



# Government Services

## 17 Cayuga County W.I.C. Program

157 Genesee St., Suite 100  
315-253-1406; Hours: M-F,  
8:30am-4:30pm, 3rd Thursday  
10:30am-6:30pm

Women, Infants and Children  
Supplemental Food Program for  
pregnant, lactating and  
post-partum women.

## 16 Social Security Administration

Representatives available at Boyle  
Senior Center, 149 Genesee St;  
800-772-1213

Hours: Monday, 9am-1pm  
Assistance in filing  
applications for social security  
benefits supplemental security  
income benefits (aged, blind &  
disabled).

## 18 Cayuga County Health & Human Services Department

160 Genesee St.  
Hours: M-F, 9am-5pm  
7/1-8/31, 8am-4pm

### Human Services

315-253-1393;  
On Call Number: 315-253-1338  
Provides financial assistance  
for shelter, fuel and utilities.  
Temporary and disability  
assistance, medical assistance,  
food stamps, adult services,  
child protective, family preven-  
tive, child foster care.

### Health Services

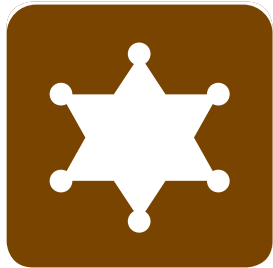
315-253-1560  
Clinics for immunization, lead  
screening, sexually transmitted  
disease and HIV testing; Breast,  
Cervical, Colorectal and Prostate  
Cancer screening/education.



# Schools

Contact school district's home-  
less liaison to arrange place-  
ment in school for children  
without permanent address.

- Auburn: 315-255-8835
- Cato-Meridian: 315-626-3439
- Jordan-Elbridge: 315-589-3978
- Moravia: 315-497-2670
- Port Byron: 315-776-5728
- Skaneateles: 315-291-2221
- Southern Cayuga:  
315-364-7211
- Union Springs: 315-889-4101
- Weedsport: 315-834-6637



# Law Enforcement

Emergency: Call 9-1-1

## 11 Auburn Police Department

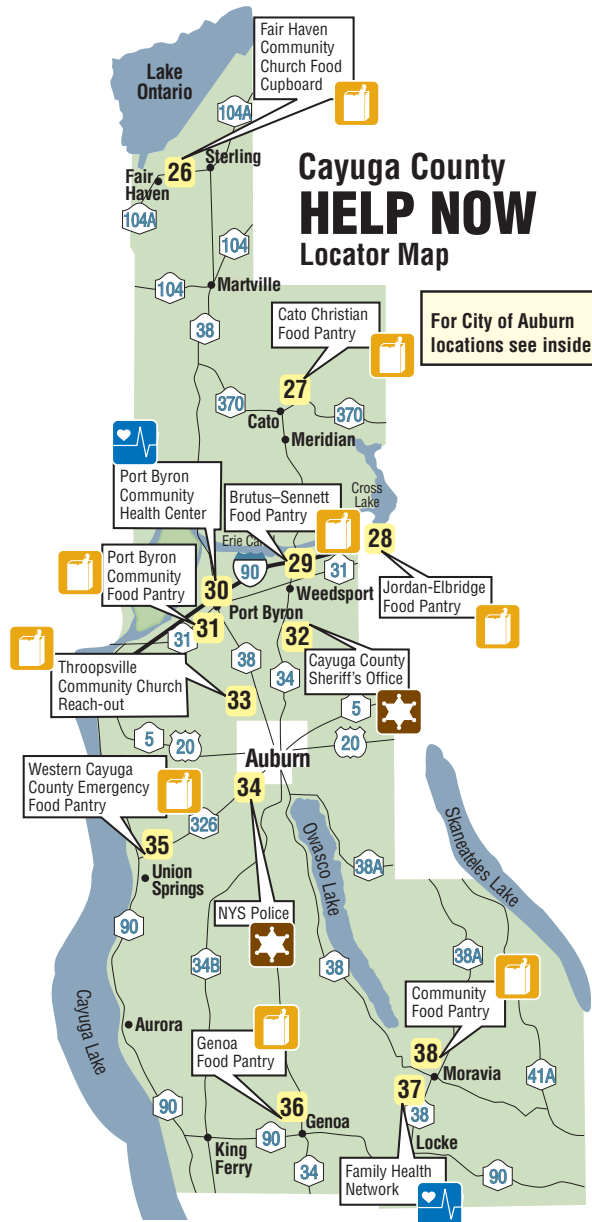
46 North St., 315-253-3231

## 32 Cayuga County Sheriff's Office

7445 County House Rd.  
315-253-1222

## 34 NYS Police - Auburn

1551 Clark St., 315-255-2766

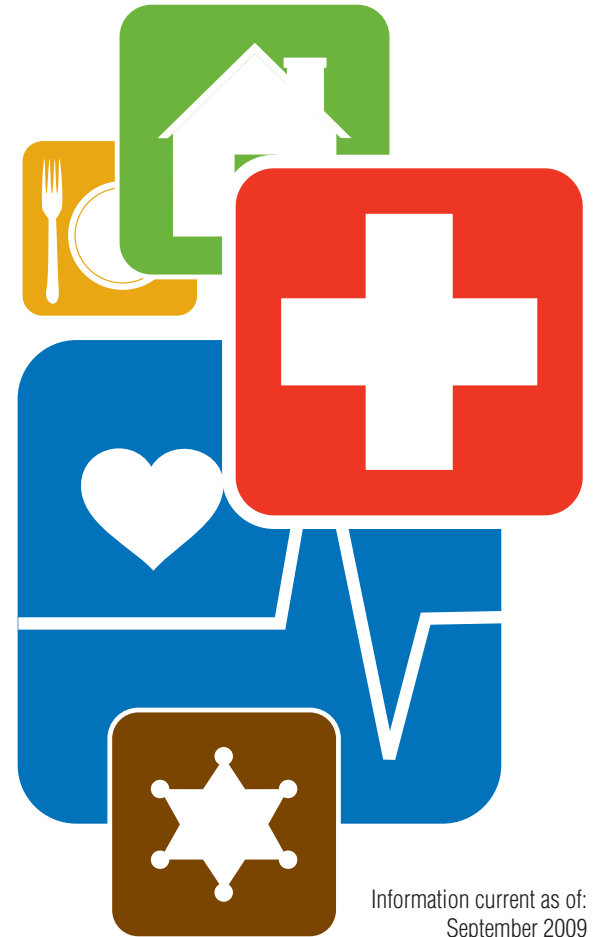


**Supporting Agencies** American Red Cross ■ Auburn Housing Authority  
Catholic Charities of the Finger Lakes ■ Cayuga Counseling Services, Inc.  
Cayuga County Dept. of Health & Human Services ■ Cayuga County HomeSite  
Cayuga/Seneca Community Action Agency, Inc. ■ Chapel House  
City of Auburn's Office of Planning and Economic Development  
Human Services Coalition of Cayuga County ■ Legal Aid Society of Mid-NY  
Options for Independence, Inc. ■ Rescue Mission ■ The Salvation Army  
United Way of Cayuga County ■ Unity House of Cayuga County, Inc.

# HELP NOW

Auburn • Cayuga County  
Basic Needs Emergency Assistance

# MAP



Information current as of:  
September 2009



# Health Services

## Mental Health:

**8 Auburn Memorial Hospital**  
17 Lansing St., 315-255-7011;  
Mental health evaluations at Emergency Room for hospitalization in Behavioral Unit or other psychiatric intervention.

**9 Cayuga Counseling Services, Inc.**  
17 E. Genesee St., 315-253-9795 Hours: M–Th., 9am–7pm; Friday, 9am–5pm, evenings by appointment. Mental Health Clinic for adults, children and families.

**17 Cayuga County Community Mental Health Center**  
157 Genesee St., 315-253-0341; Housing, case management, & clinical services, medication services for individuals diagnosed with a mental illness. **24 hour Crisis Line: 315-253-0341**

**Contact**  
Toll-free Hotline: 877-400-8740; Free anonymous and confidential 24-hour phone counseling, crisis intervention, information & referral to persons in distress or crisis.

## For Information and Referral Call 2-1-1

Call 24/7 for help to de-escalate crisis situations, assess needs and connect to information about community services

## Medical:

**8 Auburn Memorial Hospital**  
17 Lansing St. 315-255-7011  
Emergency Room, outpatient and inpatient care.

**CNY Poison Emergency Center**  
800-222-1222

**14 East Hill Family Medical, Inc.**  
Metcalf Plaza, 144 Genesee St. **Family Planning: 253-8477**  
**Medicine: 253-7364**  
**Dental: 255-9294**  
**Pediatrics: 255-1171**  
**Sexually Transmitted Disease Clinic: 315-253-8477**  
(13 N. Fulton St.)

**37 Family Health Network**  
97 Main St., Moravia; 315-497-9066

**1 Finger Lakes Medical Care Center**  
303 Grant Ave., 315-258-7100  
Treating non-emergency illness and injuries.

**3 Urgent Medical Care of Skaneateles**  
803 W. Genesee St., Skaneateles 315-685-9355  
Treats minor illnesses and injuries on a walk-in or appointment basis.

**30 Port Byron Community Health Center**  
60 Main Street, Port Byron; 315-776-9700  
M–F 8:00am–5:00pm.

## Substance Abuse:

**Alcoholics Anonymous (AA) (Alanon)**  
315-463-5011 or 315-471-0191  
Daily meetings scheduled. Call for times & locations.

**12 Confidential Help for Alcohol and Drugs, Inc. (C.H.A.D.)**  
75 Genesee St., 315-253-9786  
Counseling for chemical abuse and dependency.

**Narcotics Anonymous (NA)**  
315-253-3651  
Call for meeting times & locations.

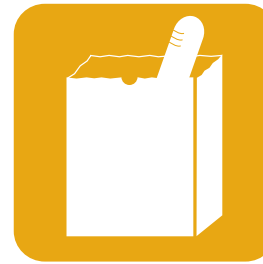
**20 Recovery Counseling**  
188 E. Genesee St. 315-255-3559  
Counseling for chemical abuse and dependency.



# Veteran Services

**13 Cayuga County Veteran's Service Agency**  
95 Genesee St., 315-253-1281  
Hours: M–F, 9am–5pm  
Handles veteran claims for education, hospitalization, medical, housing, compensation, pension, death benefits, re-employment, insurance and legal.

**8 Veteran's Clinic at AMH**  
17 Lansing St. 315-255-7002  
Clinic provides primary and psychological care to veterans.



Take Away

## AUBURN:

**5 Calvary Food Pantry CNY Inc.**  
90 Franklin St., use Capitol St. Door; 315-252-7772;  
Hours: M/W 10am–6pm; F 10am–2pm

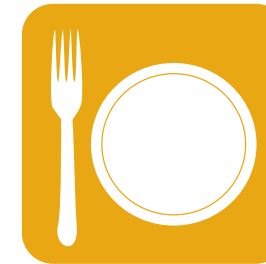
**24 Cayuga/Seneca Community Action Agency, Inc.**  
Corner of Clark St. & Brookfield Place; Hours: M–F, 9am–5pm  
315-252-0038 ext. 240

**23 Community Caring Program**  
151 Wall St., 315-253-3437  
Hours: Tues–Sat, 9–11am  
Perishables: 2nd Mon, 5–7pm

**23 First Love Pantry**  
151 Wall St., 315-253-3437,  
Hours: M,W,F 1–2:30pm

**6 St. Alphonsus Food Pantry**  
85 E. Genesee St., 315-252-0710  
Hours: Mon–Sat, 9–11:30am

**10 The Salvation Army Food Pantry**  
18 E. Genesee St., 315-253-0319  
Hours: M–F, 1–3:30pm



Eat In

## AUBURN SOUP KITCHENS:

**22 First Love Fellowship**  
99 Wall St.,  
Hours: M–F, 11:45am–1pm

**19 SS. Peter and John**  
169 Genesee St., 315-252-5721  
Hours: Sat, 12–1pm; Sun, 8–10am

**10 The Salvation Army**  
18 E. Genesee St.,  
Hours: Sun, 4:30–5:30pm

## CAYUGA COUNTY

**29 Brutus–Sennett Food Pantry**  
First Baptist Church, 30 Liberty St., Weedsport; 315-834-6581  
2nd & 4th Mon.;  
Hours: 6:30–7:30pm

**27 Cato Christian Food Pantry**  
2570 E. Main St., Cato 315-626-2734; Hours: 5:30–7pm  
Name beginning with “A–L” on 3rd Thurs.; Name beginning with “M–Z” on 4th Thurs.,

**38 Community Food Pantry**  
Loc-Mor Thrift Store, Moravia: 315-497-0977  
Locke families call: 315-497-1874

**26 Fair Haven Community Church Food Cupboard**  
Richmond Ave., Fair Haven; Hours: 3rd Tues, 6–7pm; 315-947-6233

# Food Pantries & Emergency Food Providers

See Map on Back Cover

**36 Genoa Food Pantry**  
United Church of Genoa, intersection of Rt. 90 & Rt. 34; 315-533-0093. Hours: 3rd Sat of month; 9–10:30am

**28 Jordan–Elbridge Food Pantry**  
St. Patrick Church, Jordan 315-689-6240 Ext. 115

**Migrant Farm Worker Outreach**  
Good Shepard Catholic Community; Delivery to migrant/immigrant farm workers; 315-497-2049

**31 Port Byron Community Food Pantry**  
First United Methodist Church, 8510 South St., Port Byron 315-776-5156; Hours: 1st & 3rd Wed at 12–2pm; 2nd & 4th Wed at 6–8pm

**33 Throopsville Community Church Reach-out**  
Throopsville Community Church, 2026 Turnpike Rd.; 315-253-7850  
Hours: Thurs, 4:30–6:30pm

**35 Western Cayuga County Emergency Food Pantry**  
Trinity United Church of Christ, corner of North Cayuga & Chapel St., Union Springs 315-889-7302



# Emergency Assistance



## 15 American Red Cross

11 State St., 315-252-9596  
Hours: M-F, 8:30am-4:30pm  
Emergency/On-Call 24/7.  
Following home fires, flood or natural catastrophe, will provide limited temporary accommodations. Energy assistance to elderly, income eligible & handicapped.

## 4 Catholic Charities of the Finger Lakes

134 E. Genesee St.  
315-253-2222  
Hours: M-F, 8am-4pm  
Limited financial resources for rent assistance or utility expenses for homeless/at-risk.

## 18 Cayuga County Office for the Aging

160 Genesee St.  
315-253-1226  
Hours: M-F, 9am-5pm,  
(July-Aug. M-F 8am-4pm)  
Emergency services for older people (age 60+).

## 24 Cayuga/Seneca Community Action Agency, Inc.

Clark St. & Brookfield Place  
315-252-0038  
Hours: M-F, 9am-5pm  
Homeless/at-risk – financial assistance, emergency and temporary housing, case management, employment assistance, crisis intervention, clothing, food, utility crisis intervention, emergency transportation.

## 7 Chapel House Homeless Shelter

36 Franklin St. 315-255-2060  
Safe, temporary housing for men, women and children.  
19 bed shelter.

## Domestic Violence Intervention

Phone (local): 800-253-3358  
24-hour hotline, safe temporary shelter, counseling and advocacy.

## 9 Runaway/Homeless Youth Services

c/o Cayuga Counseling Services  
17 E. Genesee St.  
24 hours on-call 315-253-9795.  
Services for runaway, homeless/at risk youth, including mental health, substance abuse, and education.

## Sexual Assault Victims Resource (S.A.V.A.R)

Hotline: 315-252-2112  
Crisis intervention, counseling, 7-day/24-hour hotline for victims of sexual assault.

## 10 The Salvation Army

18 E. Genesee St.  
315-253-0319  
Hours: M-F, 9:30am-4pm;  
Sunday, 4:30-6pm  
Food, limited overnight motel accommodations, transportation assistance to shelters in neighboring counties, limited rental assistance.



# Heating Assistance

## 15 American Red Cross

11 State St., 315-252-9596  
Hours: M-F, 8:30am-4:30pm  
Energy assistance to elderly, income eligible & handicapped thru Project Share and FEMA.

## 4 Catholic Charities of the Finger Lakes

134 E. Genesee St.  
315-253-2222  
Hours: M-F, 8am-4pm  
Home Energy Assistance Program (HEAP) applications for regular and emergency benefits.

## NYSEG Customer Advocacy Program

800-572-1111  
Hours: M-F, 8am-4:30pm  
Customer advocacy and crisis intervention to NYSEG customers.

# Housing Services



## 25 Auburn Housing Authority

20 Thornton Ave., 315-253-6249  
Hours: M-F, 8:30am-4:30pm  
Provides subsidized apartments and administers the Section 8 Vouchers. Operates the HUD Shelter Plus Care program for homeless.

## 21 Cayuga County Homsite Development Corporation

60 Clark St., 315-253-8451  
Hours: M-F, 8:30am-4:30pm  
Section 8 Rental Assistance, security deposit loans, owner/renter counseling to prevent eviction, and SRO for Women.

## 24 Cayuga/Seneca Community Action Agency, Inc.

Emergency and temporary housing. HUD Supportive Housing program with intensive case management services.

## 7 Chapel House Homeless Shelter

36 Franklin St. 315-255-2060  
Safe, temporary housing for men, women and children.  
19 bed shelter.

## Legal Aid Society of Mid-NY

315-475-3127  
CNY Legal Helpline:  
877-777-6152 (toll free)  
Legal services for housing, landlord/tenant, SSI/SSD, domestic violence issues.

## 12 Options for Independence

75 Genesee St.  
315-255-3447,  
TTY: 315-282-0762  
Hours: M-F, 9am-5pm  
HUD Self-Sufficiency housing program for homeless with disabilities. Case management and a housing subsidy for eligible individuals/families.

## 2 Unity House

1110 Corporate Dr.  
315-282-0299  
Independent Housing Program with rental/mortgage assistance, security deposits, utility stipend, case management, budgeting, assists with landlord relationships.

## Sponsors



City of Auburn



Cayuga County



Auburn/Cayuga Homeless Task Force

