

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 do not have enough income to pay for basic needs. 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 to low-income persons. Coverage to assist with medical bills, hospitalization, doctor's visits, prescriptions etc. Also coverage for income eligible elderly and disabled in nursing homes.

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.

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

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)**.



Emergency Shelter Placement

Eligible homeless individuals and families will be placed in an

appropriate shelter or motel. During weekday hours (8:30am – 4:30pm), clients will be placed by DSS staff who are 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

9:00am – 7:00pm or www.211.org,
Health and Human Services
Information & Referral

NY Connects - 518-447-7177

Assessment and Referral for
Long-Term Services and Supports
Including Home Care

Domestic Violence Services

During the Department's regular business hours, individuals should come to 162 Washington Avenue to speak with the **Domestic Violence Liaison, 518-447-7632**. If the Domestic Violence Liaison is unavailable, an immediate referral should be made to the **Equinox Domestic Violence Hotline, 518-432-7865 or 1-800-942-6906 (State 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 the **Equinox or NYS Hotline** (above).

Food Emergencies

When a person has no immediate access to food, a referral to a food pantry or community meal may be offered. To match eligible families/individuals with these resources, refer to the Street Guide published by the Food Pantries for the Capital District (www.thefoodpantries.org). Applications for SNAP may be obtained from the Department in person or by calling **518-447-5519**, or electronically at www.mybenefits.ny.gov. An application for SNAP may also be printed from the 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 Department's Nutrition and Energy Programs at **518-447-2551** or email foodstamps@albanycounty.com.

Fuel/Energy Emergencies

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

CHOICES: Rte. 9W Faith Plaza, Ravena
Phone: 756-8650 Fax: 756-3988

Cornell Cooperative Extension: 230 Green St
3rd floor, Albany Phone: 463-4268

During regular business hours, applicants who have no power or less than ¼ tank of deliverable fuel should come to DSS at 162 Washington Ave for assistance.

The Department's phone number for HEAP and non-HEAP fuel/utility questions is **518-447-7323** or email: energy@albanycounty.com. 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**. Callers must have access to a phone at which they can receive a call-back.

