



CHAUTAUQUE COUNTY COMMUNITY RESOURCE GUIDE

STEP 1 to getting assistance:

211 WNY is your free and confidential link to health and human services. Every day, across Western New York, people just like you are looking for help. Dial 2-1-1 or 1-888-696-9211 or log on to www.211wny.org

NY Connects: Meets all service needs for Ages 60+. Call (716) 753-4582.

CLOTHES/HOUSEHOLD

Community Helping Hands

Emergency household & clothing needs. Donations accepted: Mon, Wed, Fri 3:30-7pm. Call to schedule a clothing pickup. For questions or to make referrals, please call: 716-487-1488 or email office.chh@gmail.com

Love INC. Assists with toiletries, cleaning products, diapers & wipes. Please call 716-338-9705 for assistance. Hours are 10am - 2pm Tuesday, Wednesday and Thursday.

CHILDCARE

****Child Care Council Hotline****
1-800-424-4532
childcare@chautopp.org

A Children's Place

Jamestown, 716-487-2238
M-F 7:30am-5:30pm

Chautauque Lake Childcare Center

Mayville, 716-753-5851
M-F 7am-6pm. Must call first.

YMCA Jamestown

716-664-2802
M-F: 6am-8pm, Sa: 7am-1pm

YWCA Jamestown

716-488-2237 x 250;
M-F 8:30am-4:30pm

HEALTH INSURANCE

Special enrollment period for health insurance through the NYS of Health Marketplace is happening **NOW**. For help enrolling, renewing, or changing your coverage, call Healthy Community Alliance **716-532-1010** to work with a local Navigator.

The Chautauque Center

For Insurance Enrollment
Monday – Friday;
Jamestown 716-484-4334
Dunkirk 716-363-6050

Find-a-Doc

Please Call Chautauque Health Network 716-338-0010: Press 1 for help to find a primary care doctor

HOUSING

Dept. of Health and Human

Services All issues related to homelessness should first be directed to DHHS at 716-661-8200

Chautauque Opportunities

<https://www.chautauqueopportunities.com>
/ Call first. Essential services only in person.

Jamestown 716-661-9430

Dunkirk 716-366-8176

TRANSITIONS (Transitional housing for women) - YWCA of Jamestown (716) 488-2237

ANEW CENTER – Domestic Violence Shelter open all hours;
24-hour Hotline 1-800-252-8748 or (716) 661-3894

UCAN City Mission (For men only)

Call Jeff Rotunda at
716-488-7480

LIBRARIES

All Chautauque County Library

systems free & open access to WIFI. Each library has policies and plans in place. Please go to the link below to see individual hours of service:
<https://www.cclsny.org/reopeningdates/>

MENTAL HEALTH & CHEMICAL DEPENDENCY

****Chautauque County CRISIS Hotline****

24/7 | 1-800-724-0461

****NYS COVID-19 Emotional Support Hotline****

1-844-863-9314

Addiction Support:

<https://combataddictionchq.com>

Crisis/emotional distress line:

1-800-724-0461

Warmline: 1-877-426-4372

Brooks TLC - Chemical Dependency Outpatient Clinic:

Tele services only

716-595-3355; Mon – Fri: 8am – 5pm

Catholic Charities

M-F 8:45am-4:45pm

Call to schedule new intake:

Dunkirk 716-366-3533

Jamestown 716-484-9188

Spanish speaker available on Tuesdays and Wednesdays

Child Advocacy Program (CAP)

Forensic interviews, Counseling,

Advocacy services available call

Jamestown: 716-338-9844

Dunkirk: 716-672-2031

The Chautauque Center

Appointments only

Mon-Thurs 8am-7pm; Fri 8am-5pm

Jamestown: 107 Institute St

716-484-4334

Dunkirk: 314/319 Central Ave

716-363-6050

Chautauque County Department of Mental Hygiene: Mental Health & Chemical Dependency Outpatient Services:

Walk ins, video conference, phone calls available

M-Th 8am-8pm, F 8am-5pm

Jamestown: 200 E. 3rd St., 5th Floor,
716-661-8330

Dunkirk: 319 Central Ave, 2nd Floor,
716-363-3550

Evergreen

For all questions and issues, call 716-847-2441.

Buffalo: 206 South Elmwood Ave,

M, W, Th, F: 8am-5pm,

Tue: 8am-7pm, 716-847-2441



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Jamestown: 320 Prather Ave. Suite 200A
M-F 8:30am-4:30pm, 716-664-7855
www.evergreenhs.org/covid-19

Family Service of Chautauqua Region

In person and tele-counseling services available. Call 716- 488-1971

Mental Health Association

(716) 661-9044 or visit
www.mhachautauqua.org
Offering peer and support group services on-site and via zoom. **Jamestown:** Gateway Center Door 14; 31 Water St. M-W 8:30am – 7:00pm; Thurs 8:30am-8:00pm; Fri 8:30am-4:00pm; Sat 9-2. **Dunkirk:** Inside Grace Lutheran church, 601 Eagle St. Mon – Tues 10am-3pm; Fri 10am -2pm

The Resource Center

Crisis appts available. Must call ahead. Tele-counseling & tele-psychiatry available
Jamestown 716-661-1447
Dunkirk 716-366-7660

UPMC Chautauqua Outpatient Mental Health & Chemical Dependency Services

Phone & Video Appointments
Mon – Fri 9a-5p
Jamestown: 716-664-8641
Dunkirk: 716-363-0018

****NYS Dept of Health
HOTLINE**
1-888-364-3065**

NYS GOVERNMENT PROGRAMS

Access Services and benefits through the Department of Health and Human Services (DHHS) please contact them at
716-661-8200 or 716-753-4998 or
www.mybenefits.ny.gov

For the local county web site of services log on to:
<https://chqgov.com/>

Applications, both certification (initial) and recertification for assistance should be mailed to Chautauqua County Department of Social Services 110 E. 4th Street, Jamestown, NY

14701 or 319 Central Ave, Dunkirk, New York 14048 or dropped in the drop boxes

Adult Protective Services For non-emergencies please call 716-753-4447; mail can be sent to 3 N. Erie Street, Mayville, NY 14757

Children Protective Services

Statewide Central Register
1-800-342-3720

Child Support

NYS Customer service Helpline:1-888-208-4485
Email documents to:
cccseu@co.chautauqua.ny.us
Fax: 716-753-4602

Child/ Family Courts

Court appearances are administratively adjourned. Reschedule dates will be sent out by mail to respondents.
716-753-4351
2 Academy St. Suite 5, Mayville, NY 14757

Fair Hearings

Office of Administrative Hearing at 800-342-3334 for rescheduling.

HEAP

716-753-4385
mybenefits.ny.gov
Applications opened Nov. 2
Applications & any supporting documents can be mailed, e-mailed, faxed, or dropped off.
7 N. Erie St., Mayville, NY 14757

Medicaid

716-661-8200 x-3

SNAP

716-661-8200 x-4
mybenefits.ny.gov
Waiver from in-person appointments has been extended.

Temporary Assistance Cash Assistance

716-661-8200 x-5
WIC: Phone appt. only
716-484-6001 or 218-1484
42 Dunham Ave, Jamestown

NY UNEMPLOYMENT

File online at www.labor.NY.gov. You can also file by phone, but it is extremely busy and difficult to get through: 1-888-209-8124
*Spanish language available

Chautauqua Works

Central Intake 716-661-9553
www.chautauquaworks.com

SENIORS/DISABLED

**** All agencies recommend seniors start with NY Connects 716-753-4582**

Community Connections at Findley Lake 716-769-2473
M-F 9am-3pm

Meals On Wheels: Call NY Connects 716-753-4582

Office of Aging 716-753-4471

Senior Life Matters

open remotely for telephone appointments and phone calls. 716-720-9797

Southwestern Independent Living Center 716-661-3010
843 N. Main St., Jamestown, NY 14701

SMALL BUSINESS

Chautauqua County Chamber of Commerce
www.chautauquachamber.org
Dunkirk: 716-366-6200
Jamestown: 716-484-1101

County of Chautauqua Industrial Development Agency
www.ccida.com
716-661-8900

Small Business Development Corp
www.sunyjcc.edu/sbdc

U.S. Small Business Administration's (SBA) Federal Disaster loan program
<https://esd.ny.gov/resource-guide-covid-19-sba-disaster-loans>

STUDENT RESOURCES

Chautauqua Striders
Small Group & One-to-One tutoring services online.
Richard Walter: 716-489-3482
richard@chautauqua-striders.org;
Mentoring referrals contact Erika At (716) 485-8052.
www.chautauquastriders.org/academics

Prevention Works

Parenting programs, Online Prevention



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Lessons, Teen Intervene support
<https://preventionworks.us/>
Jamestown: 716-664-3608
501 W. 3rd St.; M-F 8:30am-4:30pm
Dunkirk: 716.366.4623
51 E. 3rd St.; M-F 8:30am-4:30pm

VETERANS

Chautauque County Veterans Services online/phone support
Jamestown 716-661-8255
Dunkirk 716-268-6030
M-F 8:30am-4:30pm

Dwyer Veteran's Peer to Peer
Call for needs and online/phone support:
716-969-5542

FOOD RESOURCES

STEP 1 to getting food assistance:

211 WNY: is your free and confidential link to health and human services. Every day, across Western New York, people just like you are looking for help. Dial 2-1-1 or 1-888-696-9211 or log on to www.211wny.org

NY Connects: Meets all service needs for Ages 60+. Call (716) 753-4582.

SOUP KITCHENS

Chautauque County Rural Ministry – Dunkirk
319 Washington Ave. Dunkirk, NY 14048
(716) 366-1787
Breakfast: Mon-Fri 8:30-9:15am;
Lunch & Dinner: Mon-Fri 11am-12:30pm;
Sat 11am-12pm

Friendly Kitchen
319 Washington Ave. Dunkirk, NY 14048
716-366-1787
Breakfast: 8:30 - 9:15am
Mon - Fri Lunch & Dinner box pick-ups:
11:00am-12:30pm
Sat – Sun Meal Boxes 11:00am – 12:00pm

St Susan's Kitchen - Jamestown
(716) 664-2253 Daily bagged lunches can be picked up in the foyer.
Mon - Fri 11am- 2:30pm

Saturday 12:00-2pm
31 Water St. Jamestown, NY 14701

Westfield Community Kitchen
101 E Main St. (716) 326-2055
Mon & Fri 11:30am – 12:30pm
Wed 4:30p – 5:30pm

FOOD PANTRIES

Area Christian Action Council

- **Clymer Abbe Reformed Church** 595 Clymer/Sherman Road
Call first (716) 355-6336
Tues 10-11:30am; Fri 1-3pm; Third Sat of month 8-11:30am.
Serving town of Clymer and village of Panama residents.
- **Findley Lake UMC** 2862 North Rd (716) 769-7532. Mon 9am-noon; Thurs 4pm-7pm; Third Saturday of the month 8:00-11:30am.
Emergencies, call for appointment.
- **Sherman Community Church** 133 W. Main St. (716) 761-6522. Sat, 8am-12 noon. Bring photo ID, proof of residency, proof of income.
Serving Sherman School District (Panama, Clymer, Findley Lake, Sherman, Ripley).

Ashtville Food Pantry UMC
2180 Maple St. (716) 763-9252. Thurs 3:30-5:30pm; Sat 9:30-11:30am. Mobile Pantry Truck: Tuesday after the Fourth Monday of the month 10am-noon & 3pm-5pm.
Residents in service area zip codes: 14701, 14712, 14720, 14750, 14758, 14767, 14785 must meet income qualifications specified by Food Bank of WNY

Bread of Life Food Pantry Jamestown 1006 W. 3rd Street
(716) 483-3687
Tues 2:30– 5:30pm; Friday 11a -2p
For residents of 14701 zip code

Brocton-Portland Food Pantry Westfield 7063 W. Main Road
(716) 326-3417 or (716) 326-2492
Tuesday & Thursday 1-4pm; Wed 4:30-6:30pm. Call for emergency appointments.
Serves Portland town and Brocton village.

Cassadaga Food Pantry 25 Maple Ave. (716) 595-8718 Thurs 8am-12noon;
Call for emergency appointments. Bring photo ID, proof of income, and bags.
Serves residents of Cassadaga, Lily Dale, and Stockton.

Chautauque County Rural Ministry – Dunkirk 319 Washington Ave (716) 366-1787 or 716-269-8484
M-F 8:00am - 3:45pm. Call for emergency appointments. Serves Chautauque County. Bring photo ID for first visit. Spanish speaking staff available.

Cherry Creek First UMC- Twice Fed Food Pantry 6813 N. Main St. (716) 296-5213 Mondays 12:30pm-4:30pm. Bring photo ID, proof of address, and proof of income.

Dunkirk First Methodist Church 601 Washington Ave. Dunkirk, NY (716) 366-2230
Mondays 11am-1pm
ID required. Serves needy and homeless people in Northern Chautauque County.

Evergreen
Jamestown 408 W 5th St.495 (716) 664-7855
Mon 9am-1pm, Th 12noon-4pm
Open to public.

Falconer Food Cupboard at Bethlehem Lutheran Church 20 N. Phetteplace St. Falconer, NY (716) 665-2102
Tues & Thurs 9-11am
Must live in Falconer School District, only one visit per month.

Forestville – Neighbor to Neighbor Food Pantry 9495 Prospect Rd. (716) 257-6081 Tues 9am- 4:30pm. Serves residents of zip code 14062 and surrounding areas. Bring photo ID, proof of residency, and proof of income.

Forestville Food Pantry 3 Park St. (716) 965-2655. Thurs 10am – 4pm. Serves residents of Forestville School district. Bring photo ID, proof of residency, and proof of income.

Frewsburg Food Pantry 6 Institute St. (716) 569-2615. Tues and Thurs 4pm – 6pm
Serves residents of Frewsburg Central School District. Bring photo ID, proof of address, and proof of income.

God's Pantry Jamestown 520 Spring St. (716) 483-9825
Third Tuesday every month, 10am-2pm. Serves Jamestown residents. Bring ID.

Kennedy - 1st UMC 3594 Church St. (716) 267-2645. Third Tuesday of each month, 6pm-8pm; Last Saturday of each



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month, 10am-12pm. Open to Falconer Central School District residents.

Mayville – St. Paul’s Episcopal Food Pantry 99 S. Erie St. (716) 753-2243 Mon, Wed, Fri 10:30am – 12:30pm. Serves Chautauqua Lake School district residents. Bring proof of residence, proof of household size, and proof of income.

Northside Food Pantry Christ First UMC

Jamestown 663 Lakeview Ave. (716) 664-5803 Call to schedule. Mon. & Wed 9:30am-12:00pm

PANAMA – God’s Groceries United Methodist Church

22 E. Main St. (716) 680-4292 Mon 9-10am & 6-7pm; Thurs. 5-7pm. Serves Panama School district residents. Bring ID and proof of income.

Ripley Community Council Food Pantry 14 N. State St. (716) 736-4386 Tues 2 - 4pm; Sat 10am - noon. Serves Ripley town residents. Bring ID for household and self, proof of residency, and proof of income.

Salvation Army - Dunkirk 704 Central Ave. (716) 366-3701 Mon-Fri 9:00am -12:00pm. Call to schedule, currently delivery only.

Salvation Army - Jamestown 83 S Main St, (716) 664-4108 **Food Pantry** Monday-Friday 9:30–11:30am and 1-3:30pm

Silver Creek Food Pantry 260 Central Ave (716) 934-7642 or 716-934-4570. Thurs. 5:30-7:30pm; Fri 10am-12noon.

Sinclairville Food Cupboard 49 Sinclair Dr. (716) 962-2265. Tues 8am-12noon. Serves residents of Cassadaga Valley Central School district. Bring photo ID.

South Dayton Food Pantry 327 Route 322 (716) 988-3232 Tuesdays 8am-noon. Serves Leon, Conewango Valley, and Pine Valley school districts. Bring proof of income, expenses, and photo ID.

St. Elizabeth Ann Seton Food Pantry - Dunkirk 328 Washington Ave (716) 679-9055. Wed, 3pm-7pm

Tree of Life – Jamestown 825 Forest Ave (716) 488-4235. Wed & Friday, 10am-2pm. Serves residents who live within one mile of the church.

Westfield Food Pantry 101 E. Main St. (716) 326-3243 Tues 1- 2:30pm. Serves Westfield School district. Preregister first. Call 716-326-6236 or email westmeth@fairpoint.net to fill out application.

FOOD EDUCATION / ASSISTANCE

Cornell Cooperative Ext. (716) 664-9502

Jamestown Mobile Market Emergency Food Needs Line (716) 226-0650.

Link to a Map (below) that locates all food resources in Chautauqua County. <https://planningchautauqua.com/division-of-planning-and-community-development/food-policy-council/covid-19-food-sources/>

ONLINE FOOD SHOPPING

Start by loading the free INSTACART app on your phone or use your computer and log-on to: www.instacart.com

INSTACART LOCATIONS:

- *Free delivery on first 3 orders of \$35
- *Pick Up also available
- *Prices may vary from In-store
- *Online orders for Curbside pick-up +fee+bags

ALDIs: Phone: 855-955-2534

- **Jamestown** 930 Fairmount
- **Dunkirk** 3878 Vineyard Dr

TOPS:

- **Dunkirk** 3955 Vineyard Dr. (716) 366-2050
- **Falconer** 110 S Work St. (716) 665-1150
- **Frewsburg** 20 Center St. (716) 569-6460
- **Jamestown** 738 Foote Ave (716) 484-7243
- **Jamestown** 2000 Washington (716) 665-1100
- **Mayville** 640 S. Erie Street (716) 753-7670
- **Silver Creek** 140 Central Ave (716) 934-3431

- **Westfield** 121 East Main St. (716) 326-4965

WEGMANS - Jamestown 945 Fairmount Ave (716) 483-9900 Mon-Sun 6am-Midnight

GROCERY STORES

Walmart (set up account at Walmart.com)

- **Lakewood** 350 E Fairmount (716) 763-0945 Mon-Sun 7am-11pm
- **Fredonia** 10401 Bennett Road (716) 679-3150 Mon-Sun 7am-11pm *Pick up (free) or delivery (7.95 and up)

Big Rick’s One Stop Dunkirk 327 Lakeshore Dr. E (716) 363-1509 *Delivers groceries/ lunch/dinner— 2.00 charge* Mon-Fri 6am-9pm, Sat-Sun 7am-9pm

Fredonia Food Mart and Deli 33 Temple Street (716) 672-8191 *2.00 delivery on Thursday—call before Noon Mon-Fri 6:30am-9pm; Sat 7am-9pm; Sun 9am-7pm

Brigiotta's - Jamestown 414 Fairmount (716) 490-6845 *Delivery starts at \$5.00 *Call in orders for curbside pick-up with a credit card <https://www.brigiottas.com/retail> Mon-Sat 10am-6pm, Sun 10am-5pm

Busti Country Convenience 890 Busti/Sugar Grove Rd. (716) 661-9090 *Delivery to Jamestown and Lakewood, call for info Mon-Sat 11am-9pm, Sun 12pm-9pm

Gokey Mini Mart - Jamestown 102 West 3rd Street 488-1496 *Delivery to Hotel Jamestown and Covenant Manor Mon-Sat 9am-5pm

Lighthouse Point Grocery- Mayville 5262 West Lake Road (716) 753-2829 *Delivery Mon, Wed, Fri. *Call after 1:00 Mon-Sat 8am-7pm, Sun 8am-6pm