

# RENSSELAER COUNTY COMMUNITY RESOURCES

## IMPORTANT CONTACTS TO KNOW

<b>Dept of Social Services</b>	<b>Services</b>
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.
<b>Office for the Aging</b>	
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.
<b>APS</b>	
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
<b>Mobile Mental Health</b>	
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.
<b>HEAP</b>	
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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<b>SNAP</b>	
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.
<b>NYS Office of Temporary and Disability Assistance</b>	
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.
<b>Medicaid transportation contact for DSNP members with FFS Medicaid</b>	
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
<b>paratransit</b>	
<a href="https://www.albanycounty.com/departments/aging/transportation">https://www.albanycounty.com/departments/aging/transportation</a> and <a href="https://www.cdta.org/star-program">https://www.cdta.org/star-program</a>	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><b>Albany South</b> Albany, Columbia, Greene, Rensselaer, Schenectady, Schoharie</p>	<p>Debbie Abreu <b>Independent Living Center of the Hudson Valley (ILCHV)</b> 15-17 Third Street Troy, NY 12180 Email: <a href="mailto:dabreu@ilchv.org">dabreu@ilchv.org</a> Tel: 518-274-0701, ext. 109 Fax: 518-274-7944 Educ &amp; Outreach, Pat Pfeifer <a href="mailto:ppfeifer@ilchv.org">ppfeifer@ilchv.org</a></p>	<p><b>Capital District Center for Independence, Albany</b> 518-459-6422</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>

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## NATIONAL CONTACTS

<p><b>Affordable Connectivity Program</b></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 <a href="https://www.fcc.gov/acp">https://www.fcc.gov/acp</a>. <b>Two Steps to Enroll</b> 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 <a href="https://www.fcc.gov/acp">https://www.fcc.gov/acp</a> or call 877-384-2575</p>
<p><b>Relay Health Services</b></p>	<p><b>711 TTY</b> - 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><b>National Suicide Hotline</b></p>	<p><b>988 - National Suicide Hotline</b>- 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><b>Information and Referral Services</b></p>	<p><b>211-2-1-1</b> 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><b>Covid-19 Emotional Support Helpline</b></p>	<p><b>1(844)-863-9314</b> Hours: Every day 8AM-10PM We have an emotional support helpline, educational materials, trusted referrals, and local provider agencies... all dedicated to helping you manage and cope with changes brought on by COVID.</p>

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	<p>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><b>Coalition For the Homeless Crisis Hotline</b></p>	<p>COALITION FOR THE HOMELESS CRISIS HOTLINE <b>888-358-2384</b> Call to get help finding shelter or other crisis needs, including SSI Benefits, housing assistance, and Mail Service</p>

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## FINANCIAL

AGENCY   ORGANIZATION NAME	PHONE	ADDRESS	HOURS OF OPERATION	WEBSITE	SERVICES
Joseph's House	(518) 272- 2544	74 Ferry Street Troy, NY 12180		<a href="https://www.josephshousetroy.org/">https://www.josephshousetroy.org/</a>	joseph's House is a local nonprofit organization that provides local residents with help for paying bills, rent, and more. Free legal services included
The Roarke Center	(518) 273- 8351	107 4th St, Troy, NY 12180			offers assistance with more everyday living expenses. The staff can assist clients with obtaining non-narcotic prescriptions, gasoline vouchers or bus tokens for work, clothing, or food. While more rare, there can be other support too. This may be financial help with rent and mortgage payments, natural gas or water bills, school supplies, and holiday food and toys.

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## HOUSING

AGENCY   ORGANIZATION NAME	PHONE	ADDRESS	HOURS OF OPERATION	WEBSITE	SERVICES
CEO's Rensselaer Family Resource Center	(518) 694-9915	1641 3rd St, Rensselaer, NY 12144		<a href="https://www.ceoempowers.org">https://www.ceoempowers.org</a>	create a powerful system able to lift people out of poverty. Our services support everyone from babies in the womb to seniors.
Rensselaer Housing Authority	(518) 436-0230	85 Aiken Ave, Rensselaer, NY 12144		<a href="https://www.phada.org/articles2/nymdir.htm">https://www.phada.org/articles2/nymdir.htm</a>	Provides housing assistance.
Southern Rensselaer County Family Resource Center	(518) 766-4120	24 New Rd, Nassau, NY 12123			Provides housing assistance.
Wage Center	(518) 380-5600	200 Green St #1, Albany, NY 12202		<a href="https://wagecenters.com">https://wagecenters.com</a>	provides access to job training and employment opportunities for Public Housing residents, and low income persons who live in the area of a HUD assisted project

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## HOTLINE

## WEBSITE

Rensselaer County Contacts: <https://www.rensco.com/directory.aspx>

## URGENTCARE

AGENCY   ORGANIZATION NAME	PHONE	ADDRESS	HOURS OF OPERATION	WEBSITE
WellNow Urgent Care	(518) 268-2345	573 N Greenbush Rd, Rensselaer, NY 12144		
Capital Region Family Health Care	(518) 286-4899	2 Empire Dr Ste 100, Rensselaer, NY 12144		
St. Peter's Rensselaer Health Center	(518) 434-2526	53 Columbia St, Rensselaer, NY 12144		