

Healthy Families Madison Program

Family Handbook 2013/2014

Supported by:



My Home Visitor

Name: _____

Office Address: _____

Phone Number: _____

Toll Free Number: _____

E-mail address: _____

Other Info: _____

My Home Visitors Supervisor is:

Name: _____

Phone Number: _____

**HEALTHY FAMILIES MADISON PARENT HANDBOOK
TABLE OF CONTENTS**

WELCOME AND INTRODUCTION3

PARENTS ARE THE KEY!3

 How’s it Going?.....3

 Complaints and Concerns3

INFORMATION AND POLICIES.....4

 Home Visits4

 Weather Related Conditions5

 Child Development Specialist5

 Playgroups5

 Safety in Childcare and Transportation5

 Program Events and Activities6

 “When a Child or Adult Is Too Sick...”7

 Complaint Procedures for Parent and Community Concerns.....9

COMMUNITY RESOURCES10

HEALTHY FAMILIES FAMILY HANDBOOK

WELCOME AND INTRODUCTION

Welcome to the Healthy Families Program! We first would like to thank you for choosing to enroll in our program. Healthy Families is dedicated to providing quality home visiting services and support to prenatal families and families with infants and toddlers throughout Madison County. This handbook is intended to share information about Healthy Families with you. It is meant as a quick reference to outline some basic guidelines and to answer any questions parents often ask about the program. Your home visitor is also a source of information for any questions you might have.



Healthy Families Madison is a voluntary home visiting program to help support families with young children. Our program is free thanks to funding from New York State.

PARENTS ARE THE KEY!

Your involvement in the program is the key to being able to offer quality services and support. Your involvement, input and feedback throughout the time you are in the program is important!

How's it Going? ◆◆◆

We are dedicated to offering you a program that makes a positive difference in you and your children's lives. During the year we ask for feedback from all of our enrolled families. At least twice a year all families receive a survey that we urge you to complete. Each January we survey all families about the support and services you have received. In July we survey families about our special events and group offerings. Over the years we have further developed and improved our program based on the results of the surveys. In addition to the surveys you will periodically receive phone calls or mailings from your Family Support Workers Supervisor to see how it's going.

Complaints and Concerns ◆◆◆

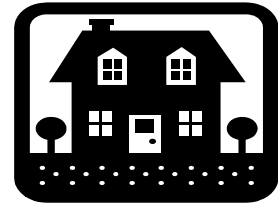
Parents are always welcome to discuss concerns they have with their Family Support Worker or the worker's Supervisor. Beyond that, there is a procedure for filing complaints about the program. They are outlined in the complaint procedure on page 11 in the attachment section. (This procedure was approved by the Policy Council.)

INFORMATION AND POLICIES

Home Visits 🌈🌈🌈🌈

Your Family Support Worker will visit you every week for the first six months after your baby is born. After 6 months, your visits will most likely change to biweekly. Over time the visits will decrease and at the end your home visitor will be coming every other month (this is typically when children are about to enroll in preschool or Head Start). **If you cannot be home for the visit, please call your worker to cancel the visit.** *Visits happen in the home unless approved by the program management.*

The Fatherhood Initiative Specialist (also a HF supervisor) try's to meet all new families. All dads are invited to our Dads Group. The home visitor's supervisor and reviewers may also visit for the purpose of observing the home visitor. Your home visitor will call you in advance to let you know.



The home visit is for parents/guardians and your child (unless you are pregnant). We encourage both parents to participate in the visits when possible. Many of our staff work flexible hours in order to schedule a time that is best for both parents. If you have any questions about our hours, please feel free to call the Supervisor. If a babysitter is the only one home with your child, we will reschedule at a time convenient for you.

We do have a toll free number you can call if its long distance for you to call your worker- just ask!

There are some times when a home visit should be cancelled:

- ✓ If your worker is sick: (the worker or their Supervisor will call you.)
- ✓ When someone in your family is ill with something that can be passed on
- ✓ When weather conditions or other county emergencies make travel unsafe.

For illnesses, please refer to “When a Child or Adult is Too Sick ...” found on page 9 in the attachment section.

It is important that our Family Support Workers not pass along illness to other children, parents and prenatal women.

Weather Related Conditions:

In general if the school in your district is closed or the school in the district where your home visitor lives is closed, there will be no home visit that day. Your Family Support Worker will discuss this in more detail with you.



If your school is closed for other reasons (school breaks, mechanical problems at school, etc.) the visit will take place as scheduled.

Child Development Specialist

The CDS (Child Development Specialist) is responsible for ; monitoring the developmental screenings (ASQs) for the children enrolled in the Healthy Families Program, providing ideas, activities and resources for areas of concern to parents and the Family Support Worker that comes to visit you. The CDS is someone you can ask to speak with or meet with if you have a concern about your child's development. The CDS may accompany your Family Support Worker on a home visit (with your permission) if you have a concern about your child's development or behavior.

Our CDS is Nancy Joerger. She can be reached at (315)415-6992.

Playgroups @@

All families are encouraged to attend our play groups. The purpose of our play groups is to support child development and parenting by strengthening the parent-child relationship.

Our play groups offer you a chance to:

- ✓ Play with your child along with other parents and children
- ✓ Share fun activities and a healthy snack with your child
- ✓ Meet other parents

Play groups are open to all families enrolled in the Healthy Families Madison Program.

Sisters and brothers under the age of 4 are also welcome to attend.



Safety in Childcare and Transportation

There are times when your Family Support Worker may take you to a doctor's appointment or Healthy Families event. Your Family Support Worker must have permission from their Supervisor before they can do this. Family Support Workers cannot do this often and must have the

room in their cars to transport parents and children safely

You will be asked to provide the car seat for your child and to buckle him/her into the seat and car.

Parents and guardians are always responsible for the safety and care of their children. The only exception to this is when a parent is at a doctor's visit or other public place and the Family Support Worker cares for the child in the waiting room.

We offer a variety of program events throughout the year that are open to all enrolled families. For these events childcare is not provided. Parents are responsible for the safety and care of their children.

On occasion we do offer special events with childcare provided. An example of this would be a Parent Workshop where our Family Support Workers provide childcare while parents are in the workshop. If childcare is going to be offered for an event, the flyer will let you know. There will also be a registration form to be completed asking for the ages of your children to ensure that we have enough childcare for all of the children.

Program Events and Activities ❖❖❖

In addition to home visits and play groups your Family Support Worker will let you know about our special events and activities held throughout the year. Some of our annual events include: our family picnic in June and the Fall Festival held in October. We also offer a variety of groups such as our Mom's Group and Dads Group.

CAP also offers text blasts. We will text you about upcoming events (Mom's Group, playgroups, the Fall Fest, ect.). The service is voluntary and your name and number can be removed at anytime. Ask your Family Support Worker about signing up.

Do you have other questions about the Healthy Families Program? Just ask your Family Support Worker.



“When a Child or Adult Is Too Sick...”

Our staff looks forward to seeing their families on home visits and attending our many program activities such as play groups and special events. However, in order to prevent the spread of disease or illness to others, there are times when we ask that you cancel home visits or stay home from program events. We ask our staff to do the same. The following are guidelines to help you make the decision of whether to attend or cancel. Whenever you have concerns about your or your child's health, it is best to contact your medical provider.

A child is too sick to come to a playgroup or event if:

- ❖ Your child does not feel well enough to join comfortably in the program's activities.
- ❖ Your child has any of the following symptoms, unless their health provider determines that your child is well enough to attend and that the illness is not contagious:
 - *Fever* (above 100F axillary or above 101F orally) accompanied by behavior change and other signs or symptoms of illness (i.e. the child looks and acts sick)
 - *Signs or symptoms of possibly severe illness* (e.g. persistent crying, irritability, uncontrolled coughing, difficulty breathing, wheezing, lethargy)
 - *Diarrhea*: Changes from the child's usual stool pattern—increased frequency of stools, looser/watery stools, stool runs out of the diaper, or child can't get to the bathroom in time.
 - *Vomiting* more than once in the previous 24 hours.
 - *Mouth sores* with drooling
 - *Rash* with a fever or behavior change



Adults who have cold, flu, contagious rash or other symptoms that could be an illness that can be passed on to other adults or children at the playgroup or event should not attend.

You should cancel a home visit and not attend playgroups or events if your health provider has said that **you, your child, or someone else in your home** has any of the following (until treated and/or no longer contagious):

- *Infections conjunctivitis/pink-eye* (with eye discharge)—until 24 hours after treatment started
- *Scabies, head lice, or other infestation*—until 24 hours after treatment and free of nits
- *Impetigo*—until 24 hours after treatment started
- *Strep throat, scarlet fever, or other strep infection*—until 24 hours after treatment started and the child is free of fever
- *Pertussis (whooping cough)*—until five days after treatment started
- *Tuberculosis (TB)*—until a health care provider determines that the disease is not contagious
- *Chicken pox*—until six days after the start of rash or all sores have crusted over
- *Mumps*—until nine days after start of symptoms (swelling of “cheeks”)
- *Hepatitis A*—until seven days after the start of symptoms (e.g. jaundice)
- *Measles or Rubella (German measles)*—until six days after start of rash
- *Oral herpes* (if child is drooling or lesions cannot be covered)—until lesions heal
- *Shingles* (if lesions cannot be covered)—until the lesions are dry
- *Flu or other short term illness that involves vomiting, diarrhea, body aches, etc.*



Whenever you have concerns about your or your child's health, it is best to contact your medical provider.

Complaint Procedures for Parent and Community Concerns

Parent Involvement

The Healthy Families Madison Program encourages parents and community residents to bring to their attention any concerns or complaints regarding the program.

Procedure

First Step: Contact the home visitor with the complaint or concern. The home visitor will take the appropriate steps to address the concern. If the complaint or concern is not resolved, the parent or community resident may take the next step.

Second Step: Contact the home visitor's supervisor regarding the complaint or concern. The supervisor will respond within five (5) working days. If the complaint/concern is not resolved, the next step may be taken.

Third Step: A written complaint or concern must be sent to the Healthy Families Madison Program Manager. The Program Manager will respond to the complaint or concern within five (5) working days. If the complaint or concern is not resolved, the parent or community resident may take the next step.

Fourth Step: The written complaint or concern is sent to the Executive Director for discussion with the Community Action Partnership Board of Directors. A written response to the complaint is sent to the parent or community resident within 45 working days.

Exception to Procedure

The steps above may be altered when the person designated to handle the complaint or concern is directly involved in the complaint or concern. In this case, the complaint or concern is addressed to the person noted in the next step and the remaining steps are followed in the order set forth above.

Community Resources

Madison County has a variety of services to help families meet their needs.

COMMUNITY RESOURCES

Table of Contents

Community Action Partnership for Madison County	12
Emergency Services & Hotline Numbers	14
Law Enforcement Agencies for Madison County	14
Hot Line Numbers	14
Health	15
Community Health Resources	15
Pregnant Women	15
Family Planning	15
Health Care Practices:	16
Hospitals	17
Mental Health and Counseling Resources	18
Mental Health	18
Domestic Violence	19
Alcohol & Substance Abuse Resources	19
Nutrition Resources	20
WIC	20
Breastfeeding Support	20
Madison County Social Services	21
Housing Food & Clothing	22
Housing	22
Clothing Closets	22
Food Cupboards	23
Employment	21
Credit Counseling	21
Child Care Programs-Madison County	25
Libraries	26
Literacy	26
Special needs	26
Legal	27
Transportation	27

COMMUNITY ACTION PARTNERSHIP FOR MADISON COUNTY

Morrisville

Cambridge Office
6 Cambridge Ave., PO Box 249
Morrisville, NY 13408
Phone: 315-684-7862
Fax: 315-684-9940
Mon. - Fri. 8:30 - 4:30

East Main Street Office
3 East Main St., PO Box 249
Morrisville, NY 13408
PHONE: 315-684-3144
1-800-721-2271
FAX: 315-684-9650

Canastota

1001 New Market Drive
Canastota, NY 13032
Phone: 315-697-3588
Fax: 315-697-3690

Oneida

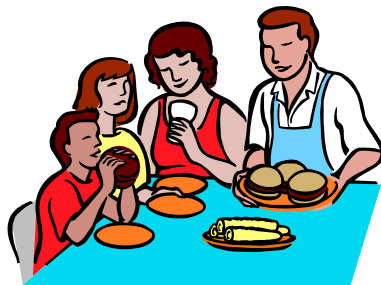
Gorman Foundation Community Center
1081 Northside Shopping Center
Oneida, NY 13421
Phone: 315-280-0855
Fax: 315-367-0031

All of our offices are open: Mon. - Fri. 8:30 - 4:30

In addition to our Healthy Families Program, Community Action Partnership for Madison County offers a variety of program and resources to help families meet their needs. Below is a brief summary of the needs that CAP might be able to help you with. Please feel free to ask your Family Support Worker about how CAP might be able to help your family. You are always welcome to contact one of our offices for further information.

CAP connects people with the resources they need to maintain stable housing and employment, and to meet basic family needs.

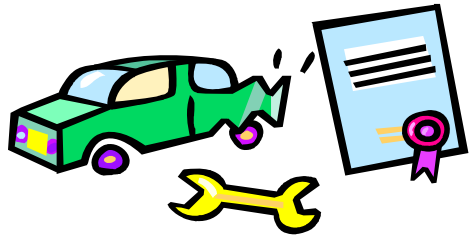
Housing—Unexpected events (illness, job loss, rising costs) can create a housing crisis for families. CAP offers housing counseling relating to rent, security deposits, and utilities, housing location for the homeless, and transitional apartments for families with children.



Food—CAP provides access to the federal food stamp program and has developed a web-based screening and application process for food stamps. CAP also coordinates county food pantries (including one located at our Morrisville office) for emergency food assistance.

CAP provides access and application assistance to the federal SNAP program through the Nutrition Outreach and Education Program in Madison and Otsego Counties. CAP also coordinates county food pantries (including one located at our Morrisville office) and emergency food assistance.

The Mary Rose Clinic— Oneida Free Medical Health for the Uninsured, exists to provide primary healthcare services to low-income, uninsured adults within Madison County and the surrounding areas. We believe high quality healthcare is a basic human right regardless of socioeconomic status.



Transportation—CAP provides services to help qualified applicants maintain employment (vehicle repairs, gas vouchers, insurance payments, registration, and defensive driving courses).

Family Action—For those families experiencing serious economic and emotional stressors, CAP offers family reunification and preservation services to maintain a stable home for children within the family. This voluntary, home-based program partners with families to determine goals and make plans to achieve healthy self-reliance.

Financial Literacy and Income Tax Assistance—Well trained staff support families struggling with financial issues and debt by offering budget counseling and assistance in financial literacy. CAP also offers free voluntary income tax assistance (VITA) through a partnership with Colgate University and the Department of Social Services for all recipients of the Earned Income Tax Credit.



Early Head Start— Early Head Start offers weekly home visits to families who have a child under three. Eligibility for the program is based on income. Families who have completed the Healthy Families program and have another child are welcome to apply to the Early Head Start program.

Educational Advocacy—For children with special educational needs, CAP offers information, referral, support, and specialized staff to assist families who have children with a disability or who are seeking to understand the Committee on Special Education (CSE) process.

Services for Youth—For youth in need of additional support from outside the family network, CAP has developed a mentoring program for children ages 8 to 16 to provide positive role models, consistent support, development of meaningful social relationships, and enhanced school achievement. Mentoring matches are based on specific needs, compatible interests, and location. Limited funding for camp scholarships and extra-curricular activities may also be available.

EMERGENCY SERVICES & HOTLINE NUMBERS

Emergency Ambulance & Fire Services – Dial 911

Fire Control – Wampsville – For general information phone: 315- 366-2588

Law Enforcement Agencies for Madison County

**New York State Police
Troop D Headquarters: Oneida, NY
Phone: 315-366-6000**

**New York State Police - Morrisville
Area
Phone: 315-684-9550**

**New York State Police - New
Woodstock
Phone: 315-662-3111**

**Madison County Sheriff
Phone: 315-366-2318**

**Canastota Village Police
Phone: 315-697-8888**

**Cazenovia Village Police
Phone: 315-655-3276**

**Chittenango Village Police
Phone: 315-687-3930**

**Hamilton Village Police
Phone: 315-824-3311**

**Oneida City Police
Phone: 315-363-9111**

Hot Line Numbers

Addiction & Substance Abuse	1-800-222-0828
AIDS Community Resources.....	1-800-342-2437
CNY Poison Control	1-800-222-1222
Child Abuse.....	1-800-342-3720
Madison County Mental Health	1-315-366-2215
Crisis Hotline.....	1-800-721-2215
National Suicide Prevention Lifeline	1-800-273-8255
Sexually Transmitted Diseases.....	1-800-227-8922
Victims of Violence Hotline – county wide	1-315-366-5500

HEALTH

Community Health Resources

Madison County Public Health Department

PO Box 605 Wampsville, NY 13163

Phone: 315-366-2361

<http://co.madison.ny.us/MadisonHD/aboutus/index.html>

Pregnant Women

Maternal and Child Health Program

PO Box 605 Wampsville, NY 13163

Phone: 315-366-2848

Care Net Pregnancy Center of CNY

151 Madison Street

Oneida, NY 13421

Phone: 315-366-9902

89½ E. Main Street, PO Box 252

Morrisville, NY 13408

Phone: 315-684-3003

Provides practical, compassionate support to women and men facing an unplanned or unexpected pregnancy.

Family Planning

Planned Parenthood Association

603 Seneca Street, Suite 5 Oneida, NY 13421

Phone: 315-363-3950

Health Care Practices:

This does not include individual Doctor's offices.

In Madison County

CANASTOTA

Canastota Lenox Group

115 Center Street
Canastota, NY 13032
Phone: 315-697-5272

Tri – Valley Family Practice

7137 Mt. Pleasant Road
Canastota, NY 13032
Phone: 315-697-2033

CAZENOVIA

Cazenovia Family Health Center of Community Memorial Hospital

2753 Rte. 20 East
Cazenovia, NY 13035
Phone: 315-655-8696

CHITTENANGO

Chittenango Medical & Wellness

304 Genesee Street
Chittenango, NY 13037
Phone: 315-687-6467

GEORGETOWN

Georgetown Health Center

1006 Rte. 26
Georgetown, NY 13072
Phone: 315-837-4717

HAMILTON

Hamilton Bassett Health Care Center

160 Broad Street
Hamilton, NY 13346
Phone: 315-825-3111

Hamilton Family Health Center of Community Memorial Hospital

164 Broad Street
Hamilton, NY 13346
Phone: 315-824-4600

Hamilton Obstetrics & Gynecology

10 Eaton Street, Suite 201
Hamilton, NY 13346
Phone: 315-824-2651

MORRISVILLE

Morrisville Family Health Center of Community Memorial Hospital

3460 South Street, PO Box 39
Morrisville, NY 13408
Phone: 315-684-3117

MUNNSVILLE

Munnsville Family Health Center of Community Memorial Hospital

5180 South Main St., Route 46
Munnsville, NY 13409
Phone: 315-495-2690

ONEIDA

Oneida Pediatric Group

421 Main Street Oneida, NY 13421
Phone: 315-363-2350

Child Health Associates of Madison Co.

1145 Glenwood Ave Oneida, NY 13421
Phone: 315-363-4070

Mary Rose Clinic

Gorman Foundation Community Center
1081 Northside Shopping Center
Oneida, NY 13421
315-280-0855

This clinic is for adults (over 16) with no health insurance.

Oneida OB/GYN Group

139 Fields Dr. Oneida, NY 13421
Phone: 315-363-9995

Women's Health Associates

221 Broad Street, Suite 201
Oneida, NY 13421
Phone: 315-363-9380

Surrounding Counties

**Women's Place the
Northeast Medical Center**
4117 Medical Center Drive
Fayetteville, NY 13066
Phone: 315-329-4968

Cincinnatus Health Center
2805 County Road 166B
Cincinnatus, NY 13040
Phone: 607-863-4126

Heritage Family Medicine
4117 Medical Center Drive
Fayetteville, NY 13066
Phone: 663-0059

Eastside Family Health Care
4104 Medical Center Drive
Fayetteville, NY 13066
Phone: 315-329-7015

SHERBURNE
Sherburne Bassett Health Care Center
20 Chapel Street
Sherburne, NY 13460
Phone: 607-674-2445

WATERVILLE

**Waterville Family Health Center of
Community Memorial Hospital**
117 West Main Street, PO Box 1012
Waterville, NY 13480
Phone: 315-841-4184

HOSPITALS

Madison County Hospitals

Oneida City Hospital
321 Genesee Street
Oneida, NY 13421
Phone: 315-363-6000

Community Memorial Hospital
150 Broad Street
Hamilton, NY 13346
Phone: 315-824-1100

Hospitals in Surrounding Counties

Cortland Regional Medical Center
134 Homer Avenue
Cortland, NY 13045
Phone: (607) 756-3500

Chenango Memorial Hospital
179 North Broad Street
Norwich, NY 13815
Phone: 607-337-4111

SYRACUSE

Crouse Hospital
736 Irving Ave
Syracuse, NY 13210
Phone: 315-470-7111

Upstate Medical- SUNY
750 East Adams Street
Syracuse, NY 13210
Phone: 315-464-5540

Community General Hospital

4900 Broad Road
Syracuse, NY 13203
Phone: 315-492-5011

St. Joseph's Hospital

301 Prospect Ave.
Syracuse, NY 13215
Phone: 315-448-5111

**Syracuse Veteran's Administration
Medical Center**

800 Irving Ave. Syracuse, NY 13210
Phone: 315-428-4400

UTICA**Faxton St. Luke's Healthcare**

Faxton Campus
1676 Sunset Ave Utica, NY 13502
Phone: 315-624-6000

St. Elizabeth's Hospital

2209 Genesee Street
Utica, NY 13501
Phone: 315-798-8100

MENTAL HEALTH AND COUNSELING RESOURCES***Mental Health*****Counseling Resources****Madison County Mental Health Department**

Veterans Memorial Building PO Box 608 Wampsville, NY 13163
Phone: 315-366-2215, Toll Free 800-721-2215
Mon. - Thurs. 8:00 - 8:00, Fri. 8:00 – 5:00

Catholic Charities

<http://www.catholiccharitiesom.org/>

248 East Main Street Oneida, NY 13421

Phone: 315-363-5274 (If no answer, leave message) Mon. - Fri. 8:00 – 4:00

Liberty Resources

218 Liberty Street Oneida, NY 13421

Phone: 315-363-0048

Consumer Services of Madison County, Inc.

1019 Northside Shopping Center, Oneida, NY 13421

Phone 315-361-9131

Private not-for-profit agency that provides both intensive case management (ICM) and supportive case management (SCM) resources for children with emotional and behavioral problems

Care Free Drop In Center

201 Cedar St, Oneida, NY 13421

Phone: 315-361-8413 Mon, Wed, Fri 6:00-9:30pm, Sat. 10:00-2:00pm

Psychiatric Centers

Hutchings Psychiatric Center
620 Madison Street Syracuse,
NY 13210
Phone: 315-426-3600

Mohawk Valley Psychiatric Center
140 Noyes St.
Utica, NY 13502
Phone: 315-735-3800

Domestic Violence

Victims of Violence

218 Liberty St. Oneida, NY 13421
Phone: 315-363-0048

HOTLINE: 315-366-5000 (24-hour)

Victims of Violence provides free and confidential services to those affected by sexual assault, domestic violence or other violent crimes in Madison County and surrounding communities. Services are available to all victims and their family, regardless of when the abuse or crime occurred or whether they choose to report it to the police. In addition to services provided to victims.

Alcohol & Substance Abuse Resources

Alcohol & Drug Abuse Prevention and Treatment (ADAPT)

Veterans Memorial Bldg. 2nd Floor PO Box 608 Wampsville, NY 13163
Phone: 1-800-721-2327

www.Madisoncounty.org

Mon.-Thurs. 8:00-8:00 Fri. 8:00-5:00

Alcoholics Anonymous

The following website offers information on Alcoholics Anonymous meeting locations for the Madison County and surrounding area.

<http://www.ny-aa.org/>

BRIDGES

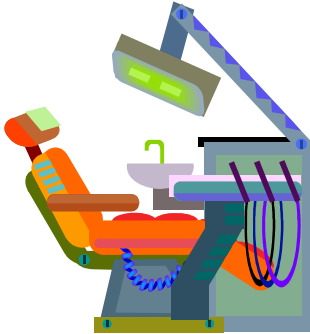
Route 5, Birchwood Office Building 3059 Seneca Turnpike Canastota, NY 13032
Phone: 315--697-3947 or 1-866-4HELP44

www.bridges-mccasa.org

If you are concerned about your own or another's use of alcohol, tobacco or other drugs call BRiDGES at (315) 697-3947 or 1-866-443-5747 to speak with a counselor about your concerns. This service is funded by the New York State Office of Alcoholism and Substance Abuse Services and is provided by BRiDGES at no charge to residents of Madison County.

DENTAL HEALTH

Bassett Health Care
Broad Street
Hamilton, NY 13346
Phone: 315-825-3100
Fax: 315-825-3017



Morrisville Family Health Center
3460 South Street
Morrisville, NY 13408
Phone: 315-684-7840

SITRIN Dental
221 Broad Street
Oneida, NY 13421
Phone: 363-6432
Toll Free: 1-866-274-8746, Ext. 460 or
619
Fax: 315-361-9150

Mukesh Patel
107 West Hinds Ave
Sherrill, NY 13461
Phone: 315-363-2733

NUTRITION RESOURCES

WIC

Women, Infants, Children (WIC)
603 Seneca Street, Suite #4 Oneida, NY 13421
Phone: 315-363-3210

WIC is a supplemental nutrition program that provides free, healthy foods, and nutrition and breastfeeding education/support.

Breastfeeding Support

La Leche League

Support: 1-877-2798192 or 1-800-LA LECHE **Website:** <http://www.LLLI.org>

Provides education, information, support, and encouragement to women who want to breastfeed

EMPLOYMENT

NYS Department of Labor
1-800-209-8124



Working Solutions
<http://www.working-solutions.org/>
1006 Oneida Plaza Drive
Oneida, NY 13421
Phone: 315-363-2400
Mon. - Fri. 9:00 - 5:00

CREDIT COUNSELING

Consumer Credit Counseling Service of Central New York

Syracuse
5794 Widewaters Pkwy
Syracuse, NY 13214
Phone: 315-445-8960
www.credithelpny.org

Utica
289 Genesee St Utica, NY 13501
Phone: 315-735-7958

MADISON COUNTY SOCIAL SERVICES

Social Services Bldg. PO Box 637 Wampsville, NY 13163
Mon. - Fri., 9:00 – 11:00 & 1:00 – 5:00

General Information

Phone: 315-366-2211
Fax: 315-366-2720

Food Stamps

Phone: 315-366-2479

Medicaid

Phone: 315-366-2479

Administration

Phone: 315-366-2248

Child & Family Services

Phone: 315-366-2548

Child Support

Phone: 1-888-208-4485

Fraud Investigations

Phone: 315-366-2206

Public Assistance

Phone: 315-366-2276

H.E.A.P.

(Home Energy Assistance Program)

Phone: 315-366-2211

Emergency Assistance

Phone: 315-366-2211

Adult Services

Phone: 315-366-2211

Child Protective Services

Phone: 315-366-2548

Employment

Phone: 315-366-2341

Legal

Phone: 315-366-2569

HOUSING, FOOD & CLOTHING

Housing

Housing & Urban Development (HUD)

Madison Business Development Corporation

29 E. Main St., PO Box 220
Morrisville, NY 13408
Phone: 315-684-3222
Mon. - Fri. 8:00 – 3:00
By Appointment Only

Canastota Housing Authority

400 Lamb Ave. Canastota, NY 13032
Phone: 315-697-2847
Mon. - Fri., 8:00 – 4:00
By Appointment Only

Stoneleigh Housing

120 East Center Street
Canastota, NY 13032
Phone: 315-697-3737
Mon-Thurs 9-4 Fri 9-2

City of Oneida Housing Authority

226 Farrier Ave
Oneida, NY 13421
Phone: 315-363-8450



Clothing Closets

CANASTOTA

Opportunity Shop

138 East Center Street
Canastota, NY 13032
Phone: 315-697-3140
Mon.-Thurs. 9:00-3:30

CAZENOVIA

Caz Cares

101 Nelson Street (Rt 20)
Cazenovia, NY 13035
Phone: 315-655-3174
Mon, Tue, Thurs 9:30 - 12:00

The Key

66 Albany Street
Cazenovia, NY 13035
Phone: 315-655-3956
Mon-Fri 10:00-5:00 Sat. 10:00-4:00

CHITTENANGO

Salvation Army Shop

205 Tuscarora Road
Chittenango, NY 13037
Phone: 315-687-3533
Mon.-Sat. 9:00-9:00



GEORGETOWN

Mustard Seed

Route 80 (next to elementary school)
Georgetown, NY 13072
Phone: 315-837-4303
Tues. & Weds. 10:00-12:00
Wed. Only 6:00-8:00 pm

HAMILTON

Worn Again

100 Utica St.
Hamilton, NY 13346
Phone: 315-825-0226
Tue/Thurs/Sat 10:00-4:00

MORRISVILLE

Clothes Basket

Morrisville Community Church
First Presbyterian Church
Morrisville, NY 13408
Phone: 315-684-9970
Wed, Sat 10-2

ONEIDA

2nd Hand Rose Consignment Shop

Broad & Stone Streets
Oneida, NY 13421
Phone: 315-366-9900
Summer: Wed - Sat 10:00-1:00
Fall: Wed – Sat 11:00-3:00

MADISON COUNTY REUSE STORE (next to the Buyea Rd. Landfill Transfer Station)

Buyea Road
Oneida, NY 13421
Phone: 315-280-0457
Tues. – Sat. 7:10 – 3:00

Items that still have a useful life are cleaned and placed in the store for sale at reasonable prices. **There will be no clothing sold at the Reuse Store.** However, there are pots and pans, dishes, sports items, toys, tools, lawn furniture, baskets, lamps and other house ware items. There are also holiday decorations and more!

Food Cupboards

Brookfield Food Cupboard

1 Brookfield Baptist Fellowship Hall
Brookfield, NY 13485
Phone: 315-899-3343
By Appointment

Canastota - The Opportunity Shop

138 E. Center Street, PO Box 43
Canastota, NY 13032
Phone: 315-697-3140
Mon - Fri 9:00 - 11:30

Canastota - Loaves & Fishes (Soup Kitchen)

Hospitality Center 144 Center Street
Canastota, NY 13032
Phone: 315-697-9222
Last full week of each month - 11:30 to 12:30

Canastota – Believer’s Chapel

2657 Seneca Turnpike Canastota, NY 13032
Phone 315-697-2866 for instructions to sign up.
Tues, Thurs 11:00-3:00 Wed 2:00-6:00pm

Cazenovia - CazCares

101 Nelson Street (Rt 20) Next to McDonalds
Cazenovia, NY 13035
Phone: 315-655-3174
Mon, Tue, Thurs 9:30 - 12:00

Chittenango - Sullivan Food Cupboard

206 1/2 Tuscarora Rd Chittenango, NY 13037
Phone: 315-687-3290
Mon - Sat 10:00 - 1:00

DeRuyter Food Cupboard

Town Hall, Rt. 13 DeRuyter, NY 13052
Phone: 315-852-9994
Tue, Thurs 9:00 - 11:00

Earlville Food Cupboard

First Baptist Church,
9 West Main St, Earlville, NY 13332
Tues 5:00-6:30pm

Georgetown - The Mustard Seed

Route 80 (next to elementary school)
Georgetown, NY 13072
Phone: 315-837-4303

Tues, Wed 9:00 - 12:00, 6:00 -8:00 pm

Hamilton - The Cupboard

12 1/2 Madison Street
Hamilton, NY 13346
Phone: 315-824-2832
Tue, Thurs 1:00-6:00

Hamilton – Friendship Inn (Soup Kitchen)

St. Thomas Episcopal Church
12 Madison Street
Hamilton, NY 13346
Phone: 315-824-1745
Each Monday at 5:00 pm

Madison

1st Baptist Church
3685 North St, Madison, NY 13402
Phone: 315-893-7822
Last Sat. of each month 10:00am – Noon

Morrisville - Community Action Program

3 East Main Street
Morrisville, NY 13408
Phone: 315-684-3144
Mon, Wed, Thurs & Fri. 9am – 11am
www.capmadco.org

Oneida – Church on the Rock

119 East Railroad St.
Oneida, NY 13421
Phone: 315-280-4044
Wednesday 11:00 – 3:00

Oneida – Karing Kitchen (Soup Kitchen)

Oneida Area Council of Churches
116 West Grove St.
Oneida, NY 13421
Last five (5) business days of the month 11:30 -
1:00

Oneida – St. Joseph’s Church

111 St Joseph’s Place, Oneida
Phone: 315-363-3280
Saturday 9-10

Oneida – St. Patrick’s Church

119 East Walnut Street
Oneida, NY 13421
Phone: 315-697-8015
Mon. Wed., Fri. 3:30 – 4:30 or by Appointment

PRE SCHOOL AND CHILD CARE PROGRAMS-MADISON COUNTY

Madison County Head Start

Morrisville

100 Eaton St, PO Box 1209
Morrisville, NY 13408
Phone: 315-684-3001
Fax: 315-684-9004
Mon. - Fri. 8:00 - 3:30

Canastota

Canal Side -110 North Main Street
Canastota, NY 13032
Phone: 315-697-9833
Fax: 315-697-9031
Mon. - Fri. 8:00 - 3:30

Mid-York Child Care Coordinating Council

*Provides up to date information about child care resources in Madison, Oneida and Herkimer County.
Their Madison County office is located in the DSS building.*

Phone: (315) 223-7850 ~ Toll-Free 888-814-KIDS

Fax: 315-223-7855

Mon. – Fri. 8:00 – 4:30

<http://www.mycccc.org/>

Canastota

Celebration Children's Center

206 Wilson Ave
Canastota, NY 13032
Phone: 315--697-8680

Cazenovia

Cazenovia Community Pre-School

47 Lincklaen St.
PO Box 25
Cazenovia, NY 13035
Phone: 315-655-7234

The Children's House/ My School

2757 US Rt. 20 East
Cazenovia, NY 13035
Phone: 315-655-3825

Chittenango

Over the Rainbow Chittenango Christian Preschool (open during normal school year)

118 Arch Street
Chittenango, NY 13037
Phone: 315-687-7355

Wee Bears Preschool (Sept-June)

205 Falls Blvd.
Chittenango, NY 13037
Phone: 315-687-5714

Hamilton

Chenango Nursery School (L)

59 West Kendrick Ave
Hamilton, NY 13346
Phone: 315-824-1810

Morrisville

Children's Center (L)

Bailey Hall, Morrisville State College
PO Box 901
Morrisville, NY 13408
Phone: 315-684-6400

Oneida

Oneida Area Day Care Center (H)

447 Sayles Street
Oneida, NY 13421
Phone: 315--363-
0080



LIBRARIES

Canastota

102 West Center St.
Canastota, NY 13032
Phone: 315-697-7030

Cazenovia Public Library

100 Albany St.
Cazenovia, NY 13035
Phone: 315-655-9322

Earlville Free Library

6-8 N. Main St., PO Box 120
Earlville, NY 13332
Phone: 315-691-5931

Hamilton Public Library

13 Broad St.
Hamilton, NY 13346
Phone: 315-824-3060

Morrisville Public Library

83 E Main St., PO Box 37
Morrisville, NY 13408
Phone: 315-684-9130

New Woodstock Free Library

2106 Main St.
New Woodstock, NY 13122
Phone: 315-662-3134

Oneida Public Library

220 Broad St.
Oneida, NY 13421
Phone: 315-363-3050

Sullivan Free Library

101 Falls Blvd
Chittenango, NY 13037
Phone: 315-687-6331

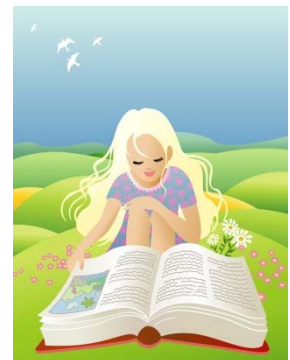
LITERACY

Madison County Reads Ahead Office Phone: 315.363.3050

Coordinator: Tara Truett

http://www.midYork.org/Oneida/OPL_MadCoReadsAhead.htm

Offers free one-on-one adult-literacy tutoring to the residents of Madison County through participating public libraries.



SPECIAL NEEDS

Early Intervention

Madison County Health Department
County Office Building #5
Wampsville, NY 13163
315- 366- 2361

Serves children 0-2 years of age with a confirmed disability or established developmental delay.

Alternatives Resources Choices (ARC)

701 Lenox Avenue
Oneida, NY 13421-1523
Phone: 315-363-3389
Fax: 315-363-4286
www.madisoncortlandarc.org

LEGAL

Legal Aid Society of Mid-New York Inc.

255 Genesee Street 2nd Floor

Utica, NY 13501

Phone: 315-732-2131

Appointments for Madison County residents are scheduled by calling: 1-877-203-1062.

TRANSPORTATION

Amtrak

Syracuse

Regional Transportation Center

1 Walsh Circle

Syracuse, NY 13208

Phone: 1-800-872-7245

Or 315-477-1152

<http://www.amtrak.com>

Utica

Boehlert Transportation Center

321 Main Street

Utica, NY 13501

Phone: 1-800-872-7245

<http://www.amtrak.com>

Rome

6599 Martin Street

Rome, NY 13440

Phone: 1-800-722-7245

Birnie Bus Service

248 Otis Street

Rome, NY 13441

www.birniebus.com

Phone: 315-336-3950, 1-800-734-3950

Medicaid Cab

Dial-A-Ride - Madison County

315-824-1260

MOMS

Private and MEDICAID Transportation

Serving Madison & Oneida Counties

Medical Escorts Available

www.MOMS Medicaid Transportation.com

Dave: 315-415-2163

Maria: 315-412-9392

Call for Availability

