

## Emergency Assistance

**19 American Red Cross**  
11 State St.  
315-252-0096  
Hours: M-F 8:30am-4:30pm  
Emergency/On-Call 24/7.  
Following home fires, flood or natural catastrophes, will provide limited temporary accommodations, energy assistance to elderly, income eligible & handicapped.

**7 Catholic Charities of the Finger Lakes**  
134 E. Genesee St.  
315-252-2222  
Hours: M-F 8am-4pm  
Limited financial resources for rent assistance.

**31 Cayuga/Seneca Community Action Agency, Inc.**  
89 York St.  
315-252-0038  
Hours: M-F 8am-4pm  
Homeless/at-risk - financial assistance, emergency and temporary housing, case management, employment assistance, crisis intervention, food, utility crisis intervention, emergency transportation.

## 10 Chapel House Homeless Shelter

36 Franklin St.  
315-252-0060  
Safe, temporary housing for men only. 19 bed shelter.

**Domestic Violence Intervention**  
Phone (local) 800-253-3355  
24-hour hotline, safe temporary shelter, counseling and advocacy.

**15 Runaway/Homeless Youth Services**  
606 Cayuga Counseling Services  
17 E. Genesee St.  
24 hours on-call 315-252-8790  
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.

**18 The Salvation Army**  
18 E. Genesee St.  
315-252-0378  
Hours: M-F 8:30am-4pm  
Sunday: 4:20-6pm  
Food, limited overnight motel accommodations, transportation assistance to shelters in neighboring counties, limited rental assistance.

## Housing Services

**18 AHSE**  
75 Genesee St., 315-252-3447, TTY 315-252-0762  
Hours: M-F 8:30am-4:30pm  
HUD Self-Sufficiency housing program for homeless with disabilities. Case management and a housing subsidy for eligible individuals/families.

**27 Auburn Housing Authority**  
20 Thomson Ave., 315-252-6249  
Hours: M-F 8:30am-4:30pm  
Provides subsidized apartments and administers the HUD Shelter Plus Care program for homeless.

**26 Cayuga County Homeless Development Corporation**  
40 Clark St., 315-252-8451  
Hours: M-F 8:30am-4:30pm  
Section 8 Rental Assistance, security deposit loans, owner/renter counseling to prevent eviction, and SRO for Women.

**31 Cayuga/Seneca Community Action Agency, Inc.**  
89 York St., 315-252-0038  
Emergency and temporary housing, HUD Supportive housing program with intensive case management services.

**CNY Fair Housing**  
771 James St., Suite 280  
Syracuse, NY 13203  
315-471-0420  
Investigate complaints of housing discrimination, advocate for clients with disabilities to have full use and enjoyment of his or her housing.

**10 Chapel House Homeless Shelter**  
36 Franklin St., 315-252-0060  
Safe, temporary housing for men 19 bed shelter.

**Home Headquarters**  
980 James St., Suite 100  
Syracuse, NY 13203  
315-474-7829

**Housing Visions**  
1201 E Fayette St., Ste. 20  
Syracuse, NY 13210  
315-472-3820

**27 Rescue Mission Family Transitions**  
211 Malone Village  
315-497-3693  
Referral only through CNYR.

**2. Unity House**  
54 Wright Ave.  
315-282-0209  
Independent Housing Program with rental/mortgage assistance, security deposits, utility stipend, case management, budgeting, events with landlord relationships.

## Clothing

**28 Cayuga/Seneca Community Action Agency Thrift Shop**  
4 Garland St.  
315-252-0038  
Free clothing.

**13 Holy Family Clothes Closet**  
85 North St.  
315-252-8076  
Tuesday 10:00-11:00am  
Thursday 6:00-7:00pm  
Free clothing.

**6 Second Baptist Clothing**  
1 N. Harrison Ave.  
315-253-4493  
2nd Friday: Every month 9am-12pm

**3 Seventh Day Adventist Church**  
38 Prospect St.  
315-252-3800  
Monday 10:00am-1:00pm  
Wednesday 10:00am-3:00pm  
Free clothing and household items.

**24 St. Peter & John Episcopal Church**  
189 Genesee St.  
315-252-5721  
Saturday 10:30am-12:00pm  
Free clothing.

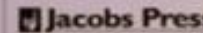
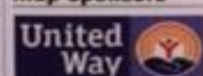
## Heating Assistance

**20 American Red Cross**  
11 State St., 315-252-0096  
Hours: M-F 8:30am-4:30pm  
Energy assistance to elderly, income eligible & handicapped thru Project Share and FEMA.

**7 Catholic Charities of the Finger Lakes**  
134 E. Genesee St.  
315-252-2222  
Hours: M-F 8am-4pm  
Home Energy Assistance Program (HEAP) applications for regular and emergency benefits.

**NYSEG Customer Advocacy Program**  
800-572-1711  
Hours: M-F 8am-4:30pm  
Customer advocacy and crisis intervention to NYSEG customers.

## Map Sponsors







## Government Services

### 23 Cayuga County Health & Human Services Dept.

160 Genesee St.  
On Call Number: 315-255-6272  
Hours: M-F, 9am-5pm  
7/1-8/31, 8am-4pm

**Human Services** 315-253-1392  
On Call Number: 315-253-1339

Provides financial assistance for shelter, fuel and utilities. Temporary and disability assistance, medical assistance, SNAP, adult services, child protective, family preventive, 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 homeless liaison to arrange placement in school for children without permanent address.

**Cayuga-Onondaga BOCES:**  
315-253-0361



## Law/Legal

**Emergency: Call 9-1-1**

### 17 Auburn Police Department

48 North St., 315-253-3231

### 38 Cayuga County Sheriff's Office

7445 County House Rd.  
315-253-1222

### 40 NYS Police - Auburn

1551 Clark St., 315-255-2765

### 23 Cayuga County Office for the Aging

160 Genesee St.  
315-253-1226  
Hours: M-F, 9am-5pm  
7/1-8/31, 8am-4pm  
Provides Elder in Home Service, caregiver support, Alzheimer's information, health information, counseling, Senior Nutrition Program, senior transportation referral.

### 22 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.

**Social Security Administration**  
886-755-4884, [www.ssa.gov](http://www.ssa.gov)

**Auburn:** 315-255-8855  
**Cato-Meridian:** 315-626-3439  
**Jordan-Elbridge:** 315-589-3979  
**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

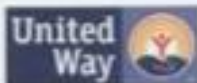
### 4 Legal Aid/Free Legal Clinic

Cayuga Community College  
Room T219  
197 Franklin St.  
Auburn, NY 13021  
315-703-6588  
Fridays, 12pm-2pm

### Legal Aid Society of Mid-NY

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

**Legal Services of Central NY**  
472 South Salina St., Suite 300  
Syracuse, NY 13202  
315-703-6500



# HELP NOW

**Auburn Cayuga County**  
Basic Needs Emergency Assistance

# MAP



Information current as of: August 2014



## MEDICAL:

### 11 Auburn Community Hospital (ACH)

17 Lansing St.  
315-255-7011  
Emergency Room, outpatient and inpatient care.

### CNY Poison Emergency Center

800-222-1222

### 21 East Hill Family Medical, Inc.

Metcalf Plaza, 144 Genesee St.  
Family Planning: 315-253-8477  
Medicine: 315-253-7364  
Dental: 315-255-8094  
Pediatrics: 315-255-1171  
Sexually Transmitted Disease Clinic: 315-253-8477  
(13 & Fulton St.)

### 43 Family Health Network

87 Main St., Moravia  
315-497-9066

### 1 Finger Lakes Medical Care Center

300 Grant Ave., 315-258-7100  
Treating non-emergency illness and injuries.

### 14 INSOURCE Urgent Care Center of Auburn

37 West Garden St.  
Auburn, NY 13021  
315-252-0000  
Treating non-emergency illness and injuries.

### 5 Urgent Medical Care of Skaneateles

803 W. Genesee St.  
Skaneateles, 315-685-9385  
Treats minor illnesses and injuries on a walk-in or appointment basis.

### 18 Port Byron Community Health Center

60 Main St., Port Byron  
315-776-9700  
M-F 8:00am-6:00pm

## MENTAL HEALTH:

### 11 Auburn Community Hospital

17 Lansing St.  
315-255-7011  
Mental health evaluations at Emergency Room for hospitalization in Behavioral Unit or other psychiatric intervention.

### 15 Cayuga Counseling Services

17 E. Genesee St.  
315-253-9799  
Hours: M-Th, 9am-7pm;  
Friday: 9am-5pm, evenings by appointment.  
Mental Health Clinic for adults, children and families.

### 12 Cayuga County Community Mental Health Center

146 North St., 315-253-2746  
Housing, case management, & clinical services, medication services for individuals diagnosed with a mental illness.  
24 hour Crisis Line:  
315-253-8341

### 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.

# HELP NOW

## 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

## SUBSTANCE ABUSE:

### Alcoholics Anonymous (AA) (Alanon)

315-463-5011 or 315-471-0191  
Daily meetings scheduled. Call for times & locations.

### 18 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)

315-253-3831  
Call for meeting times & locations.

### 26 Recovery Counseling

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



### 24 Hour Veteran Homeless Hotline 1-877-4AIDVET

Veteran's Crisis Line  
1-800-273-8255  
24/7 helpline for Vet's in Crisis

### 19 Cayuga County Veteran's Service Agency

85 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.

### 11 Veteran's Clinic at ACH

17 Lansing St., 315-255-7002  
Clinic provides primary and psychological care to veterans.



Eat In



Take Away

## Food Pantries & Emergency Food Providers

See Map on Back Cover

### AUBURN:

#### 8 Calvary Food Pantry CNY Inc.

90 Franklin St., use Capitol St. Door, 315-252-7772  
Hours: Mon and Wed 10am-6pm; Fri 10am-2pm

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

88 York St., 315-255-0036  
Hours: M-F, 9am-5pm  
315-252-0038

#### 30 Community Caring Program

151 Wall St., 315-253-3437  
Hours: Tues-Sat, 9-11am  
Perishables: 2nd Mon, 5-7pm

#### 30 First Love Ministries Food Pantry

151 Wall St.  
315-253-3437  
Hours: M-W-F 1-2:30pm

#### 12 Holy Family Catholic Church Lunches with Love

85 North St.  
Bag lunch, 10 to 11 a.m.  
Tuesdays, when the clothes closet is open.

#### 9 St. Alphonsus Food Pantry

85 E. Genesee St.  
315-252-0710  
Hours: Mon-Sat, 9-11:30am

#### 15 The Salvation Army Food Pantry

18 E. Genesee St., 315-253-0319  
Hours: M-F, 1-3:30pm

### AUBURN SOUP KITCHENS:

#### 29 First Love Fellowship

99 Wall St., 315-253-3437  
Hours: M-F, 11:45am-1pm

#### 24 SS. Peter and John

169 Genesee St.  
315-252-5721  
Hours: Sat, 12-1pm;  
Sun, 9-10am

#### 15 The Salvation Army

18 E. Genesee St.  
Hours: Sun, 4:30-6:30pm

### CAYUGA COUNTY

#### 35 Brutus-Sennett Food Pantry

First Baptist Church, 30 Liberty St., Weedsport, 315-834-6581  
2nd & 4th Mon.  
Hours: 6:30-7:30pm

#### 33 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.

#### 44 Community Food Pantry

Loc-Mor Thrift Store  
Moravia, 315-497-0937  
Locks families call: 315-497-1874

#### 32 Fair Haven Community Church Food Cupboard

Richmond Ave., Fair Haven  
315-947-6233  
Hours: 3rd Tues, 6-7pm

#### 42 Genoa Food Pantry

United Church of Genoa  
Intersection of Rt. 90 & Rt. 34;  
315-533-0080, Hours: 3rd Sat of month, 9-10:30am

#### 34 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

#### 37 Port Byron Community Food Pantry

First United Methodist Church  
8510 South St., Port Byron  
315-776-5158; Hours: 1st & 3rd Wed at 12-2pm; 2nd & 4th Wed at 6-8pm

#### 39 Throopville Community Church Reach-out

Throopville Community Church  
2026 Turnpike Rd.  
315-253-7860  
Hours: Thurs, 4:30-6:30pm

#### 41 Western Cayuga County Emergency Food Pantry

Trinity United Church of Christ  
corner of North Cayuga & Chapel St., Union Springs  
315-889-7302

Find more services at:



www.human-services.org

Map Key: Auburn Cayuga County

