

QUEENS 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>New York City _Bronx, Kings, New York, Queens, Richmond</p>	<p>Dheki Lama Center for Independence of the Disabled in New York (CIDNY)71 80-02 Kew Gardens Road Kew Gardens, NY 11415 Email: dlama@cidny.org Tel: 646-368-8034 Fax: 718-866-1072 Admin - Ashley Francis afrancis@cidny.org Qiana Hankins 646-849-8204 qhankins@cidny.org Fred Horlback 646-849-8318 fhorlback@cidny.org</p>	<p>Bronx Independent Living Services, Bronx 718-515-2800 Alesha Ottenwalder 929-388-7424 alesha@bils.org Lisa Rivera 929-502-7333 Lisa@bils.org Natasha Davis 929-388-7428</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>New York City _Bronx, Kings, New York, Queens, Richmond</p>	<p>Open Doors staff at NYAIL Suzanne de Beaumont, Project Director sdebeaumont@ilny.org Laurie Carter, Statewide SW Coordinator lcarter@ilny.org Tami Loya, Education and Outreach Director tloya@ilny.org</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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HOUSING

AGENCY ORGANIZATION NAME	PHONE	ADDRESS	HOURS OF OPERATION	WEBSITE	SERVICES
Forest Hills region (QCH - Queens Community House	718-592-5757,718 591-6060	119-45 Union Turnpike, 5th Floor Forest Hills, NY 11375		https://www.qchnyc.org/programs/adult-and-family-services/housing-and-homelessness-prevention	The non-profit focuses on seniors, however in general they provide hands-on help with housing-related problems and people struggling to pay rent. Counselors at the agency specialize in helping senior citizens obtain SCRIE (Senior Citizens Rent Increase Exemption) as well as other housing assistance.
Jamaica area (QCH - Queens Community House	718-883-8310	165-08 88th Avenue, Jamaica, New York 11432		https://www.qchnyc.org/programs/adult-and-family-services/housing-and-homelessness-prevention	They offer various rent assistance programs, homeless prevention, and legal support to

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					stop evictions in NYC housing court. They help immigrants and the elderly. There is grants to pay rent for TANF cash aid tenants, details on the Homelessness Prevention and Intervention Program, information on tenant protections in Queens
Neighborhood Housing Services Of Northern Queens	718-457-1017	60-20 Woodside Ave Woodside, NY 11377		https://www.nhsoqueens.org/	The organization offers services including pre-purchase counseling, mortgage aid, and programs to assist residents with purchasing and maintaining a home
Northwest Queens Housing Corp.	(718) 728-6886	31-14 30th Ave, 2nd Floor Astoria, New		https://www.hanac.org/	Various rental assistance and housing programs are offered. Local

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		York 11102			families can get help for housing challenges (such as eviction prevention and rent help) and assistance in applying for other social services and government programs. Get help in applying for a variety of assistance programs, such as Section 8, IT-214 tax credits, HEAP, and government public housing.
Astoria Restoration Association, Inc.	(718) 726-0034	31-28 Ditmars Blvd Astoria, NY 11105		https://hcr.ny.gov/location/astoria-restoration-association-inc	Housing and rent assistance programs include emergency financial and rental assistance and referrals to charities and government programs. Importantly they offer a substantial

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					amount of emergency financial assistance for low income residents.
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HOTLINE

WEBSITE

County Phone Numbers : <https://queensbp.org/contact/>

HRA CENTERS

AGENCY ORGANIZATION NAME	PHONE	ADDRESS	HOURS OF OPERATION	WEBSITE	SERVICES
Queens HRA Center	(718)784-5919/(718)784-6043	32-20 Northern Blvd, 4th Floor			

URGENT CARE

AGENCY ORGANIZATION NAME	PHONE	ADDRESS	HOURS OF OPERATION	WEBSITE
Josef Schenker MD PC (Centers Urgent Care)	(718) 502-3000	61-22G Fresh Pond Road, Middle Village NY 11379		
Metro UrgiCare - Glendale	(718) 638-7682	8989 Union Tpke, Glendale, NY,11385		
Northwell Health-	(315)	134-34 Springfield Boulevard,		

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GoHealth Urgent Care	6106973	Springfield Garden,NY,11413		
Northwell Health- GoHealth Urgent Care	(718) 5029063	55-05 Myrtle Avenue, Ridgewood NY,11385		
Northwell Health- GoHealth Urgent Care	(718) 5029867	58-28 99th Street, Corona,NY,11368		
Northwell Health- GoHealth Urgent Care	(929) 2655990	37-01 Broadway, Astoria,NY,11103		
Northwell Health- GoHealth Urgent Care	(929) 3734480	41-19 Bell Boulevard, Bayside,NY,11361		