

SCCAP services as of Thursday, October 1, 2020

Our agency business office hours are Monday - Friday 8 am-4 pm.
518-234-2568

Be assured that we are doing our best to have support staff available to you during office hours! If your support person is not immediately available, leave a message or send an email and they will get back to you as quickly as possible. To support social distancing and therefore reduce COVID-19 risk exposures - for you and our staff - we are more than willing to assist you over the phone, through email or text messaging or even a video meeting. In-person appointments are available as needed.

Below is an overview of agency services by department with current adjustments to provide guidance:

Child Care Resource and Referral/CACFP:

- All site visits/inspections are currently suspended.
- In-person trainings are being scheduled following CCR&R guidelines. Please call to schedule an appointment.
- Call for guidance on applications, submitting monthly forms, and T&TA assistance.

Community Services:

- Income tax assistance - services can still be provided through virtual processes.
- Housing, utilities, HEAP applications, etc. - call ahead to discuss your need as some services can be handled through phone, fax and email. Appointments available as needed.
- Food pantry: Distribution is Monday-Friday. If you are in need of food assistance, **please call to schedule an appointment.** Food distribution will be pre-packaged.

Employment Training Center:

- Training workshops are being conducted. Please call to reserve a space.
- Employment support is available by appointment.

Energy Services - Weatherization:

- Services performed in client homes are by appointment.
- We continue to accept and review applications for weatherization services.

Family Support & Resource Center:

- Home visits, family team conference and all other in-person family support services are being evaluated on a case-by-case basis as determined by the department director.
- Family Support staff is still available for you in these difficult times. Do not hesitate to call the office or your family support worker directly should you need assistance or simply to chat.

Healthy Families / WIC:

- Services are still being provided - however, in-person visits are not required at this time.
- Questions on enrollment, issuance of benefits, etc. - support staff are available Monday-Friday by calling the office.
- Breastfeeding support services: in-person consults suspended. Support by phone and on-line support group available.

Parent & Child Connections Center:

- In-person supervised visits are being scheduled. Please contact the office to schedule a visit.

Youth Development Services:

- Call for guidance on applications, submission of paperwork, scheduled activities, etc. and to learn how you can participate in 'take-home' projects

As the response to COVID-19 continues to develop, we will reassess our delivery of services.

The well-being of our staff, our clients and our community at large is our top priority.