



Overview

Catholic Charities continues to operate during the COVID-19 pandemic in NYC, Westchester, and the Hudson Valley but it's not business as usual - some school-based programs are suspended, other services are modified, operated telephonically, or remotely. Especially challenging and precarious are the residential services Catholic Charities operates for people with developmental disabilities, seniors, the homeless, the mentally ill, or those with substance abuse issues - where both staff and clients must still be in close contact. As we provide ongoing services in this "new normal", Catholic Charities is expanding and adding new services to meet the needs of the hundreds of thousands of people impacted by COVID-19 across the ten counties of the Archdiocese of New York.

Two open-invitation conference calls for pastors and parish staff were hosted earlier this month, where Catholic Charities staff provides updates on available general assistance and immigration related support. The enclosed documents provide further information and resources discussed.

Much of the information attached and below is also available on our website at: www.catholiccharitiesny.org

Information & Assistance

Two Catholic Charities Helplines are available to parishioners requiring assistance:

- Requests For Any Type of Assistance:
Catholic Charities Help Line: 888-744-7900 (Daily, 9am - 8pm)
- Immigration Specific Questions:
New York State (NYS) New Americans Hotline, operated by Catholic Charities 800-566-7636 (M-F 9am -8pm, Sat-Sun 9am-5pm)

Two Public Help and Information phone lines are available to all New Yorkers:

- **NYC 311:** Dial 311 daily, 24 hours a day. Provides quick, easy access to all non-emergency government services within the NYC boroughs.
- **Hudson Valley Region 211:** Dial 211 between 8am – 10pm to speak with a call specialist or visit: www.hudson211.org

Additional Parish-Focused Information and Assistance Referral Resources:

1. Catholic Charities COVID-19 Parish Referral & Support Network

Catholic Charities has reinforced a special “parish referral and support network” to ensure that those referred for assistance by pastors and parish staff do not fall between the cracks. Pastors, clergy, and parish ministers should feel free to contact either Fr. Eric Cruz or Richard Espinal. Specific regional contacts are also available.

- Orange, Sullivan or Ulster Counties: Shannon Kelly shannon.kelly@cccsos.org or Dominique Mills Dominique.mills@cccsos.org
- Putnam County: Frank Kortright. Frank.Kortright@archny.org
- Dutchess County: Julie West. Julie.West@archny.org
- Westchester County: Esmeralda Hoscoy. Esmeralda.Hoscoy@archny.org
- Rockland County: Daniel Eudene. Daniel.Eudene@archny.org
- Staten Island: Vinny Ignizio and vignizio@mountloretto.org or Michelle La Vignera mlavignera@mountloretto.org
- Manhattan and the Bronx: Fr. Eric Cruz Eric.Cruz@archny.org or Richard Espinal Richard.Espinal@archny.org
- Catholic Schools Families: Kelvin Gentles kelvin.gentles@archny.org

2. Catholic Charities Parish Counseling Network

The COVID-19 pandemic has brought new challenges, altered routines, and created fear for loved ones. Some are experiencing substantial anxiety and a sense of crisis. Catholic Charities short-term counseling network is specifically designed to meet the needs of parishioners adjusting to such a crisis. Through telephonic services, therapists are available to help parishioners adjust to one of the most significant and troubling challenges of our lifetimes. The network has Spanish language capacity. Referrals may be made by pastors, or designated parish staff who call the listed number. The referring source will be asked to provide the parishioner’s contact information.

Referral Phone Number: 866-962-7487

Two Specific Needs: Healthcare and Food Assistance in NYC

1. Healthcare

- **NYC Health Facilities and Hospitals** provide coronavirus testing and care to all New Yorkers, regardless of immigration status, insurance status, and ability to pay. Access a healthcare provider by calling: **844-692-4692**
- **NYC Care 646-692-2273 or (646-NYC-Care)** is a health care access program that *guarantees low cost or no cost services offered by NYC Health and Hospitals to New Yorkers who do not qualify/cannot afford health insurance.*

2. Food

NYC Resources provided free to all New Yorkers, regardless of immigration status.

Call 311. NYC food pantries and Food Hubs provide the option of in-person pick up or home delivery. Online Locator for Free Meals:

<https://www.optosfns.org/schoolfoodny/meals/default.aspx#Result>

For assistance outside of NYC, contact a Catholic Charities staff person listed above.