

# SCCAP services as of Tuesday, March 17, 2020 8:00 AM

After assessing the potential risks to our staff and clients which are associated with COVID-19, SCCAP will be adjusting the delivery of services as noted below.

**It is recommended that all persons seeking assistance call the agency prior to visiting!**

We can then discuss your need over the phone and determine if there are alternatives to visiting the agency in order to reduce in-person exposures.

**Visitors to the agency exhibiting symptoms of Influenza or COVID-19 will be asked to leave and schedule an appointment or reschedule their existing appointment to a future point in time when they are well.**

Below is an overview of agency services by department with current adjustments to provide guidance:

#### **Child Care Resource and Referral / CACFP**

- All site visits/inspections and trainings suspended through Friday, March 27.
- Call for guidance on applications, submitting monthly forms, and T&TA assistance.

#### **Community Services:**

- Income tax assistance - services suspended through Friday, March 27.
- Housing, utilities, HEAP applications, etc. - call ahead to discuss your need as some services can be handled through phone, fax and email.
- Food pantry: scheduling appointments is preferred. If you are sick - DO NOT come to the agency! If you are in need of food assistance and are sick, call and we will discuss options. Food distribution will be pre-packaged and SCCAP parking lot pickup.

#### **Employment Training Center:**

- All training workshops cancelled through Friday, March 27.

#### **Energy Services - Weatherization:**

- Crew following protocols for work-site visits and personal protection. The crew has the discretion to refuse to work in homes if household members exhibit symptoms.

#### **Family Support & Resource Center:**

- Home visits, family team conference and all other family support services canceled.

#### **Healthy Families / WIC:**

- Call in advance as there are some options available which may not require you to come in to the agency.
- Breast feeding support services: in-person consults suspended. Support by phone.

#### **Parent & Child Connections Center:**

- Supervised visits canceled.

#### **Youth Development Services:**

- Call for guidance on applications, submission of paperwork, scheduled activities, etc.

As the COVID-19 situation continues to develop, we will reassess our service delivery - the well-being of our staff, our clients and our community at large is our top priority.

**Updates to services will be posted as quickly as possible.**