

Local Kinship Services Amidst Coronavirus

1. Presbyterian Senior Services (Bronx, NYC, Queens Counties)

Program Status: All client contact being conducted remotely. Providing, information, referral, counseling and case management services over the phone. Reaching out to clients to check in every week. Continuing to offer online programming via webinars and working to establish tele-chat support groups.

We've reduced (to limit exposure) but have not eliminated staffing on site at the Grandparent Family Apartments. Grandparent tenants can make appointments for one-on-one office visits maintaining social distancing standards. Youth can schedule access for computer lab for academic work under strict social distancing and sanitization guidelines.

Intake Process: Conducted over the phone, with remote services offered.

Eligibility for Kinship Services: No change in eligibility for clients – continue to serve kinship families in Bronx, Manhattan and Queens.

2. New Alternatives for Children, Inc. (Bronx, NYC, Queens, Richmond, Kings Counties)

Program Status: Tasha Cancio, Program Coordinator, has begun to work remotely as of Monday, 3/18, providing daily or twice-weekly contact by phone for families based on need to provide support, counseling, and online educational resources. Tasha will be using the following technology to remain in contact with all kinship families: NAC laptop with internet access to conduct video-conferencing with caregivers and children, using WhatsApp or other platforms, and the NAC office phone has been transferred to her personal phone so she can get all incoming calls from clients and kinship families seeking services.

Intake Process: Tasha will continue to respond to all requests for services, and will conduct intakes by phone.

Eligibility for Services: NAC services all five boroughs-Manhattan, Bronx, Queens, Bklyn. & Staten Island.

3. Bridge Builders Community Partnership -Kinship Program (Bronx County)

Program Status: Working in office and remotely, providing phone and text supports as well as linking to any available services that are open. Face-to-face contact has ceased indefinitely including home visiting and groups. Other options are being explored to reconvene these services. Triage for referrals and other community residents seeking assistance.

Intake Process: Via phone or Facetime

Eligibility for Kinship Services: Unchanged – informal, custody and guardianship.

4. Family Enrichment Network – (Broome & Tioga County)

Program Status: All staff working remotely, continuing information & referral, education and support by phone and providing advocacy with other community agencies. Currently working on setting up Virtual Support groups to replace our in-person groups.

Intake Process: Conducting new program enrollments over the phone, still providing assistance with NPC forms. Will call ahead and leave completed applications at the door for the caregiver to sign. Staff to maintain a safe distance. No in-home visits

Eligibility for Kinship Services: No change

5. Child Care Coordinating Council of the North Country (Clinton County)

Program Status: We are working remotely from our homes. We are planning on contacting our clients on a weekly basis to help them meet their needs. We have a Facebook page and are updating that whenever we receive information regarding places for food/school lunch hand outs and businesses that are helping (Spectrum, National Grid). We are conducting all of our regular programming online to keep in touch with families and keep them engaged. Family Matters Resource Center in Tupper Lake and Families R Us Resource Center in Malone have been closed to the public since PAUSE took effect.

Staff is working mostly from home, however, they are checking messages regularly. We have been conducting all of our regular programming via ZOOM and other platforms, including support groups, virtual home visits, play groups and family activities, and deliveries of essential supplies and items.

Intake Process: Contact the following staff:

Families R Us, Malone:

Tiffany Generous, tgenerous@cccnc.org

518-481-7281 (emailing may result in a faster response)

Family Matter, Tupper Lake:

Kristy Conlon, kconlon@cccnc.org

518-359-8167 (emailing may result in a faster response)

Eligibility: has not changed

6. Cornell Cooperative Extension-Relatives As Parents Program (Dutchess County)

Program Status: All staff working remotely, calling participants for case assistance, providing information about school lunch programs in the area, will be setting up online support group in April.

Intake Process: Standard

Eligibility for Kinship Services: Same referral and support for case assistance

Our courts are closed except for essential functions for the time being and Community Matters and Village of Wappingers has lists of places that will serve school lunches/breakfast for students.

Spectrum (Communications Company) will allow k-12 grade students free internet access for a certain amount of time. This might help for online learning or support group meetings.

With school systems across the US closing down in response to the coronavirus pandemic, Spectrum says it will provide free internet access to students who currently don't use its service. The company will install broadband and WiFi in new student households free of charge and provide access for 60 days. The offer is available to families with both K-12 and college students. The company says it will also open its WiFi hotspots to the public. Spectrum Internet service is available in 41 states across the country.

Charter Communications is now offering households with K-12 students or college students free Spectrum Wi-Fi for 60 days as education becomes increasingly dependent on digital alternatives

Families who do not yet have the service will also receive free installation of the service, and those who qualify as low-income will still be eligible for high-speed broadband.

7. Berkshire Farms (Erie County)

Program Status: At this time our office is open and staff are working from the office with the following protocol:

For all case management home visits or community visits we are calling in advance on the day of the visit and asking the following questions:

1. Have you traveled to a country for which the CDC has issued a Level 2 or travel designation within the last 14 days?;
2. Have you had contact with any Persons Under Investigation (PUIs) for COVID-19 within the last 14 days, OR with anyone with known COVID-19?; and
3. Do you have any symptoms of a respiratory infection (e.g., cough, sore throat, fever, or shortness of breath?)

If the answer to 1 or 2 AND 3 are yes, then the visit is rescheduled for two weeks out. Otherwise the visit takes place.

Groups are still being held at this time with the same questions being asked prior to participants attending. We are in the process of getting ZOOM licensing for all staff. For Caregivers without computer access, telephone call-ins will be established. This will allow us to provide support group remotely.

Intake Process: Conducted in the home as soon as possible with the above protocol for case management home visits.

Eligibility for Services: No change to eligibility

Each school district in Erie County has their own lunch and breakfast distribution plan. Information has been provided to each Caregiver regarding how to access in their district. For Caregivers that are in need of child care the Western New York Child Care Resource Center is providing linkage to open child care slots in Erie County.

There are a number of stores that are offering special times for shopping for individuals over age 60, or are pregnant, and/or immune compromised. This information is being provided to Caregivers as it becomes available.

8. Kinship Caregiver Program @ Community Action Program for Madison County (Madison County)

Program Status: Working in office and remotely, providing phone and text supports as well as linking to any available services that are open. Face-to-face contact has ceased indefinitely including home visiting and groups. Other options are being explored to reconvene these services. Triage for referrals and other community residents seeking assistance.

Intake Process: Via phone

Eligibility for Kinship Services: Unchanged – informal, custody and guardianship.

9. KIN (Monroe County)

Program Status: Working in office and remotely, providing phone support as well as linking to any available services. Face to Face Contacts & support groups suspended.

Intake Process: Conducting new program enrollment and NPC assistance over the phone.

Eligibility for Kinship Services: Unchanged: informal, guardianship, custody,

10. Leadership Training Institute (Nassau and Suffolk County)

Program Status: Working remotely. LTI's KCP is connecting with kinship families via phone, text, and emails to provide support and linkages to available resources. Face-to-face contact has ceased indefinitely including home visiting and groups. Resources and information has also been shared in KCP private Facebook page with caregivers.

Intake Process: Via phone

Eligibility for Kinship Services: Unchanged – informal, custody and guardianship.

11. Leadership Training Institute ((Nassau and Suffolk County)

Program Status: Working remotely. LTI's KCP is connecting with kinship families via phone, text, and emails to provide support and linkages to available resources. Face-to-face contact has ceased indefinitely including home visiting and groups. Resources and information has also been shared in KCP private Facebook page with caregivers.

Intake Process: Via phone

Eligibility for Kinship Services: Unchanged – informal, custody and guardianship.

12. The Family Center (NYC)

Program Status: All staff working remotely, doing twice weekly phone or video calls with all clients, including for CM and counseling services. All groups running by phone or video. Semi-monthly CG groups considering moving to weekly for time being.

Intake Process: We will continue to enroll new families, waiving the usual face-to-face requirements for consent, etc. Call 718-230-1379 x140

Eligibility for Kinship Services: In Brooklyn and Queens - we can serve any kinship caregiver or adoptive parent. In Staten Island, Manhattan and the Bronx, we can serve those with final order of guardianship or adoption.

13. The Neighborhood Center (Oneida County)

Program Status: We continue to work remotely from our homes, contacting our Caregivers on a weekly (or more) basis by phone. We are able to share up-to-date information about resources that are available and provide a connection needed by so many. In addition, our closed Facebook group is available to all Caregivers, allowing for a supportive space--we are able to post information about several different topics - medication, resource update, crafts for adults and children, baking with children, story time, etc. The Neighborhood Center does Facebook Live events every day so our Caregivers can stay connected. Our clients have found these amusing, fun, informational and interesting. Although we can offer Zoom meetings/support groups, most of our families are do not have the ability to attend. We have tabled that for now. We conduct home visits if needed- meeting them outside of their home, maintaining social distance, and wearing masks during those visits as well. We are doing 'stop and drops' as well - dropping off personal hygiene products and cleaning supplies that the agency has purchased. In addition, we have delivered food from local food give aways or food pantries, and have helped several register for their stimulus check. We have been able to continue some interactions with the local Department of Social Services (DSS) to assist our client in obtaining benefits or recertification issues.

Intake Process: Intake and enrollment services can be done by phone.

Eligibility for Kinship Services: This has not changed

14. Relatives as Parents Program- RAPP (Orange County)

Program Status: All staff working remotely, providing online education via webinars, sharing resources with kinship families via our website and zoom, planning on-line support groups.

Intake Process: By telephone

Eligibility for Kinship Services: Same, we work with all kinship families.

15. Relatives as Parents Program- RAPP (Ulster County)

Program Status: All staff working remotely. Staying connected to families individually via text and phone to access needs. Delivered food and care items to each active family in our program. Attempting to use on-line programs such as Zoom to host our support group, teen group and 4-H group.

Intake Process: Referrals are being accepted. Intake can be done over the phone.

Eligibility for Kinship Services: No changes in eligibility; all kinship families in Ulster County are eligible.