



SDOH Resource Guide

July 15, 2022

[This guide includes Social Determinants of Health resources across Albany, Rensselaer, and Schenectady. Please contact Lauren Selmon at Lauren.Selmon@sphp.com if you notice information that is outdated or incorrect. The SDOH Resource Guide was developed by the CRHC Staff Development Subcommittee.]

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Crisis/Talk Lines

Albany County Warmline

(518) 269-6634, operating 7 days a week from 8am to 5pm.

The line is staffed by Mobile Crisis Team workers and Albany County's Disaster Mental Health response team.

Crisis Services -

Albany County Mobile Crisis Team

(518) 549-6500, This is the mobile crisis team serving adults in *Albany County*. They also serve children if Northern Rivers Mobile Crisis is unavailable. If an individual is determined to need an in-person assessment, the mobile crisis team will respond in the community. Callers are also being screened for COVID symptoms.

Northern Rivers Mobile Crisis Services

(518) 292-5499 (*Rensselaer, & Schenectady County*). *Albany serves children only. They also cover Saratoga, Warren, and Washington Counties.* Their current hours of operation are Monday-Friday 7am – 11pm, Saturday and Sunday 11am-7pm. Holidays 10am-6pm. Mobile Crisis is screening for COVID symptoms before going on site. If the person has or suspects they have COVID, support can be provided telephonically.

Crisis Text Line

Text HOME to 741741 (National).

This is for those who might be either unable to make phone calls or have anxiety talking on the phone. If you text "HOME" to 741741, it will connect you with a crisis counselor that will talk with you via text for as long as needed. The following link includes an FAQ and information pertaining to the resource:

<https://www.crisistextline.org/faq>

Friendship Line

800-971-0016, 24-hour crisis intervention hotline and non-urgent warmline for seniors (National).

Institute on Aging's 24-hour toll-free Friendship Line is the only accredited crisis line in the country for people aged 60 years and older, and adults living with disabilities. They also make on-going outreach calls to lonely older adults. They provide the following round-the-clock services: Emotional support, elder abuse reporting, well-being checks, grief support through assistance and reassurance, active suicide intervention, and information and referrals for isolated older adults, and adults living with disabilities. <https://www.ioaging.org/services/friendship-line>

Mental Health Empowerment Exchange

1-518-235-2173 Monday – Friday, 9am-7pm and 24/7 peer support from our warmline 1-800-MHEPINC (800-643-7462) offers 24/7 peer support.

MHEP has extended hours of operation to offer telephonic peer support to any member of the community who is seeking resources or a supportive ear during this difficult time. Phone lines will be staffed by trained peer mentors. All calls are confidential and free to the public.

The Living Room

(518) 243-1523, 1023 State St, Schenectady

The Schenectady location is open from 10am- 6pm. Guests can call or come in person during those hours.

(518) 764-8395, 2136 Burdett Ave, Troy

The Troy location re-opened 7/11/2022! This location is open Mon - Thurs 11am – 7pm and Fri 10am – 6pm.

The Living Room is a walk-in program designed to be a comfortable, home-like space for guests who are experiencing a mental health crisis. The Living Room aims to reduce mental health emergency room and crisis department visits. Guests will meet with a LCSW for assessment and then may spend time in the Living Room. There are rooms set up for meditation, activities, watching tv, or to have a quiet space. In addition to the LCSW there is also a Care Manager on staff who will work on community linkage and discharge planning. There is a peer on site to provide support as well.

The National Suicide Prevention Lifeline

Call 1-800-273-TALK (8255) or chat on their website www.suicidepreventionlifeline.org (National).

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

NY Project Hope Emotional Support Helpline

1-844-863-9314 (All of NY), 8am -10pm, 7 days a week

The Emotional Support Line provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.

https://nyprojecthope.org/?utm_medium=G1Search&utm_source=Google&utm_campaign=OMHProjectHOPERSPGrant

SPHP Crime Victims

24 hour hotline: (518) 271-3257. Intake: (518) 271-3410 or ALHSSACVAPIntake@sphp.com (Albany, Rensselaer, and Schenectady).

SPHP's Crime Victim Services provides free, confidential, and comprehensive clinical and advocacy services to primary and secondary survivors of trauma, including but not limited to therapy, short-term counseling, support groups, legal and medical advocacy, forensic nurse examiner program, community and professional education, and crime victims compensation assistance. <https://www.sphp.com/find-a-service-or-specialty/crime-victim-services/>

Benefits Navigation

Capital District Center for Independence

They provide Individualized and group counseling and advocacy through information, education and application services on work incentives and other government benefits (SSI, SSDI, DSS, Medicare, Medicaid, the marketplace, Veterans and more). Call them at (518) 459-6422 or visit their locations in **Albany** or **Schenectady**: <https://cdciweb.com/services/>

Healthy Capital District

Insurance coverage for individuals with specialized needs can be more complex to coordinate. HCD staff assists in the application process for seniors, disabled and blind individuals for Medicaid, Medicaid Buy-in Programs for working Disabled, Medicaid Spend down Programs, Medicare Savings Program, and help with Medicaid for Nursing Homes and MLTC. This program is for residents of **Albany**, **Saratoga**, **Schenectady**, and Schoharie County. Call (518) 462-1459 or visit <https://www.healthycapitaldistrict.org/index.php?module=Tiles&controller=index&action=display&alias=aboutgetcoverage>

Independent Living Center of the Hudson Valley

Staff provide education, guidance, and advocacy to assist individuals in obtaining the benefits to which they are entitled, including Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), SNAP, Heating Assistance, and rehabilitation services. Call them at 518-274-0701 or visit their **Troy** office at 15-17 Third St, Troy, 12180. <https://www.ilchv.org/>

SCAP

SCAP Community Services will offer referrals to community resources like SNAP, HEAP, health insurance, National Grid advocates, and Legal Aid. Call the customer portal or go to one of their 4 **Schenectady** sites: <https://www.scapny.org/services/housing-and-resource-navigation>

Clothing, Basic Needs, Furniture

Albany County

ACAP: Dress for Success

333 Sheridan Avenue, Albany, NY

(518) 463-3175 ext. 131 or send them an email at jstoner@albanycap.org.

Women are referred to Dress for Success Albany through a variety of channels: referral agencies, workforce development programs, community agencies, and educational institutions. It is a free program for income eligible women who are actively engaged in job search or who have recently found employment and need interview or work attire.

Capital City Rescue Mission

95 Trinity Place, Albany, NY

Men's shopping days are Tuesday and Thursday, 9:30 – 11:30am & 1:30 – 3pm. Women and children's shopping days are Wednesday and Friday, 9:30 – 11:30am & 1:30 – 3pm.

They provide free clothing, footwear, bedding, household items, and more for men, women, and children. They also provide care kits for those who are homeless. These can include everything from water bottles, snacks, and toothbrushes/ toothpaste to socks, tissues, and nail clippers.

Circles of Mercy

11 Washington Street, Rensselaer, NY

Monday – Friday, 10am to 2pm, Tuesday only 10am to 2pm (other times available by appointment only).

Call (518) 462-0899 or email circlesofmercy@nycap.rr.com.

They have clothing grants, baby supplies, back to school supplies, and bus passes for medical and DSS appointments.

Grassroot Givers

522 Washington Avenue, Albany, NY

(518) 599-5157 and info@grassrootgivers.org. Open by appointment, so please call ahead.

They have clothing, pots and pans, dish sets, blankets and linens, personal care items, and children's books. Their stock can be limited. [This program also has non-perishable food].

Project Lift

40 N. Main Avenue, Albany, NY

(518) 573-3532 or email kmichael@st.cath.org.

Project LIFT can assist with clothing for employment, diapers, formula, and cleaning supplies. This program is for low-income elderly individuals, persons with disabilities, and families of low-income residents. They must be living in Albany or Rensselaer and they must be housed. [This program also provides food, security deposits, and rental arrears].

The Salvation Army of Albany

20 South Ferry Street, Albany, NY

(518) 463-6678.

They provide emergency assistance with clothing vouchers, furniture vouchers, and mobile feeding and referral services.

Rensselaer County

Troy Area United Ministries

392 2nd Street, Troy, NY Add clothing needs.

Call (518) 274-5920 or contact them online - <https://taum.org/contact/>.

The Furniture Program provides good, used furniture, free of charge, to families in need, including the working poor, women and their dependent children fleeing domestic violence, families leaving homeless shelters, persons with disabilities and the elderly poor. They have limited clothing items as well.

Unity House ReStyle Thrift Store

2431 6th Ave, Troy, NY

The thrift store is open Monday – Friday, 11am – 2pm.

The store offers new and used clothing, shoes, and accessories for the whole family at low prices. No appointment is needed, but to enter the building, one must show proof of vaccination. For those with an emergency need for clothing, please call us at (518) 274-2607 and they will arrange help.

Schenectady County

Bethesda House

834 State Street, Schenectady, NY

(518) 374-7873. They have a free clothing room open on Wednesdays from 9 – 11:30am & 1pm – 3pm.

Bethesda House also has ongoing services, Monday – Friday, 9 – 11:30am & 1 – 4:30pm that include personal hygiene items, laundry facilities, and showering facilities.

For more information, visit <https://www.bethesdaohs.org/page/day-program-and-emergency-food-services-32.html>

City Mission Thrift Store Schenectady

416 Saratoga Road, Glenville, NY

(518)346-2275.

They offer clothing, small appliances, books, cookware, small furniture, knick-knacks, and entertainment for a fraction of their original cost.

Habitat for Humanity ReStore

115 Broadway, Schenectady, NY

(518)395-3412

Habitat for Humanity ReStores are nonprofit home improvement stores and donation centers that sell new and gently used furniture, appliances, home accessories, building materials and more to the public at a fraction of the retail price.

Harvest Church

303 Grooms Rd, Clifton Park, NY

Harvest Distribution Center (HDC) is a storage and redistribution center owned and operated by Harvest Church, which is a 501(c)(3) organization. They provide food, clothing, personal care products and household items to agencies that serve individuals and families in need. HDC does not work with individuals in supplying products, but with non-profit organizations. Use this website to submit a request: <https://www.soldoutforjesus.com/harvest-distribution-center/>

Schenectady Home Furnishing

603 State Street, Schenectady, NY

A referral can be completed here: <https://www.schenectadyhomefurnishings.org/referrals/> or call (518) 346-2444.

Schenectady Home Furnishings Program, Inc. will serve families once on an emergency needs basis, unless there are extenuating circumstances within the family or household. This is a one-time service. Documentation will be required.

SCAP Community Resource Network

913 Albany Street, Schenectady, NY

(518) 374-9181 or email scapgen@scapny.org.

CRN is a walk-in or appointment-based service designed to ameliorate short-term crisis. They offer hygiene products and furniture. [They also offer food pantry, utilities assistance, and eviction prevention, as well as benefits navigation].

DSS

VERY IMPORTANT: You can now apply for HEAP, SNAP, and Temporary Assistance (including emergency housing!) online. You are also able to recertify, track an application, and report changes online at: <https://www.mybenefits.ny.gov/mybenefits/begin>

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Home Energy Assistance Program (HEAP)

To learn more, contact your local district HEAP office -<https://otda.ny.gov/programs/heap/contacts/>. You can also call the New York State Office of Temporary and Disability Assistance (OTDA) Hotline at 1-800-342-3009.

Albany County DSS

If Albany County residents need emergency shelter, they can call **518-447-7595**. This number will allow them to find out if they are eligible for shelter placement during business hours. For after-hours call the HATAS line **518-463-2124**.

Rensselaer County DSS

Call **518-283-2000** or **518-833-6000** for after-hours emergency housing. For single individuals, call Joseph's House. Remember to complete RCDSS's consent form if you would like to communicate on a member's behalf – They do not accept the DOH 5055.

Mary K Cassidy - MaryKay.Cassidy@dfa.state.ny.us

Jennifer Backaus-West – Jennifer.Backaus-West@dfa.state.ny.us – Supervisor in TANF – Family Assistance/SNAP

Rebecca Chase – Rebecca.Chase@dfa.state.ny.us - Supervisor in Safety Net/SNAP

Dale Keenan – Dale.Keenan@dfa.state.ny.us - Supervisor in Safety Net for families that have exceeded the 60-month federal time limit

Joanne Donnelly – Joanne.Donnelly@dfa.state.ny.us - Supervisor in HEAP

Mary Chris Reo – Mary.Reo@dfa.state.ny.us - Supervisor in Medicaid

Rachael Dean – Rachael.Dean@dfa.state.ny.us – Supervisor in Adult Protective Services

Schenectady County DSS

If Schenectady County residents need emergency housing after hours, they can call the hotline at **518-382-0383**. From 8:30am to 4:30pm, homeless individuals can come to DSS to seek housing or call the main number, **518-388-4470**. They can come with their Care Coordinator. [If shelters are full, SCAP is another great resource for rent relief and more 518-374-9181].

TA Department - SchenectadyTA@dfa.state.ny.us

SNAP Department - SchenectadySnap@dfa.state.ny.us

Anyone wanting to reach their case worker can call the main number (**518-388-4470**) and leave a message. The message will be directed to their worker. This is the quickest way to get an answer.

DV and Safety Resources

SPHP Crime Victims

24 hour hotline: (518) 271-3257. Intake: (518) 271-3410 or ALHSSACVAPIntake@sphp.com (Albany, Rensselaer, and Schenectady). SPHP's Crime Victim Services provides free, confidential, and comprehensive clinical and advocacy services to primary and secondary survivors of trauma, including but not limited to therapy, short-term counseling, support groups, legal and medical advocacy, forensic nurse examiner program, community and professional education, and crime victims compensation assistance. <https://www.sphp.com/find-a-service-or-specialty/crime-victim-services/>

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Other counties' DV shelters can be utilized when the local shelter is full or when the DV victim needs to leave the area for safety reasons. If someone is reluctant to go into shelter because of a pet, try calling the Mohawk Hudson Human Society (518) 434-8128 for assistance.

Albany DV Shelter

Equinox Domestic Violence Services - (518) 432-7865

Dutchess DV Shelter

Grace Smith House – (845) 471-3033

Columbia/Greene DV Shelter

Community Action of Greene County – (518) 943-9211

Fulton DV Shelter

Family Counseling Center of Fulton County Inc. – (518) 725-5300

Rensselaer DV Shelter

Unity House of Troy - (518) 272-2370

Schenectady DV Shelter

YWCA of Northeastern New York - (518) 374-3386

Schoharie DV Shelter

Catholic Charities County Crime Victims Program – (518) 234-2231

Ulster DV Shelter

Family of Woodstock Inc. – (845) 679-2485

Warren/Washington DV Shelter

Catholic Charities Domestic Violence Project - (518) 793-9496

Education and Literacy

ACCES-VR

ACCES-VR assists individuals with disabilities to achieve and maintain employment and to support independent living through training, education, rehabilitation, and career development. ACCES-VR serves all counties. <http://www.acces.nysed.gov/vr>

EOC

EOC delivers comprehensive, community-based, academic and workforce development programs and services to adult learners. EOCs assists students in re-entering the education pipeline who may have dropped out of school, are underprepared for the workforce or higher education, or who are seeking new or different skill sets to take advantage of new employment opportunities. They have locations at 431 River St., Troy and 30 N. Russell Rd., Albany (Albany temporarily closed).

<https://www.hvcc.edu/programs/eoc/index.html>

Literacy Volunteers of Rensselaer Co.

LVoRC teaches people to read, write, and speak English. For those seeking citizenship, the program gives students the information and skills they need to pass the Naturalization Test and interview. They have locations at 71 First St, Troy and the Albany Public Library. (518) 244-4650

<https://www.lvorc.org/sample-page/programsservices/>

Questar III

Questar III's Adult Education and Workforce Development is designed to provide learning opportunities that tap into the potential of the students we serve and then link them with meaningful employment that recognizes the skills, talents, and abilities they have developed. Available programs include Adult Literacy, High School Equivalency preparation and testing, English as a New Language (ENL): Formally ESL, and more. They have multiple locations in Albany and Rensselaer.

<https://www.questar.org/education/adult-education-and-workforce-development/>

Refugee and Immigrant Support Services of Emmaus

RISSE equips refugees and recent immigrants to build sustainable, independent lives by offering language and literacy instruction and support with life skills and integration into the U.S. culture and community. They are located at 715 Morris St, Albany.

http://www.risse-albany.org/Docs/Risse_Brochure.pdf

Washington Irving Adult and Continuing Education Services

They offer free Test Assessing Secondary Completion (formerly GED) classes, English as a Second Language, and Work Readiness programs in a variety of **Schenectady** locations.

http://wiec.schenectady.k12.ny.us/adult_ed

Food

The Food Pantries

If you are trying to connect with the food pantry nearest to a person's home or have any questions regarding hours of operation, specific accommodations, and where to find hot meals or bagged lunches call **(518) 458-1167 ext. 108**. This convenient food pantry map <https://map.thefoodpantries.org/> lists food pantries by county. There is also an app for your phone!

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Capital Roots Veggie Mobile

Capital Roots' Veggie Mobile®, sponsored by CDPHP, is a mobile market that travels to inner-city neighborhoods throughout Albany, Rensselaer, and Schenectady counties. It's been bringing a large variety of fresh, affordable, and local produce to residents with limited access to fresh food since 2007. It operates year-round, 5 days a week. They continue to serve 30 locations, delivering fresh produce to the public, health and child-care centers, senior and low-income housing facilities. Call ahead to place your order at (518) 274-8685. Visit <https://www.capitalroots.org/veggie-mobile/> for a schedule.

CC MOVE Food Distribution

Catholic Charities of the Diocese of Albany, the Regional Food Bank of Northeastern New York, CDPHP and the Capital District Labor Federation are teaming up with local community partners to address food insecurity with a mass food distribution at various locations. <https://www.ccrda.org/events/>

Feed Albany

Feed Albany utilizes commercial kitchens, unemployed restaurant workers and volunteers to prepare, package and distribute food to at-risk and in-need individuals in Albany and surrounding areas. Use the following link to contact them today: <https://www.feedalbany.com/food>

The Free Food Fridge

"The idea is very simple: it's literally just refrigerators full of free food on the sidewalk providing no-strings-attached free and accessible food for marginalized neighborhoods and people."

9 Locations across Albany, Troy and Schenectady: 8 Elm St (The Free School), 488 Broadway (The Albany Center Gallery), 245 Lark St (In Our Own Voices), 153 Grand St (Radix Center), 56 2nd St (Albany Barn), 621 River St, Troy (Collar Works), 21 Delaware Ave, Albany (Boys & Girls Club), 913 Albany St, Schenectady (Schenectady Community Action Program), Fehr Ave, Schenectady (Fehr Ave Farm)
Open 24/7. <https://freefoodfridgealbany.com/find-a-fridge>

Food 4 NY

This is an app for your phone! It provides an interactive map of the Capital Region that displays information concerning food banks, grocery stores, and other food assistance programs. Search and save all the information to a handy list for later use. Go to the IOS or Android App Store to download the app to your phone.

Meals on Wheels

If a person is unable to cook for themselves or if they lack refrigeration or food storage facilities, they may be eligible for home-delivered meals or other food services.

Albany: Funding comes from Albany County Office for Aging and you may call NY Connects for an assessment at (518) 447-7177.

Rensselaer: Call Rensselaer County Unified Family Services Department for the Aging for more information on the home-delivered meals program at (518) 270-2739 or (518) 270-2730.

Schenectady: For more information about the program, please call Catholic Charities Senior & Caregiver Support Services at (518) 372-5667 or visit their website at <https://www.ccseniorservices.org/>

Regional Food Bank

Regional Food Bank Drive-Thru Pantry Schedule: <https://regionalfoodbank.net/drive-thru-pantry-schedule/>

Legal Assistance

Access Disability Advocates

They can assist with SSD claims and appeals. Consultation is free and they never charge a fee until they have won the case. Call (518) 377-4204 or visit <http://www.accessdisability.com/>

Legal Aid Society

They provide free legal assistance to low-income people on domestic violence situations, family law, eviction, utility shut off, public benefits, and more. 55 Colvin Ave, Albany, NY 12206. Call (518) 462-6765 or the legal line at (833) 628-0087.

The Legal Project

The Legal Project helps the most vulnerable in our community, the working poor, women, immigrants, and the LGBTQ community with their civil legal needs. 24 Aviation Rd, Albany, NY. Phone (518) 435-1770 or email them to make an appointment info@legalproject.org

NYS Division of Human Rights

New York is the first state in the nation to enact a Human Rights Law, which affords every citizen “an equal opportunity to enjoy a full and productive life.” This law prohibits discrimination in employment, housing, credit, places of public accommodations, and non-sectarian educational institutions, based on age, race, national origin, sex, sexual orientation, gender identity or expression, marital status, disability, military status, and other specified classes. This agency was created to enforce this law. 1 Empire State Plaza, Albany 12220. Call (518) 474-2705 or visit the website <https://dhr.ny.gov/agency-overview>

Schenectady Community Action Program (SCAP)

They provide eviction prevention, court advocacy, and more. 913 Albany St, Schenectady, NY 12307. Phone (518) 3749181.

United Tenants

They provide eviction prevention, court and DSS advocacy, landlord/tenant mediation, a housing hotline, and more. 255 Orange St, Suite 104, Albany, NY 12210. Phone (518) 436-8997

Pharmacy

Albany College Pharmacy Collaboratory

The Collaboratory's mission is to help narrow disparities in the Albany South End. They offer chronic disease self-management programs, HIV adherence monitoring, medication reviews, and assistance with social determinants of health. They are located at 230 Green Street, Albany. (518) 487-4417.

<https://www.acphs.edu/collaboratory>

CPESN

CPESN is a network of pharmacies across Albany, Rensselaer, and Schenectady that can deliver, provide medication reconciliation, create a personalized list of active meds, provide long last injections, perform home visits, and more! Find a nearby CPESN Pharmacy by using the "pharmacy finder" on their website:

<https://cpesn.com/payors/services-available-from-cpesn-network-pharmacies/>

CVS

Delivery is available for eligible prescription drug orders with qualifying prescription benefit programs and insurance plans. Order cutoff times may vary by delivery option and pharmacy location. 1 to 2 day delivery is only available on orders placed Monday through Thursday. Delivery may be subject to delays. Not all delivery options are available to every address or from all pharmacy locations. Delivery fees apply and may vary by delivery option and location.

Genoa

Genoa Pharmacy specializes in serving the behavioral health population and are embedded at Albany County Department of Mental Health and Unity House. They can deliver and mail medications free of charge, provide blister packing and refill synchronization, provide reminder calls, and more. For the Unity House location, call (518) 874-0096. For the ACDMH location, call (518) 641-1548.

Healthy Capital District (HCD): Community Health Advocate (CHA) Program

Eligible individuals must be 65+, eligible for Medicare Part D, and meet income guidelines. The CHA Program provides information and assistance with government prescription assistance programs (e.g. Medicare Part D, EPIC, Extra Help), free or low cost medications, pharmaceutical assistance programs, retail discount programs & drug discount coupons.

175 Central Avenue, Albany, NY 12206. (518) 462-7040. www.hcdiny.org

Prescription Discount Cards

Don't forget prescription discount cards like GoodRX, SingleCare, and RXSaver. Each program works similarly – Visit their website, search the medication you need, pick your pharmacy, and then collect your discount card.

St. Peter's Prescription Assistance Program

Prescription Assistance Specialists help with free or low-cost medications, pharmaceutical assistance programs, retail discount programs & drug discount coupons (Good Rx). Specialists help to determine eligibility, enroll, and provide case management support. This program is for those receiving care from the SPHP system, but they do not turn anyone away. Samaritan Hospital Location: 2215 Burdett Ave, Troy, NY 12180 (518) 268-6442

Phones

Access Wireless

Apply online or over the phone for a free smartphone.

New Customers: 1-888-900-5899

Existing Customers: 1-866-594-3644

<https://www.accesswireless.com/lifeline/enroll>

Assurance Wireless

Apply online or over the phone for a free smartphone.

Phone: 1-888-898-4888

https://www.assurancewireless.com/?utm_source=internal&utm_medium=adwords&keyword=assurance%20wireless&device=c&gclid=CjwKCAjw8e7mBRBsEiwAPVxxiM5uxUB7s4VyX1aguBN2HDBK3Faa3ctaB5uYkCBCbC1qD-mUoJoHjxoCpzEQAvD_BwE

Boost Mobile

Individuals who meet eligibility can receive free cell phone service through Boost. Cost of cell phones start at \$20. Apply online:

<https://acp.boostmobile.com/Enrollment/Boost/en/Web/www/default/index.html#!/newHome>

Safelink Wireless

Apply online or over the phone for a free smartphone.

Apply using <https://www.safelink.com> or 1-800-723-3546. You can also look up retail locations using:

https://www.safelink.com/wps/portal/home/retailers!/ut/p/a1/dY3BbslwEES_hYOv2TUkUejNilCBikYqKIBfKqdsEiuOjWzT9PNLo_ZW5jaiN3og4QTSqk_dqqidVeany_x9Pi9Lvkz5rqp4huKwzbNUvPKCixxBTggWyxXfpPzp8bkqUfCXxTo_ZliY_wF3lhC2IFvj6kn3Jmy9KFqQnhry5JOrv81djfwwJDhOI5JUA0ZbftRezIUQvLhBoYr650xA9nIcP9LMCTL8Ej1dGR4pkZdzQ3Q9kxfSReHf52dCxFO91SwJwuXvm92MatTMZt9A60OR0o!/

Rental Assistance

Agencies with ESG Funding for Rental Assistance

Albany

Legal Aid – (518) 689-6313

United Tenants – (518) 436-8997

St. Catherine's – (518) 728-7239

Rensselaer

Catholic Charities – Roarke Center – (518) 512-3577

CEO – (518) 272-6012

Legal Aid – (518) 462-6765

YWCA of Greater Capital District – (518) 274-7100

Schenectady

Bethesda – (518) 374-7873

New Choices – (518) 346-4436

SCAP – (518) 374-9181

Support Groups

AA's Online Guide

This is the "A.A. Area 48" meeting finder. AA used to circulate a printed pamphlet of local meetings, but they have transitioned to this online guide. You can use to find both in-person and virtual meetings. There is the ability to filter meetings by location, day of the week, time, and meeting type. You can also view local meetings using an interactive map. Visit <https://aahmbny.org/meetings>

Community Hospice Grief Support

The Community Hospice provides free support services for anyone who has experienced the death of a family member or friend. These services are available to everyone, regardless of whether the loved one was a Hospice patient. All bereavement services are free of charge. View the list of groups <https://www.hospicegriefservices.com/adult-support> or and register by using https://docs.google.com/forms/d/e/1FAIpQLSfu4sfOaRNo6eVs-T_tNtXJQoroUP6gyXZ59VZA4gHoY1JRVg/viewform or calling 518-724-0200.

MHEP Peer Support Groups

MHEP offers topic-based peer run support groups weekly, in addition to open peer support groups.

Meeting	Day and Time	Join HTML
Mood Boosters	Mon at 4pm	https://zoom.us/j/731915845
Alternatives to Suicide	Mon at 6:30pm	https://zoom.us/j/99326958770
Meditation Lunch	Tues at 12pm	https://zoom.us/j/88254166258
Sharing Memes & Fun	Tues at 4pm	https://zoom.us/j/89619289089
Expressive Writing	Wed at 4pm	https://zoom.us/j/94931526495
Meditation Lunch	Thurs at 12pm	https://zoom.us/j/83542033387
Women's Network	Thurs at 4pm	https://zoom.us/j/85215633957
Open Mic	Fri at 4pm	https://zoom.us/j/93341693035
Hearing Voices	Fri at 5pm	https://zoom.us/j/92395691922
Meditation for a New Week	Sun at 7pm	https://zoom.us/j/89731025159
Open Peer Support	Tues & Wed at 6pm	https://zoom.us/j/99696547985
Open Peer Support	Thurs - Mon at 8pm	https://zoom.us/j/93651879166
Open Peer Support	Sat at 11am	https://zoom.us/j/81693505686

Transportation

CDTA Half Fare Cards

Citizens 65 and over, disabled individuals, Medicare card, and CDTA half-fare ID cardholders are entitled to ride for half-fare on CDTA's fixed route service. CDTA half-fare Navigator ID cards are issued by service organizations in Albany, Schenectady, and select CDTA Sales Offices and the CDTA Division in Troy. Pre-certification is required. Click here for more information: <https://www.cdta.org/half-fare>

CDTA Travel Trainers

CDTA Travel Trainers can assist riders with planning their initial bus routes by providing one-on-one instruction. Schedule an appointment with a CDTA Travel Trainer by calling (518) 482-8822. For more information click the link: <https://www.cdta.org/cdta-travel-training>

CDTA STAR Bus

STAR is Special Transit Available by Request; a Para-transit service offering transportation alternatives to people whom at certain times cannot use, or have substantial limits using, the CDTA fixed-route bus system because of a disability or impairment. Call (518) 482-2022 or visit <https://www.cdta.org/star-program> to learn more.

MLTC Transportation

Fidelis Care (MLTC Product Only)

Fidelis requires that you fill out a form and submit it via fax. They need at least 3 business days to process the form, so be sure to submit it well before the member's scheduled appointments.

The form can be found at

<https://www.fideliscare.org/Portals/0/Providers/FormsApplications/2018FidelisCareTransportationAuthorizationForm.pdf?ver=2018-04-13-142411-637>

Nascentia

Nascentia requests that you do not send same day/next business day or multi-leg trips to the email or fax. Trips should be requested as soon as the medical appointment is scheduled. Send an encrypted email to Transportation@477home.org or fax to (315) 477-9590. If you have difficulty scheduling it has been recommended that you call 888-477-4663 instead of the transportation number and ask to speak with member's care team.

Medical Answering Service

MAS provides transportation to and from medical appointments to eligible Medicaid participants. You will need to contact the help desk to set up your account or speak with your agency representative. Call 866-883-7865 or visit <https://www.medanswering.com/login.taf>

Ride Health

Ride Health is a non-medical transportation service for one-off social determinant of health needs, such as transportation to obtain ID's and documentation, clothing and furniture, education, career skill development, emergency food, and to get to homeless drop-in services. One must be participating in the referral platform, Unite Us, to gain access to Ride Health. Contact Paige Hughes to set up Unite Us or Ride Health for the first time: paige.hughes@healthyalliance.us
<https://abh.ridehealth.com/dashboard>

Utilities Assistance

FCC Broadband Connectivity Program

The Broadband Connectivity Program provides a \$30 monthly discount off internet service. Once an application is completed the individual will get a confirmation email that they were approved. They can then call their current provider to have the discount applied to their account or set up new internet service and have the discount applied from the start. For more information and to apply, visit:

<https://www.fcc.gov/acp>

Home Energy Assistance Program (HEAP)

Your member can apply for HEAP by visiting mybenefits.ny.gov. The HEAP application period usually opens in November and continues until funds run out. The application period for cooling assistance usually opens in May. To learn more, contact your local district HEAP office -

<https://otda.ny.gov/programs/heap/contacts/>. You can also call the OTDA Hotline at 1-800-342-3009.

Low Income Household Water Assistance Program (LIHWAP)

LIHWAP helps low income households pay the cost of water and sewer services. The program can assist households who have past due bills (arrears) for water and/or sewer services. For more information and an application visit <https://otda.ny.gov/programs/water-assistance/#overview>.

National Grid

There are consumer advocates who help vulnerable customers. Just call 1-880-642-4272 and ask the representative to have a consumer advocate contact you and your member. If your member has an outstanding bill, they can be put on a payment plan for as little as zero dollars down and monthly payments as low as \$10 if they meet financial qualifications.

Agencies with ESG & OTDA Funding for Utilities Arrears/Assistance

Albany

United Tenants – (518) 436-8997
Legal Aid Society of NENY – (518) 689-6313
St. Catherine's – (518) 728-7239

Rensselaer

Legal Aid Society of NENY – (518) 462-6765
CEO – (518) 272-6012
Unity House – (518) 274-2607

Schenectady

SCAP – (518) 374-9181
Legal Aid Society of NENY – (518) 689-6313
Bethesda House – (518) 374-7873

Other Agencies that can Help with Utilities Arrears/Assistance

CoNSERNS-U

50 Herrick Street, Rensselaer

(518) 463-8571. Services include emergency assistance (including utility assistance), food pantry, information and referral service, advocacy, clothing, back-to-school, and holiday gift and food distributions. Casework services are also provided to individuals and families throughout rural Rensselaer County.