



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

House Calls

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



House Call Counseling

Life's challenges don't always wait for a convenient time or place. For some, getting to an office appointment can be stressful—or even impossible—due to health concerns, mobility limitations, transportation barriers, or anxiety about leaving home. That's why our House Calls Counseling Program brings professional mental health care directly to you.

One of our licensed counselors will meet you in the comfort of your home or at another location where you feel safe and at ease—such as a quiet community space, library, or park. You'll receive the same high-quality, confidential counseling we offer in our offices, tailored to your unique needs and environment.

This program is ideal for individuals recovering from illness or injury, caregivers who can't easily leave those they care for, older adults with limited mobility, or anyone who feels more comfortable receiving support outside of a traditional office setting.

Our goal is simple: to make sure nothing stands between you and the help you deserve. By removing barriers, we open the door to connection, understanding, and meaningful progress—right where you are.



How it Works:

- **Connect with Us** – Give us a call to discuss your needs, preferences, and any special circumstances. We'll work with you to identify confidential, comfortable, and accessible location options—whether that's your home or another private setting nearby.
- **Choose Your Location** – Select the place where you'll feel most at ease for your counseling session. This could be your living room, a private library meeting space, a quiet park bench, or another convenient spot. The goal is to create a safe, supportive environment for open conversation.
- **Meet Your Counselor** – Your licensed counselor will arrive prepared to provide the same professional, compassionate, and confidential care you would receive in our offices. Sessions are tailored to your unique needs and situation.
- **Focus on Your Well-Being** – Without the stress of travel or the challenge of arranging transportation, you can fully focus on your goals and your healing. We'll handle the logistics—you focus on what matters most: you.

Why Choose House Calls Counseling?

- ✓ No travel or transportation stress
- ✓ Comfort of familiar surroundings
- ✓ Flexible meeting locations
- ✓ Same professional, confidential care as in-office visits
- ✓ Accessible for those with mobility or health challenges
- ✓ Ideal for caregivers – Receive help without leaving those you care for unattended.
- ✓ Removes barriers to care – Ensures no one goes without the help they deserve.

"Having my counselor come to my home made all the difference. I felt safe, relaxed, and truly heard for the first time in years."
— House Calls Client

