



DEVELOPMENTAL DISABILITIES ALLIANCE OF WNY

2026

GUIDE TO SERVICES

Region 1 Counties

A collaborative group of member voluntary agencies that provide services to people with developmental disabilities. This guide is intended to assist individuals, family members, community organizations and school district personnel who are seeking services and community supports to meet the needs of people with developmental disabilities.



ADVOCACY TIPS FOR PEOPLE WITH DISABILITIES, FAMILIES, AND ALLIES

CORE ADVOCACY PRINCIPLES



- **Value Every Voice:** People with disabilities, their families, and allies all bring valuable perspectives. Elevate the voices of people with disabilities and the people that help to support them, and use their experiences to highlight shared goals and real-life impact.
- **Lead with Lived Experience:** Tell your story. Whether you are a person with a disability, a family member, or an ally, share how an issue or policy affects daily life. Personal stories make issues real and powerful.
- **Be Clear and Focused:** Focus on one or two key issues and make a specific request or suggestion for change.
- **Stay Informed:** Know the laws, programs, and rights—such as the ADA, IDEA, and Medicaid—that impact people with disabilities. Being informed builds confidence and credibility.
- **Communicate with Respect:** Be polite and professional, even when you disagree. Respect builds trust and lasting relationships with policymakers and partners.

WAYS TO GET INVOLVED

- **Contact Elected Officials:** Call, email, or write your local, state, and national representatives. Mention that you are a constituent.
- **Attend Meetings:** Request or join meetings with legislators or their staff—come prepared and stay focused on your message.
- **Use Social Media:** Share stories, amplify disabled voices, and promote inclusion. Use accessibility features like captions and image descriptions.
- **Collaborate with Organizations:** Partner with disability and self-advocacy groups to strengthen your message and expand your reach.
- **Mobilize Your Community:** Bring people together to discuss, learn, and act on disability-related issues.
- **Promote Accessible Voting:** Support campaigns that include disability rights and ensure voting access for all.



FAMILY COMMITTEE
OF DDAWNY
EDUCATE, ACTIVATE, ADVOCATE

DDAWNY supports the Family Committee whose mission it is to educate and inform people about the unmet needs of individuals with developmental disabilities.

For more information email us at ddawnyfamilycommittee@gmail.com

DDAWN - DEVELOPMENTAL DISABILITIES ALLIANCE OF WESTERN NY

AGENCY	ADULT DAY PROGRAMS	ADULT DAY SERVICES/TRAINING	HEALTH/CLINIC	EARLY INTERVENTION/SCHOOL AGE	RECREATION	RESIDENTIAL/HOUSING	RESPIRE	IN-HOUSE SUPPORTS	VOCATIONAL/EMPLOYMENT
ABLE2 1118 Charles Street, Elmira NY 14904	X	X				X	X		
ACCESSIBLE ACADEMICS									X
THE ARC OF ALLEGANY-STEUBEN One Arc Way, Bath, NY 14810	X	X				X	X	X	X
THE ARC OF ERIE COUNTY 2643 Main Street, Buffalo, NY 14214	X	X	X	X	X	X	X	X	X
ARC GLOW 18 Main Street, Mt. Morris, NY 14510	X	X	X	X	X	X	X		X
ASPIRE OF WNY 2356 North Forest, Getzville, NY 14068	X		X	X	X	X	X	X	X
BEYOND SUPPORT NETWORK 2495 Main St., Buffalo NY 14214	X	X		X	X	X	X	X	X
BORNHAVA 25 Chateau Terrace, Snyder, NY 14226		X		X					
BUFFALO HEARING AND SPEECH CENTER 50 E. North Street, Buffalo, NY 14203			X	X					
CATHOLIC CHARITIES FAMILY & COMMUNITY SERVICES 79 N. Clinton Avenue, Rochester NY 14604			X			X	X	X	X
CENTER FOR SELF ADVOCACY 1021 Broadway Street, Buffalo NY 14212					X				X
CHAUTAUQUA ADULT DAY SERVICES 358 E. 5TH Street, Jamestown, NY 14701	X						X		
COMMUNITY SERVICES FOR EVERY1 180 Oak Street, Buffalo, NY 14203	X	X		X	X	X	X	X	X
CRADLE BEACH CAMP 8038 Old Lakeshore Road, Angola, NY 14006					X		X		
DIRECTIONS IN INDEPENDENT LIVING 512 West State Street, Olean, NY 14760	X	X			X				
EASTER SEALS NY 103 White Spruce Road, Rochester NY 14623			X	X					
EMPOWER 9812 Lockport Road, Niagara Falls, NY 14304	X	X	X	X		X	X	X	X
EMPOWERING PEOPLE'S INDEPENDENCE 1650 South Avenue, Rochester NY 14620	X	X				X	X	X	
EPILEPSY ASSOCIATION OF WNY 339 Elmwood Avenue, Buffalo, NY 14222		X						X	
EXCALIBUR LEISURE SKILLS CENTER, INC. 90 North Drive, Buffalo, NY 14216		X			X		X		
GIGI'S PLAYHOUSE 326 Kenmore Avenue, Buffalo NY 14223	X	X		X	X				X

GUIDE TO SERVICES

Note: Agencies listed are members of the Developmental Disabilities Alliance of Western New York (DDAWN)

PHONE/FAX	INTERNET/EMAIL ADDRESS	COUNTIES SERVED	AGES
607-734-7107	web: www.able-2.org email: info@able-2.org	CHA, CHE	18+
716-492-8656	web: www.accessibleacademics.org email: ashowers@accessibleacademics.org	ERIE, NIA	14+
607-776-4146	web: www.thearcas.org email: thearcas@tearcas.org	ALE, STE	All
716-833-8603	web: www.aceriecounty.org email: intake@aceriecounty.org	ERIE	All
585-658-2828	web: www.arcglow.org email: jshepard@arcglow.org	GEN, LIV, ORL, WYM	All
716-505-5280	web: www.aspirewny.org email: intake@aspirewny.org	CAT, CHA, ERIE, NIA	All
716-874-7200	web: www.beyondwny.org email: intake@beyondwny.org (service inquiry) or info@beyondwny.org (general questions)	ERIE, CHA	All
716-839-1655	web: www.bornhava.org email: info@bornhava.org	ERIE, GEN, NIA, ORL, WYM	Birth-5
716-885-8318	web: www.askbhsc.org email: jsonnenberg@askbhsc.org	ALE, CAT, CHA, ERIE, GEN, NIA, ORL, WYM	All
585-546-7220	web: ww2.fcscharities.org email: cfccs@fcscharities.org	MON, WAY, SEN, LIV, ONT, YAT, ALE, STE, CHE, SCH, GEN	All
716-768-1795	web: center4sa.org email: info@center4sa.org	ERIE, NIA	14+
716-665-4899	web: www.seniordayprograms.com email: vjohnson@seniordayprograms.com	CHA	60+
716-883-8888	web: www.csevery1.com	ALE, CAT, CHA, ERIE, NIA, GEN, ORL, WYM	All
716-549-6307	web: www.CradleBeach.org email: gclark@CradleBeach.org	ALE, CAT, CHA, ERIE, GEN, NIA, ORL, WYM	8-17 SC 8+ Respite
716-373-4602	web: www.oleanilc.org email: wadkins@oleanilc.org	CAT, ALE	All
585-292-5830	web: www.ny.easterseals.com	MON	All
716-297-0798	web: www.empower-wny.org email: info@empower-wny.org	NIA	All
585-442-6420	web: www.epiny.org email: info@epiny.org	MON, ORL, GEN, ERIE, WYM, LIV, ALE, STE, ONT, YAT, SCH, CHE, SEN	All
716-883-5396	web: www.epilepsywny.org	ALE, CAT, CHA, ERIE, NIA, ORL	All
716-831-3188	web: www.excaliburls.com email: jim@excaliburls.com	ALE, CAT, CHA, ORL ERIE, GEN, NIA, WYM	All
716-322-0010	web: www.Gigisplayhouse.org/buffalo email: buffalo@gigisplayhouse.org	ERIE, NIA	All

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AGENCY	ADULT DAY PGW	ADULT SV/TRNG	FAM SUP	HEALTH/ CLINIC	SCH AGE	EA INT/ REC	RESID/ HOUSING	RESPITE	IN-HOUSE SUP	VOC/ EMP
HERITAGE CHRISTIAN CENTERS (Regional Office) 130 John Muir Drive, Suite 106, Amherst, NY 14228	X	X	X			X	X	X	X	X
HERITAGE CHRISTIAN SERVICES (Corporate Office) 275 Kenneth Dr., Suite 100, Rochester, NY 14623	X	X	X			X	X	X	X	X
HILLSIDE CHILDREN'S CENTER 1183 Monroe Avenue, Rochester, NY 14620							X			
HOLY CHILDHOOD 100 Groton Parkway, Rochester, NY 14623	X			X	X	X		X		X
IBERO AMERICAN ACTION LEAGUE 124 Evergreen Street, Rochester, NY 14605	X	X							X	X
LIFETIME ASSISTANCE, INC. 425 Paul Road Rochester, NY 14624	X	X				X	X	X	X	X
LOCHLAND 1065 Lochland Road, Geneva, NY 14456							X			
MARY CARIOLA CENTER 1000 Elmwood Avenue, Rochester NY 14620		X	X	X			X	X	X	
OLV HUMAN SERVICES 790 Ridge Road, Lackawanna, NY 14228		X	X	X			X		X	X
PARENT NETWORK OF WNY 1021 Broadway Street, Buffalo NY 14212		X			X					
PATHWAYS, INC. 33 Denison Parkway West, Corning, NY 14830	X	X				X	X	X	X	X
PEOPLE INC. 1219 North Forest Road, Williamsville, NY 14221	X	X	X	X	X	X	X	X	X	X
PERSON CENTERED SERVICES CARE COORDINATION ORGANIZATION 560 Delaware Avenue, Suite 400, Buffalo NY 14202										
PRIME CARE COORDINATION 860 Hard Road, Webster, NY 14580										
THE RESOURCE CENTER 200 Dunham Avenue, Jamestown, NY 14701	X	X	X	X	X	X	X	X	X	X
SUBURBAN ADULT SERVICES, INC. (SASI) 960 West Maple Court, Elma, NY 14059	X	X	X			X	X	X	X	X
STARBRIDGE, INC. 1650 South Ave. #200, Rochester NY 14620		X		X			X		X	X
SUMMIT CENTER 150 Stahl Road, Getzville, NY 14068	X	X	X	X	X			X	X	X

PHONE/FAX	INTERNET/EMAIL ADDRESS	COUNTIES SERVED	AGES
716-743-2020	web: www.heritagechristianservices.org email: info@heritagechristianservices.org	ALE, CAT, CHA, CHE, ERIE, LIV, GEN, MON, NIA, ONT, ORL, SCH, SEN, STE, WAY, WYM, YAT	All
585-340-2000			
585-256-7500	web: www.hillside.com email: mwhitley@hillside.com	ALE, CAT, CHA, ERIE, GEN, NIA MON, ORL, WYM	12-25
585-359-3710	web: www.holychildhood.org email: nzelesnikar@holychildhood.org	GEN, LIV, MON, ONT, SEN, STE, WAY, WYM	All
585-256-8900	web: www.ibero.org email: information@aal.org	MON	All
585-426-4120	web: www.lifetimeassistance.org email: info@lifetimeassistance.org	GEN, ORL, MON	All
315-789-5208	web: www.lochlandinc.org email: info@lochlandinc.org	ONT, SEN, YAT	18+
585-271-7061	web: www.marycariola.org email: info@marycariola.org	MON, WAY, ONT, LIV, ORL, GEN, ONT	3-22
716-828-9500 888-287-1160	web: www.OLVHS.org	ERIE, CHA, GEN, CAT, NIA	All
866-277-4762 716-332-4170	web: www.parentnetworkwny.org email: info@parentnetworkwny.org	ALE, CAT, CHA, ERIE, GEN, NIA, ORL, WYM	All
607-937-3200	web: www.pathwaysforyou.org email: info@pathwaysforyou.org	STE, CHE	All
ADM 716-880-3700 716-817-7400	web: www.people-inc.org email: Admissions@people-inc.org	ALE, CAT, CHA, ERIE, GEN, MON, NIA, ORL, WYM	All
888-977-7030	web: www.personcenteredservices.com	ALE, CAT, CAY, CHA, CHE, ERIE, GEN, LIV, MON, NIA, ONT, ORL, SCH, SEN, STE, WAY, WYM, YAT	All
844-347-3168	web: www.primecareny.org email: info@primecareny.org	ALE, CAT, CAY, CHA, CHE, ERIE, GEN, LIV, MON, NIA, ONT, ORL, SCH, SEN, STE, WAY, WYM, YAT	All
716-483-2344	web: www.resourcecenter.org email: carol.peterson@resourcecenter.org	CAT, CHA, ERIE	All
TF - 855-805-7274, 716-805-1555	web: www.sasinc.org email: info@sasinc.org	ALE, CAT, CHA, ERIE, NIA, WYM	3+
585-546-1700	web: www.starbridgeinc.org	MON, WAY, ONT, LIV, GEN, ALE, CAT, CHA, CHE, ERIE, NIA, ORL, SCH, SEN, STE, WYM, YAT	All
716-629-3400	web: www.thesummitcenter.org email: www.thesummitcenter.org/contact	ALE, CAT, CHA, NIA, ERIE, GEN, ORL, WYM	All

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CATEGORY DESCRIPTIONS

Adult Day Programs- provides supports and assistance that link people to their community (volunteering, exploring hobbies, making friends).

Family Support Services/ Training- family-directed, system of comprehensive services, designed and developed to enhance a family's ability to provide in-home care to their family members with a developmental disability.

Health/Clinic- organizations that offer a variety of medical services and therapies.

Early Intervention/School Age- variety of therapies including special education for children birth to 3 (EI) or students 3 to 21 (school age).

Recreation- physical, social and creative opportunities to enrich life.

Residential/Housing- supports and services in your home and/or various housing alternatives.

Respite- short-term, temporary care so family members can take a break.

Service Coordination- assist persons with developmental disabilities in gaining access to necessary services and supports appropriate to the needs of the individual.

In-House Supports- a specific program for as-needed transportation to various locations.

Vocational/Employment- A service that provides competitive work in integrated settings and career development.

REGION 1 COUNTIES

ALE = Allegany
CAT = Cattaraugus
CHA = Chautauqua
CHE = Chemung

ERIE = Erie
LIV = Livingston
GEN = Genesee
MON = Monroe

NIA = Niagara
ONT = Ontario
ORL = Orleans
SCH = Schuyler

SEN = Seneca
STE= Steuben
WAY = Wayne

WYM = Wyoming
YAT = Yates

NAVIGATING OTHER SERVICES

ACCES-VR 1-888-652-7062

Contact Information:
Adult Career and Continuing Education Services-Vocational Rehabilitation
www.acces.nysesd.gov/vr/buffalo-district-office

Target Population:
Adults (post-secondary) with a documented permanent disability that impacts their ability to seek, secure and maintain employment

Services:

- Vocational counseling
- Assessment
- Vocational education (i.e., college or technical/business school)
- Job placement services
- Job skills training
- Driver evaluation training
- Supported Employment
- Work related books, tools, licenses, and rehab technology
- Referral to outside agencies for additional supports
- Pre-Employment Services (PRE-ETS)

NYSCB (716) 847-3516

Contact Information:
New York State Commission for the Blind
www.ocfs.state.ny.us/main/cb

Target Population:
Children and adults who are legally blind are eligible for vocational rehabilitation services

Services:

- Rehabilitation services
- Training for Employment
- Business Enterprise Program
- Programs for older adults
- Programs for children
- Services provided in home, community, and private rehabilitation services
- Counseling and guidance to family
- Advocacy services
- Educational consultation
- Vocational coordination

OPWDD 1-800-487-6310

Contact Information:
Office for People with Developmental Disabilities
www.opwdd.ny.gov/

Target Population:
Children and adults with a documented developmental disability

Services:

- Parent advocacy training
- Service coordination
- Family supports services and financial counseling
- Residential Support
- Supported Employment
- Community support services (in-home support, respite)
- Self-determination
- Environmental
- Modifications (adaptive equipment)
- Healthcare (Medicaid)

Region 1 New York Developmental Disabilities
Regional Office (DDRO) Western
1200 East & West Road
West Seneca, NY 14224
(716) 517-2000

OMH (716) 816-2001

Contact Information:
Office of Mental Health
www.omh.ny.gov

Target Population:
Children and adults with a documented mental health diagnosis.

Services:
Children and Adult Services:

- Clinic Treatment
- Day Treatment
- Family Support Services
- Functional Family Therapy
- Home and Community-Based Services Waiver
- Intensive Case Management (Medicaid)
- School-Based Mental Health Services
- Single Point of Access Supportive Case Management

ILC (716) 836-0822

Contact Information:
Independent Living Center
www.acces.nysesd.gov/content/western-new-york-independent-living-inc-wnyil

Target Population:
Individuals with disabilities and elderly people

Services:

- Client Assistant Program
- Peer counseling
- Housing assistance
- Advocacy
- Information and referral
- Living skills training

OTHER SERVICES

Contact Information:
Department of Labor
www.labor.state.ny.us
(716) 851-2600

Department of Health
www.health.state.ny.us/
(716) 858-7690

Target Population:
DOL - Youth and adults looking for employment.

DOH - Anyone with a health-related concern.

Services:
NYS Department of Labor

- Unemployment Benefits
- Career Services
- Finding a job
- Planning your career
- One Stop services
- Worker Protection

NYS Department of Health

- STD Clinic
- Obesity prevention
- Eating disorders
- Substance abuse prevention
- Pregnancy planning
- Traumatic Brain Injury

New York State Justice Center for the Protection of People with Special Needs
24/7 Hotline
Toll Free 1-800-624-4143
www.justicecenter.gov