

Protective Services for Adults

If an individual 18 years or older meets **ALL** of the following three criteria, an Adult Protective referral should be made:

- Mental or physical impairment
- Self-neglect or abuse or neglect by others including care givers
- No one willing or able to assist

Call the Albany NY Connects intake and referral line at **(518) 447-7177** to make an APS referral.



24 Hour Emergency Resources

Emergency
Dial 911

**Albany County Crime Victims
& Sexual Assault Hotline**

(518) 447-7716 or
www.albanycounty.com/cvsvc

**Albany County Mobile Crisis Team or
CDPC Crisis Unit**

(518) 549-6500

Suicide Prevention Life Line

1-800-273-TALK (8255)

Red Cross

(518) 458-8111

Additional Resources Offered by DSS

Temporary Assistance Temporary cash benefits and support for those who are found to be financially eligible. Emergency assistance may also be available for a crisis situation such as an eviction or utility shut-off or for those who are homeless, with no food or are a victim of Domestic Violence.

SNAP The Supplemental Nutrition Assistance Program (SNAP - formerly Food Stamps) supplements the food budget of financially eligible households.

Medicaid Health insurance coverage for low-income persons not required to obtain coverage directly from New York State of Health. (<https://nystateofhealth.ny.gov>) Coverage assists with medical bills, hospitalization, doctor's visits, prescriptions etc. Also coverage for income eligible elderly and disabled and for nursing home care.

Child Care Subsidies Help with child care costs for income eligible people to support employment and/or training leading to employment or if a parent(s) is unable to care for children due to illness or incapacity.

Child Support Assists Albany County Public Assistance recipients in establishing paternity (if needed) and establishment and enforcement of child support orders. DSS also assists when there is a dispute over court ordered child support for all County residents.

Albany County does not discriminate on the basis of race, religion, color, national origin, sex, gender, age, gender identity or expression, sexual orientation, disability, genetic information, veteran status or marital status in its programs and activities.

Emergency Resource Guide



**Albany County
Department of Social Services**

162 Washington Ave
Albany, NY 12210-2304

(518) 447-7300
www.albanycounty.com

Regular Business Hours:
Monday through Friday
8:30am - 4:30pm



Daniel P. McCoy
Albany County Executive

ALBANY COUNTY
Cares about our community



Emergency Shelter Placement

Eligible homeless individuals and families will be placed in an appropriate shelter. During weekday hours (8:30am – 4:00pm), homeless persons are placed by DSS staff located at 162 Washington Avenue, Albany. After-hours and on weekends and holidays, **Homeless and Travelers Aid Society (HATAS)** on-call workers can be reached at **(518) 463-2124 or 866-201-7399**.

After-hours callers must have access to a phone at which they can receive a call-back. Information regarding **Code Blue** (in extreme winter weather conditions) is available by calling HATAS.

General Information

United Way Help Line - Dial 211
24/7 or www.211.org
Health and Human Services
Information & Referral

NY Connects - 518-447-7177
8:30am - 4:30pm
Information and Assistance for
Long-Term Services and Supports
including Home Care

Child Abuse and Neglect

Instances of suspected child abuse and neglect should be immediately reported to the **New York State Child Abuse and Maltreatment Register: 1-800-342-3720 (24 hours)**.

Domestic Violence Services

During the Department's regular business hours, individuals should come to 162 Washington Avenue to speak with a Domestic Violence Liaison. Alternatively, an immediate referral should be made to the **Equinox Domestic Violence Hotline, (518) 432-7865 or 1-800-942-6906 (NYS Domestic Violence Hotline)**.

After-hours, weekends and holidays, emergency assistance, including telephone information and referral, an in-person response at a public place, emergency shelter placement, and other appropriate interventions can be accessed by calling **Equinox or the NYS Hotline**.

Food Emergencies

When a person has no immediate access to food, a referral to a food pantry or community meal may be offered. To locate a nearby food pantry or meal, call the Food Pantries for the Capital District, (518) 458-1167. Additional resources may be found in their Resource Guide at www.thefoodpantries.org.

Applications for SNAP may be obtained in person at DSS or by calling **(518) 447-5519**, or electronically at www.mybenefits.ny.gov. An application for SNAP may also be printed from the NYS website and submitted in person to the Department, by fax to **(518) 447-7004**, or by mail to Albany County Department of Social Services 162 Washington Ave, Albany, NY 12210. For assistance, please call the SNAP main number at **(518) 447-2551** or email foodstamps@albanycountyny.gov.

Fuel/Energy Emergencies

HEAP applications should be made at **Cornell Cooperative Extension offices** as follows:

CHOICES

Rte. 9W Faith Plaza, Ravena

Phone: (518) 756-8650 Fax: (518) 756-3988

Cornell Cooperative Extension

230 Green St, 3rd floor, Albany

Phone: (518) 463-4268

During regular business hours, applicants who have no power or less than ¼ tank of oil or other fuel which is delivered by a vendor should come to DSS at 162 Washington Ave, Albany for assistance.

The DSS phone number for HEAP and non-HEAP fuel/utility questions is **(518) 447-7323** or email: energy@albanycountyny.gov. Applications can also be made electronically at www.mybenefits.ny.gov.

Applicants with fuel/utility emergencies occurring **outside regular business hours** should contact **HATAS at (518) 463-2124**. (After business hours, callers must have access to a phone at which they can receive a call-back.)

