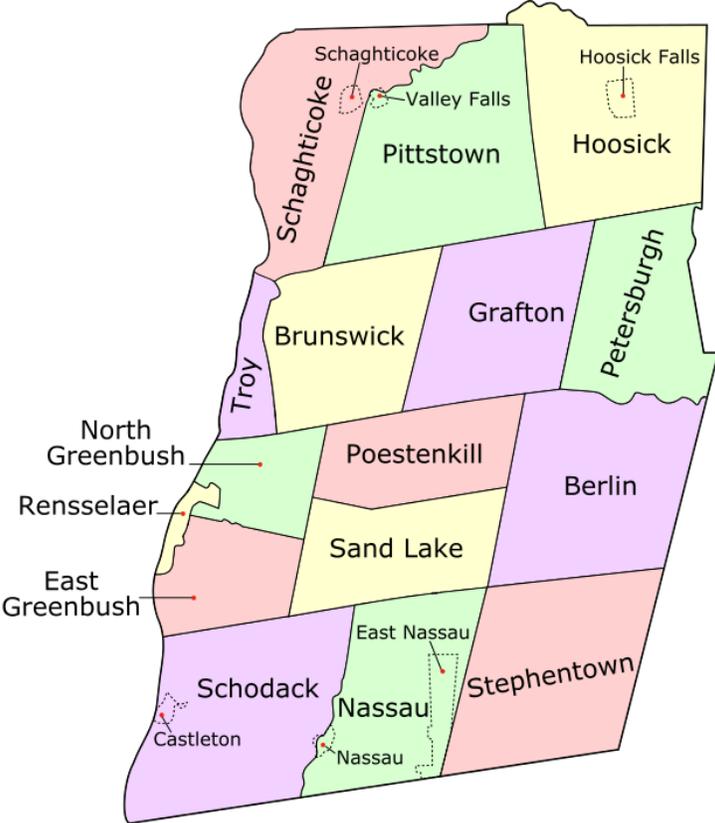


Rensselaer County Services Guide

Because the answer to homelessness is more than just homes



Developed in partnership with the members of the Rensselaer County Homeless Services Collaborative

March 2019 Edition

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I. **Organization Name:** Capital District Physicians' Health Plan, Inc. (CDPHP®)

Physical Address/Mailing Address: 500 Patroon Creek Blvd. Albany, NY 12066

Main telephone number: (518) 641-3800

Website: <https://www.cdphp.com/>

Mission statement: We provide quality health care at a reasonable cost for our subscribers and operate CDPHP as a model for the delivery, financing, and administration of health care services.

Connect with a CDPHP Community Health Specialist

Contact Person: Ariffa Bevin, CHC

Phone: (518) 641-3236 **Email:** ariffa.bevin@cdphp.com

The CDPHP community health specialist can assist **CDPHP Medicaid members** by linking them to resources within CDPHP and the community. The community health specialist can also help with:

- **Locating medical, dental, and behavioral health providers**
- Scheduling appointments and providing reminders
- **Coordinating transportation**
- Providing **general wellness support** based on individual needs

In addition, the CDPHP community health specialist can link members to clinical care management resources at CDPHP (see below) or marketplace enrollers to assist with recertification or enrollment. If your organization is interested in hosting screening events for the individuals you serve, including flu shot and dental clinics, biometric screenings, health literacy workshops, and more, please contact Ariffa Bevin at 641-3236 or email ariffa.bevin@cdphp.com.

CDPHP Care Management Program

Contact: Single Source Referral Line

Phone: (518) 641-3466

- The CDPHP care management department offers support and education for members dealing with chronic conditions and health concerns. From registered nurses to medical social workers, the team works together to ensure members can access what they need most. CDPHP nurse **case managers** can help members **understand their medications** and possible side effects, provide advice about **proper nutrition**, and coordinate with the member's physicians and other members of their care team. The nurse case managers will work collaboratively with the CDPHP behavioral health case management team to support any **behavioral health needs**.

CDPHP nurse case managers can help with the following conditions:

- Diabetes
- Asthma
- Health problems related to aging
- Pregnancy
- Cancer
- HIV/AIDS
- Any other health issues and questions

CDPHP medical social workers can help members access the following resources:

- Community **support groups** and caregiver resources
- Government programs, benefits, etc.
- Sources of home care
- Pharmacy benefit assistance
- Advocacy

CDPHP Behavioral Health Unit

CDPHP offers members personal assistance and a variety of [resources for coping with behavioral health issues](#), such as **mental health care** and **alcohol and substance use treatment**. Members can call toll free at **1-888-320-9584**.

- If calling during **business hours**, members will immediately be connected to a clinical intake specialist who will ask some basic questions to determine their need and connect them with the right provider.

If a member needs to speak with someone right away **after-hours**, they can call the number above and press 1 to be connected to the **CONTACT Lifeline**. They will immediately be transferred to a live, licensed mental health professional. They can also reach the **crisis line** directly at 1-855-293-0785.

II. **Organization Name:** [Catholic Charities Housing Office \(CCHO\)](#)

Physical Address/Mailing Address: 41 North Main Avenue, Albany NY 12203

Main telephone number: (518) 459-0183

Website: <http://www.cchoalbany.org/>

Mission statement: Catholic Charities, a ministry of the Catholic Diocese of Albany, is committed to active witness on behalf of the Scriptural values of mercy and justice.

Catholic Charities, recognizing human need at all stages of life, responds to all persons regardless of race, creed, or lifestyle, with special emphasis on the economically poor and the vulnerable.

Catholic Charities serves and empowers persons in need, advocates for a just society, calls forth and collaborates with women and men of good will in fulfillment of its mission.

Service categories:

1. **Housing:** CCHO programs in Rensselaer County:

Supportive Housing Programs

- St. Peter's **SRO Residence-Permanent Supportive Housing** program for single adults. Must meet HUD definition of **homelessness with disability** and access the program through the CoC Coordinated Entry System. Contact Melinda Crandall-St. Peter's Case Manager, or Shyron Sanford-St. Peter's Property Manager at (518) 273-3291 for more information.
- **Emergency housing** with support services for **homeless veterans** (V.A. HCHV program) at St. Peter's Annex. Referrals for admission of homeless veterans are made through the V.A. only: **1-877-424-3838**

Independent/Non-Supportive Housing:

- CCHO operates a four-unit apartment program in Troy targeted for **veteran households**. Apartment sizes range from 1-3 bedrooms. To qualify, households must fall **under 80% area median income** for the HUD HOME program. The apartments are not subsidized-rents are market rate; however, households with their own HUD VASH, Section-8 HCV or other **tenant-based vouchers are welcome**. Contact: Kathleen Ide at (518) 459-0183, ext: 16.

2. **Supportive Services:**

Case management, life skills development, transportation, basic needs assistance, and referrals for other **educational, employment, health and treatment services** are provided to tenants of CCHO's supportive housing at St. Peter's Residence.

III. **Organization Name:** [Catholic Charities Tri-County Services – Roarke Center](#)

Physical Address/Mailing Address: 107 4th Street, Troy, NY 12180

Main telephone number: (518) 273-8351

Website: http://www.ccrca.org/agencies_and_programs/Catholic-Charities-Tri-County-Services_109_13_sb.htm

Mission statement: Catholic Charities, a ministry of the Catholic Diocese of Albany, is committed to active witness on behalf of the Scriptural values of mercy and justice. Catholic Charities, recognizing human need at all stages of life, responds to all persons regardless of race, creed or lifestyle, with special emphasis on the economically poor and the vulnerable. Catholic Charities serves and empowers persons in need, advocates for a just society, calls forth and collaborates with women and men of good will in fulfillment of its mission.

Service categories:

1. Prevention:

City of Troy residents can contact the Roarke Center at 518-273-8351. Must go to DSS first.

Rental assistance – Rental arrears to **prevent eviction, 1st month’s rent** (if code condemned, fire or other **emergency that would lead to homelessness**). **Case management** and advocacy with landlord to ensure assistance will **prevent eviction** and tenant has the ability to pay going forward.
Requirements: eviction notice, court notice, letter from landlord, paystubs, ID

Utility assistance - To **avoid utility disconnection** (not to pay monthly bill). Eligible expenses for heating and electric services including (gas, propane, oil, wood)

Requirements - Power company **disconnection notice, DSS/HEAP denial letter**, bill has to be in customer’s name and have **made a payment within the last four months**. This is **one time assistance**. We **cannot** assist if power is already shut off.

Bring: ID, National Grid bill, disconnect notice, paystubs, and denial letter.

Emergency assistance appointments are seen by walk in Tues, Wed, Thurs 9am-12pm or by calling 518-273-8351 for an appointment.

2. Supportive Services:

Food Pantry services for **City of Troy residents** based on street directory (call Food Pantries of the Capital District or 211 to determine address guidelines)

IV. **Organization Name:** [CEO \(Commission on Economic Opportunity\)](#)

Physical Address/Mailing Address: 2328 5th Avenue, Troy NY 12180 (locations throughout Rensselaer County)

Main telephone number: (518)272-6012

Website: <http://www.ceoempowers.org/>

Mission statement: CEO creates partnerships and develops opportunities for social and economic growth and empowerment in individuals, families and communities.

Service categories:

1. Housing:

CEO has a **Healthy Homes** department which offers **Weatherization, Empower NY, ACCESS, HOME, and Restore** programs to assist with **energy efficiency** as well as **home repairs** for those eligible in Rensselaer County.

2. Supportive Services:

Food Pantry-The CEO Food Pantry is open Monday-Friday and provides three days **emergency food** for individuals and families.

WIC- WIC offers **nutrition education, breastfeeding support, and access to healthy food**. WIC supports the health of pregnant and postpartum women, and their children up to the age of five. Fathers, stepparents, grandparents and foster parents may all apply for their children. The program distributes vouchers which can be used specifically for **purchasing nutritious foods and formula** from designated stores.

Early Childhood Services (Early Head Start, Head Start, Universal Pre-Kindergarten, Babies in Waiting)- CEO's Early Childhood Education services invest in our community's youngest residents, **from 6 months old**, to their transition into Kindergarten. We work with the whole family to support the **education and personal growth** of the children in our programs. CEO's locations serve children and families throughout **Rensselaer County**.

Community Health Project-The Community Health Project is a partnership between CDPHP® and CEO. Using a positive approach to health care, we offer **health care support and education**, provide **guidance on health care benefits** to help you get the most out of your health insurance, and make it easier for you and your family to access the right health care professionals in your area.

YouthBuild- YouthBuild helps young people **ages 16 to 24** that have struggled with, or dropped out, of school. This **workforce development program** offers free **job training, education** and **case management** to assist youth in removing barriers to employment.

Foster Grandparent Program-This program is for adults **ages 55 and up** allows you to earn a tax-free **stipend** for volunteering anywhere from 15 to 40 hours a week **helping youth learn and grow** through activities in educational settings. Participants are placed at various volunteer stations that are close to their homes.

Family Support Services- Family Support Services (FSS) program helps families with **children who are having social, emotional or behavioral challenges**. FSS offers a variety of support services. These include; support from someone who has experienced similar struggles, **support and advocacy in dealing with schools, juvenile justice, social services, and mental and physical health systems**, community resources and **referrals**, and **self-advocacy skills**. Family Support also offers a **support group**, Wit's End, which gives family members the chance to share and connect with others who are having similar challenges at home.

Community Connections-The Community Connections program provides short-term **case management, resources,** and assistance such as **holiday programming** and lead poisoning prevention referrals to those individuals and families in need.

21st Century-The 21st Century Community Learning Center is an **after-school program** for students at **Doyle Middle School in Troy**. The 21st Century program allows students to expand their horizons. The program is a great place to do homework, meet people, and discover new interests. CEO works with 21st Century to encourage families to learn and grow together.

VITA- VITA provides **free tax preparation** services to eligible individuals through the use of volunteer tax preparers.

V. **Organization Name:** [Circles of Mercy, Inc.](http://www.circlesofmercy.org/)

Physical Address/Mailing Address: 11 Washington Street, Rensselaer, NY 12144-2821

Main telephone number: (518) 462-0899 **Fax:** (518) 462-2892

Website: <http://www.circlesofmercy.org/>

Facebook: <https://www.facebook.com/circlesofmercy/>

Mission Statement: Circles of Mercy, is a sponsored ministry of the Sisters of Mercy Northeast Community, with a nineteen-year tradition of providing hope, hospitality and empowerment to individuals in the Rensselaer Community, especially women and women with children

Service Categories:

1. Supportive Services:

Circles of Mercy is an out-reach center for those in need and is a sponsored ministry of the Sisters of Mercy Northeast Community. We serve the **residents in the City of Rensselaer** and provide the following programs and services:

Free Income Tax Preparation (VITA) for low income tax payers and seniors (by appointment)

Computer Training and **Financial Literacy Training**

Social Service Resource and Referral Coordination

Assistance with Resume Preparation / Job Searching

We offer **Back to School Supplies** for high school

Christmas Adopt-a-Family and **Children's Easter Baskets**

Women's Mentoring

Bus Passes for **job interviews, social service and medical appointments.**

Circles also operates **Catherine's Closet**, a thrift shop staffed entirely by Circles' volunteers most who are women, dedicated to helping customers find **clean, attractive, gently used clothing** at affordable prices. **Clothing grants** are also available to qualified clients and families, as well as those individuals returning to the work force. The Closet offers **men's, women's and children's clothing**, shoes and certain household items. Hours: Open Monday through Friday; 10am to 2pm, Tuesdays (only) open from 10am until 5pm. Other times are available by appointment.

VI. **Organization Name:** [The Community Builders, Inc.](#)

Physical Address/Mailing Address: 90 State Street, Albany, NY 12207

Main telephone number: (518) 432-9817

Website: <http://www.tcbinc.org/wherewework/northeast.html>

Mission statement: We build and sustain strong communities where people of all incomes can achieve their full potential.

Housing:

Contact name: Velvet Johnson, Portfolio Operations Manager, TCB Inc.

- a. Monument Square Apartments
 - a. Address: 2 First Street, Troy, NY
 - b. Phone: (518) 272-2646
 - c. Service: **Permanent Housing; Supportive Housing**
- b. Tapestry on the Hudson
 - a. Address: 599 River Street, Troy, NY
 - b. Phone: (518) 432-9817
 - c. Service: **Permanent Housing; Supportive Housing**

VII. **Organization Name:** [CoNSERNS-U](#)

Physical Address/Mailing Address: 50 Herrick Street, P.O. Box 765 Rensselaer, NY 12144

Main telephone number: 518-463-8571

Facebook: <https://www.facebook.com/consernsu/>

Mission statement: Catholic Charities, a ministry of the Catholic Diocese of Albany, is committed to active witness on behalf of the Scriptural values of mercy and justice.

Catholic Charities, recognizing human need at all stages of life, responds to all persons regardless of race, creed, or lifestyle, with special emphasis on the economically poor and the vulnerable.

Catholic Charities serves and empowers persons in need, advocates for a just society, calls forth and collaborates with women and men of good will in fulfillment of its mission.

Service categories:

CoNSERNS-U works closely with local schools, churches and other social service agencies in serving families in need, with a strong emphasis on **youth services**.

Services include a market-model client choice **food pantry, crisis intervention, information and referral, advocacy, back-to-school supplies and clothing, emergency assistance**, the **Wojeski Children's Fund** and **Christmas/holiday programs**. Serving **Southern and Rural Rensselaer County** with proof of address, income, and household membership.

1. Prevention:

Utility assistance

Counseling/advocacy

Limited rental assistance

2. Supportive Services:

Case management

Food

Clothing

Emergency assistance

Transportation assistance

VIII. **Organization Name: Hudson Mohawk Recovery Center, Inc.**

Physical Address/Mailing Address: 1724 5th Avenue Troy, NY 12180

Main telephone number: 518-272-3918

Website: www.hmrecovery.net

Mission statement: Hudson Mohawk Recovery Center empowers individuals, families and communities to advance beyond addiction and overcome barriers to health through an array of quality, compassionate care and prevention programs, respecting each individual's unique journey through recovery.

Service categories:

1. Supportive Services:

Hudson Mohawk Recovery Center offers treatment services to individuals suffering from the harmful effects of substance use disorder. We have an outpatient clinic, women's community residence and men's supportive living, licensed by the NYS Office of Alcoholism & Substance Abuse Services.

Contacts:

Jessica Keeler **518-272-3918 ext. 2215**

jessicak@hmrecovery.net

Mary Nero **518-272-3918 ext. 2218**

maryn@hmrecovery.net

IX. [Organization Name: Interfaith Partnership for the Homeless](#)

Physical Address/Mailing Address: 176 Sheridan Avenue, Albany, NY 12210

Main telephone number: (518) 434-8021

Website: www.interfaithpartnership.com

Mission statement: In recognition of the dignity and value of every human life, the mission of Interfaith Partnership for the Homeless (IPH) is to address the needs of the homeless and low-income community by providing a continuum of services to encourage self-sufficiency, empowerment, and stability.

Service categories:

1. **Housing :**

Albany Emergency Shelter – 176 Sheridan Ave., Albany, NY 12210, **(518) 424-8021**

- 30 Bed Emergency Shelter for **Single Adults (18+)**, no maximum length of stay, dormitory-style sleeping quarters, **case management** services mainly focused on permanent housing, guests can remain onsite throughout the day, **3 meals/day, laundry, life skills groups**, 9:00 PM curfew, **Community breakfast** (open to the community) Monday and Friday 8-8:30 AM, **free physicals** every Thursday evening (sign-up required, call to make appointment)
- Referrals from HATAS/DSS with some flexibility
- **Contact:** Olivia Meunier, Shelter Supervisor, **(518) 434-8021**, oliviam@interfaithpartnership.com

Safe Haven Shelter (Mid-November – March) – 26 S. Swan St., Albany, NY 12210, **(518)694-8899**

- The purpose of this shelter is to provide a low-barrier setting for individuals who have no other options for shelter and who would otherwise be staying/sleeping outside
- **Seasonal Overnight Shelter, Hours 5:00 PM – 8:00 AM**
- Sign-in required each night, 45 beds (with flexibility), **homeless Single Adults (18+) and couples without children**, last resort shelter for individuals with no other shelter options, **no referral required**, walk-ins accepted, **cots/linens/hygiene items provided, dinner at 6:00 PM for overnight guests, showers/laundry available for overnight guests**, alcohol/illegal substances not permitted on the property
- Shelter guests CAN be under the influence if they are in control of themselves, do not require medical attention, and are not a safety threat to themselves or others
- **Contact:** Shahmeeka Chaney-Artis, **(518) 694-8899**, shahmeekac@interfaithpartnership.com

IPH Housing Program – 171 Sheridan Ave, Albany, NY 12210, **(518) 694-0095**

- **Permanent supportive housing** for **homeless single adults and families** who have a **disabling condition** (mental illness, chronic substance use, HIV, chronic health condition)
- All tenants receive **Case Management** services
- Referrals received through Albany County Coordinated Entry

Danielle’s House Shelter & Housing – 218 E. Main St, Amsterdam, NY 12010, **(518) 627-4649**

- **8 Bed Seasonal Emergency Shelter** (mid-November – March), **Homeless Single Adults and Families**, Single and Double rooms, **Case Management** services mainly focused on permanent housing, guests can remain onsite

throughout the day, **3 meals/day, laundry, life skills groups**, 9:00 PM curfew, most referrals from DSS with some flexibility

- **8 Single Room Occupancy Units for Homeless Adults**, shared kitchen, bathroom, and living space, **month-to-month leases**, individualized **Case Management** services provided
- **Contact:** Jennifer Salamo, Shelter Supervisor, **(518) 627-4649**, jennifers@interfaithpartnership.com

Medical Respite Housing – 1300 Massachusetts Ave, Troy, NY 12180, **(518) 268-5070**

- **17 Bed Emergency Shelter** for individuals **being discharged from hospitals with ongoing medical needs, Homeless Single Adults (18+)**, single and double rooms (hospital unit layout), **must have a primary medical diagnosis**, referrals received from hospitals or other institutions/community providers/DSS, **Case Management** services with focus mainly on addressing health needs and establishing health care services in the community, as well as addressing needs related to mental health, substance use, transportation, housing, etc.
- Guests can remain onsite throughout the day, **3 meals/day, laundry, activities**, 9:00 PM curfew, **no smoking on property**
- Housed in St. Mary's Hospital
- **Contact:** Rebecca Ciullo, Shelter Supervisor, **(518) 268-5070**, rebeccac@interfaithpartnership.com, **After-Hours Referrals – (518) 605-0831**

2. **Supportive Services :**

Sheridan Hollow Drop-In Center – 26 S. Swan St., Albany, NY 12210, **(518) 694-8899**

- Open to anyone in the community (homeless, at-risk of homelessness, housed)
- Showers, lockers, mailboxes, laundry, phone/copier/fax
- **Clothing Pantry, Daily Meal (3:00 PM), Case Management, Workshops**
- Onsite hours held by community agencies throughout the month (**legal, mental health, substance use, healthcare, employment, benefits**, etc.)
- Hours: Monday & Friday 8:30am-4:30pm, Tuesday-Thursday 9:30am-4:30pm
- **Contact:** Shahmeeka Chaney-Artis, Supervisor, **(518) 694-8899**, shahmeekac@interfaithpartnership.com

Health and Wellness Program – 23 S. Swan St., Albany, NY 12210 (during regular hours of Sheridan Hollow Drop-In Center), **(518) 694-8899**

- Staffed by Registered Nurses
- Open to anyone in the community, insurance not required
- Provides **health information, basic first aid, resource education, health care referrals, assistance with insurance and/or scheduling appointments, blood pressure checks, weight loss assistance**, and **smoking cessation assistance**
- **Free physicals** on Thursday nights at the Albany Emergency Shelter (sign-up required)
- Prevents the overuse of emergency services and emergency rooms
- **Contact:** Tami McDONALS, RN, **518-694-8899**, tamim@interfaithpartnership.com

X. **Organization Name:** [Joseph's House & Shelter, Inc.](#)

Physical Address/Mailing Address: 74 Ferry Street, Troy, NY 12180

Main telephone number: (518) 272-2544

Admin: (519) 874-1247

Website: <http://www.josephshousetroy.org/>

Mission statement: Provide non-judgmental services to end Homelessness

Service categories:

1. Housing:

Emergency Shelter – For **individuals** (ages 16+) and **families** (all ages); Natalie Lindop-Braun, Associate Director of Homeless Services, nbraun@josephshousetroy.org (518) 272-2544.

Rapid Re-housing (STEHP) – Provides housing-based **case management** for families with children transitioning from homelessness into permanent housing. Also provides limited **financial assistance for rent, security or utility payment** for families or single adults who are literally homeless arranging for a community apartment; Zhai-Yeng White, Family Services Coordinator, zwhite@josephshousetroy.org (518) 272-2544.

Permanent Supported Housing – (Single Adults) Lansing Inn & Hill Street Inn; Elizabeth Shutter, Associate Director of Supported Housing, eshutter@josephshousetroy.org (518) 874-1247.

Permanent Supported Housing – (Families) Bethune Family Apartment Program; Yolanda Sanchez, Bethune Program Coordinator, ysanchez@josephshousetroy.org (518) 272-2544.

2. Outreach:

Street Outreach – Provide homeless outreach to those literally homeless staying in places not meant for human habitation (all ages); Contact Lauren Stork, Coordinator of Homeless Services, at lstork@josephshousetroy.org (518) 272-2544.

XI. **Organization Name:** [Legal Aid Society of Northeastern New York, Inc.](https://www.lasny.org/)

Physical Address/Mailing Address: 55 Colvin Avenue Albany, NY 12206

Main telephone number: 518-462-6765, 1-800-462-2922

Website: <https://www.lasny.org/>

Mission statement: LASNNY provides effective, free civil legal services and education to and advocacy for people with low income or other barriers to accessing the legal system. We secure basic needs, protect and preserve legal rights, provide equal access to justice and seek fairness and dignity for our clients.

Service categories:

1. Prevention:

Free **legal assistance** in a wide range of civil legal matters including rights of private, public and subsidized housing tenants, eviction representation, denials/terminations of public and subsidized housing tenancies, right to shelter and temporary housing assistance, denials of emergency and ongoing DSS assistance or DSS allowances needed to secure/retain housing. Representation of home owners and tenants in mortgage foreclosures, utility shut offs or denial of applications for utility service. Representation of tenants in unsafe, substandard housing.

Representation in legal matters related to income necessary to secure and sustain permanent housing such as TA, SNAP MA, SSI/DIB, Unemployment Insurance Benefits, Denials of income, housing or employment due to criminal record, Bankruptcies, Income executions.

Limited financial assistance for **STEHP** eligible Homelessness Prevention clients.

2. Outreach:

As resources permit we are willing to conduct informational sessions for client groups or human service agency staff on LAS services or recurring legal problems/issues.

3. Supportive Services:

Our organization provides **free legal services** to **low (and sometimes moderate) income** clients in **Rensselaer County in civil**, not criminal, legal matters. Our income restrictions vary so we encourage a call to our office to determine eligibility for our services which are always free. We provide representation with Landlord Tenant, Foreclosure, Income Maintenance, SSI/DIB, Immigration, Children's Law, HIV/AIDS, Seniors, Low Income Taxpayer, Consumer, Utility, Unemployment Insurance, Divorce, and Re-entry issues. We can also provide **advice or brief service in other civil (non-criminal) matters.**

Hours: Albany office is open Monday – Friday, 9 am – 5 pm. Some intake is done on a first-come, first-serve basis at 9 am every day except Thursday. Intake for other projects is done on an ongoing basis throughout the business day. Initial intake is done by phone. Staff travels to meet clients on an as needed basis.

Target population: Low income and very low income, although this varies and can include moderate income households.

Eligibility criteria: Must call in for intake - varies by grant.

How to apply for services: Call 462-6765 or 1-800-462-2922 to do an intake, and for more information.

Contact: Wendy Wahlberg, wwahlberg@lasny.org 518-689-6313 for further information about LASNNY services and resources.

XII. **Organization Name:** [Literacy Volunteers of Rensselaer County](http://www.lvorc.org/)

Physical Address/Mailing Address: 1915 Fifth Avenue Troy, NY 12180

Main telephone number: 518-274-8526

Website: <http://www.lvorc.org/>

Mission statement:

We teach people to read, write and speak English;

We empower our students to be advocates for themselves; and

We educate the larger community about literacy issues.

Service categories:

1. **Supportive Services:**

Education in the following areas:

Literacy Volunteers of Rensselaer County is a nonprofit organization that provides **free, confidential tutoring** to adults and out-of-school teens in **reading, writing, and/or conversational English**. Since 1968, this organization has recruited, trained and supported volunteers to empower adults and their families in Rensselaer County and surrounding communities by assisting them to acquire the literacy practices and skills they need to function more effectively in their daily lives.

Current programs offered in addition to the one-to-one and small group tutoring for Basic Literacy and English Language Learners include: 1-**“Everybody WINS!”**-volunteers from local businesses read one-to-one with children during their lunch to stimulate an interest in reading and learning; 2-**Incarcerated Men**- volunteers assist the Questar BOCES’ classroom teacher (serves as tutor/aide) at the Rensselaer County Jail, helping inmates improve reading and math skills; 3-**English Language Civics** classes-to improve ELLs ability to speak English and prepare them for Citizenship; 4-**Financial Literacy** classes- for residents at the YWCA and other individuals; 5-**Math tutoring**; 6-**High School Equivalency prep**; 7-**Workplace Literacy** classes- at work sites for ELL; 8-**Computer Literacy** –teach students to learn computer skills and 9-**Telephone Conversation Partners**- volunteers telephone an ELL and talk with them each week to help expand vocabulary and give them practice speaking/hearing English over the telephone.

XIII. **Organization Name:** [New Choices Recovery Center](#)

Physical Address/Mailing Address: 302 State St. Schenectady, NY 12305

Main telephone number: 518-346-4436

Website: www.newchoicesrecovery.org

Mission statement: New Choices Recovery Center through its caring responsive staff provides innovative and comprehensive addiction treatment services that enhance the quality of life for the individuals and the community we serve.

Service categories:

1. Housing:

New Choices Recovery Center's Shelter Plus Care program - Provides **permanent supportive housing** to individuals and families who are **currently homeless who have a history of addiction**. Participants entering the program meet with their **case manager** on a monthly basis and develop a service plan to set goals to address such areas as; **vocational/education, treatment, health** and family. **Referral** and coordination of services is facilitated by the case manager to promote the move towards **self-sufficiency** by maintaining or increasing income, maintaining physical and mental health and re-unification of family. New Choices will **assist client in securing an independent apartment** in Schenectady and will **contribute to the month's rent**. The client's responsibility will be to pay 30% of client's monthly income or 100% of the Public Assistance shelter allowance toward rent.

New Choices' Medicaid Redesign Team (MRT) Housing Program - Provides **rental assistance** and **case management** services to support twenty (20) individuals who are homeless or at **risk of homelessness** in securing and maintaining **stable housing**. The program is part of a larger effort to reduce Medicaid expenses by providing individuals with a **history of addiction** along high frequency use of emergency room and hospitalizations with stable housing and ongoing **case management** supports in order to contribute to a healthier lifestyle and preclude crises and avoidable trips to the hospital. New Choices will assist client in securing an independent apartment in Schenectady and will **contribute to the month's rent**. The client's responsibility will be to pay 30% of client's monthly income or 100% of the Public Assistance shelter allowance toward rent.

2. Supportive Services:

New Choices' Clinic operates a comprehensive continuum of care of addiction services, including **outpatient, intensive outpatient** and **full day rehabilitation** serving individuals and families challenged by **drug and alcohol addictions**.

XIV. **Organization Name:** [Rensselaer County Department of Mental Health](#)

Physical Address/Mailing Address: 1600 7th Avenue, Troy, NY 12180

Main telephone number: 518-270-2800

Website: <http://www.rensco.com/departments/mental-health/>

Mission statement: Rensselaer County of Department of Mental Health is committed to providing quality integrated treatment, prevention and supportive services to our community with respect, compassion, and expertise, in order to empower and help all persons to improve their quality of life.

Service categories:

1. Prevention:

Community Prevention: Provides substance abuse prevention activities and programs. Services include curriculum presentations, **referral** and **crisis intervention**. A Community Prevention Coordinator assists community coalitions to create strategies that address risk and protective factors.

Student Assistant Program (SAP): Currently operating in five county school districts, the Student Assistance Program provides evidence based curriculum, short term **individual and group counseling**, assessment, **crisis intervention** and **referral**. Services also include educational presentations and consultation with parents, school staff and related community individuals.

2. Outreach:

MICA Services & Outreach: Provides MICA outreach and training throughout the community available through our clinic by referral.

3. Supportive Services:

Troy Child & Adolescent Clinic: Unified Services for children and adolescents located on the 3rd floor of the County Office Building is comprised of multi-disciplinary teams that can provide coordinated **mental health treatment services** to youth ages **birth to 21 and their families**. Comprehensive assessment, diagnostic evaluation and **individualized therapy** available. Staffing includes child psychiatrics, psychologists, licensed social workers and mental health counselors. Co-locations are within Capital Care Pediatric and Village Primary Care.

Rensselaer City Clinic: This **adult outpatient clinic** is located in the city of Rensselaer. The clinic provides **mental health and drug abuse counseling** services to residents in the southern portion of Rensselaer County. A multi-disciplinary team provides psychiatric consultations, pharmacotherapy, **individual and group counseling**. This location also operates a satellite clinic located at the Fawn Ridge Adult Home in Troy.

Hoosick Falls Satellite: This program services adults and children's in the eastern portion of Rensselaer County. The satellite is located in the town of Hoosick Falls. Multi-disciplinary staff provides diagnostic assessment, **individual, family and group therapy**, pharmacotherapy, **crisis intervention**, and geriatric outreach.

Youth Health Home Care Coordination: Specialized teams are designed to serve **severely and persistently emotionally disturbed children and adolescents**. This 24 hour a day program provides aggressive outreach and support to children who require supportive services in the community and are at risk of hospitalization or placement. Residential placement and Home and Community Based (HCBS) services are available.

Adult Health Home Care Coordination with Capital Region Health Connections: This 24 hours a day program assists person with **serious mental illness and/or medical conditions** in **obtaining access to mental health treatment, medical, vocational, financial, housing** and **social services**. A care Coordinator communicates with clients' other care givers to assure that they receive the services they need to stay out of the emergency rooms and hospitals. Assisted Outpatient Treatment (AOT, Kendra's Law) is a separated component that utilizes the courts to mandate treatment for individuals who are determined to be a non-compliant with medications and treatment and are at imminent risk to self or others in the community.

Adult Home Services: Private Proprietary Homes **services and care coordination. On site rehabilitation services** to adults living in adult homes throughout the county. Access is by referral from the caregiver or outpatient programs.

Vocational Training: **Employment counseling** and **job readiness training** for adults with a Vocational Rehabilitation Counselor by referral.

Medicaid Service Coordination: Provides service coordination for person with developmental disabilities through the OPWDD system.

Forensic Services: This program provides full time mental health services within the **Rensselaer County Jail**. The functions of this program include **crisis management, diagnostic evaluation, comprehensive treatment planning, individual and group counseling, referral** and **aftercare planning**, and **in-service training and consultation to correctional staff**.

****All programs have a 24 hour on-call capacity with professional staff assisting existing clients with urgent situations****

XV. **Organization Name:** [Rensselaer County Department of Social Services](#)

Physical Address/Mailing Address: 547 River St Troy, NY 12180

Main telephone number: 518-266-7905

Website: <http://www.rensco.com/departments/social-services/>

Service categories:

1. Housing:

Assess all homeless families for **shelter** and coordinate where they will be placed and complete an independent living plan to assist them in **establishing permanent housing**. David.yake@dfa.state.ny.us 518-266-7905

2. Prevention:

The DSS Homeless Unit works closely with the Family Assistance unit who provide **financial benefits** to the families.

3. Outreach:

The DSS Homeless Unit will make home visits as needed to address risk of homelessness.

XVI. **Organization Name:** [Samaritan Hospital](#)

Physical Address/Mailing Address: 2215 Burdett Ave, Troy NY 12180

Main telephone number: 518-271-3300

Website: <http://www.sphp.com/sam>

Mission statement: We, St. Peter’s Health Partners and Trinity Health, serve together in the spirit of the gospel as a compassionate and transforming healing presence within our communities. Founded in community-based legacies of compassionate healing, we provide the highest quality comprehensive continuum of integrated health care, supportive housing and community services, especially for the needy and vulnerable.

Service categories:

1. Supportive Services:

Samaritan Hospital’s **Outpatient Mental Health Clinic** (Phone: **518-271-3982**, Fax: **518-271-3682**) offers **mental health and addiction treatment** for residents of **Rensselaer County**. Services include: **individual therapy, group therapy, psychological assessment, medication management, case manager, mindfulness and meditation education, and family support**. Roxanne Heath is the contact person and her phone number is **518-271-3473**, email is RoxanneK.Heath@sphp.com.

Samaritan’s **PROS Program** (Phone: **518-271-1122**, Fax: **518-271-1791**) provides participants with a path to independence by **developing strengths and skills** that will help them achieve their life goals. PROS services are available for adults **18 years of age or older with a diagnosed psychiatric illness or co-occurring psychiatric illness and addictive disorder**, who are experiencing difficulty achieving goals due to barriers created by psychiatric illness. Kerry Strnad is the contact person and her phone number is **518-271-3046**, email is Kerry.Strnad@sphp.com.

SPHP’s Capital Region Health Connections Program (Phone: 518-271-3301, Fax: 518-271-5009) is a **health home program** providing coordinated care to help patients be healthy and safe. A health home is a network of health and community agencies that have agreed to work together to help **people with serious and chronic health issues** get what they need to keep them healthier and safer. Each person who joins a health home is matched with a **care manager** who coordinates services – from medical care to social and housing needs and assist individuals in getting their needs met. Individuals who may qualify to join a health home must be eligible for Meditech and **have one or more chronic conditions, including mental illness or HIV/AIDS; or two chronic diseases, such as diabetes, asthma, heart disease, high blood pressure, substance abuse or being very overweight**. Janelle Shults is the contact person and her phone number is **518-271-3620**, email is Janelle.Shults@sphp.com.

XVII. Organization Name: [Sexual Assault and Crime Victims Assistance Program](#)

Physical Address/Mailing Address: Physical Address is Samaritan Hospital

Mailing Address is 2200 Burdett Ave. Suite 109, Troy, NY 12180

Main telephone number: 518-271-3445 (for programs) **24 hour sexual assault hotline:** 518-271-3257

Website: <http://www.sphp.com/sexual-assault-sam>

Mission statement: The Sexual Assault and Crime Victims Assistance program is committed to reducing the trauma of sexual assault, crime, and violence, as well as providing community education for its prevention. We are dedication to creating a supportive, caring environment for victims/survivors and their families to enhance the healing process.

Service categories:

1. Prevention:

Community and Professional education regarding sexual assault and crime victim assistance. Our Sexual Assault and Crime Victims Assistance Program provides comprehensive services to victims/survivors of crime and violence, and their significant others, past or present, regardless of age, gender, socioeconomic background, culture/ethnic background or sexual orientation. Services are **free and confidential** and are available 24/7. Services include **short-term counseling**, sexual assault **support groups**, **therapy** for sexual assault victims, **court accompaniment and legal advocacy** for crime victims, and **assistance with seeking crime victims' compensation**. **Contact:** Lindsey Crusan at **518-271-3639**, or Lindsey.Crusan@sphp.com.

Satellite Offices are located at:

- Rensselaer County Court House
- Troy Police Office
- Hudson Valley Community College
- Sage College (Troy campus)
- Troy Housing Authorities
- Hudson Mohawk Recovery Center

2. Supportive Services:

- **Counseling/Therapy**
- **Medical Accompaniment and Advocacy**
- **Legal Accompaniment and Advocacy**
- Forensic Nurse Examiners
- Information and **Referrals**
- **Crime Victims Compensation**
- **Support Groups**
- Volunteer Opportunities

XVIII. **Organization Name:** [Soldier On](https://www.wesoldieron.org/)

Main telephone number: (413) 822-7143

Website: <https://www.wesoldieron.org/>

Here are the general eligibility criteria and a short description of Soldier's On SSVF Rapid Rehousing/Prevention:

If you have **any** veteran in need our intake number is **1 (866) 406-8449**.

In order to receive temporary financial assistance:

- Minimum of 1 day active duty (if reservist, must have received presidential activation orders)
- Any discharge status except dishonorable
- Eligible veterans can be individual or a family
- Participants will be expected to maintain compliance with their lease as well as program participation agreement(s)
- Must be low income (according to HUD guidelines: under 50% AMI \$29,100 for Rensselaer County)
- Must be able to reside safely and independently in a private unit and be willing to sign a lease agreement

Services:

- **Rapid Rehousing** - HUD's definition of homelessness.
- **Prevention** - Must have eviction notice
- 90 day case management program that may provide **financial assistance, locating affordable permanent housing, furniture, utility assistance, treatment, veteran justice program, incarcerated veterans' program,**
- If deemed necessary- veteran will be recertified and extended beyond 90 days for ongoing case management.
- **Discharge Planning, and after care case management** is available to all veterans who feel they may benefit from the service.
 - **Referrals** to: **public and federal benefits, legal services, VA benefits, counseling, educational services, employment services**

XIX. **Organization Name:** [St Paul's Center, Inc.](http://stpaulscenter.com/)

Physical Address/Mailing Address: 947 Third St., PO Box 589, Rensselaer, NY 12144

Main telephone number: 518-434-2910

Website: <http://stpaulscenter.com/>

Mission statement: St. Paul's Center is a community that strives to awaken hope and rekindle dignity in families who seek comfort, support and assistance in moving from homelessness to a sustainable future.

Service categories:

1. Housing

- a. 19-bed **emergency shelter** for mothers and children. Referrals are sent through Rensselaer County DSS.
- b. Enhanced Bridges (**Rapid rehousing**) provides rental and financial assistance and 6 months of case management support to **STEHP eligible homeless families** who qualify (this is not homeless prevention services). Eligible families are those where the parent has a history of employment/income and who have minor children.
- c. **Scattered-Site Permanent Support Housing Tenant-Based Rental Vouchers** for Families; **case management** provided. Eligible families are those where head of house hold has a **documented disabling condition and where the family has minor children**; priority is shown to families experiencing chronic homelessness or if a minor child also has a disabling condition.

2. Supportive Services:

Case management, life skills, advocacy, referrals, and **group support** are provided to all shelter guests. While in shelter families are **provided food to prepare 3 meals daily** and other supplies to **address daily needs**. For shelter services contact Shavina Richardson, Client Advocate, 518- 434-2910, srichardson@stpaulscenter.com.

After shelter services: Interested families who qualify can take part in **Bridges**, a 12-month after shelter **case management** program that addresses housing stability needs. When supplies are available, families may receive donations of furnishings and other items to set up their new homes. **Enhanced Bridges** is a **rapid rehousing** program for STEHP eligible families who are currently homeless and have appropriate documentation. This program includes supportive **case management** for 6 mos. and may include **rental and financial assistance**. For these services contact Jason Chaplin, Housing Stability Advocate, 518-434-2910, jchaplin@stpaulscenter.com.

Angel Fund: **Limited financial assistance** may be provided to shelter guests for needs like **apartment application fees, storage expense not covered by other sources, medication not covered by insurance, work uniforms, children's school clothes, transportation**, etc. This assistance may be provided if **all other resources have been exhausted**.

Hours: Administrative offices are open 8am-4pm, Mon-Friday. The shelter is open and staff are on duty 24 hours a day, 365 days a year.

Target population: for shelter services, **homeless mothers and their children** who are **referred through the Rensselaer County Department of Social Services**. For rapid rehousing: currently homeless families (parents of any gender) with minor children. For scattered-site permanent supportive housing, families (parents of any gender) with minor children.

Eligibility criteria: For shelter services, families must be referred by RCDS. For rapid rehousing or scattered-site permanent supportive housing, contact St. Paul's Center.

XX. **Organization Name:** [Troy Housing Authority](#)

Physical Address/Mailing Address: See below

Main telephone number: See below

Website: <http://www.troyhousing.org/>

Mission statement: The Troy Housing Authority strives to improve the quality of life within the City of Troy by providing decent, safe and sanitary homes to the families and individuals who choose to live in our settings; increasing the availability of economic opportunities and affordable housing to promote self-sufficiency and homeownership; and assuring equal access to fair housing for everyone in the community. Recognizing that efficient operations are essential in order to continue to perform the vital role that we play in the community, we commit ourselves to open communication, professionalism and fiscal responsibility as we develop partnerships with others to best meet the needs of our residents, whom we recognize as our most valuable asset.

Service categories:

1. Housing:

Permanent affordable housing. Must be **below 80% area median income.** Applications available at any location during normal business hours and on our website (www.troyhousing.org)

2. Prevention:

Section 8 tenant based vouchers. Waiting list presently closed.

Troy Housing Authority Directory

Department / Site	Office Hours / Contact Information	Department / Site	Office Hours / Contact Information
Administration One Eddy's Lane Troy, NY 12180	Monday – Friday 8AM – 4PM Phone: 273-3600 Fax: 274-6633	Kane Apartments 5 115 th Street Troy, NY 12182	Monday – Friday 8AM – 4PM Phone: 235-3685 Fax: 235-0959
Corliss Park 1450 Corliss Park Troy, NY 12182	Monday – Friday 9AM – 4PM Phone: 874-1005 or 326-0949 Fax: 235-6568	Grand Street Apts. 521 Grand Street Troy, NY 12180	Thursday 9AM – 4PM Phone: 235-3685 Fax: 235-0959
Taylor Apartments 125 River Street Troy, NY 12180	Monday – Friday 9AM – 4PM Phone: 273-8611 Ex. 5 Fax: 271-8445	Conway Court 12 Conway Court Troy, NY 12180	Tuesday 9AM – 4PM Phone: 235-3685 Fax: 235-0959
Fallon Apartments 847 River Street Troy, NY 12180	Tuesday 9AM – 12:00PM Thursday 1PM – 4:00PM Phone: 874-1005 Fax: 235-6568	Martin Luther King One Eddy's Lane Troy, NY 12180	Monday – Friday 8AM – 4PM Phone: 273-3600 Ext. 212 Fax: 274-6633
Sweeney Apts. 100 Sweeney Apts. Troy, NY 12180	Tuesday 9AM – 12:00PM Thursday 2PM – 4PM Phone: 272-2211 Fax: 326-1457	Kennedy Towers 2100 6 th Avenue Troy, NY 12180	Monday – Friday 8AM – 4PM Phone: 274-7141 Fax: 274-7172
Phelan Apartments 17 Hopkins Street Troy, NY 12180	Monday – Friday 9AM – 4PM Phone: 272 2211 Fax: 326-1457	Section 8 Program 125 River Street Troy, NY 12180	Monday – Friday 9AM – 4PM Phone: 273-8611 Ext. 4 Fax: 720-0038
Griswold Heights 100 Griswold Hghts Troy, NY 12180	Monday – Friday 9AM – 4PM Phone: 279-7880, 279-7881, 279-7882 Fax: 274-1837	Public Housing FSS One Eddy's Lane Troy, NY 12180	Monday – Friday 9AM – 4PM Phone: 273-3600 Ext. 223 Fax: 274-6633

XXI. Organization Name: [Unity House of Troy, Inc.](#)

Physical Address/Mailing Address: 2431 Sixth Avenue, Troy, NY 12180-2227

Main Telephone Number: 518-274-2607

Website: <http://www.unityhouseny.org/>

Mission Statement: Unity House is dedicated to enhancing the quality of life for people living in poverty, adults with mental illness, victims of domestic violence, people living with HIV/AIDS, children with developmental delays and their families, and others whose needs can be effectively met by Unity House services and philosophy. Unity House provides direct service and works toward social justice. We help individuals identify their strengths and needs, draw upon their abilities, and access community resources. We educate, collaborate with others and advocate to influence public policy and to create awareness of the people we serve and the issues they face.

Service categories:

1. Housing:

Category	Service	Demographics	Requirements	Contact
<u>Emergency Shelter for Domestic Violence Victims</u>	Confidential thirty-three bed emergency shelter.	Victims of domestic violence and their dependent children seeking safety and violence-free lives.	Unity House Domestic Violence Services intake.	Unity House Domestic Violence Services 518-272-5917 or 24-Hour Hotline 518-272-2370.
<u>Transitional Housing for Domestic Violence Victims</u>	Transitional housing and support services (24-month maximum).	Income-eligible adults and their dependent children who are victims of domestic violence and homeless	Unity House Domestic Violence Services Housing intake. Documentation of homelessness.	Unity House Domestic Violence Services 518-272-5917.
<u>Transitional Housing/Rapid Rehousing for Domestic Violence Victims Living with HIV/AIDS</u>	Transitional housing and support services (24-month maximum).	Income-eligible adults (and their dependent children) who are living with HIV/AIDS and are homeless or marginally housed as a result of sexual assault, domestic violence, dating violence, or stalking.	Unity House Domestic Violence Services Housing OR Housing Support Services intake. Documentation of homelessness or marginal housing. Documentation of HIV or AIDS diagnosis.	Unity House Domestic Violence Services 518-272-5917 or Housing Support Services Coordinator Michelle Unser, 518-274-2607 ext. 4189, MUnser@UnityHouseNY.ORG.
<u>Rapid Rehousing for Domestic Violence Victims</u>	Time-limited rental and financial assistance and targeted housing stabilization and support services.	Income-eligible adults and their dependent children who are victims of domestic violence and homeless.	Unity House Domestic Violence Services Housing intake. Documentation of homelessness.	Unity House Domestic Violence Services 518-272-5917.

Category	Service	Demographics	Requirements	Contact
<u>Permanent Supportive Housing for Domestic Violence Victims</u>	Long-term <u>rental assistance</u> and support services.	Income-eligible adults and their dependent children who are victims of domestic violence, homeless or chronically homeless, and living with a disabling condition.	Unity House Domestic Violence Services Housing intake. Documentation of homelessness. Documentation of disabling condition.	Unity House Domestic Violence Services 518-272-5917.
<u>Permanent Supportive Housing for People Living with Mental Illness</u>	Long-term <u>rental assistance</u> and support services.	Income-eligible adults and their dependent children. Must have a mental health diagnosis and be able to self-medicate and maintain an apartment in the community.	Housing Support Services intake. Documentation of homelessness. Documentation of mental illness diagnosis.	Program Director for Supported Housing Theresa Hale, 518-274-2607 ext. 4188, THale@UnityHouseNY.ORG
<u>Permanent Supportive Housing: Community Housing Assistance Program (CHAP)</u>	Long-term <u>rental assistance</u> and support services.	Income-eligible adults and their dependent children who are homeless or chronically homeless. Must have a documented disability (primarily mental health related) and be able to self-medicate and maintain an apartment in the community.	Housing Support Services intake. Documentation of homelessness. Documentation of disabling condition.	Program Director for Community Housing Assistance Program (CHAP) Sarah Trombley, 518-274-2607 ext. 4182, STrombley@UnityHouseNY.ORG
<u>Permanent Supportive Housing for People Living with HIV/AIDS</u>	Long-term <u>rental assistance</u> and support services.	Income-eligible adults and their dependent children who are homeless or at risk of homelessness. Must have a diagnosis of HIV/AIDS and have the ability to self-preserve.	Housing Support Services intake. Documentation of homelessness. Documentation of HIV or AIDS diagnosis.	Services Coordinator Michelle Unser, 518-274-2607 ext. 4189, MUnser@UnityHouseNY.ORG
Congregate Care Level II Housing	<u>Community Residences and Transitional Apartment Services.</u>	Adults living with mental illness. Must have a primary psychiatric diagnosis, be at least 18 years of age, and be affiliated with an outpatient mental health treatment provider.	Rensselaer County Mental Hygiene Services Application. Housing Support Services intake.	Housing Support Services, 518-274-2607 ext. 4191

Category	Service	Demographics	Requirements	Contact
<u>Situational Crisis Bed</u>	Crisis management, medication supervision and coordinated treatment within our 24-hour Community Residence. The length of stay in the Situational Crisis Bed is 1-7 days.	People experiencing acute symptoms of their mental illness. Must have a primary psychiatric diagnosis, be at least 18 years of age, be able to self-preserve, be able to self-administer medication. Must not currently pose a danger to self or others.	Referral to Housing Support Services Assistant Service Director.	Housing Support Services Asst. Service Director, 518.272.1611 ext. 4191

2. Prevention:

Category	Service	Demographics	Requirements	Contact
Homelessness Prevention Program (<u>Rental/Utilities Assistance</u>)	Short-term <u>rental and/or utilities assistance</u> , arrears, landlord advocacy, legal assistance, and other support services.	Income-eligible adults and their dependent children who are imminently at risk of homelessness.	Community Resources intake. Bring proof of identity, residence, income for all members of household, as well as proof of imminent eviction (1-2-3 letter from DSS) and/or utility shutoff notice.	Community Resources, 518-274-2607, ext. 4162
<u>Domestic Violence Advocacy</u>	Personal and systems advocacy (including but not limited to education, housing, entitlements, CPS, DSS, Police, and the courts).	Victims of domestic or dating violence and stalking and their children.	Unity House Domestic Violence Services intake.	Unity House Domestic Violence Services 518-272-5917.
<u>Domestic Violence Legal Advocacy/Assistance</u>	<u>Free civil legal consultation and representation.</u>	Income-eligible survivors of domestic or dating violence, sexual assault, and stalking	Unity House Domestic Violence Services Law Project intake.	Unity House Domestic Violence Services 518-272-5917.

3. Outreach:

Category	Service	Demographics	Requirements	Contact
<u>Domestic Violence Confidential Hotline</u>	24-hour Domestic Violence Hotline: anonymous service providing crisis intervention, information, referrals, and access to domestic violence sheltering, 24-hours a day, year-round. Collect calls accepted.	Victims of domestic or dating violence as well as family and friends, professionals, and others who are seeking support, assistance, or information related to domestic or dating violence.	Collect calls accepted. Answered 24-hours a day, year-round.	518-272-2370
Street Outreach	Backpacks filled with weekend supply of non-perishable food and toiletries distributed to area homeless shelter each Friday.	Homeless adults in Troy, NY.		Community Resources, 518-274-2607, ext. 4162
<u>Health Home Care Coordination and Outreach</u>	Comprehensive case management and nurses available for high users of Medicaid through hospitalization & ER admissions.	Medicaid eligible adults with two or more chronic conditions, or one chronic condition and risk of second, and/or serious or persistent mental health condition, and/or HIV/AIDS.	Housing Support Services intake.	Housing Support Services, 518-274-2607 ext. 4186
Law Enforcement	Partnership with City of Troy Police Department to increase officer awareness of domestic violence, <u>assist victims to file Domestic Incident Reports</u> , and encourage arrest of perpetrators.	Victims of domestic or dating violence	Unity House Domestic Violence Services intake.	Unity House Domestic Violence Services 518-272-5917.

4. Supportive Services :

Category	Service	Demographics	Requirements	Contact
<u>Domestic Violence Counseling</u>	Individual counseling, therapy, and Domestic Violence Education as well as group support.	Victims of domestic or dating violence and their children.	Unity House Domestic Violence Services intake.	Unity House Domestic Violence Services 518-272-5917.

Category	Service	Demographics	Requirements	Contact
<u>Case Management</u>	Support services tailored to meet individual needs, including home visits, daily living skills training, symptom management and social skills development, assistance in obtaining and maintaining permanent housing.	Income-eligible young adults and adults living with mental illness, chemical dependency, HIV/AIDS, and/or other chronic conditions.	Housing Support Services intake.	Housing Support Services, 518-274-2607 ext. 4186
<u>Life Skills</u>	Financial literacy, parenting, nutrition, stress management classes.	Eligible adults and their dependent children.	Community Resources (CR), Housing Support Svcs (HSS), or Domestic Violence Svcs (DV) intake.	CR: 518-274-2607, ext. 4162 HSS: 518-274-2607 ext. 4186 DV: 518-272-5917
<u>Supported Employment</u>	Job training and supported and competitive employment opportunities for disabled adults.	Adults who have a documented disability (primarily psychiatric), and limited employment opportunities, experience or skills.	Supported Employment intake.	Assistant Service Director Mike Maloney, 518-274-2607, ext. 4165, MMaloney@UnityHouseNY.ORG
<u>Alcohol & Drug Treatment</u>	Referrals to licensed providers		Community Resources (CR), Housing Support Svcs (HSS), or Domestic Violence Svcs (DV) intake.	CR: 518-274-2607, ext. 4162 HSS: 518-274-2607 ext. 4186 DV: 518-272-5917
<u>Mental Health Counseling</u>	Referral to licensed providers. See also PROS, below.		Community Resources (CR), Housing Support Svcs (HSS), or Domestic Violence Svcs (DV) intake.	CR: 518-274-2607, ext. 4162 HSS: 518-274-2607 ext. 4186 DV: 518-272-5917
<u>Domestic Violence Education and Awareness</u>	Community education and awareness events provided by Domestic Violence Services staff	Varied demographics (e.g., medical personnel, other professionals, students, etc.) and by request.	Call Unity House Domestic Violence Services for information.	Unity House Domestic Violence Services 518-272-5917.
<u>Employment/ PROS (Personalized Recovery Oriented Services)</u>	The PROS program partners with individuals in their recovery process from mental illness, offering integrated rehabilitation, treatment and support services.	Adults living with mental illness	PROS intake.	PROS, 518-274-2607, ext. 4172

Category	Service	Demographics	Requirements	Contact
Services and Assistance for Veterans, Current and Former Military Service Members	Military-literate and trauma-informed guidance to all pertinent Unity House programs.	<i>Current and former military service members with needs that can be addressed by Unity House programs.</i>	Contact Assistant Service Director Mike Maloney.	Assistant Service Director Mike Maloney, 518-274-2607, ext. 4165, MMaloney@UnityHouseNY.ORG
<u>Licensed Early Intervention and Special Education Programs for Children with Developmental Delays</u>	Early intervention and pre-school developmental services in speech/language, music, occupational & physical therapy, psychological consultation and general skills. Services delivered in traditional preschool and toddler group center-based programs (including integrated classes) and private homes.	Children with diagnosed developmental delays and other special needs ages 6 weeks to 5 years.	Call A Child's Place (Unity Sunshine Program) for information.	A Child's Place (Unity Sunshine Program), 518.271.6777
<u>Childcare</u>	Accredited, developmentally appropriate childcare available year-round, 7:30 am-5:30 pm for children ages 6 weeks to 5 years. Preschool hours are also available for 3-5 year olds with 2-1/2 and 4 hour programs.	Typically developing and developmentally delayed children ages 6 weeks to 5 years	Call A Child's Place (Unity Sunshine Program) for information.	A Child's Place (Unity Sunshine Program), 518.271.6777
<u>Youth Development</u>	Poverty Services Summer Camp	Children/youth 5-15 years of age.	Call A Child's Place (Unity Sunshine Program) for information.	A Child's Place (Unity Sunshine Program), 518.271.6777
<u>Education</u>	Licensed Universal Pre-K through collaboration w/City School Districts of Troy and Albany; Summer Camp.	Residents of Troy or Albany School Districts who will be 4 years old by December 1st of the current school year.	Call A Child's Place (Unity Sunshine Program) for information.	A Child's Place (Unity Sunshine Program), 518.271.6777
<u>Transportation</u>	Transportation provided to and from medical appointments.	Income-eligible adults living with HIV/AIDS who are uninsured or under-insured.	Housing Support Services intake.	Housing Support Services, 518-274-2607 ext. 4186

Category	Service	Demographics	Requirements	Contact
<u>Food Pantry and Basics for Babies</u>	Food Pantry open M-F 9-4:30; open until 7 on Thursdays. Closed for lunch 12-12:45 pm. Provides three-day supplies of food, diapers, formula and baby food to eligible households.	Income-eligible households.	Community Resources intake. Bring proof of identity, residence, and income for all members of household.	Community Resources, 518-274-2607, ext. 4162
<u>Community Meals</u>	Serves free hot lunch M-F, 11:30-12:45.	All welcome.	Sign-in sheet.	Community Resources, 518-274-2607, ext. 4162
<u>Clothing</u>	ReStyle thrift store has low-cost gently used clothing, shoes, and bedding. Free clothing vouchers available for those in need. ReStyle open M-F, 10-4:30; open until 7 on Thursdays.	All welcome to shop or donate. For free clothing vouchers, must be income-eligible.	For free clothing vouchers, Community Resources intake. Bring proof of identity, residence, and income for all members of household.	For thrift store information or to make donations: ReStyle, 518-274-2607 For vouchers: Community Resources, 518-274-2607, ext. 4162
<u>Holiday Food and Gifts</u>	Holiday food baskets through Food Pantry. Holiday gifts through Adopt A Child Holiday Program.	Income-eligible adults and their dependent children.	Community Resources intake. Bring proof of identity, residence, and income for all members of household.	Community Resources, 518-274-2607, ext. 4162

XXII. **Organization Name:** [YWCA of the Greater Capital Region, Inc.](https://www.ywca-gcr.org/)

Physical Address/Mailing Address: 21 First Street, Troy, NY 12180

Main telephone number: 518-274-7100

Website: <https://www.ywca-gcr.org/>

Mission statement: YWCA of the Greater Capital Region is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Service categories:

1. Housing:

SRO (Single Room Occupancy) – 76 units of **permanent supportive housing** for homeless women on site. Target population for this program is **single homeless women**. For women seeking housing, please call 518-274-7100 as our front desk receptionist will complete a housing inquiry form. For providers: Bonnie Benson, Director of Housing and Supportive Programs, 518-274-7100, bonnieb@ywca-gcr.org. Jonmara Fields, Housing Coordinator, 518-274-7100, jonmaraf@ywca-gcr.org. Sue Stierer, Housing Coordinator, 518-274-7100, sues@ywca-gcr.org.

WIT Program (Women in Transition) – 14 units of **transitional housing** for single homeless women and homeless women with children on site. Target population for this program is **single homeless women and homeless women with children**. For women seeking housing, please call 518-274-7100 as our front desk receptionist will complete a housing inquiry form. For providers: Starletta Smith, Director of Transitional and Family Services, 518-274-7100, starlettas@ywca-gcr.org, Lisa Hotte, WIT Peer Advocate, 518-274-7100, lisah@ywca-gcr.org.

Family Apartment Program – 4 one bedroom apartments on site for **single homeless women with one child**. Target population for this program is homeless women with one child (due to size of apartment) with a member of the household having a **documented disability**. This program participates in the Rensselaer County Coordinated Entry. For women seeking housing, please call 518-274-7100 as our front desk receptionist will complete a housing inquiry form. In addition, applications through Coordinated Entry may also be completed through Joseph's House, Unity House and Catholic Charities. For providers: Starletta Smith, Director of Transitional and Family Services, 518-274-7100, starlettas@ywca-gcr.org, Jackie Weaver, Housing and Supportive Programs Administrator, 518-274-7100, jackiew@ywca-gcr.org.

Apartment Program – currently provides 10 families with **permanent supportive housing** in scattered site apartments. Target population for this program is **homeless women with children with a member of the household having a documented disability**. This program participates in the Rensselaer County Coordinated Entry. For women seeking housing, please call 518-274-7100 as our front desk receptionist will complete a housing inquiry form. In addition, applications through Coordinated Entry may also be completed through Joseph's House, Unity House and Catholic Charities. Providers: Bonnie Benson, Director of Housing and Supportive Programs, 518-274-7100, bonnieb@ywca-gcr.org, Amy Giovannangelo, Apartment Program Coordinator, 518-274-7100, amyg@ywca-gcr.org.

2. Prevention:

We have a **STEHP** (Solutions to End Homelessness Program) program that provides **case management** and **financial assistance** in order to prevent homelessness. You may call Shara Branon-Bender at 518-274-7100 or sharab@ywca-gcr.org.

3. Supportive Services:

Supportive services including **case management, life skills, support, advocacy and referrals** are provided to all of our housing programs.

YWCA-GCR has a **food pantry**, weekly **community meal** and **My Sister's Closet** which provides **gently used free clothing** to women and children. For information on our food pantry, weekly community meal or My Sister's Closet, please call 518-274-7100. To volunteer for our weekly community meal, please call Amy Giovannangelo, 518-274-7100, amyg@ywca-gcr.org.

Jamison-Rounds **Ready for Work Program** provides **job readiness** training in the form of three 12-week sessions per year and our Jamison-Rounds **Ready for School Program** provides **educational** resources including **low level tutoring, referrals to TASC preparation classes and assistance with college admissions applications, retrieval of transcripts and advocating for repayment plans on student loan debt**. For information on Jamison-Rounds Ready for Work Program, call Wilhemina Hicks, Employment Training Instructor, 518-274-7100, wilheminah@ywca-gcr.org. For information on Jamison-Rounds Ready for School Program, call Ebony Boyd, Adult Education Instructor, 518-274-7100, ebonyb@ywca-gcr.org.

XXIII. **Organization Name:** [YWCA NorthEastern NY](http://www.ywca-northeasternny.org/)

Physical Address/Mailing Address: 44 Washington Avenue Schenectady, NY 12305

Main telephone number: 518-374-3394

Website: <http://www.ywca-northeasternny.org/>

Mission statement: YWCA NorthEastern NY is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all

Service categories:

1. Housing:

- **24-Hour Domestic Violence Emergency Shelter**- Serves men, women and children who are displaced **due to domestic violence** and are in imminent danger. Call 518-374-3386 for intake and admission information. If we do not have bed space, arrangements can be made out of county in an alternate domestic violence shelter
- **SRO Permanent Housing Program**- Single room occupancy program provides **permanent housing** for **single women who are independent with life skills** and are suitable for a **communal living environment**. Must be 18 years of age and provide proof of income and **ability to pay \$310/month**. **Case management** provided on site. Contact Housing Coordinator, Tami Flanders at 518-374-3394 ext118 to schedule housing interview.
- **Rosa's House Apartment Program**- HUD funded apartment program for **individual homeless women with one or more disabilities**. Documentation required before admission, **fee collected monthly is 30% of income**. Residents must be willing to receive **case management** to participate in program. Contact Housing Coordinator, Tami Flanders at 518-374-3394 ext118 to schedule housing interview.
- **Stepping Stone Apartment Program**- 4 apartments varying in size provide up to **2 years of transitional housing for victims of domestic violence and their children**. Must have **income** and work with **case management** while residing in program. Contact Andrea Scott at 518-374-3394 ext 144 for more information.

2. Prevention:

- **Domestic Violence Individual Counseling and Support Groups**- Call Bonnie Friedlander at **518-374-3394 ext 142** for appointment or group information
- **Domestic Violence Advocacy**- YWCA Advocates located in Schenectady Police Department, CPS office, and Family Court to **assist and support victims of domestic violence** with legal documents and procedures. Contact Ronelle McGlothlan at **518-382-5224** to access services.

3. Supportive Services:

- **YES (YWCA Economic Solutions)- Vocational, financial and economic literacy** counselors available by appointment, contact Andrea Scott at 518-374-3394 ext 144
- **Domestic Violence Outreach and Education**- Wendi Gapczynski, a longtime DV advocate now provides education and outreach to anyone seeking more information on domestic violence. A DV 101 course is designed for agencies to better understand the dynamics of domestic violence, 'In Her Shoes' is an interactive simulation workshop designed to help understand the challenges victims of DV face, or an overview of YWCA NENY services can be provided to an agency or victims group. Contact 518-374-3394 ext 125 to schedule

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