

ALBANY COMMUNITY RESOURCES

IMPORTANT CONTACTS TO KNOW

Dept of Social Services	Services
518-447-7300	Services include providing aid to eligible recipients through the Family Assistance, Safety Net, Day Care, Employment, Supplemental Nutrition Assistance Program (formerly called food stamps), Medicaid, and Home Energy Assistance Programs.
Office for the Aging	
518-447-7198	The New York State Office for the Aging's (NYSOFA's) home and community-based programs provide older persons access to a well-planned, coordinated package of in-home and other supportive services designed to support and supplement informal care.
APS	
518-447-7177	APS is a mandated service provided by local social services districts. It involves intake, investigation and assessment of referrals of abuse, neglect, and financial exploitation of impaired vulnerable adults who live in the community
Mobile Mental Health	
518-447-4555	Crisis Intervention services, applicable to adults, children and adolescents are intended to stabilize behavioral health symptoms and return individuals to pre-crisis levels of functioning. Programs that exclusively provide phone support.
HEAP	
518-447-7323	HEAP is a federally funded energy program intended to assist low-income households in meeting their immediate home energy needs.

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SNAP	
800-342-3009	SNAP provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food and move towards self-sufficiency.
NYS Office of Temporary and Disability Assistance	
800-342-3009	The Office of Temporary and Disability Assistance (OTDA) offers programs for food and temporary cash assistance, heating assistance, child support enforcement, and more.
Medicaid transportation contact for DSNP members with FFS Medicaid	
800-850-5340	Services include processing requests (forms, 2015, etc) from Medicaid recipients and doctors (social workers, office assistants, etc.) and duly facilitating necessary transportation to various private car companies in your area
paratransit	
https://www.albanycounty.com/departments/aging/transportation and https://www.cdta.org/star-program	The Capital District Transportation Authority(CTDA), a public benefit organization, provides regular route buses, shuttle buses, and paratransit services in the Capital Region transportation district, with the goal of offering safe, reliable, and courteous service.

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INDEPENDENT LIVING CENTERS

Regional Counties	Contact Information	Auxiliary Independent Living Centers	Services
<p>Albany North Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, Saratoga, Warren, Washington</p>	<p>April Easton Southern Adirondack Independent Living Center (SAIL) 71 Glenwood Ave Queensbury, NY 12804 Email: aprilw@SAILhelps.org</p> <p>Tel: 518-792-3537 Fax: 518-792-0979 Amy Wittenburg amyw@sailhelps.org Anthony Lemise anthonyl@sailhelps.org</p>	<p>North Country Center for Independence, Plattsburgh Ephraim Fosu 518-563-9058, ext. 111 Ephraim @ncci-online.com</p>	<p>Independent Living Centers (ILCs) are community-based organizations whose main focus is to teach people with disabilities the skills required for independent living. Other services include advocacy, counseling, support groups, assistance with housing, and referrals.</p>
<p>Albany South Albany, Columbia, Greene, Rensselaer, Schenectady, Schoharie</p>	<p>Debbie Abreu Independent Living Center of the Hudson Valley (ILCHV) 15-17 Third Street Troy, NY 12180 Email: dabreu@ilchv.org Tel: 518-274-0701, ext. 109 Fax: 518-274-7944 Educ & Outreach, Pat Pfeifer ppfeifer@ilchv.org</p>	<p>Capital District Center for Independence, Albany 518-459-6422</p>	

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NATIONAL CONTACTS

<p>Affordable Connectivity Program</p>	<p>The Affordable Connectivity Program provides: Up to \$30/month discount for broadband service; Up to \$75/month discount for households on qualifying tribal lands; and A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price. The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household. Eligibility The guidelines outline specific criteria for eligibility, including having a household income at or below 200 percent of the Federal Poverty Guidelines or having a member of the household who meets at least one of the criteria outlined at https://www.fcc.gov/acp. Two Steps to Enroll 1. Go to ACPBenefit.org to submit an application or print out a mail-in application, and 2. Contact your preferred participating provider to select a plan and have the discount applied to your bill. For more information and full details, visit https://www.fcc.gov/acp or call 877-384-2575</p>
<p>Relay Health Services</p>	<p>711 TTY - Relay Health Services for those with communication impairments- TTY-based Telecommunications Relay Services permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.</p>
<p>National Suicide Hotline</p>	<p>988 - National Suicide Hotline- 988 is the easy-to-remember number that reaches what is commonly referred to as the Lifeline—a network of more than 200 state and local call centers funded by the U.S. Department of Health and Human Services through the Substance Abuse Administration and administered by Vibrant Emotional Health</p>
<p>Information and Referral Services</p>	<p>211-2-1-1 is a free telephone number providing access to local community services. 2-1-1 is available in multiple languages, allowing those in need to access information and obtain referrals to physical and mental health resources; housing, utility, food, and employment assistance; and suicide and crisis interventions.</p>
<p>Covid-19 Emotional Support Helpline</p>	<p>1(844)-863-9314 Hours: Every day 8AM-10PM We have an emotional support helpline, educational materials, trusted referrals, and local provider agencies... all dedicated to</p>

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	<p>helping you manage and cope with changes brought on by COVID. NY Project Hope Crisis Counselors understand what you are going through. Talking with them is free, confidential, and anonymous. Talk with someone who is trained, knowledgeable and never judges. Sometimes it's helpful to talk with someone you don't know.</p>
<p>Coalition For the Homeless Crisis Hotline</p>	<p>COALITION FOR THE HOMELESS CRISIS HOTLINE 888-358-2384 Call to get help finding shelter or other crisis needs, including SSI Benefits, housing assistance, and Mail Service</p>

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FINANCIAL RESOURCES

AGENCY ORGANIZATION NAME	PHONE	ADDRESS	WEBSITE	SERVICES
Albany Community Action Agency - ACAP	(518) 463-3175	333 Sheridan Avenue, Albany, NY 12206	https://albanycap.org/	Emergency food services, help with rent
Colonie Senior Resources	(518) 459-5051	12 METRO PARK ROAD, Suite 103, Albany, NY 12205	https://www.colonie.org/departments/seniors/	Helps with heating bills from Home Energy Assistance Program (HEAP)
Homeowner Assistance Program (HOAP)	518-434-5075	City Hall, 24 Eagle Street, Albany, NT 12207	https://www.albanyny.gov/748/Home-Improvement-Programs	Provides financial assistance to owner-occupied homeowners anywhere in the City of Albany. If you are in need of home improvements--such as new windows, doors, roof, or furnace.
Albany ACCESS Program	518-434-5075	Albany, Hampton Plaza, 38-40 State St., Albany, NY 12207	https://hcr.ny.gov/access-home	Program was created to make residential units accessible for income eligible persons with disabilities. This program will provide financial assistance with the cost of adapting homes to meet the needs of those with disabilities to easily and comfortably live in their residences. (e.g. Wheelchair ramps etc.)

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HOTLINES

AGENCY ORGANIZATION NAME	PHONE	WEBSITE	SERVICES
Albany City Police Department	(518) 462-8013	https://www.albanyny.gov/348/Albany-Police	The Albany Police Department will strive to eliminate crime and the fear of crime by inspiring and empowering our community to work together to improve our quality of life and make Albany the safest community in America.
Albany County Sheriff's Office	(518) 487-5440		
New York State Police - Troop G	(518) 783-3211		
Albany Fire Department	(518) 438-4000		
Albany County Health Department	(518) 447-4580 Mon–Fri: 8:30am–10:00pm Sat & Sun: 8:30am–6:00pm		
NYS COVID-19 Hotline	1-888-364-3065 (24 hours)		
Albany County-NY Connects	(518) 447-7177		Senior questions and help with food
Albany County Government	(518) 447-7000		
Albany County Coronavirus Hotline	2-1-1 from any phone (24 hours)		
Food, Housing, Transportation and other Support	Call 2-1-1 or 1-888-366-3211 visit www.211neny.org for 24/7		Assistance about food, housing, utilities, health care, senior services, disability services, transportation, and more.
Food Pantries	518-458-1167 ext. 108.		For help finding your nearest food pantry,

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	<u>M-F 8am-4pm</u>		please call the Food Access Referral Line, M-F from 8am to 4pm at (518) 458-1167 ext. 108.
National Grid (customer service)	1-800-642-4272 <u>M-F 7am-7pm</u>		
National Grid Gas emergency	1-800-892-2345 (24 hours)		
National Grid Power outage	1-800-867-5222 (24 hours)		

HOUSING

AGENCY ORGANIZATION NAME	PHONE	ADDRESS	WEBSITE	SERVICES
Community Connections	(518) 694-8899	315 Sheridan Ave., Albany NY 12206		Daily meal, showers, laundry facilities case management, mailbox, lockers, clothing pantry, access to telephone, computer and fax and opportunity to meet regularly with onsite providers. Assist clients with applying for services. Free health clinic
Capital City Rescue Mission	(518) 462-0459	259 South Pearl Street, Albany, New York 12202	https://capitalcityrescuemission.org/	Daily meals, Shelter, showers, access to telephone.

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Albany Outreach Van	(518) 495-0663		https://www.josephshousetroy.org/help/albany-outreach-van	Outreach, Crisis intervention, Food, Clothing, Blankets, Housing/Shelter referrals
Family Promise of the Capital Region	(518) 650-8895		https://www.familypromisecr.org/	shelter, food and case management services to assist homeless families in securing employment, permanent housing and lasting independence.
United Tenants of Albany	(518)-436-8997	295 Hamilton Street, Albany, NY.	https://utalbany.org/	Help tenants with evictions, financial help for rent and utilities.

URGENT CARE

AGENCY ORGANIZATION NAME	PHONE	ADDRESS
WellNow Urgent Care	(518) 649-9986	1438 Western Ave, Albany, NY 12203
St. Peters Health Partners - Saratoga Urgent Care	(518) 525-1111	315 S Manning Blvd, Albany, NY 12208
CentralMed Urgent Care	(518) 240-1456	1662 Central Ave, Albany, NY 12205

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Albany Med EmUrgentCare	(518) 264-9000	98 Wolf Rd STE 16, Albany, NY 12205
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