



About Family Service

Family Service is a nonprofit counseling agency that has been serving the community since 1903. Our mission is to strengthen the mental health and well-being of individuals, families, and the community. We offer compassionate, professional counseling and support services to help people navigate life's challenges and build healthier, more fulfilling lives.

Affordable Options for Care

We accept many health insurance plans, offer a sliding scale fee structure, and can provide subsidies when needed. Each situation is reviewed individually so cost is never the reason someone goes without the support they deserve.

We're Here to Help

At Family Service, compassion is at the heart of everything we do. We understand that reaching out for help takes courage, and we honor that bravery by creating a warm, respectful, and supportive environment for every individual and family we serve. Our team is deeply committed to walking alongside our clients with empathy, care, and a genuine desire to help them heal, grow, and thrive. Your well-being is our priority, and we're here to support you every step of the way.

**Confidential.
Compassionate.
Here when you need us.**

www.familyservicechq.org

Contact Us



Phone

716-488-1971

For emergencies after hours,
call the NYS Crisis line at 988



Email

familyservice@familyservicechq.org



Address

332 E. Fourth St.
Jamestown, NY 14701

Office Hours:

Monday -Thursday 8:00 AM-6:00 PM

Friday 8:00 AM-4:00 PM

*Other hours as needed by appointment



FAMILY SERVICE OF THE CHAUTAUQUA REGION

Family Focused Mental Health Therapy

**Your Partner in Mental Health, Support,
and Culturally Informed Care**



Our Counseling Services

Since 1903, Family Service has been dedicated to providing compassionate, community-based counseling to individuals and families. Our experienced counselors offer evidence-based treatment tailored to the unique needs of adults, children, and families.

To ensure accessibility and comfort, we provide services in a variety of settings:

- In our welcoming office
- Through secure telehealth sessions
- In the participant's home when appropriate

We are committed to helping each person achieve emotional well-being and build stronger, healthier relationships—wherever they are in their journey.

Benefits of Counseling

Counseling is a powerful tool for emotional and psychological well-being at every stage of life.

For adults, it provides a safe space to work through stress, trauma, and life's transitions, promoting personal growth and resilience. Children benefit through age-appropriate support that helps them express emotions, manage behavior, and build healthy coping skills. For families, counseling strengthens communication and relationships, helping them navigate conflict, trauma, or change together. By addressing individual needs within a supportive framework, counseling fosters healing, understanding, and long-term mental wellness.



Emphasizing Impact:

- ➔ Approximately 75–80% of individuals who engage in therapy experience some benefit, including reduced symptoms of anxiety and depression, improved coping skills, and enhanced overall well-being.
- ➔ Approximately 70–75% of couples report significant improvements in their relationship after therapy, including better communication and conflict resolution.
- ➔ Online therapy has been shown to be as effective as face-to-face treatment for various conditions, including anxiety and PTSD.
- ➔ Consistent counseling sessions contribute to long-term mental health benefits & foster resilience in dealing with future difficulties

Hispanic Outreach Program

At Family Service, we believe that language should never be a barrier to receiving quality mental health care. To ensure services are accessible to members of our community, we offer a dedicated Hispanic Outreach Program. Through this program, trained bilingual staff and translators are available to provide language support during counseling sessions. This ensures that Spanish-speaking individuals and families can fully engage in the therapeutic process, express themselves comfortably, and receive the care they deserve—without language barriers.

Our goal is to create a welcoming, culturally sensitive environment where every client feels heard, understood, and supported.

