



Cattaraugus and Allegany Counties' Modifications to Services and Programs

Catholic Charities is following the guidance of the CDC, health and government officials to implement steps and services aimed at reducing person-to-person contact during this time and until further notice. As a provider of essential services, we are still here to fulfill our agency mission and serve our neighbors in Western New York. Catholic Charities empowers individuals, children and families to achieve and maintain meaningful, healthy, and productive lives by providing critical services to our neighbors. **We are open Monday through Friday, 8:45 a.m.- 4:45 p.m., and can be reached at 716-372-0101.**

Services

Emergency Financial Assistance

Staff members can assist via telephone to make an assessment or referral for services. When appropriate, Catholic Charities helps in emergencies with basic needs such as financial, food, prescription and heat. Many families are facing multiple problems. Although one problem may be presented, generally financial in nature, the staff member must be able to assess other possible needs and problems of the family. Basic needs, such as gift cards, will be handed through the door.

The Joyce Family Food Pantry and Outreach, Wellsville NY

All Clients/Others needing service should call the food pantry directly at **585-296-3757**. **Monday, Thursday, Friday 10 am -1 pm**. New clients will need to complete the intake assessment by phone with the volunteer who answers. Those residing outside of our service area are served one time and referred to the pantry closest to their home for future needs. The pantry is still operating as client choice. When a client calls, a volunteer reviews with them a pick sheet of available options. Volunteers will bag the items based on the pick sheet. The bags are placed on a table outside the pantry door for client pick-up.

The Thrift Store ON PAUSE until further notice.

Franklinville Food Pantry and Outreach

Open Tuesday & Fridays- 9:30 a.m. -12 p.m. and again from 12:30 - 2:30 p.m. Entrance to the pantry is restricted to one client at a time. Items are prepackaged and ready to go.

Kinship Care

Kinship care is the full-time nurturing and protection of children by relatives who have a kinship bond with children when they have been separated from their biological parents. Services include case management; outreach; advocacy; assessment and referral; parenting information; support; and referral and linkage. **Weekly Support and Activity groups are offered on ZOOM.**

Multisystemic Therapy (MST)

Therapists are making home visits if crisis or need is immediate, otherwise telehealth services are being utilized. MST is an intensive family and community-based treatment that enriches the family by addressing youth problematic behaviors of youth ages 12-17 and focusing on keeping youth out of placement. Referrals are generally through probation. Contact Lacie at 716-372-0101 for further questions.

Counseling

New clients are being accepted at this time and telehealth services are being provided for assistance. Counselors are licensed, master-level counseling experts for life's most serious concerns. **Both insurance and sliding scale are accepted for those with limited means.** We provide services for managing depression, anxiety, grief/loss, conflict resolution within relationships, anger management and assertiveness. We can assist in resolving issues of childhood abuse, trauma and domestic violence, among others. Our counselors have training in EMDR and progressive Counting therapy techniques.

Programs

Domestic Violence Program for Men (Cattaraugus County only)

ON PAUSE until further notice. However, referrals are being taken for when non-essential staff return to work.

Children's Health Home (Cattaraugus County only)

Case managers are still available to provide services by Telehealth and limited face-to-face sessions. Youth and their families are provided the tools and support needed to become empowered advocates of personal health and well-being through assessment, care-planning and goal achievement. Serving ages birth to 21 who are enrolled in Medicaid.

In-School Social Work Program

The In-School Social Work Program (ISSWP) team focuses on improving the social-emotional skills of students in 24 different Catholic schools across WNY, including Immaculate Conception in Wellsville and Southern Tier Catholic in Olean. ISSWP counselors are currently working remotely but staying in contact with students, families, teachers and school administration to ensure our school communities are supported through this time.

Our Kids Parent Education and Awareness Program (OKPEAP)

Registrations are still being taken. We are exploring the possibility of offering classes via ZOOM and will let you know when and if this option becomes available. OKPEAP is a New York State-Certified Program for separating/ divorcing parents. Topics include the impact of separation/divorce on children; cooperative and parallel approaches to co-parenting; legal issues related to custody and/or access; alternatives to litigation; methods of communication and problem-solving.