



## **Our Purpose**

*To help individuals navigate  
Chautauqua County's  
System of Care*

## **Chautauqua County Department of Mental Hygiene**

2 Academy Street  
Suite 201

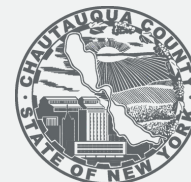
Mayville, NY 14757

**(716) 753-4104**



Chautauqua County  
Department of  
**Mental Hygiene**

**Adult SPOA  
(Single Point of Access)  
716-661-8850**



REV.10-2023

## What is an Adult Single Point of Access? (Adult SPOA)

The Single Point of Access (SPOA) for Adults in Chautauqua County is a result of the New Initiatives Approach, as supported by the New York State Office of Mental Health. The purpose of SPOA is to provide a centralized intake system whose focus is on improving and enhancing the capacity of the mental health system to provide case management, housing, and other critical supports to individuals with serious mental illness who have difficulty in managing day to day activities.



The goal of this program is to ensure that referred individuals will be matched to the appropriate levels of service based on need. This system is accomplished through a triage process that prioritizes access to services using standardized referral information.

## What does Adult SPOA do?

- Assists in making referrals and/or coordinating supports to community programming and services
- Brings an individual's concerns to a confidential team meeting where the current problem areas are discussed. The team will help identify available supports and assist in assignment of services to the individual. The individual is welcome to attend this confidential meeting to discuss present concerns with the team
- Advocates for the needs of the individual
- Works collaboratively with all providers within the individual's system of care

## Who can be referred to Adult SPOA ?

- An individual experiencing behavioral or emotional challenges
- An individual needing help coping with traumatic experience
- An individual struggling to identify services or what to do when crisis situations come up
- An individual with substance abuse concerns
- Ages 18+ years

*Anyone, including family members can make a referral.*

## Referral, appointment and assessment information

### CHAUTAUQUA COUNTY'S ADULT SPOA COORDINATOR



#### BY PHONE

(716) 661-8857



#### ONLINE

chqgov.com

- Mental-Hygiene
- Adult-SPOA

### HEALTH HOME CARE MANAGEMENT



#### BY PHONE

1-(855) 613 -7659



#### ONLINE

hhuny.org

- Members
- Make a Referral

SCAN ME



Get Connected

