

# TOMPKINS COUNTY HUMAN AND SOCIAL SERVICES

## A

### **Alternatives Federal Credit Union**

125 North Fulton Street  
(607) 273-4611

**Carl Graham** Director of Community programs ext 422

- IDA, teaches financial tracking moneywise, free tax prep, small businesses.

### **American Red Cross of Tompkins County**

201 West Clinton Street

#### **John Ward**

Homeless Services Director  
(607)273-1900 Ext-27

[jward@tompkins-redcross.org](mailto:jward@tompkins-redcross.org)

- Rental assistance, as available. Still doing health and safety training, homeless program keep people in apts, provide shelter if needed, Provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.

## B

### **Babies First Loan Program**

306 North Aurora Street  
c/o First Unitarian Society of Ithaca  
Jeane Jordanek  
(607) 257-4857 (home phone)

- Long-term loans of baby equipment such as car seats, cribs, strollers, crib sheets and baby clothing to low income families referred by social service agencies.

Don't go above toddler-age generally, income limit ask if on WIC or Medicaid, can call directly, TP3 work with them, or DSS caseworker, do car seats (5-40 lbs) facing backwards, take used items (clothing), cloth diapers, baby baths, potty chairs and toys, strollers

### **BOCES, T-S-T, English as Second Language, GED**

1st Presbyterian Church - 3rd Floor  
315 North Cayuga Street  
Ithaca NY 14850

ESL office: (607) 273-4095

Fax: (607) 277-5590

Contact e-mail: [tst-eslboces.org](mailto:tst-eslboces.org)

Contact: Sally Wessels Title: Program Coordinator

Hours: Monday - Friday, 8:30AM to 5PM

- The English as a Second Language Program provides comprehensive and integrated English language instruction to area residents who need English in order to live and work in the community. All classes are designed to improve students' ability to speak, read, write and understand English. Classes are free. URL: [www.tst-esl@tstboces.org](mailto:www.tst-esl@tstboces.org)

### **BOCES, T-S-T, Youth Development Program**

555 Warren Road

Ithaca NY 14850

(607) 257-1551

Fax: (607) 257-2825

E-Mail: [averba@tstboces.org](mailto:averba@tstboces.org)

Contact: Amanda Verba, [averba@tstboces.org](mailto:averba@tstboces.org) Title: Director

Hours: Monday - Friday, 8AM to 4:30PM

Area Served: All Tompkins County public and private schools, Candor Central School, South Seneca Central School, William George Agency.

- The Youth Development Program provides prevention and intervention programs dealing with substance abuse and violence. Counseling for students and support for parents are also available.

### **BOCES, T-S-T, Business and Industry Training, (Defensive driving \$42, welding \$225)**

555 Warren Road

Ithaca NY 14850

(607) 257-1561

Contact: Susan Murphy, [smurphy@tstboces.org](mailto:smurphy@tstboces.org)

Hours: Monday - Friday, 8AM to 4:30PM

Area Served: Candor Central School, Dryden Central School District, Groton Central School District, Ithaca City School District, Lansing Central School District.

- Business and Industry Training provides customized training programs which are designed to increase employee productivity and job efficiency. Training can take place at the BOCES campus or at business locations. Some funding is available for specific training programs that meet grant criteria. Training includes computer technology, workplace literacy and technical training skills.

## **C**

### **Catholic Charities, Tompkins/Tioga Counties, Samaritan Center**

324 West Buffalo Street

(607) 272-5062

Tues, Wed, Thurs: 9-12, 1-3 ; Special Assistance Walk-Ins: Tues, 9 AM to 1

Offers referrals and assistance to low income residents with emergency financial support.

- Clothing deposit- free clothing and shoes, sheets, towels and household items, 10 items per indiv per month. Open: Tues-Fri 9 to 12, and 1-4. (Contact: Emily Greenly).
- Personal needs program, hygiene products, every other month, provide address verification for all adults in households. Diapers for kids under 3, just need birth certificate verification to receive goods. (Contact: Emily Greenly)
- Emergency financial assistance—utility assistance, prescriptions too, car repair program, security deposit, rental arrears → people who don't have section 8, must have a specific emergency. (Contact: Emily Greenly)
- Immigrant services program— some financial assistance, general case work, find jobs, can do legal representation for citizenship cases. (Contact: Sue Chaffee)
- Food stamps outreach, FS enrollment. (Contact: Melissa and Ellin)
- Family Health class and Medicaid enrollment (Tues – Friday as well)
- Community connections and family empowerment Tommy Miller works with families who's kids are out of household, to help navigate CPS, fatherhood program to help dads with kids. (Contact:

Tommy Miller)

**Challenge, Benefits Advisement** AKA (Also Known As): Tompkins Workforce, Work Incentives Planning Assistance (WIPA)

c/o Tompkins Workforce New York  
171 East State Street Suite 241, Center  
Ithaca NY 14850  
(607) 272-7570 ext 136 Fax: (607) 277-7865

E-Mail: [info@aboutchallenge.org](mailto:info@aboutchallenge.org)

In-Charge: Kevin Nickerson Title: DPN (Disability Program Navigator)

Hours: Mon-Fri, 8:00AM to 4:00PM

- Tompkins Workforce New York is located at the center of the Commons on the second floor of Center Ithaca. Take the elevator up to the second floor and follow the signs to TWFNY.
- The primary objective of the Work Incentives Planning Assistance (WIPA) initiative is to assist SSA beneficiaries with transitioning from dependence on public benefits to paid employment and greater economic self-sufficiency. Through this program, a trained Community Work Incentives Coordinator can assist by providing information and assistance regarding the effect of paid employment on a person's social security benefits. This program also assists people in the use of work incentives such as Impairment Related Work Expenses (IRWE), subsidy, and PASS (Plan to Achieve Self-Support). Beyond these services, additional advocacy is available for assistance in understanding current Social Security legislation. Eligibility for WIPA services are as follows:
  - Must be at least 14, but not yet full retirement age (currently age 65) Must be disabled according to SSA guidelines Must already be receiving Social Security benefits based on disability (SSI, or a Title II disability benefit such as SSDI, CDB or DWB). The WIPA program provides information that will help beneficiaries in making informed choices about returning to work.

**Challenge, Inc.**

950 Danby Road  
Suite 179  
Ithaca NY 14850

Main: (607) 272-8990 Fax: (607) 277-7865 E-Mail: [info@aboutchallenge.org](mailto:info@aboutchallenge.org)

Contact: Jan Lynch, Director of Services Contact e-mail: [janl@aboutchallenge.org](mailto:janl@aboutchallenge.org)

In-Charge: Patrick James

Hours: Mon-Fri, 8:00AM to 4:00PM

- Challenge is located at the South Entrance of the building. After turning at the light on 96B, drive past the main entrance, take a left and proceed past the entrance for Serendipity Catering and the loading docks. There is new signage in front of the entrance, and there is plenty of parking. TCAT will provide service to the South Entrance.
- Challenge serves people with disabilities and others with barriers to employment. Challenge provides vocational assessments, supports, experiences and placements for job success. Through contacts with hundreds of local employers, the staff work closely with service recipients to help people find and keep good jobs while emphasizing abilities and accommodating disabilities.
- Professional staff help individuals with disabilities and other barriers to find worthwhile employment. The job-seeker's needs and preferences form the basis of the employment plan. Challenge offers assistance all along the path to success through:
  - Pre-Employment Skill Training
  - Supervised Work Training in the Challenge building or in supervised work groups in the community
  - Job Search Preparation
  - Career Exploration and Assessment

Job Development and Placement Assistance  
On the Job Training and Supports  
Job Club  
Benefits Advisement  
Wage Subsidy Program

- In 2008, Challenge began a new day program initiative called the Life Options program. Participants combine vocational services with community social, leisure/recreational, educational and volunteer activities. Also in 2008, Challenge added Medicaid Service Coordination services for both children and adults with developmental disabilities.

**Child Development Council of Tompkins County, Inc. - Child Care Scholarships**

609 West Clinton Street

(607) 273-0259

Mon-Fri, 9AM to 4:30PM

- Short term financial assistance for parents with child care expenses, child care advocacy, and referrals to child care providers.

*Child Care Resource and Referral (CCRR)*

Emergency financial assistance  
Child care referrals  
Child development information  
Planning for early childhood and education

*Family Support Services (FSS)*

Provides support and guidance to parents and caregivers  
Recognizes the importance of first three years of life  
Helps parents be their child's first teacher  
Individualized support and guidance to families with infants and toddlers through home visits and referrals to community agencies  
Fun activities that parents can do with their kids to help them learn  
Transportation help to medical and social service appointments

*Teen pregnancy/Parenting Program (TP3)*

Food, housing, and health care  
Education/employment goals  
Finding child care  
Arranging transportation  
Information on birth control, sexuality and healthy decision making  
Prenatal, parenting, and child development information  
Children's clothing and equipment  
Library of books and videos  
Pregnancy and parenting support  
Information and referrals  
Social events

*Early Head Start Home Visiting (EHS)*

Promote healthy pre-natal outcomes  
Weekly visits with parents and children  
Fun, engaging activities to strengthen learning and support parents as their child's teacher  
Access to age-appropriate books, toys and other learning materials

Monthly social gatherings  
Periodic child development assessments  
Referrals to community resources

**Community Support Services**

101 Dates Drive  
Ithaca, NY 14850  
Phone: (607) 277-1827  
Fax: (607) 277-3204

- Community Support Services is a program of the Tompkins County Mental Health Department that provides case management services to adults with severe and persistent mental illness. In the case management program, a client is matched one-to-one with a caseworker that can offer or provide access to a variety of services relating to the individual client's needs. The result may be a short intervention of a few months during a transitional period, or a long-term relationship over a number of years.  
For more information call 274-6333.

**Cornell Cooperative Ext of TC, Consumer & Financial Management**

615 Willow Avenue  
(607) 272-2292

- Coaching and information on landlord/tenant issues, housing maintenance and indoor air quality, merchandise selection and care, lemon laws, consumer rights and responsibilities, credit and financial management and health insurance options. Information on housing maintenance, energy conservation and indoor air quality.

**CFCU Community Credit Union, Financial Counseling**

1030 Craft Road  
(607) 257-8500

- Preventive and remedial one-on-one financial counseling. Anyone who lives, works, or goes to school in Tompkins or Cortland County can become a member of CFCU.

**D** n/a

**E**

**Experience Works, Ithaca Office**

171 East State Street, 2nd floor  
(607) 272-7570

- Provides part-time work training assignments designed to prepare for employment to low-income persons over age 55.

**F**

**Family and Children's Service of Ithaca**

127 West State Street  
Ithaca NY 14850

(607) 273-7494 Fax: (607) 273-7484

E-Mail: [fcs@fcsith.org](mailto:fcs@fcsith.org)

In-Charge: James Johnston Title: President & CEO

Hours: Mon - Thur: 8:30AM-7PM, Fri: 8:30AM-4PM

- Family and Children's Service offers a wide range of services including adult, child and adolescent mental health services; employee assistance program services; caregiver counseling; in-home respite care, geriatric care management; and support services to families and children in crisis.

### Youth Services

*The Dispositional Alternatives Program (DAP)*, a community-based, family-centered program, provides comprehensive, supportive services to youth, aged seven to 18, and their families. Through counseling, case management, enrichment activities, family meetings, and referrals and follow-up services, DAP fosters positive changes in behavior and attitude for youth who are having difficulties at home, school, or in the community.

### Mental Health Services

Counseling and mental health services at Family & Children's Service are considered one of the primary mental health resources for children, youth, adults, and families in Tompkins County. As an outpatient clinic facility licensed by the New York State Office of Mental Health, our clinical practice is monitored and reviewed on a regular basis. Trained and experienced mental health professionals provide confidential individual, couple, and family counseling using a variety of modalities and methods. Services include:

- Assessment and treatment planning
- Health screening and referral
- Mental health evaluation and therapy
- Medication services
- Case management
- Crisis management
- Parent/child consultations
- Evaluations and in-home mental health support services to families

### Children's Mental Health

*The Zero to Five Project*, in existence since 1995, offers comprehensive intensive, long-term counseling for families with infants and young children, ages birth to five, who are at risk of developing social, emotional, and psychological problems. The program provides early intervention within the context of the parent-child relationship, thereby fostering a more positive outcome for both parent and child.

*Children's Crisis Outreach Program*, a four to six week crisis intervention and short-term, intensive counseling program, provides immediate mental health services for children (K-12th grade) and their families. The crises we deal with--serious post-traumatic reactions, suicidal or homicidal thoughts, violent or aggressive behaviors--create challenges for our crisis team. Crisis clinicians work briefly but intensely to stabilize mental health functioning in order to prevent hospitalization or removal of the child from home or school. Service is usually provided within 24 hours and is free and confidential. A unique element of the program is its mobility. On-site assessment or appointments are available at school, home, or other mutually beneficial locations. Clinicians collaborate with other service providers involved with the child, such as the Department of Social Services, courts, and schools to ensure that treatment plans are coordinated and complementary. If services are still required at the end of the 6-week period, Family & Children's Service helps families with continued counseling or referrals.

### Senior Services

Family and Children's Senior Services Program provides compassionate support for individuals and families caring for an older adult or an individual living with a disability. Senior Services offers a continuum of care including Respite Care, Caregiver Counseling, and Geriatric Care Management to

address the common challenges that confront caregivers. Under the direction of the Senior Services Coordinator, a committed staff provide personalized services with a home-based option. The Senior Services team ensures clients dependable, high-quality services offered with professionalism and dignity. To learn more about Family and Children's Senior Services Program please call Jessica Gosa, Senior Services Coordinator, at 273-7495.

Senior Services Provides:

- [Respite Care](#)
- [Caregiver Counseling](#)
- [Geriatric Care Management](#)

### **Family Reading Partnership**

**Ithaca, New York**

**Phone: 607-277-8602**

**Email: [office@familyreading.org](mailto:office@familyreading.org)**

#### [Books Before Birth](#)

Expectant parents receive a beautiful children's book at a prenatal visit along with the adult book "Reading Magic" by literacy expert Mem Fox, which explains the importance of providing a literacy-rich environment for children.

#### [Books at Birth](#)

It is never too early to read to baby! All families receive a book as a gift from the hospital when their baby is born.

#### [Books to Grow On](#)

At well-visits from age 6 months to 4 years families receive a book as a gift from their child's healthcare provider, complete with a prescription to read to baby. Research shows that families given books and guidance on reading by their doctors are 8 - 10 times more likely to read to their children.

#### [Welcome to School Book](#)

Kindergarten families receive a brand new book at registration to welcome them to their new school.

#### [Read-Along Songs](#)

The Read-Along Songs program uses rhyming and rhythm to connect children and families with the joy of words and books, inviting families to literacy through music.

#### [Give the Gift of Family Reading](#)

Our holiday book drive provides low-income families with new books to give to their children as gifts for the holidays. New books are donated at community and sports events.

#### [The Bright Red Bookshelf](#)

Gently used children's books are donated in red crates across the community. The books are made available, free for families, on shelves in ten locations such as Social Services and Literacy Volunteers.

#### [Traveling Books](#)

Volunteers read regularly to children in daycare and leave boxes of beautiful picture books for them to enjoy between visits.

### [Kids' Book Fest](#)

Our free, annual, community-wide celebration features arts, activities and entertainment – all celebrating children's books.

### ["Read to Me!" Banners and Calendar](#)

All across the community, billboard-sized banners with colorful images of reading together encourage and inspire families to read to their children. "Read to Me" artwork is made into a calendar each year reminding families to read together every month.

### [21 Run and Story Walk](#)

The annual 21 Run and Story Walk is a 5K run and 1K walk held every spring. This event is held in memory of Mario St. George Boiardi, a Cornell University lacrosse player and team captain, who died unexpectedly in a lacrosse game in 2004.

### **Friendship Center**

618 West State Street  
Ithaca, NY 14850  
(607) 273-6684  
Aloja Airewele ext 19

#### **The Friendship Center provides:**

- Outreach services.
- Assistance with housing solutions.
- Eviction prevention.
- Assistance obtaining social benefits.
- Landlord/Tenant mediation.
- Free lunches on Tuesdays and Thursdays from 11:30 am - 1:30 pm.
- Food giveaways the 2nd and 4th Friday of every month from 12:30 pm - 2:00 pm.

## G

### **Gadabout (TCAT Service)**

- ADA Paratransit requires verification of eligibility by TCAT.
- To become certified, you must fill out an ADA eligibility application. Applications can be obtained and submitted in several ways:
- Hard copies: Hard copies can be obtained by calling the TCAT ADA office at 277-9388 ext. 420. You can also [download the PDF version](#) and print it yourself. Mail your completed application to: TCAT, ATTN: Jenn Jennings, 737 Willow Ave, Ithaca, NY 14850. Or fax your application to (607) 277-9551, Attn: Jenn Jennings.
- Once you submit your application to TCAT, it will be reviewed and you will be informed in writing of the decision. Your determination letter will cite any specific limitations (if any) on your eligibility. The review process usually takes 1-3 weeks from the day your application is received.

H n/a

I

### **Ithaca Free Clinic of the Ithaca Health Alliance**

521 West Seneca Street

(607) 330-1254

Mon. 2-6PM, Thurs. 4-8PM

- 100% free medical care on a walk-in basis, also for chronic and acute medical problems and preventive health care services. We have twice weekly walk-in service hours at the clinic: Mondays 2-6 p.m. and Thursdays 4-8 p.m. We also have specialty services by appointment on Tuesdays. For primary care visits, come to Monday or Thursday walk-in hours. Tuesdays 3-7 p.m. — Therapeutic services only, appointments required. Call 607-330-1254.

### **Ithaca Freeskool**

E-Mail: [ithaca\\_freeskool@riseup.net](mailto:ithaca_freeskool@riseup.net)

- Classes, discussion groups, skill shares, projects, and events hosted in a non-intimidating, informal, radical, creative, and fun environment. Brings people together to equalize the distribution of knowledge and confidence with an emphasis on skills and issues of local importance. Builds community self-reliance and honors individual growth while connecting people with similar interests across differences in age, class, race, gender and subculture. Got a collaborative project and want to involve the community? Have a skill that you are willing to share with interested folks? Want to get together with people to discuss books, issues, ideas, dream? Contact us via email at [ithaca\\_freeskool@riseup.net](mailto:ithaca_freeskool@riseup.net). URL: <http://ithacafreeskool.wordpress.com/>

Ithaca Housing Authority

Ithaca Housing Authority - 798-800 S. Plain St.

Ithaca, NY 14850 - Tel: (607) 273-1244

Fax: (607) 273-5738

### **Section 8 Program**

Section 8 is subsidized by the federal government under a program authorized in Section 8 (o) of the U.S. Housing Act of 1937, as amended. The Section 8 Tenant Based Assistance (also known as the Housing Choice Voucher Program) is tied to the families so that eligible families are guaranteed federal assistance for any housing unit that meets the general program requirements. **The Ithaca Housing Authority administers 923 Housing choice vouchers** throughout Tompkins county. An application may be obtained by calling the office at (607) 273-1244, visting out [downloads page](#) or by visiting **IHA** between 8:30 AM-3:30 PM.

### **How does the Section 8 program work?**

The Section 8 Program has limited dollars available in order to issue a Voucher to applicants.

- Applicants who receive a Voucher will have 60 days to find a qualifying unit which the owner must be willing to rent under the program.
- Extensions in voucher term may be granted, but the voucher term will not exceed a total of 120 days.

- The Housing Authority inspects and approves the unit if it meets program requirements.
- The Housing Authority signs a contract with the landlord to pay a set portion of the rent.
- The Voucher holder signs a lease with the landlord and pays the balance of the rent.

### Family Self-Sufficiency Program (FSS)

#### *General Information:*

- In 1992 the U.S. Department of Urban Development (HUD) introduced a revolutionary program to promote economic independence for Section 8 voucher families called Family Self-Sufficiency (FSS).
- The general goal is to improve family income through education, vocational training and career advancement.
- The Ithaca Housing Authority was one of the first in the country to implement this program, one of the few to engage a full-time case manager to administer the 30 family quota assigned by HUD.
- This is a voluntary program which includes commitment to a 5-year contract, a service plan devised by the participant with the case manager, as well as support, information and referral to appropriate sources of assistance along the way.

#### *How It Works:*

- Specifically, as earned income increases through meeting set goals of the service plan, the Section 8 monthly rental amount due from the participant also increases. This increase is not lost to the families, however, since each month a proportionate amount of that increase is deposited, through HUD funding, into an escrow, or savings account, for that family.
- If, at the end of 5 years the family has met its goals and other terms of the HUD contract, the amount in the escrow account, plus interest, is awarded by IHA to help meet the overall goal of the family. For example, if the family's goal is homeownership, the escrow account total is sent to the mortgage provider; if higher education, to the school of the participant's choice.

#### *What's Happening Now:*

- The FSS program is now bursting at the seams with 70 plus families participating. Almost 40 families have achieved homeownership, many more have improved their lives through education and job training funded by their escrow accounts.
- Over 200 families have found additional help with financial management through the Three Pillar Foundation (see below) which is a direct descendent of FSS, and the gateway to even more financial assistance.

For more information on FSS, please call Marion Deats, FSS Case Manager, at (607) 273-1244, ext. 247, or email at: [marion@ithacaha.com](mailto:marion@ithacaha.com)

### Three Pillar Foundation (3PF)

- Ithaca Housing Authority is currently conducting its next session of its financial literacy program for Public Housing and Section 8 residents. The Three Pillar Foundation (3PF) was designed and implemented by a group of residents in 1995, and offers an 8 week session of financial education and peer support, followed by the opportunity to apply for a low interest, debt consolidating loan, and an Individual Development Account (IDA.)
- IDAs are matched savings accounts designed to support education, vocational training, or homeownership for 3PF graduates. The current match offered through several different banks is 3 to 1, meaning a \$20.00 per month savings deposit by the resident translates into a \$60.00 per month match. At the end of the savings period, 1 to 2 years, the entire amount is forwarded directly to the educational institution or mortgage lender. IHA's own IDA program for Public Housing Residents is currently a 2 to 1 match, although fundraising is under way to increase the

match to 3 to 1. To date, 36 families have become homeowners, with many more furthering their education or that of their children.

- IHA is in need of contributions for IDA funds due to continued demand for these services, and we must develop these additional match monies through our own fundraising efforts. For more information on how to contribute, please call Marcy Hudson, Community Services Coordinator, at (607) 227-9184 or contact via email at MJH326@aol.com.
- While most class slots are filled with IHA residents, we are currently compiling a waiting list for the next session and may have openings for a few additional outside participants.
- IHA also offers 3PF for Kids during adult sessions, 3PF for Kids Plus, an entrepreneurial after school program for pre -teens, and an after school tutoring program for all Public Housing children.
- *There is no fee for participating in 3PF or the FSS program.*

**J** n/a

**K** n/a

**L**

**Lakeview Mental Health Services, Inc.**

600 West Washington Street

Geneva NY 14456

Ithaca Admin. Office, 114 S. Geneva St. (607) 277-4768

402 S. Albany St. (Community Residence): (607) 645-0125

114 S. Geneva St. (Horizon Apt. Office): (607) 277 4768

607 Cascadilla St.(Community Residence): (607) 277-0387

320 Third St (38 room SRO): (607) 277-0035 Fax: (607) 272-1452

Contact: Main Administration (315) 789-5501

In-Charge: Harry Merryman Title: Chief Operations Officer

Hours: Office: Mon-Fri, 8:30AM to 5:00PM; Program: 24 hours daily

- Lakeview Mental Health Services is a psychiatric rehabilitation-based program. In Tompkins County, it provides Community Residences, Supportive Apartments, and Supported Housing resources for adults with a diagnosis of mental illness. Lakeview also provides Psychiatric Rehabilitative services and support to adult residents with psychiatric disabilities for fuller integration into the community. Instruction in living skills (nutrition, money management, health care, time management, coping skills, community utilization, etc.) are provided as well as supportive counseling for adults. Long term and transitional programs are available. Case management and housing related services are also available in the individual's own (unlicensed) home. Provides Single Room Occupancy (SRO) at the Third Street location. URL: [www.lakeviewcommunities.org](http://www.lakeviewcommunities.org)

**Loaves and Fishes** Address: St. John's Episcopal Church

210 North Cayuga Street

Ithaca NY 14850 Main Office: (607) 272-5457 Mailing Address: 215 N. Cayuga Street

Ithaca NY 14850 E-Mail: [info@loaves.org](mailto:info@loaves.org) In-Charge: Christine Culver Title: Executive Director Hours: Mon, Wed, & Fri, 9:00AM to 2:00PM; Tues & Thur, 3:00PM to 7:00PM

- Loaves and Fishes is Ithaca's community kitchen providing free hot meals on site and practical assistance and referrals for people in need, especially those caught in situations of poverty, need or loneliness. Lunch is served at noon on Mondays, Wednesdays and Fridays. An evening meal is provided at 6:00 PM on Tuesdays and Thursdays. There are many opportunities for volunteers. Please visit our website for information on volunteering, making donations, upcoming events. URL: [www.loaves.org](http://www.loaves.org)

## M

### **Mental Health Association of Tompkins County**

<http://www.mhaedu.org/>

614 W State St # 1

Ithaca, NY 14850-3331

(607) 273-9250

### **Respite Services for Youth**

- The respite program provides group recreation for children who have a mental health or developmental disability, or where one parent has a psychiatric disability. Trained adults serve as role models and supervisors for youth while they enjoy recreational experiences at places such as the "Y" and at the gym located in the Henry St. John Building in Ithaca.
- Sometimes, families need to have a respite provider assigned to give one-on-one respite for children and youth who require additional supervision or behavioral supports. This individual respite is arranged only on an as-needed basis, and must be approved through agency supervisory personnel; it may occur by agreement with other agencies and programs, such as the Home and Community Based Waiver Program.
- All of our respite providers have had a background check and have undergone a minimum of two weeks of training; they are CPR and First Aid certified, as well as having skills in behavior management and child development. Additionally, they are familiar with the unique needs of children and youth who might lack social skills or have other developmental lags, for whatever reason. Parent input into planning the respite care is crucial. Workers need to know what the child likes, his or her needs in terms of special focus or attention: in short, what works or doesn't work. We coordinate with parents to establish goals and direction for the service. Respite may be provided on an emergency basis in the event of a severe and unexpected event; however, parents are strongly encouraged to establish a relationship with the Family Support program before such emergencies arise. A Parent Advocate, provided by the Mental Health Association, can assist or accompany parents or guardians in many situations related to the well-being of their children, including attending school or agency meetings and Family Court. Parent Advocates can assist with obtaining legal services, provide assistance with housing issues, help gain access to treatment resources, and coordinate services with other agencies.

### **Mothers and Babies Perinatal Network of South Central New York**

457 State Street

Binghamton NY 13901

Toll Free: (800) 231-0744 Main: (607) 772-0517 Fax: (607) 772-0468

E-Mail: [information@mothersandbabies.org](mailto:information@mothersandbabies.org)

In-Charge: Sharon Chesna Title: Executive Director

Hours: Main Office: Monday - Friday, 8:30 AM to 4:30 PM; Facilitated Enrollment: Appointments suggested; PAL Hours: Vary by location.

- The mission of Mothers & Babies Perinatal Network (M&BPN) is to improve pregnancy and birth outcomes and support the health and development of individuals and families. M&BPN is one of 16 networks supported by the NYS Department of Health to effect positive change in health outcomes for women, infants and families.
  - Key activities, services & programs include:
    - 1) PERINATAL SERVICES: Pregnancy Support Program; Quit Kit Smoking Cessation Program for Pregnant & Parenting Women; Information & Enrollment Assistance for the NYS Medicaid Prenatal Care Program (formerly known as PCAP); community and professional education programs on breastfeeding, post partum depression, oral health in pregnancy, fetal alcohol spectrum disorders and much more.
    - 2) NEW PARENT SUPPORT:
      - (a) Parents As Leaders (PAL) Family Resource Centers: Binghamton, Norwich, Sidney & Walton drop-in centers for parents and other care givers of infants and children up to 6 years of age
      - (b) Parent Information & Education programs on multiple topics in addition to Shaken Baby Prevention programs, Safe Sleep for Babies and Information & Referral Services: toll-free phone and web-based options for connecting individuals and families with services, information on services available throughout the SCNY region and beyond; health and related issues/conditions for pregnant women, infants, children and teens, and more.
    - 3) TEEN PREGNANCY PREVENTION: School and community-based programs on abstinence-based and comprehensive sexuality pregnancy prevention education programs including a series of 10 life skills modules for teens.
    - 4) FACILITATED ENROLLMENT: Application assistance for individuals and families seeking health insurance through the NYS public health programs of Child Health Plus, Family Health Plus or Medicaid.
    - 5) COMMUNITY HEALTH ADVOCACY: Consumer assistance with any type of health care issue: need coverage (application assistance, help finding private coverage options), problem with health insurance (denials, pre-authorizations, non-covered services), or referral to programs for those without health insurance. Network staff can assist directly or refer to the many experts for specific plans or issues (such as Medicare, etc) within the SCNY region.
- URL: <http://www.mothersandbabies.org>

## N

### **NYSEG, Customer Advocate**

1387 Dryden Road

Ithaca, NY

(607) 347-2172

Mon-Fri, 9:30AM to 4:30PM

- Applicants must 1) Have an energy-related emergency. 2) Be a NYSEG customer or live in NYSEG's service area. Project SHARE can help pay bills for oil, natural gas, electricity, propane, or wood. It may also help you pay for repairs to heating equipment, water heaters, broken windows and storm doors. Matching Incentive Program: Helps low income people with a NYSEG Termination Notice or a shut-off if it is within 60 days. It will pay UP TO \$600 on a back bill, and match up to an additional \$400 paid by the NYSEG customer.

## O

### **Opportunities, Alternatives and Resources**

518 W. Seneca Street  
Ithaca NY 14850

Main Office: (607) 272-7885 Fax: (607) 272-3022

In-Charge: Deborah Dietrich Title: Executive Director

Hours: Monday- Friday, 8:30 AM to 4:30 PM

- Opportunities, Alternatives and Resources (OAR) is a not-for-profit organization founded in 1976 to provide services and advocacy for people incarcerated in the Tompkins County Jail. OAR also provides support for the inmate's family and friends as well as ex-inmates in the community. OAR works in partnership with other non-profits and county agencies in assisting inmates with transitioning back to the community. Opportunities, Alternatives and Resources (OAR) accepts clothing and housewares in assisting inmates with transitioning back to the community. URL: <http://www.oartompkins.com>

## P

### **Pathways, Inc., Home and Community Support Services**

102 W. Chemung Street  
Painted Post, NY 14870

Home and Community Support Services: (607) 973-2410

Pathways, Inc., Main Office: (607) 937-3200 Fax: (607) 973-2433 E-Mail: [info@pathwaysforyou.org](mailto:info@pathwaysforyou.org)

In-Charge: Charlene Johnson Title: Director

- Home and Community Support Services provides adults with oversight and supervision for daily routines and assists clients with personal care, mobility, meal preparation, and light housekeeping. URL: <http://www.pathwaysforyou.org>

### **Pathways, Inc., Lake Breeze Community Residence for Adolescents**

3101 NYS Route 21

Canandaigua, NY 14424 NY 14424 Lake Breeze Community Residence: (585) 394-0380 Pathways, Inc.,

Main Office: (607) 937-3200 Fax: (585) 394-0385 E-Mail: [info@pathwaysforyou.org](mailto:info@pathwaysforyou.org)

In-Charge: Kimberly Golding Wagner Title: Program Director

- Lake Breeze Residence serves youth 13-17 who are experiencing emotional difficulties, but stable enough to live in a community-based setting, attend community schools and participate in community cultural and social activities. It offers an alternative to placement in a psychiatric inpatient or residential treatment facility. URL: <http://www.pathwaysforyou.org>

### **Planned Parenthood of the Southern Finger Lakes**

314 West State Street  
Ithaca NY 14850

Medical Office: (607) 273-1513 Administration, Development & Public Affairs Office: (607) 273-1526

Education Office: (607) 216-0021 Finance & Billing Office: (607) 796-0220 Toll free: (800) 230-PLAN Fax: (607) 216-0039

Hours: Administration: Mon-Fri, 9AM - 5PM. Medical Office: Mon/Wed/Thu: 9AM - 8PM, Tue/Fri: 9AM - 4PM, Sat: 9AM - 12PM

- Planned Parenthood of the Southern Finger Lakes provides the information, resources and services people need to make informed choices about sexuality and reproductive health care. All

services are offered regardless of age, gender, income level or sexual orientation. URL:  
[www.ppsfl.org](http://www.ppsfl.org)

**Prisoners' Legal Services of New York**

114 Prospect Street  
Ithaca NY 14850

Main Ext. 221 (Administration): (607) 273-2283 Fax: (607) 272-9122

In-Charge: Karen Murtagh-Monks Title: Executive Director

Hours: Monday-Friday, 9 AM to 5 PM

- Prisoner's Legal Services provides civil legal representation to New York State prisoners. Types of cases handled include prison disciplinary, condition and treatment, brutality and jail time credit.

Q n/a

R n/a

S

**Suicide Prevention and Crisis Service (SPCS)**

124 East Court Street  
Ithaca NY 14850

After-trauma, education, volunteer line: (607) 272-1505 Crisis line: (607) 272-1616 Crisisline-local and national: 800-273-TALK Fax: (607) 272-1839 E-Mail: [info@suicidepreventionandcrisisservice.org](mailto:info@suicidepreventionandcrisisservice.org)

In-Charge: Lee-Ellen Marvin Title: Executive Director

Hours: Monday - Friday, 8:30am - 4:30pm; Everyday, 24-hour Crisis line

- Suicide Prevention and Crisis Service (SPCS) provides 24 hour telephone counseling and information and referral to community members experiencing emotional distress, problems of living and crisis situations. The SPCS After-trauma Program helps individuals, families and groups after traumatic deaths and situations. The SPCS Education Program provides training on crisis intervention and suicide and other violence prevention. The Community Role Players is an interactive theater troupe, with openings for all ages. URL:  
<http://www.suicidepreventionandcrisisservice.org/>

T

**Tompkins County Department of Social Services**

320 West State Street  
Ithaca, New York 14850  
(607) 274-5359

Adult Protective Services

Protective Services for Adults - 274-5323 or 274-5369. Investigates reports of abuse/neglect of adults, provides financial management, case management, and legal interventions necessary for

the protection of at-risk adults. Also a member of the Tompkins County Hoarding Task Force, <http://hoarding.weebly.com>.

Child Abuse Emergency Number

1-800-342-3720 (toll-free, 24 hours/day)

Child Protective Services

274-5610 CPS responds to reports of child abuse and maltreatment with an assessment or investigation and provides protective/preventive services to families and children. Catholic Charities Community Connections program provides help & support for parents going through the CPS process and or who have had their children placed in foster care, 272-5062 extension 28.

Child Support Services

Child Support Unit - 1-888-208-4485 Receives and disburses child support payments, assists custodial parents in the establishment of paternity for children born out of wedlock and in obtaining court ordered child support, enforces child support orders by collection methods including income executions against absent parents wages and unemployment benefits and seizure of income tax refunds and lottery winnings.

Day Care Payment Assistance

Provider Registration, Inspections, and Complaints – 273-0259. Day Care and Child Development Council of Tompkins County  
Eligibility and Billing - 274-5286  
Subsidized day care for children of low-income families and children placed with working foster parents.

Dental Care Assistance

Dental Care – 274-5344 or 274-5692. This program assists Medicaid recipients who need dental care to access those services. Case managers work with clients and dentist’s offices, identifying and addressing transportation, language, and other barriers to making and keeping appointments.

Emergency Services

Housing Assistance - 274-5644  
Domestic Violence - 274-5293

Financial and Emergency Assistance

Cash & Emergency Assistance - 274-5345; Appointments - 274-5348 Cash Assistance programs provide financial help to families and individuals as well as some emergency assistance. Income eligibility standards and benefit levels vary depending on the household situation.

Food Assistance (Supplemental Nutrition Assistance Program)

274-5201 Previously known as Food Stamps, the Federal SNAP program provides low-income households monthly benefits to purchase food. Income and resource standards vary according to age, health, household size and household expenditures.

Foster Care Homefinding, Adoption & Post Adoption Services

Foster Homefinding – 274-5266  
Adoption/Post Adoption Services – 274-5615 & 274-5285.  
[Foster Care Services](#) provides recruitment and retention of qualified, caring families who are willing to provide temporary foster care and work with families toward reunification. Available

for our certified foster families when children cannot return to their parents. Information, referral, and clinical support provided.

Home Energy Assistance Program (HEAP)

274-5264 This Federal program helps low-income households meet the high costs of home energy. Income and resource eligibility standards change annually. A single annual benefit based on the household's method of heating is provided. Emergency assistance is also available.

Long Term Care Services

274-5222 Hours are Monday through Friday, 8:30-4:30.

Tompkins Care Connection provides information and referral about long term care and other services such as home delivered meals, respite, and home health care.

The program also provides in-home assessments, in-home aide service, and PRI (Patient Review Instrument) assessments to determine the level of care and type of skilled nursing facility most appropriate for the individual.

Medicaid

Medicaid Programs - Information - 274-5343

Applicant information- 274-5359

Medicaid Transportation - 274-5330

Medicaid Managed Care - 274-5667

Medicaid is an income-based assistance program for the medically indigent. Income and resource standards vary depending on age, health, household size, and certain household expenditures. Depending on the type of medical services sought, some applicants will not need to provide resource information; or they may be able to provide written attestation of their household's resources. Medicaid coverage ranges from skilled nursing home care to routine medical care. Medicaid may pay for health insurance premiums including Medicare. Partial Medicaid coverage is available in some situations.

Youth and Family Services

274-5296. Temporary placement in foster homes, group homes, or institutions for children who temporarily cannot live at home. Provides preventive services to families, and court diversion services for youth.

**Tompkins County Office for the Aging**

320 North Tioga Street

Ithaca, NY 14850

phone (607) 274-5482

fax (607) 274-5495

Title V Employment Program

Tompkins County Office for the Aging sponsors the Title V Employment Program, providing for the support and placement of four individuals 55 years of age and older in community service employment. Participants receive on the job training skills while working, allowing them to be more competitive in the search for unsubsidized employment.

Project CARE Volunteer Services

Project CARE is a program which provides in-home support to family caregivers as well as direct help to frail, homebound seniors. Volunteers of the Project CARE Program provide assistance in a variety of ways, helping with one or more of the following activities:

- friendly visiting
- errands/transportation

- grocery shopping
- light housekeeping
- light yardwork
- respite for caregivers

### **Tompkins County Workers Center**

115 E. Martin Luther King st. (The Commons)

Ithaca NY 14850

Commons Office: (607) 269-0409

Contact e-mail: [linda@tcworkerscenter.org](mailto:linda@tcworkerscenter.org)

In-Charge: Pete Meyers Title: Coordinator, Workers Center

Hours: Roughly 10-6 weekdays

- The Mission of the Tompkins County Workers' Center is to stand up with all people treated unfairly at work or faced with critical poverty, racial, housing, health care or other social and economic issues. We will support, advocate for, and seek to empower each other to create a more just community and world.
  - Advocacy. We advocate with and on behalf of workers regardless of employment status who are being treated unfairly: to correct problems, end workers rights violations, improve conditions and set standards of employer behavior.
  - Movement-Building. We educate and shape community values and standards of economic rights and employer behavior through networking, coalition-building and solidarity.
  - Support. We listen, provide information, encouragement and strategize with workers through our hotline, trainings, outreach, presentations and tabling.
  - Empowerment. We encourage and deepen grassroots leaders organizing skills to create change in their own and others' lives.
- URL: <http://www.TCWorkersCenter.org>

### **Tompkins County Youth Services Department**

320 West State Street

Ithaca NY 14850

(607) 274-5310 Fax: (607) 274-5313 E-Mail: [youthservices@tompkins-co.org](mailto:youthservices@tompkins-co.org)

Contact: Kris Bennett Contact e-mail: [kmbennett@tompkins-co.org](mailto:kmbennett@tompkins-co.org)

In-Charge: Amie Hendrix Title: Director

Hours: Mon-Fri, 8:30AM to 4:30PM, voice mail after hours

- The County Youth Services Department (CYS) assesses youth needs, sets priorities for County and State youth funds, supports youth services and promotes youth development opportunities. Ten programs operated by not-for-profits and the City of Ithaca are funded by County Youth Services to provide youth development, early intervention, youth employment, and remedial services to children and teens. Each municipality also receives support and funding to plan and operate local youth programs.
- Assistance is provided to agencies, departments, municipalities and schools in finding grants and documenting needs. Periodic training sessions are offered for youth workers. Monthly brown bag lunch discussions for youth workers are held the last Wednesday of each month from 12:15-1:15 in the Bev Livesay Conference Room with a new topic each month. Several informational guides or booklets, available free to the public, are published by CYS and are also available online at <http://www.hsctc-cf.org/itx/tompkins-co.org/youth>. These include: Summer Camp Listing for Tompkins County in collaboration with the Ithaca Times, Orange Juice Guide to Teen Services and Activities, Tompkins County School and Staff Listing, 2000 Demographic Profile of Children, Youth and Families using census and other data, and Youth Job Training and Employment Guide (the latter found at the link to [Resources for Parents and Youth](#)). URL: <http://www.tompkins-co.org/youth>

### **Tompkins Health Network, Prescription Meds Access Program**

Prescription Meds Access Program

100 West Seneca Street Suite 300

Ithaca NY 14850

2-1-1/I&R will transfer call to PMAP: 2-1-1 2-1-1 alternate #: (877)211-8667 Internal fax/phone: (607) 273-

3002 Fax: (607) 273-3002 Contact: Beverly Chin Contact e-mail: [bchin@hsctc.org](mailto:bchin@hsctc.org)

In-Charge: Betty Falcao Title: Director

- The Prescription Meds Access Program is sponsored by the Tompkins Health Network to assist Tompkins County residents without prescription coverage in finding low-cost or free prescription medicine. Individuals who do not have coverage for prescription drugs may: 1 ) be directed to an agency that can help them apply to a public health insurance program; 2) receive assistance in applying to a pharmaceutical company's patient assistance program; or 3) receive information about ways to lower drug costs.

### **Tompkins Learning Partners Incorporated**

124 West Buffalo Street

Ithaca NY 14850

Main Office: (607) 277-6442 Fax: (607) 277-5316 E-Mail: [literacy@tlpartners.org](mailto:literacy@tlpartners.org)

Contact: David Smith Contact e-mail: [TLPDave@TLPartners.org](mailto:TLPDave@TLPartners.org) Title: Executive Director

Hours: Monday - Friday, 9AM to 4:30PM

- Tompkins Learning Partners, Inc., provides local adults and incarcerated youth with free, confidential small group learning, computer assisted learning, and individual tutoring. TLP offers instruction in Adult Basic Education, which includes reading, writing and basic math, as well as GED preparation.
- TLP also offers instruction in English as a Second language (ESL) as well as Citizenship preparation. All tutoring is focused on helping students to meet their educational goals in real life situations.
- TLP also has an Incarcerated Youth program that serves the residents of MacCormick Secure Center and Lansing Residential Center. TLP does not serve youths through the Adult Basic Education and ESL programs. Speakers to the community, business and civic groups about adult literacy issues are also available.
- URL: [www.tlpartners.org](http://www.tlpartners.org)

### **Tompkins, Tioga Neighborhood Legal Services**

215 N. Cayuga Street

Ithaca, NY 14850

(607) 273-3667

- SSI/SSD: Denials, Terminations
- Consumer: Frozen bank accounts
- Income Maintenance: SSI, Public assistance, Food Stamps, Unemployment Insurance Benefits
- Public Benefits: Welfare, Food Stamps, HEAP, Medicaid, Family Health Plus, Other Insurance, Unemployment
- Housing: Housing Problems, Eviction Proceedings, Utility Shut-offs, Section 8 (HUD subsidized housing), Brief service/counsel & advice on other housing matters
- Miscellaneous: Wills (Tioga County only), Power of Attorney/Health Care Proxies , For clients over 60, funding from County Office for the Aging

### **Tompkins Workforce New York**

171 East State Street

Suite 241, Center Ithaca

Ithaca NY 14850

Tompkins Workforce New York One Stop: (607) 272-7570

E-Mail: [DBradac@tompkins-co.org](mailto:DBradac@tompkins-co.org) Contact: Diane Bradac, One Stop Manager

In-Charge: Julia Mattick Title: Executive Director of Workforce Investment Board

Hours: Mon -Fri, 8:30AM to 4:30PM

- The Tompkins Workforce New York One Stop Center provides assessment, job search planning, job postings, monthly workshops, and placement assistance for job seekers. Business services include recruitment assistance, access to employee training opportunities, workplace incentives, and labor market information.
- Intensive services for individuals who have difficulty finding employment may include comprehensive assessments and funding assistance for training.
- The eleven partners of the Workforce New York One Stop Center are VESID, TST BOCES, TC DSS, the Office of Employment and Training, Experience Works, TC Office for the Aging, Tompkins Community Action, Women's Opportunity Center, Challenge, NYS Dept. of Labor and Tompkins Cortland Community College.

URL: [www.tompkinsworkforceny.org](http://www.tompkinsworkforceny.org)

## U

### **United Way of Tompkins County**

313 North Aurora Street

Ithaca NY 14850

Main Office: (607) 272-6286 Fax: (607) 272-2736

Contact: Carmela LoRusso Contact e-mail: [clorusso@uwtc.org](mailto:clorusso@uwtc.org)

In-Charge: James A. Brown Title: President

Hours: Monday - Friday, 8am - 5pm

- The United Way works to support individuals in their efforts to live self-sufficient, productive lives, connect families with their communities, and to encourage diverse agencies and communities to engage each other to achieve mutual goals. A new online volunteer center serves individuals seeking volunteer opportunities and organizations seeking volunteers. URL: [www.uwtc.org](http://www.uwtc.org)

### **Unity House, Ithaca**

15 Catherwood Rd. (Off Triphammer Rd .)

Ithaca NY 14850

Program office and admission: (607) 272-1741 Fax: (607) 273-6296

In-Charge: Elizabeth Werner Title: Executive Director

Hours: Office: Mon-Fri, 8:30AM to 4:30PM; Programs: 24 hours/ 7 days a week

- Unity House provides structured, supervised programs which prepare adults with psychiatric and/or developmental disabilities for fuller integration into the community. Instruction in living skills (nutrition, money management, health care, time management, coping skills, community utilization) are provided as well as supportive counseling for adults. Long term and transitional programs are available. Case management and housing-related services are also available in the individual's own (unlicensed) home. Does not provide housing for clients with mental health disabilities.
- URL: [www.unityhouse.com](http://www.unityhouse.com)

## V n/a

## W

### **Women's Opportunity Center**

315 North Tioga Street  
Ithaca, NY  
(607) 272-1520

- Information and assistance for women and men in transition to overcome obstacles and gain employment. Offers career and educational counseling, computer classes, career workshops, job training, and resume preparation, professional clothing and temporary transportation assistance.

## X n/a

## Y

### **Youth Advocate Program of Tompkins County, Inc.**

423 1st Street

Ithaca NY 14850 Main Office: (607) 277-5254 Fax: (607) 277-5329 Contact: Jennifer Oursler Contact e-mail: [joursler@yapinc.org](mailto:joursler@yapinc.org) In-Charge: Jerame Hawkins Title: Director

Hours: Monday - Friday, 9AM to 5PM; Services: 24-hours, 7 days a week

- Youth Advocate Program of Tompkins County, Inc. is a private, non-profit agency that provides a community-based alternative for youths who are or have been in residential placement. The program's approach is strength-based and family driven; coordinating services in the community for the individual and the family to complement individual and family resources and to address various life areas such as counseling, recreation, independent living skills, school, and employment.
- URL: <http://www.yapinc.org>

### **Youth Commissions, Tompkins County**

Cornell Cooperative Extension of TC

615 Willow Avenue

Ithaca NY 14850

(607) 272-2292

Contact: Linda Schoffel Contact e-mail: [ljs48@cornell.edu](mailto:ljs48@cornell.edu)

- We work with Youth Commissions/Community Councils in 9 rural municipalities in Tompkins County to plan and deliver positive youth development programming in the communities. Programs offer opportunities for youth, primarily middle school aged, to try new things and experience successes in a supportive environment. Programs are offered locally so youth have easy access. Most programs are offered free of charge for local youth. For more information and current program offerings, check our website: <http://ccetompkins.org/4h/rural-youth-services>.

## Z n/a