

COVID-19 DOMESTIC VIOLENCE & HOUSING SERVICES UPDATE - 03/23/2020

YWCA NorthEastern NY wants you to know that we are dedicated to continuing to provide quality services for our community in times like this when some families may need it most. Even though many of our daily activities have been affected by Coronavirus (COVID-19) and things we have taken for granted may have come to a halt, **domestic violence and housing instability continue on for many of our community members and their families.** YWCA NENY's Women & Family Services staff are still offering services and can be accessed when needed.

PERMANENT SUPPORTIVE HOUSING

Due to our housing being fully occupied and our ongoing wait list, we are not holding interviews/applications to enter our housing at this time. If you or someone you know is experiencing homelessness, please direct them to your county's Department of Social Services or they can call our Housing Coordinator for more information at 518-374-3394 ext 118.

Currently we are focused on keeping our residential areas sanitized; donations and visitors are longer permitted at our main campus. Residents have been given up-to-date information almost daily to keep them informed and able to make the best decisions for themselves through a time that can be very overwhelming for the vulnerable population we serve. Our amazing kitchen staff are onsite providing daily meals as more and more of our residents resources become affected by closures and layoffs. Basic necessities such as hygiene products, cleaning supplies and pantry items are also available as needed. Our dedicated housing staff are getting creative and coming up with safe, social distance-friendly ways for our residents to engage with each other and enjoy some leisure activities. While keeping the space sanitized and minimizing risk is a priority, creating an outlet for those experiencing an increase in mental health symptoms due to their surrounding world is also important.

DOMESTIC VIOLENCE SHELTER & 24-HOUR HOTLINE

The dedicated staff at our domestic violence shelter have not missed a beat since the Coronavirus began changing the way we all go about our lives. We are currently at capacity in our shelter, but those needing assistance can continue to **call our hotline at 518-374-3386** and our staff will be ready to provide information or help in getting you to safety. Additional cleaning and social distancing measures have been put in place at our shelter. Further screening for those wishing to enter our shelter is being performed to avoid symptomatic victims entering into our communal living space, but **there is still help available and being provided.**

ADVOCACY/COUNSELING

To access our advocacy and counseling services, please contact our **Domestic Violence Support Services Coordinator at 518-429-6849 from 8:00AM – 6:00PM. After 6:00PM, please direct all calls to our domestic violence hotline: 518-374-3386.**

Due to our advocates being collocated throughout the community, there has been significant impact due to offices closing or moving to essential staff only. We are currently not occupying our offices at the Schenectady Police Department, Family Court or Child Protective Services, but our **advocates are working remotely** to contact victims/survivors and continue assisting them as needed. Our advocates still have the ability to do Family Court petitions via phone, create safety plans, and provide victims/survivors with information on their options in the criminal and civil justice system. We can also assist in providing information about the impact closures have had on our courts and legal system.

Our **counselors are continuing counseling appointments** and have switched from in-person meetings to phone/virtual counseling sessions when safe to do so. Groups are suspended until further notice. With many of our clients experiencing a financial crisis at this time, our **Economic Empowerment Counselor** is staying up-to-date on all relief efforts being offered and is available to provide phone counseling or virtual meetings with those needing assistance.

PATTY'S PLACE

Our newly acquired drop in center located at SiCM (839 Albany Street, Schenectady) for women needing hygiene products and resources/referrals is still being staffed as normal on Tuesdays from 1:30PM – 3:30PM.

Our shelter and housing will continue to operate as essential services. And in crisis, as always, we can be reached via our hotline at 518-374-3386. **Please visit our website at www.ywca-neny.org and/or follow us on [Facebook](#)** for the most up-to-date information regarding how to access these services as things continue to change and evolve.

Thank you and stay well.

Sincerely,
Lauren Trunko,
Women & Family Services Director

YWCA IS ON A MISSION

YWCA NorthEastern NY is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.