-hour immediate accessibility to non-residential Domestic Violence services. Crisis Services staff and volunteers should be commended for their outstanding service to thousands of survivors through its Advocate Helpline.

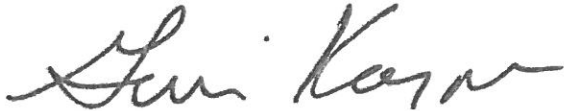
Unfortunately, and as a result of lost funding from the New York State Office for the Prevention of Domestic Violence through an RFP process, the dedicated Advocate Helpline will be discontinued effective 10/1/2021. However, Crisis Services and the other domestic violence services providers will continue to provide Domestic Violence service accessibility through their respective hotlines:

Crisis Services (24-Hour)	716-834-3131
Family Justice Center	716-558-SAFE (7233)
Child and Family Services (Haven House) (24-Hour & Shelter)	716-884-6000
Hispanics United of Buffalo (24-Hour)	716-481-8867
Erie County District Attorney BE SAFE	716-858-4630
Erie County Sheriff's Office DV Hotline	716-858-7999
NYS Domestic and Sexual Violence (24-Hour)	
Hotline	800-942-6906
Text Line	844-997-2121
Chatline	www.OPDV.ny.gov

During this transition, Crisis Services staff will advise callers of the change and the available New York State Office of Children and Family Services' approved domestic violence service providers that they can contact moving forward. In addition, callers to the Advocate Helpline will be greeted with a message announcing this change up until 9/30/2021.

In the event your agency advertises or posts the 716-862-HELP (4357) number, kindly remove that number and utilize the numbers provided above.

Sincerely,

A handwritten signature in dark ink, appearing to read "Gavin Kasper". The signature is fluid and cursive, with the first name "Gavin" and last name "Kasper" clearly distinguishable.

Gavin Kasper, MS
Assistant Commissioner-Administration
Erie County Department of Social Services

The 2021 New York State Adult Abuse Training Institute (AATI)

It Happened! What's Next?

- > Navigating
- > Reconnecting
- > Rethinking
- > Solutions

October 4-6
2021



The Learning &
Development Projects
Silberman School of Social Work



Office of Children
and Family Services



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NY State Adult Abuse Training Institute (AATI)

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NY State Adult Abuse Training Institute (AATI)

The 2021 Adult Abuse Training Institute (AATI) Virtual Event

Theme: It Happened! What's Next?: Navigating...Reconnecting...
Rethinking...Solutions

When: **October 4 – 6, 2021**

MENU

About

Who We Are

Registration: **Free**

We continue to experience the shifts and impact of all that the years 2020 and 2021 brought with them. Many people have experienced loss, and many have reassessed their commitment to social justice. We salute all of the frontline service providers who continue to serve vulnerable adults: some of the unsung heroes of our time. In the second year of this time of change, and during our second all-virtual conference, let's use the opportunity to come together in October to take stock and to look forward.

Aims of the AATI

- To build knowledge, skills and networks of professionals working with vulnerable adults;
- To promote the exchange of information, innovative thinking and practice

Who Participates in the AATI?

Adult Protective Services, criminal justice, healthcare, law enforcement, mental health, public health, aging, domestic violence and a variety of other professions and disciplines that interact with abused adults.

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CONTACT US

Have a Question?
Want to Collaborate?

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 -
LDP@hunter.cuny.edu

NAVIGATION

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NEWSLETTER SIGN-UP

Email Address

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LEARNING & DEVELOPMENT PROJECTS STATEMENT ON EQUITY AND INCLUSION

We come together to create innovative learning opportunities for frontline workers who serve and support vulnerable people. Our challenge is to understand and foster the conditions that and sustain healthy, well-lived lives for people who experience hardship and inequality.

Learning & Development Projects

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