

# Sussex County Human Services Advisory Council

## Service Provider Alert for *March 26, 2020*

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*The below Service Providers have reported changes to their normal operations. If you have any questions regarding the operations of a particular provider, please feel free to contact them directly. Service Providers can add their information to the Service Provider Alert by emailing their information to Nick Kapetanakis at [nkapetanakis@sussex.nj.us](mailto:nkapetanakis@sussex.nj.us). Updated information and press releases regarding all of Sussex County can be found at <https://sussex.nj.us/covid19>*

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**Big Brothers Big Sisters of Coastal & Northern NJ:** All group mentoring programs have been paused effective April 3. Community Based Programs will continue under CDC guidelines or through virtual technology. Volunteer group meetings are being held via video conferencing.

**Bridgeway:** All on-site activities were ceased as of March 17, 2020. The Partial Care Program staff will be in regular contact with all persons by phone along with being sent daily messages. The Supported Employment Program will continue to work by phone for all persons served. ICMS, Supportive Housing and PATH staff will work by phone and will maintain essential in-person services after taking all precautions. Please check the Bridgeway Facebook page for daily updates.

**Capitol Care, Inc.:** Effective 3pm on March 19, 2020, all addiction services were suspended until further notice. Updates will be provided as information becomes available. Please note that those struggling with addiction should be instructed to call the Sussex County CLEAR number 24/7 at 844-722-5327 (1-844-SC-CLEAR). Recovery coaches are available by phone to help with support, navigation to treatment and general questions about substance use disorder.

**Catholic Charities Diocese of Paterson: (NEW ENTRY)** We have set up a website to update the public of our widespread response to this crisis. To get help, or for information please visit [www.ccpaterson.org/corona](http://www.ccpaterson.org/corona). During this pandemic, we will continue to help Veterans but will be taking the following measures to keep our staff and vets safe: all case managers will be working remotely via phone conferencing, our outreach team will continue to network with state and local Veterans organizations and agencies to advocate for their needs, our Veterans Clothing Closets are currently closed, all new Veterans seeking assistance will complete an eligibility screening over the phone and will be asked to submit proof of Veteran status and income via text, fax or e-mail. All new veterans seeking assistance should complete an eligibility screening through our hotline number (855) 767-8387, our Wyker Road Food Pantry is still operational please call for operating hours: (973) 279-7100 Ext. 2018 all food is being pre-bagged, our Thrift Shop is currently closed, under guidance from Sussex County our Meals on Wheels Program is currently closed, case management services are being conducted remotely.

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Department for Persons with Disabilities Wallace House Group Home in Sparta is still operational and the staff are taking universal precautions to keep those with intellectual and developmental disabilities safe and secure, Department for Persons with Disabilities Support Coordinators (case managers) are using various video conferencing apps to connect with their support coordination participants and will reach out to individuals and their families directly to connect in this manner. We thank our families for their flexibility during this time and we will do everything we can to continue to provide help and create hope for those we serve in Sussex County.

**Center for Prevention & Counseling: (NEW ENTRY)** Group/individual IOP continue via telehealth. Recovery/prevention programs continue via multiple virtual channels including OORP.

**DASI: (NEW ENTRY)** The DASI 24-hour Helpline 973-875-1211 is always available for information, support, safety planning, and assistance. Collect and anonymous calls are accepted. Contact may also be made through the **DASI Text Line at 973-222-2593** or by email to [info@dasi.org](mailto:info@dasi.org). Please note that each modality has different implications for confidentiality, therefore, safe communication methods should be individually considered. Please also note: the Helpline is available for service providers as well as victims and survivors. During this challenging time, individuals and families may be trapped in abusive, even dangerous situations. If you need help helping someone, please reach out to us. While the DASI Outreach Center, the DASI Legal Advocacy Center, and the DECIDE Program are temporarily closed to in-person services, *assistance is available by phone*: Legal Advocacy assistance is available by calling [862-293-0136](tel:862-293-0136), for help with safety planning, information and referrals, and/or supportive counseling, call, [973-579-2386](tel:973-579-2386) and leave a message. We will return your call as soon as possible. for DECIDE Program inquiries call [973-271-0288](tel:973-271-0288), if you have questions for the administrative staff, please email [admin@dasi.org](mailto:admin@dasi.org), DASI Text Line [973-222-2593](tel:973-222-2593). We hope to have telehealth counseling available as soon as we obtain a platform that complies with our confidentiality requirements. The Morning Glory Shop is closed until further notice.

**DAWNcil:** Effective March 14, 2020 through April 3, 2020, all in house or community based after hour's activities, social and recreational events, educational seminars, and drop in visits, etc. have been cancelled. Any face to face visits will be handled via telephone during this timeframe. The main office will remain open to staff only and business will continue to be conducted via phone. Please call the office at 973-625-1940 or toll free at 1-888-383-3296 for further information or with any questions.

**Division of Child Protection & Permanency Sussex Local Office:** At this time visitation and all field visits have been suspended. An "Impact Team" will respond to intakes on a priority basis. Division employees will be working off site with a small staff remaining in the office and available via telephone and/or email only. State referral hotline remains full operational.

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**Family Intervention Services:** FIS will be providing telehealth services to all of its contracted programs including Mobile Response. Mobile Response can be reached via PerformCare at 877-652-7624.

**Family Partners of Sussex & Morris Counties:** Services have been temporarily transitioned to virtual and telephonic support. All live workshops, support groups and youth groups have been suspended until further notice. Family Support Partners will be working remotely providing telephone and video conferencing support to families on an ongoing basis. The Agency is working quickly to bring the Youth Partnership Program, Parent Support Groups and Education Workshops to consumers via video conferencing. For further details call 973-940-3194.

**Family Promise of Sussex County:** The Newton office has been closed to the public. All case management is being completed via telephone. No shelter services are being offered at this time, but those in need should still be referred for services.

**Legal Services of Northwest Jersey: (NEW ENTRY)** Legal Services of Northwest Jersey is working remotely. We continue to assist clients and accept applications for assistance in our full range of services. For the health of our clients and staff, our offices are currently closed to the public, but we remain in contact with clients, applicants, and other parties by phone, email, and mail. Sussex office - 973 383-7400

**Morris Sussex Youth Advocate Program: (NEW ENTRY)** All services have been transitioned to telemedicine with no staff at the outpatient office. Any questions can be sent to [nraftopoulos@yapinc.org](mailto:nraftopoulos@yapinc.org)

**NewBridge:** Effective March 20,2020, all face-to-face sessions have been halted and moved to telephonic telehealth. All clients have been notified of the shift in format.

**NORWESCAP Head Start:** All Head Start centers are closed to students.

**One Stop Career Center:** Effective March 18, 2020, the One Stop Career Center is closed to the public. All reemployment groups, job clubs and individual appointments have been cancelled until further notice. Staff will be available to answer phones and emails. Anyone needing to open an unemployment claim can do so online at [www.myunemployment.nj.gov](http://www.myunemployment.nj.gov) or can use the call center phone number at 732-761-2020.

**Project Self-Sufficiency:** Project Self-Sufficiency remains open. For the week of March 23<sup>rd</sup>, our community hours are 9:00 am to 12:00 pm. Phones are being answered during regular business hours. Services available on campus at this time include the food pantry and Central Intake,

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both of which are open to the general public. We are reassessing our on-site availability as necessary. Staff are available with a primary focus on maintaining contact with existing clients as well as serving the community with emergency basic needs and access to resources, information, referral and advocacy. Through the Early Childhood Initiative and the County Council for Young Children, families have access to the Ages and Stages Questionnaire (ASQ) through the portal to continue developmental promotion. Access to the ASQ Online Family Portal can be found at <https://www.asqonline.com/family/74ef7a> (English) or <https://www.asqonline.com/family/c1567c> (Spanish). Remotely, we are continuing to offer Nurse Family Partnership, Healthy Families and Parents as Teachers home visitation programs case management, and legal consultations via phone or video chat. The following programs and services have been postponed, and we are reassessing a potential restart date as this situation develops: New Jersey Youth Corps, Higher Opportunities for Women, The Career Fair, Sister to Sister Prom Shop, The Spring Fling, Computer and Careering Classes, Links Orientation Seminar, Parenting Skills Classes, Journey: Opportunity on the Road, Sussex County Council General Meeting. For the health and safety of our families, staff and community, Little Sprouts Early Learning Center is closed. A reopen date will be determined.

**Samaritan Inn:** Main office is operating on normal business hours. Those in need of shelter should call the main office. Those in need of food are advised to contact the shelter prior to arrival in order to receive further instructions.

**SCARC:** All SCARC day programs (including day programs, family support programs etc.) are closed. SCARC food pantry services are closed.

**Sussex County Skylands Ride:** Effective March 25, 2020, Skylands Ride will only be providing demand-response transportation service to access employment, medical appointments, prescriptions, medical equipment, food, and other essential services. The Skylands Ride Public Connect service, including the Saturday Connect service, will be temporarily suspended until further notice. To schedule a ride through the demand-response service or for more information about Skylands Ride, please call (973) 579-0480.

**Sussex County Division of Social Services:** Social Service is currently open from 8:30am-4:30pm to distribute food from our pantry. We are not seeing clients in the office but they can call 973-383-3600 during our business hours to speak with a staff member. All benefit applications can be applied for online <https://www.njhelps.org/>. This is the easiest, fastest way to apply. If the person does not have access to the internet, we can mail out a paper application. We have a drop box outside of the entrance in the back of the building which we are encouraging everyone to use if they need to deliver paperwork. SNAP recipients due to be recertified in March or April will continue to receive SNAP benefits and will be recertified at some point in

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the future, once the public health crisis has settled. Additional information regarding SNAP benefits can be found at: <https://www.sussex.nj.us/documents/coronavirus-2020/20200323-snap-press-release.pdf>. Work First New Jersey cash assistance clients who are due for their case to be reviewed in March or April will automatically receive a 60-day extension. These individuals do not need to come into the office. Additional information regarding Work First New Jersey cash assistance changes can be found at: <https://www.sussex.nj.us/documents/coronavirus-2020/20200319-social-services-temporary-change-in-operations.pdf>.

**Sparta Ecumenical Food Pantry:** Hours are 9am to 3pm Wednesday, 9am to 12pm Thursday, 9am to 1pm Friday.

**Zufall Health:** Dental, medical, behavioral and nutritional counseling continue with limitations (please contact Zufall Health for more information). Patients are being screened for Coronavirus symptoms prior to attending their appointment or/and when reporting to the office. Zufall medical assistants are using protective suits and masks during all screens. All outreach events have been cancelled. Patient transportation services to the Newton office have been suspended until further notice.