



# Index

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THIS SCREENING TOOL IS USED TO SUPPORT YOU WITH YOUR HEALTH GOALS. YOUR RESPONSES WILL NOT AFFECT YOUR BENEFITS AND SERVICES AND SHOULD NOT BE COMPLETED IF YOU FILLED ONE OUT IN THE LAST SIX MONTHS.

First Name: _____ Last Name: _____ Address: _____ City: _____ State: _____ Zip Code: _____	Birthdate: ____/____/____ Sex: <input type="checkbox"/> Female <input type="checkbox"/> Male OR Uninsured: <input type="checkbox"/> Medicaid CIN: _____ Primary Phone #: _____		
Screening and Targeted Health Questions	Yes, client plans to self-resolve	Yes, client agreeable to referral	No
1. In the last 12 months, did you ever eat less than you felt you should because there was not enough money for food?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. In the last 12 months, has your utility company shut off your service for not paying your bills?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you worried that in the next 2 months you may not have stable housing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Do problems getting childcare make it difficult for you to work or study? (If No children, please select N/A)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> N/A
5. In the last 12 months, have you needed to see a doctor, but could not because of cost?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. In the last 12 months, have you ever had to go without health care because you did not have a way to get there?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you ever need help reading hospital materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Are you afraid you might be hurt in your apartment building or house?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Have you seen a primary care provider in the last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Are you currently enrolled in a Medicaid Managed Care Plan with an "active" status?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Do you require assistance accessing your prescriptions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Completed by CHW/Worker Name: \_\_\_\_\_ Screening Date: \_\_\_\_\_  
 Organization Name: \_\_\_\_\_

Healthy Alliance SDOH Screening Tool Adapted from Health Leads / Rev. 10/01/20

# Social Determinants of Health

## Service Categories

Food			
Screening Question: 1		In the last 12 months, did you ever eat less than you felt you should because you didn't have enough money to buy food?	
Service	Page	Service Description	Target Audience
Emergency Food	7	Free food (soup kitchens, food pantries)	Adults, homeless
Nutrition Supplement	8-9	Financial assistance for food (SNAP, WIC)	Everyone, based on income
School Meals	9	Free or reduced price meals (after school, summer programs)	School-age
Prepared Meals	10	Free or reduced price meals (Meals on Wheels, soup kitchens, food pantries)	Everyone, based on income

Utilities			
Screening Question: 2		In the last 12 months, has your utility company shut off your service for not paying your bills?	
Service	Page	Service Description	Target Audience
Assistance in Payment	11	Financial assistance for utility payments	Adults, based on income
Energy Assistance in Energy Efficient Services	12	Assistance in energy repairs (furnace, insulation, windows)	Adults, based on income



<b>Housing</b>			
Screening Question: 3		Are you worried in the next 12 months you may not have stable housing?	
Service	Page	Service Description	Target Audience
Emergency Housing	13-14	Free, one night only. For extended stays, client must report to DSS next morning ( <i>hotels, hostels</i> )	Adults, homeless
Subsidized and Permanent Housing	15-16	Assistance with Section 8, public housing, and rent assistance	Adults, based on income
Transitional Housing	16-17	Housing for up to 90 days	Adults transitioning from incarceration, psychiatric center, drug/alcohol rehabilitation
Home Expense and Repairs	17	Home expense, repair & moving assistance ( <i>loans, fixing railings, stairs</i> )	Adults, based on income
Medical Respite Care: Homeless	18	Short-term residential medical care ( <i>post hospital care, homeless</i> )	Adults, runaways, homeless patients who are hospitalized and upon discharge, require recuperative care
Medical Respite Care: Families	18-19	In-home/community based respite services for families	Everyone

<b>Child Care</b>			
Screening Question: 4		Do problems getting child care make it difficult for you to work or study?	
Service	Page	Service Description	Target Audience
Childcare	20-21	Financial assistance to pay for childcare ( <i>during school year, school breaks or summer</i> )	Families who have children under age 13, and adult working 25+ hours per week



<b>Cost of Care</b>			
Screening Question: 5		In the last 12 months, have you needed to see a doctor, but could not because of cost?	
Service	Page	Service Description	Target Audience
Financial Assistance Programs	21-22	Financial Assistance Programs & Sliding Fee Scales	Individuals and families in need of payment assistance
Health Insurance	23-24	Health insurance through New York State of Health Marketplace	Everyone ages 0-64
Health Insurance: Seniors	25-26	Assistance with State, Federal, and Private health insurance	Everyone ages 65+
Drug Assistance Programs	27-28	Assistance with prescription costs & discount programs	Elderly, Medicare and Medicaid recipients

<b>Transportation</b>			
Screening Question: 6		In the last 12 months have you ever had to go without health care because you didn't have a way to get there?	
Service	Page	Service Description	Target Audience
Transportation: Medical Only	28-29	Medical only (non-emergency) transportation ( <i>Medicaid-approved ambulate service, MAS</i> )	Adults, must be Medicaid-approved
Transportation: Medical and Non-medical	30-31	Medical and non-medical (non-emergency) transportation for all purposes ( <i>shopping</i> )	Adults, based on income
Transportation: Seniors	32-33	Seniors: Medical and non-medical (non-emergency) transportation for all purposes ( <i>shopping</i> )	Seniors or persons with disabilities, based on income
Public Transportation	34-35	Non-emergency transportation	Adults, based on income



<b>Literacy</b>			
Screening Question: 7		Have you ever needed help reading hospital material?	
Service	Page	Service Description	Target Audience
Interpreters and Literacy Instruction	36-37	Interpreters and Literacy services both in person and online ( <i>assist with reading, writing and speaking English</i> )	Limited-English proficient persons, unable to read or write, based on income

<b>Safety at Home</b>			
Screening Question: 8		Are you afraid you might be hurt in your apartment building or house?	
Service	Page	Service Description	Target Audience
Abuse & Neglect	37-38	Free services for those experiencing abuse and neglect ( <i>victims of crime and sexual violence, runaways, homeless</i> )	Adults or families suffering abuse or neglect, runaways, homeless
Home Improvement	38-39	Services for those whose homes are in need of repair ( <i>broken railing stairs, windows, etc.</i> )	Adults who live in homes that need repair, based on income



# Food

Emergency Food			
Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
The Food Pantries for the Capital District	Soup kitchens Food pantries	Adults and families in need of emergency food supply	Proof of residency ID Based on income
Emergency Food Assistance Program (TEFAP)	Soup kitchens Food pantries	Free for adults: 3-5 day supply of food	Proof of residency ID Based on income
Capital Region Eat Smart New York Program: Food Pantries	Soup kitchens Food pantries	Adults and families in need of emergency food supply	Proof of residency ID Required documents are pantry dependent

## Detailed List of Referral Resources by Category: Emergency Food

### The Food Pantries for the Capital District

The Food Pantries for the Capital District has comprehensive directories of soup kitchens and food pantries in the Capital Region. They also help individuals find emergency food, as well as identify nearby food pantries for individuals.

[www.thefoodpantries.org/community-resources.html](http://www.thefoodpantries.org/community-resources.html)

*Counties covered: Albany, Rensselaer, Schenectady, and Saratoga*

### The Emergency Food Assistance Program

The Emergency Food Assistance Program (TEFAP) is Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost.

[www.fns.usda.gov/tefap/emergency-food-assistance-program-tefap](http://www.fns.usda.gov/tefap/emergency-food-assistance-program-tefap)

*Counties covered: Albany, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

### Capital Region Eat Smart New York Program: Food Pantries

The Capital Region Eat Smart New York Program has a look up tool to find food pantries by counties and zip codes across the Capital Region.

[www.capitalregionesny.org/food-near-you-types/food-pantries](http://www.capitalregionesny.org/food-near-you-types/food-pantries)

*All counties covered*





# Nutrition Supplement

Service	Service Description	Target Audience	Eligibility & what's needed
<b>AGENCY</b>			
Women, Infants and Children program (WIC)	Supplemental foods, health care referrals, and nutrition education	Women with infants and children up to age five in need of food payment assistance	ID Based on income
Supplemental Nutrition Assistance Program (SNAP)	Supplemental foods, reduced price meals, financial assistance	Low-income working individuals, senior citizens, individuals with disabilities and families	ID Based on income
Farmers' Market Nutrition Programs (FMNP)	Fresh, fruits and vegetables from Farmers Markets	Women with infants and children up to age five in need of food payment assistance	ID Based on income
myBenefits	Online links for SNAP and HEAP	Women with infants and children up to age five in need of food payment assistance	ID Based on income

## Detailed List of Referral Resources by Category: Nutrition Supplement

### Women, Infants and Children Program (WIC)

The Women, Infants and Children program can provide nutritional education, breastfeeding support, and nutritious foods.

[www.fns.usda.gov/wic/women-infants-and-children-wic](http://www.fns.usda.gov/wic/women-infants-and-children-wic)

*All counties covered*

### Supplemental Nutrition Assistance Program (SNAP)

Supplemental Nutrition Assistance Program (SNAP) issues electronic benefits that can be used like cash to purchase food. SNAP helps low-income working people, senior citizens, the disabled and others feed their families.

[www.fns.usda.gov/snap/supplemental-nutrition-assistance-program-snap](http://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program-snap)

*All counties covered*

### Farmers' Market Nutrition Program

The Farmers' Market Nutrition Program (FMNP) provides payment assistance to women with infants and children up to age 5 through the WIC program, for the purchase of locally grown, fresh fruits and vegetables. This program runs from June to November 30<sup>th</sup>.

[www.fns.usda.gov/fmnp/wic-farmers-market-nutrition-program-fmnp](http://www.fns.usda.gov/fmnp/wic-farmers-market-nutrition-program-fmnp)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*



**Detailed List of Referral Resources by Category: Nutrition Supplement: *continued***

**myBenefits**

myBenefits is New York State Department of Health website that allows individuals to identify their eligibility for Food Assistance programs, check their EBT balance, register as a new user, identify local available resources.

[www.mybenefits.ny.gov/mybenefits/begin](http://www.mybenefits.ny.gov/mybenefits/begin)

*All counties covered*

<b>School Meals</b>			
<b>Service</b>	<b>Service Description</b>	<b>Target Audience</b>	<b>Eligibility &amp; what's needed</b>
<b>AGENCY</b>			
The Regional Food Bank of Northeastern New York	The Back Pack Program provides back packs filled with nutritional food items	Elementary age students	School age children who qualify for free or reduced-price breakfasts, lunches
	School Pantry Program provides free food from pantries	Middle School or HS students	No income criteria
	Summer Service Program provides prepared meals for children during summer months	Elementary age students	School age children who qualify for free or reduced-price breakfasts, lunches
Capital Region Eat Smart New York Program: Summer Meal Sites	Summer Meal Service Locator	Elementary age students	Based on need

**Detailed List of Referral Resources by Category: School Meals**

**The Regional Food Bank of Northeastern New York**

The Regional Food Bank ensures that all products available for donation reach the Food Bank and are distributed to our member agencies. The Food Bank has multiple school meal programs for families with school-age children.

The Back Pack Program: The Back Pack Program provides elementary children back packs filled with food (Oct. - Nov). [www.regionalfoodbank.net/wp-content/uploads/Comprehensive-BP-Schools-1.pdf](http://www.regionalfoodbank.net/wp-content/uploads/Comprehensive-BP-Schools-1.pdf)

School Pantry Program: The School Pantry Program Flexible food pantry offers students who attend middle school or HS the opportunity to choose foods based on their preferences and cooking ability.

[www.regionalfoodbank.net/school-pantry-program/](http://www.regionalfoodbank.net/school-pantry-program/)

Summer Food Service Program: Food Bank and partner agencies provide nutritious meals to children in low-income areas where the children may have otherwise had to go without. Every weekday throughout the summer, the Food Bank prepares and delivers nutritious breakfasts and lunches.

<https://regionalfoodbank.net/summer-food-service-program/>

[www.regionalfoodbank.net/](http://www.regionalfoodbank.net/)

*All counties covered*



**Detailed List of Referral Resources by Category: *School Meals continued***

**Capital Region Eat Smart New York Program: Summer Meal Sites**

The Capital Region Eat Smart New York Program has a locator tool to find summer meal site by counties and zip codes across the Capital Region.

[www.capitalregionesny.org/food-near-you-types/summer-meal-sites](http://www.capitalregionesny.org/food-near-you-types/summer-meal-sites)

*All Counties covered*

<b>Prepared Meals</b>			
<b>Service</b>	<b>Service Description</b>	<b>Target Audience</b>	<b>Eligibility &amp; what's needed</b>
<b>AGENCY</b>			
The Food Pantries for the Capital District	Soup kitchens Food pantries	Adults, homeless, emergency need	ID Proof of residency
Senior Congregate Meals	Prepared congregate meals	Seniors in need of prepared meals	ID Call 24 hours ahead to reserve a spot
Meals on Wheel	Prepared and delivered meals	Seniors	Based on income

**Detailed List of Referral Resources by Category: *Prepared Meals***

**The Food Pantries for the Capital District**

The Food Pantries for the Capital District has comprehensive directories of soup kitchens and food pantries in the Capital Region. They also help individuals find emergency food, as well as identify nearby food pantries for individuals.

[www.thefoodpantries.org/community-resources.html](http://www.thefoodpantries.org/community-resources.html)

*Counties covered: Albany, Rensselaer, Schenectady, and Saratoga*

**Senior Congregate Meals**

The Capital Region Eat Smart New York Program has a look up tool to find senior congregate meals by counties and zip codes across the Capital Region.

[www.capitalregionesny.org/food-near-you-types/senior-congregate-meals](http://www.capitalregionesny.org/food-near-you-types/senior-congregate-meals)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, Saratoga, and Washington*

**Meals on Wheels**

Meals on Wheels service is a nutritious meal, companionship and a watchful eye on the health and safety of our seniors.

[www.mealsonwheelsamerica.org/](http://www.mealsonwheelsamerica.org/)

*All counties covered*



# UTILITIES

## Payment Assistance

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
National Grid: Payment Assistance Programs	New York State Home Energy Assistance Program (HEAP) provides financial assistance with utilities	Low-income National Grid customers in need of payment assistance	ID Based on income
	Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill credit	Low-income National Grid customers in need of payment assistance	ID Based on income
	Consumer Advocates provide assistance determining program eligibility and enrollment	National Grid customers seeking enrollment in payment assistance programs	Requirements are program dependent
Office of Energy Efficiency & Renewable Energy: Low Income Housing Energy Assistance Program (LIHEAP)	Financial assistance with energy bills	Individuals and families in need of energy bill assistance or natural disaster costs	ID Based on income

### National Grid: Payment Assistance Programs

National Grid has a variety of programs that can help Upstate New Yorkers both in the short term and in extended circumstances.

#### Detailed List of Referral Resources by Category: **Payment Assistance for Utilities** *continued*

Home Energy Assistance Program (HEAP): The Home Energy Assistance Program (HEAP) helps low-income people pay the cost of heating their homes. If you are eligible, you may receive one regular HEAP benefit per program year and could be eligible for emergency HEAP benefits if you are in danger of running out of fuel or having your utility service shut off.

Energy Affordability Program (EAP): National Grid's Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill credit.

Consumer Advocates: Consumer Advocates can help to determine your eligibility and the right program for your needs. 1-800-642-4272 or [ConsumerAdvocatesUNY@nationalgrid.com](mailto:ConsumerAdvocatesUNY@nationalgrid.com)

[www.nationalgridus.com/Upstate-NY-Home/Bill-Help/Meet-with-a-Consumer-Advocate](http://www.nationalgridus.com/Upstate-NY-Home/Bill-Help/Meet-with-a-Consumer-Advocate)

*All counties covered*

### Office of Energy Efficiency & Renewable Energy: Energy Bill Assistance

Low Income Housing Energy Assistance Program (LIHEAP) assists families with energy costs and provides assistance managing costs: energy bills, energy crises, and weatherization and energy-related minor home repairs.

[www.energy.gov/eere/wipo/where-apply-weatherization-assistance](http://www.energy.gov/eere/wipo/where-apply-weatherization-assistance)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*



# Assistance for Energy Efficient Services

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
NYSERDA: EmPower New York	Financial assistance with electrical and appliance upgrades	Adults and families who are in need energy repairs	Based on income
Commission on Economic Opportunity (CEO) Weatherization Assistance Program	Financial assistance with insulation and air-sealing services	Rensselaer and Washington County residents	Based on income
Office of Energy Efficiency & Renewable Energy: Weatherization Assistance	Financial assistance with weatherizing services	Individuals and families in need of weatherization	Based on income

## Detailed List of Referral Resources by Category: **Financial assistance for Energy Efficient Services**

### NYSERDA: EmPower New York

Empower New York provides no-cost energy efficiency solutions to income-eligible New Yorkers.

1-877-NYSMART

[www.standardinsulatingco.com/financing/](http://www.standardinsulatingco.com/financing/)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

## Detailed List of Referral Resources by Category: **Financial assistance for Energy Efficient Services continued**

### Commission on Economic Opportunity (CEO) Weatherization Assistance Program

CEO's Weatherization Assistance Program offers free insulation and air-sealing services to eligible residents based on income.

(518) 272-6012 ext. 290

2331 Fifth Avenue, Troy, New York, 12180

Email: [info@ceoempowers.org](mailto:info@ceoempowers.org)

[www.ceoempowers.org/services/healthy-homes/weatherization/](http://www.ceoempowers.org/services/healthy-homes/weatherization/)

*Counties covered: Rensselaer and Washington*

### Office of Energy Efficiency & Renewable Energy: Weatherization Assistance

To apply for weatherization assistance, use the link below to find your state weatherization agency and determine eligibility.

[www.energy.gov/eere/wipo/where-apply-weatherization-assistance](http://www.energy.gov/eere/wipo/where-apply-weatherization-assistance)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*



# HOUSING

Emergency Housing			
Service	Service Description	Target Audience	Eligibility & what's needed
<b>AGENCY</b>			
Capital Region Homeless Assistance System Resource Guide	Free housing (one night or extended stays)	Adults who are homeless	Proof of residency ID
The Homeless Shelter Directory	Directory of homelessness services by state and cities	Adults and children who are homeless	Requirements are program dependent
Homeless and Travelers Aid Society (HATAS)	Free housing (short term or extended stays) Assistance with long term housing	Adults and children who are homeless	Proof of residency ID Based on income
National Coalition for Homeless Veterans	Assistance with rental security deposit, utility, legal aid and employment	Veterans who are homeless	Proof of residency ID Based on income
Interfaith Partnership for the Homeless	Stays up to 30 days	Adults who are homeless	No eligibility criteria

## Detailed List of Referral Resources by Category: Emergency Housing

### Capital Region Homeless Assistance System Resource Guide

This resource guide serves clients with housing needs regardless of where they are in the Homeless and Housing System (homelessness prevention, emergency housing resources, faith-based shelter services, coordinated entry lead, housing authority, permanent supportive housing programs, and rapid re-housing programs).

[www.caresny.org/wp-content/uploads/2017/09/Capital-Region-Homeless-Assistance-System-Resource-Guide-.pdf](http://www.caresny.org/wp-content/uploads/2017/09/Capital-Region-Homeless-Assistance-System-Resource-Guide-.pdf)

*Counties covered: Albany, Columbia, Greene, Rensselaer, Saratoga, and Schenectady*

### The Homeless Shelter Directory

The Homeless Shelter Directory is a national resource of homeless services organized by states and cities. Call the Provider Number listed on the all listing pages for help.

[www.homelessshelterdirectory.org/](http://www.homelessshelterdirectory.org/)

*All counties covered*



## Detailed List of Referral Resources by Category: **Emergency Housing** *continued*

### **Homeless and Travelers Aid Society (HATAS)**

HATAS works to provide immediate relief and long term solutions to end homelessness within Albany County and the Capital Region.

[www.hatas.org/](http://www.hatas.org/)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

### **National Coalition for Homeless Veterans**

List of housing locations for homeless veterans in New York State including contact name, phone number, email, address, and website.

[www.nchv.org/](http://www.nchv.org/)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

### **Interfaith Partnership for the Homeless (IPH)**

Interfaith Partnership for the Homeless (IPH) builds stronger communities by empowering and housing individuals and families who are homeless or facing homelessness and providing them the tools to be self-sufficient.

176 Sheridan Ave, Albany, NY

518-434-8021

[www.interfaithpartnership.com/program-or-service/albany-emergency-shelter/](http://www.interfaithpartnership.com/program-or-service/albany-emergency-shelter/)

*All counties covered*



## Subsidized and Permanent Housing

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Capital Region Assisted Living Resource Guide	Directory of assisted living communities, personal care services and more	Caretakers or individuals seeking assisted living options	Requirements are community dependent
New York State Homes and Community Renewal: Section 8 - Housing Choice Voucher (HCV) Program	Provides access to rent or purchase housing	Adults, families, senior citizens and individuals with disabilities	ID Based on income
Seriously Mentally Ill: Single Point of Access (SPOA) Housing	Assistance with emergency or permanent housing	Adults who have been diagnosed with mental illness from a medical professional	Proof of residency ID Based on income
Albany Guardian Society: Housing Options for Senior Adults in the Capital Region	Regional directory of senior housing options	62 years of age or older, or have a handicap or disability	Informational
NY Housing Search	Assists in locating housing that is affordable	Adult and families	Proof of residency
NYS Housing and Support Services: Solutions to End Homelessness Program	Assistance in locating permanent housing	Adults who are homeless	ID Based on income

### Detailed List of Referral Resources by Category: **Subsidized and Permanent Housing**

#### Capital Region Assisted Living Resource Guide

Programs and services include: Information and Care Planning Assistance, Information and Referral, Veterans Geriatric Care and Case Management, Personal Emergency Response Systems, Shopping Assistance, Friendly Home Visitor programs, and more.

[www.eldercareresourcesalbany.com/directory/category/assisted-living/](http://www.eldercareresourcesalbany.com/directory/category/assisted-living/)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*





## Detailed List of Referral Resources by Category: **Subsidized and Permanent Housing** *continued*

### **New York State Homes and Community Renewal: Section 8 - Housing Choice Voucher (HCV) Program**

The Section 8 Housing Choice Voucher (HCV) Program enables the lowest income households in New York State to rent or purchase decent, safe housing in the private housing market by providing rental and homeownership assistance. The program also provides assistance to senior citizens and disabled persons on fixed incomes, displaced families, and homeless individuals with disabilities.

[www.nyshcr.org/Programs/Section8HCV/](http://www.nyshcr.org/Programs/Section8HCV/)

*All counties covered*

### **Seriously Mentally Ill: Single Point of Access (SPOA) Housing**

List of all 85 locations for SPOA housing within New York State including points of contact name, phone numbers, and addresses.

[www.shnny.org/images/uploads/How-To-Access-SPOA-Housing-2016\(1\).pdf](http://www.shnny.org/images/uploads/How-To-Access-SPOA-Housing-2016(1).pdf)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

### **Albany Guardian Society: Housing Options for Senior Adults in the Capital Region**

Housing directory which provides information: Assisted Living and Adults Care Facilities; Family-Type Homes for Adults: Market Rate Housing; Nursing homes Section 8 Rental Assistance; Senior Housing and Subsidized Rental Housing.

[www.albanyguardiansociety.org/housingdirectory.php](http://www.albanyguardiansociety.org/housingdirectory.php)

*Counties covered: Albany, Rensselaer, Saratoga, and Schenectady*

### **NY Housing Search**

NY Housing Search is a free public service provided by New York State Homes and Community Renewal (HCR). This tool allows individuals to locate housing by zip code that meets their individual and family needs at a rent they can afford. The website can be accessed online 24 hours a day and is supported by a toll-free, bilingual call center.

1-877-428-8844

[www.nyhousingsearch.gov/](http://www.nyhousingsearch.gov/)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

### **NYS Housing and Support Services: Solutions to End Homelessness Program**

NYS Housing and Support Services: Solutions to End Homelessness Program provides assistance for individuals and families to remain in or obtain permanent housing, and assistance with supportive services during their experience of homelessness, the eviction process and housing stabilization.

[www.otda.ny.gov/programs/housing/spu.asp](http://www.otda.ny.gov/programs/housing/spu.asp)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

<b>Transitional Housing</b>			
<b>Service</b>	<b>Service Description</b>	<b>Target Audience</b>	<b>Eligibility &amp; what's needed</b>
<b>AGENCY</b>			
NYS Housing and Support Services: Supportive Housing Program	Housing and financial assistance (up to 90 days)	Adults who are transitioning from incarceration, psychiatric center, drug/alcohol rehabilitation	Based on income



## Detailed List of Referral Resources by Category: **Transitional Housing**

### **NYS Housing and Support Services**

NYS Housing and Support Services provides assistance for individuals and families to remain in or obtain permanent housing, and assistance with supportive services for eviction process and housing stabilization during their experience of transitioning from incarceration, psychiatric center, drug/alcohol rehabilitation.

[www.otda.ny.gov/programs/housing/spu.asp](http://www.otda.ny.gov/programs/housing/spu.asp)

*Counties covered: Albany, Columbia, Greene, Fulton, Montgomery, Rensselaer, Schenectady, and Saratoga*

<b>Home Expense &amp; Repair</b>			
<b>Service</b>	<b>Service Description</b>	<b>Target Audience</b>	<b>Eligibility &amp; what's needed</b>
<b>AGENCY</b>			
Affordable Housing Partnership (AHP) Homeownership Center	Assistance in securing low interest loans	Adults	Based on income
United State Department of Agriculture: Single Family Housing Repair Loans & Grants	Provides loans to very-low-income homeowners to improve and repair their homes	Adults and elderly	Based on income

## Detailed List of Referral Resources by Category: **Home Expense, Repair & Moving Assistance**

### **Affordable Housing Partnership (AHP) Homeownership Center**

AHP Homeownership Center is a one-stop shop for pre-purchasing advising, foreclosure prevention, and energy improvements. AHP offers educational classes for homebuyers, down payment assistance, and workshops for homeowners, landlords, etc.

[www.ahphome.org/index.html](http://www.ahphome.org/index.html)

*All counties covered*

### **United State Department of Agriculture: Single Family Housing Repair Loans & Grants**

Also known as the Section 504 Home Repair program, this provides loans to very-low-income homeowners to repair, improve or modernize their homes or grants to elderly very-low-income homeowners to remove health and safety hazards.

[www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants/ny](http://www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants/ny)

*All counties covered*



## Medical Respite Care: Homeless

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Parsons Child Care and Family Center	Temporary housing (custodial care, maximum stay 14 days)	Individuals with disabilities	Based on income
Interfaith Partnership for the Homeless (IPH)	Short-term care	For families and adults with children who suffer with mental health or homelessness needs	Based on income

### Detailed List of Referral Resources by Category: Medical Respite Care: Homeless

#### Parsons Child Care and Family Center

Parsons Child Care and Family Center offers temporary housing (not beds). Includes custodial care for a disabled person (maximum stay 14 days).

[www.nyconnects.ny.gov/services/capital-region-child-adolescent-respite-bed-service-omh-pr-404006223032](http://www.nyconnects.ny.gov/services/capital-region-child-adolescent-respite-bed-service-omh-pr-404006223032)  
All counties

#### Interfaith Partnership for the Homeless (IPH)

New York Interfaith Partnership for the Homeless (IPH) provides short-term residential care for homeless patients who are hospitalized and upon discharge, require recuperative care. Provides supportive services such as: meals, personal care needs, medications, treatments and home care services (also assist in helping to find shelter or housing). Located at St. Mary's Hospital, Troy.

[www.interfaithpartnership.com](http://www.interfaithpartnership.com)

Counties covered: Albany, Fulton, Montgomery, Rensselaer, and Schenectady

## Medical Respite Care: Families

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Interfaith Partnership for the Homeless (IPH)	Community Maternity Services provides in-home & community respite services	Children with mental health needs and families seeking short term care	Based on income
	Crisis Respite Services	Families and adults with children who suffer with mental health or homelessness needs	Based on income
Parsons Child Care and Family Center	Temporary housing (custodial care, maximum stay 14 days)	Individuals with disabilities	Based on income
NY Connects	List of resources for respite care services in New York	Individuals of all ages and with any type of disability	Free



## Detailed List of Referral Resources by Category: **Medical Respite Care: Families**

### **Interfaith Partnership for the Homeless (IPH)**

NY Interfaith Partnership for the Homeless (IPH) provides care for homeless patients who are hospitalized and upon discharge, require recuperative care, such as: meals, personal care needs, medications, treatments and home care services (also assist in helping to find shelter or housing).

Community Maternity Services: Community Maternity Services provides in-home/community, short term respite for children diagnosed with Serious Emotional Disturbance.

Crisis Respite Services: Short-term weekly respite for children and families experiencing a crisis or critical transition period. Respite takes place in the child's home or in the community (2 hours per week during a crisis).

Emergency Shelter & Administrative Office: (518) 434-8021

Drop-In Center and Housing Program Offices: (518) 694-8899

Sister Mavis Jewell Medical Respite: St. Mary's Hospital, 1300 Massachusetts Ave 3rd floor South, Troy, NY

[www.interfaithpartnership.com/program-or-service/sister-mavis-jewell-medical-respite](http://www.interfaithpartnership.com/program-or-service/sister-mavis-jewell-medical-respite)

*Counties covered: Albany, Fulton, Montgomery, Rensselaer, and Schenectady*

### **Parsons Child Care and Family Center**

Parsons Child Care and Family Center offers temporary housing (not beds). Includes custodial care for a disabled person (maximum stay 14 days).

[www.parsonscenter.org/our-services/residential-and-foster-care-services](http://www.parsonscenter.org/our-services/residential-and-foster-care-services)

*All counties covered*

### **NY Connects**

NY Connects is a list of resources for respite care services in New York.

[www.nyconnects.ny.gov/services/respite-care-programs-3501](http://www.nyconnects.ny.gov/services/respite-care-programs-3501)

*All counties covered*



# Child Care

Child Care			
Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Capital District Child Care Council	Financial assistance (childcare)	Working families looking for early childcare	Based on income
Workforce Development Institute	Childcare (discount)	Families who have children under age 13 and work 25 hours a week.	Based on income
Campus Children's Center, Albany	Early Childhood	Day care	Program runs during summer, December, February and April
Child Care Council of Columbia Greene	Childcare (discount)	Working families with kids 6 weeks to 12 years old	Based on family size, income and family assets

## Detailed List of Referral Resources by Category: Child Care

### Capital District Child Care Council

Capital District Child Care Council is dedicated to providing resources to the community in order to improve the availability and quality of child care, and to assist families in finding child care.

91 Broadway, Menands, NY 12204

(518) 426-7181

[www.cdcccc.org](http://www.cdcccc.org)

*Counties covered: Albany, Saratoga, Schenectady, Fulton, Montgomery, and Rensselaer*

### Workforce Development Institute

Workforce Development Institute Child Care Subsidy Facilitated Enrollment Program helps eligible working families apply for financial assistance. Families who have children under age 13 and work 25 hours a week are eligible.

518-272-3530

[www.wdiny.org/Services/Workforce-Support/Child-Care-Subsidy-Program](http://www.wdiny.org/Services/Workforce-Support/Child-Care-Subsidy-Program)

*Counties covered: Albany, Rensselaer, Saratoga, or Schenectady*



## Detailed List of Referral Resources by Category: **Child Care** *continued*

### **Campus Children's Center, Inc.**

Campus Children's Center provides early childhood child care at various Albany city locations. Offers assistance with daycare during summer and school breaks.

(518) 457-3210 • [www.childcarecenter.us/provider\\_detail/campuss\\_center\\_inc\\_albany\\_ny](http://www.childcarecenter.us/provider_detail/campuss_center_inc_albany_ny)

*County covered: Albany*

### **Child Care Council of Columbia Greene**

For people who are employed and need help paying the day care costs for their children while they are at work.

**In Greene County:** Greene County Dept. of Social Services, 411 Main Street, Catskill, NY 12414 • (518) 719-3700

**In Columbia County:** Columbia County Dept. of Social Services, 25 Railroad Ave., Hudson, NY 12534 • (518) 828-9411

[www.columbiagreennetworks.org/child\\_care.htm](http://www.columbiagreennetworks.org/child_care.htm)

*Counties covered: Columbia and Greene*

# Cost of Care

## Financial Assistance Programs

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Columbia County Community Health Consortium	Financial Assistance Program & Sliding Fee Scale	Individuals or family members with cancer diagnoses needing help with health or household expenses	Proof of bills Other documents may be required
Albany Medical Center	Financial Assistance Program	Uninsured and underinsured patients	Proof of income/expenses Based on income and family size
Ellis Medicine	Financial Assistance Program	Uninsured and underinsured patients	Based on income and family size
Saratoga Hospital	Financial Assistance Program	Uninsured and underinsured patients	Proof of Income Based on income & family size
St. Peter's Health Partners	Financial Assistance Program	Uninsured and underinsured patients	Based on income and family size
Whitney Young Health	Sliding Fee	Uninsured and underinsured patients	Based on income and family size



## Detailed List of Referral Resources by Category: **Cost of Care: Financial Assistance Programs**

### **Columbia County Community Health Consortium**

The mission of The Health Consortium is to improve access to healthcare and support the health and well-being of the people in this rural community.

325 Columbia Street, Hudson, NY 12534

518-822-8820

[www.columbiahealthnet.org/programs/financial/](http://www.columbiahealthnet.org/programs/financial/)

*Counties covered: Columbia and Greene County*

## Detailed List of Referral Resources by Category: **Cost of Care: Financial Assistance Programs** *continued*

### **Albany Medical Center**

The Albany Medical Center Financial Assistance Program helps uninsured and underinsured patients with household income up to 400% above the Federal Poverty Guidelines. Assistance is determined based on household income and family size.

43 New Scotland Avenue Albany, NY 12208

518-262-1981

[www.amc.edu/sPBS/upload/2018\\_FinancialAid\\_Program.pdf](http://www.amc.edu/sPBS/upload/2018_FinancialAid_Program.pdf)

*County covered: Albany*

### **Ellis Medicine**

Financial Assistance is available for patients with limited incomes and who are uninsured or underinsured.

518-243-1695

[www.ellismedicine.org/financial-assistance/faqs.aspx](http://www.ellismedicine.org/financial-assistance/faqs.aspx)

*County covered: Schenectady*

### **Saratoga Hospital- Financial Assistance Program**

Saratoga Hospital makes financial aid available to all low-income, uninsured, or underinsured individuals who qualify for help with their Hospital bills.

211 Church Street, Saratoga Springs, NY 12866

518-587-3222

[www.saratogahospital.org/patients-visitors/patients/billing/financial-assistance](http://www.saratogahospital.org/patients-visitors/patients/billing/financial-assistance)

*County covered: Saratoga*

### **St. Peter's Health Partners**

Provide care for persons who are in need and give special consideration to those who are most vulnerable, including those who are unable to pay and those with limited means.

315 S. Manning Blvd. Albany, NY 12208

518-525-1111

[www.sphp.com/financial-assistance](http://www.sphp.com/financial-assistance)

*Counties covered: Albany and Rensselaer*

### **Whitney Young**

Whitney Young Health offers a sliding fee scale payment plan based on income and family size. The slide can be applied to help with payment for your visit, including deductibles and co-pays.

518-465-4771

[www.wmyhealth.org/services/payment-information/#tabcontainer-73-175](http://www.wmyhealth.org/services/payment-information/#tabcontainer-73-175)

*Counties covered: Albany*



# Health Insurance

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
New York State of Health Marketplace	Free Phone and Online Support	Ages 0-64 All Counties	Proof of ID Other documents may be required
Healthy Capital District Initiative	Free In-Person Assistance	Ages 0-64 Albany, Rensselaer, Schenectady	Proof of ID Other documents may be required
Columbia County Community Health Consortium	Free In-person Assistance	Ages 0-64 Columbia, Greene	Proof of ID Other documents may be required
Saratoga Cares	Free In-Person Assistance	Ages 0-64 Saratoga	Proof of ID Other documents may be required
Community Service Society	Free Phone Support & In-Person Assistance	Ages 0-64 All Counties	Proof of ID Other documents may be required

*Disclosure: This is a non-exhaustive list of assistance agencies. These organizations represent the largest enrollment agencies in the region. There are additional private insurance enrollment brokers that can be found at:  
[www.nystateofhealth.ny.gov/agent/hx\\_brokerSearch](http://www.nystateofhealth.ny.gov/agent/hx_brokerSearch)*

## Detailed List of Referral Resources by Category: **Cost of Care: Health Insurance**

### New York State of Health Marketplace

New York State platform to compare health plan options and apply for assistance that could lower the cost of health coverage. Health insurance options include Medicaid, Essential Plans, Child Health Plus, and Qualified Health Plans.

[www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov)

*All counties covered*

### Healthy Capital District Initiative

Healthy Capital District Initiative provides free, in-person application assistance for health insurance through the New York State of Health Marketplace. Navigators can assist individuals, families, small businesses and small business employees with shopping for, comparing, and enrolling in quality, affordable health insurance through the NYS Marketplace.

175 Central Avenue, Albany, NY 12206

(518) 462-7040

[www.hcdiny.org](http://www.hcdiny.org)

*Counties Covered: Albany, Saratoga, and Schenectady*





## Detailed List of Referral Resources by Category: **Cost of Care: Insurance** continued

### **Columbia County Community Health Consortium**

The Health Consortium is improving access to healthcare and supporting the health and well-being of the people in our rural community. Navigators can assist individuals, families, small businesses and small business employees with shopping for, comparing, and enrolling in quality, affordable health insurance through the NYS Marketplace.

325 Columbia St #200, Hudson, NY 12534

(518) 822-9600

[www.columbiahealthnet.org](http://www.columbiahealthnet.org)

*Counties Covered: Columbia and Greene*

### **Saratoga Cares**

Saratoga Hospital has trained, certified navigators to help individuals, families, and small businesses shop for, compare, and enroll in low-cost, quality health insurance plans through New York State of Health. Navigators can help determine if you qualify for financial assistance.

211 Church Street, Saratoga Springs, NY 12866

518-580-2021

[www.saratogahospital.org/patients-visitors/patients/billing/assistance-through-child-and-family-health-plus](http://www.saratogahospital.org/patients-visitors/patients/billing/assistance-through-child-and-family-health-plus)

*Counties Covered: Saratoga*

### **Community Service Society (CSS)**

CSS is a partner of the New York State of Health Marketplace to help consumers enroll in new health insurance options.

633 3rd Ave 10th floor, New York, NY 10017

212-254-8900

[www.cssny.org](http://www.cssny.org)

*All Counties Covered*



## Health Insurance: Seniors

Service	Service Description	Target Audience	Eligibility & what's needed
<b>AGENCY</b>			
Health Insurance Information Counseling and Assistance Program (HIICAP)	In-person and over the phone confidential counseling and assistance with medical coverage issues	Medicare beneficiaries, Medicare plans and assistance programs <i>All Counties</i>	Proof of ID Medicare eligible individuals
Independent Living Center of the Hudson Valley	In-person information and assistance with Medicaid for Age, Blind and Disabled	Individuals over the aged 65, Medicare recipients, disabled or blind <i>Rensselaer, Columbia, and Greene</i>	Income eligible individuals NYS Resident
Department of Aging- NY Connects	In-person information and assistance with Medicaid for Age, Blind and Disabled	Individuals over the aged 65 Medicare recipients, disabled or blind <i>All Counties</i>	Income eligible individuals NYS Resident Aged, blind or disabled
Healthy Capital District Initiative	In-person information and assistance with Medicaid for Age, Blind and Disabled	Individuals over the aged 65, Medicare recipients, disabled or blind <i>Albany, Saratoga, Schenectady and Schoharie</i>	Income eligible individuals Requirements are program dependent
	Community Health Advocates provide confidential, in-person and phone assistance with medical and Rx coverage and cost issues	Individuals over the aged 65 <i>Albany, Schenectady, Rensselaer, Saratoga, Columbia and Greene</i>	Proof of ID Requirements are program dependent
	Information and assistance finding long-term managed care plan coverage and services	Anyone with, or eligible for, Medicaid <i>Albany Rensselaer Schenectady and Schoharie</i>	Proof of ID Medicaid eligible individuals Requirements are program dependent

*Disclosure: This is a non-exhaustive list of assistance agencies. These organizations represent the largest enrollment agencies in the region. Additional resources can be found at: [www.nyconnects.ny.gov/](http://www.nyconnects.ny.gov/)*



## Detailed List of Referral Resources by Category: **Cost of Care: Seniors**

### Health Insurance Information Counseling and Assistance Program: HIICAP

HIICAP provides Medicare beneficiaries with information, education, and counseling about Medicare and other health insurances. The counseling process includes a complete review of an individual's current and anticipated medical and prescription drug coverage needs.

Local HIICAP Hotline

800-701-0501

[www.aging.ny.gov/health-insurance-information-counseling-and-assistance-program-hiicap](http://www.aging.ny.gov/health-insurance-information-counseling-and-assistance-program-hiicap)

*All Counties Covered*

### Independent Living Center of the Hudson Valley

Facilitated Enrollers and Community Health Advocates assist individuals in applying for health insurance, educating them on how to utilize insurance to maximize health, and advocating to ensure individuals receive the services they're eligible for.

Troy Office

(518) 274-0701

15-17 Third Street

Troy, N.Y. 12180

Hudson Office

(518) 828-4886

802 Columbia Street

Hudson, NY 12534

[www.ilchv.org](http://www.ilchv.org)

*Counties Covered: Rensselaer, Columbia and Greene*

### Department of Aging- NY Connects

NY Connects is for older adults; younger adults with a long-term disability; caregivers of older adults and parents of children with a disability; and professional service providers working with someone in need of long-term services and supports. NY Connects assists and refers individuals of all incomes with long-term care needs.

1-800-342-9871

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

*All Counties Covered*

### Healthy Capital District Initiative (HCDI)

Healthy Capital District Initiative has a number of programs to assist seniors in finding and enrolling in the insurance program right for them.

Age Blind and Disabled (ABD) Program: HCDI staff facilitate the application process for seniors, disabled and/or the blind for Medicaid, Medicare Savings Program, Spend Down, Nursing Homes, and other programs. (518) 462-1459

Community Health Advocates (CHA): Free help finding medical services, discounted prescriptions and health insurance that fits your income and needs. Assistance in disputing denial of insurance coverage, handling medical billing issues and setting up payment plans; along with assisting with Medicare and Medicare Advantage plans. (518) 462-7040

Independent Consumer Advocate Network (ICAN): ICAN helps participants in Covered Programs understand how to use their Medicaid managed care plans to access covered long term care and behavioral health services. (518) 462-7040 ext. 30

[www.hcdiny.org](http://www.hcdiny.org)

*Counties Covered: Albany, Saratoga, and Schenectady*



## Drug Assistance Programs

Service	Service Description	Target Audience	Eligibility & what's needed
<b>AGENCY</b>			
Department of Aging- NY Connects	In-person information and assistance with Medicaid for Age, Blind and Disabled	Individuals over the aged 65 Medicare recipients, disabled or blind <i>All Counties</i>	Income eligible individuals NYS Resident Aged, blind or disabled
Healthy Capital District Initiative: Community Health Advocate (CHA) Program	Assistance with prescription costs and discount programs	Uninsured and Underinsured	Ages 65+, eligible for Medicare Part D & meet income guidelines
St. Peter's Prescription Assistance Program	Assistance in finding and applying for pharmaceutical company prescription assistance programs	Uninsured and Underinsured	Eligibility requirements are program dependent

*Disclosure: This is a non-exhaustive list of assistance resources.  
If you need help or a referral, ask a Community Health Advocate at 518-462-7040*

### Detailed List of Referral Resources by Category: **Cost of Care: Drug Assistance Program**

#### Department of Aging- NY Connects

NY Connects is for older adults; younger adults with a long-term disability; caregivers of older adults and parents of children with a disability; and professional service providers working with someone in need of long-term services and supports. NY Connects assists and refers individuals of all incomes with long-term care needs.

1-800-342-9871

[www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

*All Counties Covered*

#### Healthy Capital District Initiative (HCDI): Community Health Advocate (CHA) Program

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](http://www.hcdiny.org)

*Counties Covered: Albany, Columbia, Greene, Rensselaer, Saratoga, and Schenectady*



**Detailed List of Referral Resources by Category: Cost of Care: Drug Assistance Program *continued***

**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.

St. Peter's Hospital Location: 315 S. Manning Blvd. - 1st Floor, Albany, NY 12208

518-525-6646

Samaritan Hospital Location: 2215 Burdett Ave, Troy, NY 12180

518-268-6442

*Counties Covered: Albany, Columbia, Greene, Rensselaer, Saratoga, and Schenectady*

# TRANSPORTATION

## Transportation Services: Medical Only

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Medicaid Transportation Management (MAS)	Non-emergency Medicaid transportation	Must be Medicaid recipient	Based on income
Columbia County Community Health Consortium's Medical Transportation	Non-emergency Medical transportation	Columbia County residents	Columbia County resident
Rensselaer County Transportation	Non-emergency Medical transportation	Rensselaer County residents	Physician's order required
Amtrak Empire Service Rails to Recovery	Non-emergency Medical transportation	Individuals receiving treatment for life-threatening illness	Must purchase 1 regular ticket for discount
Road to Recovery	Non-emergency Medical transportation	Individuals with cancer related medical appointments	Three business days' notice required

**Detailed List of Referral Resources by Category: Transportation: Medical only**

**Medicaid Transportation Management (MAS)**

Medicaid Transportation Management is a non-emergency Medicaid transportation company whose mission is to deliver the highest customer services to its clients, through innovative technology solutions geared to helping the communities they serve, access healthcare.

[www.medanswering.com/](http://www.medanswering.com/)

*Counties covered: Albany, Columbia, Fulton, Greene, Montgomery, Rensselaer, Saratoga and Schenectady*



**Detailed List of Referral Resources by Category: *Transportation: Medical only continued***

**Columbia County Community Health Consortium's Medical Transportation**

The Health Consortium provides Columbia County residents with transportation to non-emergency medical appointments.

Monday - Friday 8:00 a.m. to 4:00 p.m.

518-822-8020

[www.columbiahealthnet.org/programs/](http://www.columbiahealthnet.org/programs/)

*County covered: Columbia*

**Rensselaer County Transportation**

Rensselaer County Transportation services provides transportation to non-Medicaid medical appointments. A physician's order specifying the mode of transportation is required.

518-518-270-2734

[www.rensco.com/departments/departments-of-aging/](http://www.rensco.com/departments/departments-of-aging/)

*County covered: Rensselaer*

**Amtrak Empire Service Rails to Recovery**

Amtrak can provide a discount for customers who are travelling on Amtrak Empire Service Trains within NYS only, for the purpose of receiving treatments for a life-threatening illness. The discount can only be obtained through affiliation with one of the listed participating agencies of Voices of Hope.

[www.voicesofthecapitalregion.org](http://www.voicesofthecapitalregion.org)

*All Counties covered*

**Road to Recovery**

Transportation through the American Cancer Society for cancer patients to and from treatment for people who have cancer who do not have a ride or are unable to drive themselves. Three business days' notice required.

[www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html](http://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html)

*All Counties covered*



## Transportation Services: Medical & Non-medical

Service	Service Description	Target Audience	Eligibility & what's needed
<b>AGENCY</b>			
CWI's Transit Connection	Fixed-route and demand-response transportation	Transit-disabled individuals	Fixed Fee
Center for Disability Services	Provides transportation to medical appointments, school, job training or work	Children and adults with or without disabilities	Must be enrolled in center's daily programs
CDTA STAR Program	Provides alternative transportation	Seniors or individuals with disabilities in need of transportation that cannot use the fixed-route system	Based on age and needs
Greater Glens Falls Transit	Curb-to-curb service	Disabled persons	Determined by application and health care professional
Circulation	Non-medical transportation for social or health related services	Medicaid approved persons	Services are arranged by approved vendors only
Independent Living Center of the Hudson Valley Inc. (ILCHV)	Medical and non-medical transportation (medical appts., Social services, ILCHV offices)	Disabled persons and ILCHV Members	Completed application

### Detailed List of Referral Resources by Category: **Medical and non-medical**

#### **CWI's Transit Connection**

CWI Transit Connection is a transit business that provides fixed-route and demand-response transportation services and special charter trips to transit-disabled individuals.

518-793-4700 Ext. 12111

[www.cwinc.org](http://www.cwinc.org)

*Counties covered: Warren, Washington and Northern Saratoga*



## Detailed List of Referral Resources by Category: **Medical and non-medical** continued

### Center for Disability Services

Provides transportation to medical appointments, school, job training or work. Must be enrolled in center's daily programs. For children and adults with or without disabilities.

518-436-7575

[www.cfdsny.org/htmlweb/CFDShome2.html](http://www.cfdsny.org/htmlweb/CFDShome2.html)

*County covered: Albany*

### CDTA Special Transit Available by Request (STAR) Program

Special Transit Available by Request (STAR) offers alternatives to people whom cannot use, or have substantial limits using, the CDTA fixed-route bus system because of a disability or impairment (including seniors).

518-482-2022

[www.cdta.org/star-contact](http://www.cdta.org/star-contact)

[www.cdta.org/star-program](http://www.cdta.org/star-program)

*All Counties covered*

### Greater Glens Falls Transit

Greater Glens Falls Transit provides Dial-a-ride FAME curb-to-curb service for the disabled. Mon-Sun 5:30 am-9:45 pm, plus seven day per week service during summer months. Base Fare is \$2.00 per one-way trip, \$4.00 for a round trip.

FAME Service: 518-792-1085

[www.gftransit.org/f-a-m-e-service-description/](http://www.gftransit.org/f-a-m-e-service-description/)

*Counties covered: Warren, Washington and Saratoga*

### Circulation

Circulation works with Lyft and other transportation providers to move patients to and from their medical appointments. If you are interested in joining Healthy Together or Circulation or are currently part of the Healthy Together and Circulation network and have questions or requests, follow the link below.

[healthytogether@abhealth.us](mailto:healthytogether@abhealth.us)

<https://abhealth.us/what-were-doing/>

*All Counties covered*

### Independent Living Center of the Hudson Valley Inc.

ILCHV provides medical and non-medical transportation to medical appts., Social Services, and ILCHV offices. Van services for Columbia County run Thursday and Friday only.

#### **Rensselaer County:**

15-17 3rd Street

Troy, NY 12180

518-274-0701 (V/TTY)

#### **Columbia County:**

802 Columbia Street

Hudson, NY 12534

518-828-4886(V),

518-828-6293 (TTY)

*All Counties covered*





## Transportation: Seniors

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Adult and Family Services	Transportation (medical appts.)	Seniors (60+) Saratoga County resident	Medicaid, Public Assistance, SSI eligibility
Senior Services of Albany	Transportation (medical appts., senior centers, meal sites, banking, shopping)	Seniors (60+) Albany County resident	Based on age and needs
Montgomery County Department of Transportation	Transportation (medical appts)	Seniors (50+), persons with disabilities Montgomery County resident	Based on income
Fulton County Office for Aging	Transportation (medical appts., senior centers, meal sites, banking, shopping)	Seniors (60+) Fulton County resident Need 24 hours advance reservation	Based on income
Catholic Charities, Schenectady County	Transportation (senior centers)	Seniors (60+) Schenectady County resident	Based on income
Greene County Department of Human Services' Homebound	Transportation (medical appts)	Seniors (60+) Greene County resident	Based on income
Capital District Transportation Authority (CDTA): ACCESS	Transportation (medical appts., senior centers, meal sites, banking, shopping)	Seniors (60+) Albany County resident	Based on age and needs

### Detailed List of Referral Resources by Category: **Medical Transportation: Seniors**

#### Adult and Family Services

Service to all eligible county residents who seek assistance. Monday – Friday 9:00 am – 5:00 pm; after hours emergencies through Saratoga County Sheriff at 885-6761.

518-884-4159

[www.saratogacountyny.gov/departments/social-services/adult-and-family-services/](http://www.saratogacountyny.gov/departments/social-services/adult-and-family-services/)

*County covered: Saratoga County*



## **Detailed List of Referral Resources by Category: **Medical Transportation: Seniors** *continued***

### **Senior Services of Albany**

Provides door to door, medical rides, lift-equipped wheelchair vans, senior center to home shuttle, vans available to take senior groups on recreational trips and rides for grocery shopping purposes.

Please call 518-434-4219 to set up an appointment.

*County covered: Albany County*

### **Montgomery County Department of Transportation**

Montgomery County is committed to providing mobility for seniors and persons with disabilities. Please see webpage for a list of transportation programs offered.

[www.montgomerycountymd.gov/dot/](http://www.montgomerycountymd.gov/dot/)

*County covered: Montgomery County*

### **Catholic Charities: Schenectady County Transportation Program**

Catholic Charities Senior & Caregiver Support Services (CCSCSS) serving Schenectady County residents ages 60 and older. The program provides transportation to Senior Dining Centers and Dayhaven Social Adult Day Program.

518-357-9801

[www.ccseniorservices.org/transportation-program](http://www.ccseniorservices.org/transportation-program)

*County covered: Schenectady County*

### **The Fulton County Office for Aging**

Door to door services for those ages 60 and over, transportation to medical and social day care to get medical treatment, visit senior centers, meal sites and to take care of banking and shopping needs. Must meet with an Office of Aging staff member to register before utilizing transportation services.

518-736-5650

[www.fcofa.org/](http://www.fcofa.org/)

*County covered: Fulton County*

### **Greene County Department of Human Services' Homebound Medical Transportation**

Greene County Department of Human Services' Homebound Medical Transportation is available to Greene County residents age 60 or older who do not have any other options for medical transportation to medical appointments.

518-719-3555

[www.greenegovernment.com/wp-content/uploads/2017/04/AGING-SERVICES-Homebound-Medical-Transportation.pdf](http://www.greenegovernment.com/wp-content/uploads/2017/04/AGING-SERVICES-Homebound-Medical-Transportation.pdf)

*County covered: Greene County*

### **Capital District Transportation Authority (CDTA): ACCESS**

Arranges senior transportation for Albany County residents to their non-emergency medical appointments, pharmacy, grocery shopping, congregate meal sites, and adult day programs.

518-719-3555

[www.cdta.org/access-transit-services-faqs](http://www.cdta.org/access-transit-services-faqs)

*County covered: Greene County*



# Public Transportation

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Capital District Transportation Authority (CDTA)	Half Fare Program offer reduced fares for transportation	Seniors, Veterans, Medicaid recipients, and individuals with disabilities	Based on age and needs
	Refugee and Immigrant Programs provides transit education and reduced fares	Newly arrived refugees or immigrants in the Capital Region	Refugee or Immigrant status
	Homeowner Transit Use Incentive Program provides reduced fare for new homeowners	New homeowners in neighborhoods with existing transit	Homeowner documentation
Columbia County Public Transportation	Discounted rates	Columbia county resident	Based on income
Greene County Transit	Discounted rates	Greene county resident	Based on income
Montgomery Area Xpress (MAX) Bus Service Site	Discounted rates	Montgomery county resident	Based on income
Capital CarShare	Shared rides	Individuals in Albany and Troy in need of transportation	Fixed fee or membership

## Detailed List of Referral Resources by Category: Public Transportation

### Capital District Transportation Authority (CDTA)

CDTA offers numerous reduced fare options for riders of all ages. All of CDTA's standard route services participate in the reduced fare options.

Half Fare Program: Reduced fare for seniors, veterans, Medicaid recipients, and people with disabilities (518) 437-5161

Refugee and Immigrant Programs: Education (transit training) and subsidy (free Navigator card for a maximum of nine months) 518-459-1790

Homeowner Transit Use Incentive Program: CDTA provides two (2) unlimited use Navigator transit passes for one year to new homeowners in neighborhoods with existing transit service (518) 437-6865

[www.cdta.org/](http://www.cdta.org/)

*Counties covered: Albany, Rensselaer, Schenectady, and Saratoga Counties*



## Detailed List of Referral Resources by Category: **Public Transportation** *continued*

### **Columbia County Public Transportation**

Columbia County Public transportation to and from shopping venues as well as frequent trips to Albany.

518-672-4901

[www.columbiacountyny.com/public-transportation.html](http://www.columbiacountyny.com/public-transportation.html)

*County covered: Columbia County*

### **Greene County Transit**

The Greene County Transit offers safe affordable, reliable public transportation services.

518-943-3625

[www.greenegovernment.com/greene-county-transit](http://www.greenegovernment.com/greene-county-transit)

*County covered: Greene County*

### **Capital CarShare**

Access to shared vehicles for members (membership and driving fees apply).

Office hours: Monday-Friday Noon-5pm

518-545-4740

[www.capitalcarshare.org/faqs/](http://www.capitalcarshare.org/faqs/)

*Counties covered: Albany and Rensselaer*

### **Gloversville Transit System**

Public transportation that follows a coordinated weekly schedule to varying locations.

518-773-4528

[www.ride-gts.com/](http://www.ride-gts.com/)

*Counties covered: Fulton, Montgomery Counties*

### **Montgomery Area Xpress (MAX) Bus Service Site**

Montgomery County Mobility-Bus Service provides bus service on specified routes.

518-853-8334

[www.co.montgomery.ny.us/web/sites/departments/maxbus/default.asp](http://www.co.montgomery.ny.us/web/sites/departments/maxbus/default.asp)

*County covered: Montgomery County*



# LITERACY

Interpreters and Literacy Instruction			
Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Language Line	Video remote interpretation services and translations	Limited English-speaking individuals and companies looking to reduce language barriers	No eligibility criteria
Centro Civico	Assist with translation, literacy instruction, reading, writing and speaking English	Limited-English proficient persons	ID Proof of residency
Literacy New York Greater Capital Region	Assist with literacy instruction, reading, writing and speaking English	Limited-English proficient persons	ID Proof of residency
Literacy Volunteers of Rensselaer County	Assist with literacy instruction, reading, writing and speaking English	Adults and students Rensselaer County residents	ID Proof of residency
Refugee and Immigrant Support Services of Emmaus	Language and literacy instruction	Refugees and recent immigrants	ID

## Detailed List of Referral Resources by Category: Interpreters and Literacy Instruction

### Language Line

Language Line is a primarily remote translation service that offers over the phone, video, and onsite interpreter services.

To schedule an assignment or to inquire about your onsite account, please call:

888-225-6056

[www.language-line.com/interpreting/phone](http://www.language-line.com/interpreting/phone)

*All counties covered*

### Centro Civico

Assist with translation, literacy instruction, reading, writing and speaking English.

[www.centrocivico.org/home](http://www.centrocivico.org/home)

*Counties served: Albany, Schenectady, Fulton, and Montgomery*

### Literacy New York Greater Capital Region

The Literacy NY Greater Capital Region offers literacy instruction; learning to read and write.

518-452-3382

[www.literacynycap.org/](http://www.literacynycap.org/)

*Counties covered: Albany, Schenectady, Warren, and Washington*



## Detailed List of Referral Resources by Category: **Interpreters and Literacy Instruction**

### **Literacy Volunteers of Rensselaer County**

Literacy Volunteers of Rensselaer County program offers literacy instruction; learning to read and write.

518-274-8526

[www.lvorc.org](http://www.lvorc.org)

*County covered: Rensselaer*

### **Refugee and Immigrant Support Services of Emmaus**

To equip refugees and recent immigrants to build sustainable, independent lives by offering language and literacy instruction, as well as support with life skills and integration into U.S. culture and community.

518-621-1041

[www.risse-albany.org/index.html](http://www.risse-albany.org/index.html)

*County covered: Albany*

# Safety at Home

## **Abuse and Neglect**

Service	Service Description	Target Audience	Eligibility & what's needed
<b>AGENCY</b>			
Office of Victim Services (OVS)	Assists with financial losses, long-term medical benefits	Innocent victims of crime and sexual violence	ID Proof of income
Albany County Crime Victim and Sexual Violence Center	Referral services, counseling and criminal advocacy to crime victims.	Innocent victims of crime and sexual violence	ID
Safe Inc. of Schenectady	Helps protect youth run-a-ways and prevent homelessness	Youth runaways, homeless	ID
Circles of Hope	Provide assistance and support for runaways and missing children	Runaways	ID
St. Peter's Crime Victim Services	Person-centered support, advocacy, and medical services for victims and survivors of crime	Victims/survivors of any crime	Individuals seeking services must be a victim/survivor of crime (or their loved one)

## Detailed List of Referral Resources by Category: **Abuse and Neglect Services**

### **Office of Victim Services**

OVS provides compensation to innocent victims with long-term medical benefits, some financial relief to victims.

Alfred E. Smith Building 80 S. Swan Street, 2nd Floor Albany, NY 12210

1-800-247-8035

[www.ovs.ny.gov/help-crime-victims](http://www.ovs.ny.gov/help-crime-victims)

*All counties covered*



## Detailed List of Referral Resources by Category: **Abuse and Neglect Services** *continued*

### **Albany County Crime Victim and Sexual Violence Center**

Albany County Crime Victim and Sexual Violence Center provides information, referral services, counseling and criminal advocacy to crime victims.

112 State Street #1118 Albany, NY 12207

518-447-7100

[www.albanycounty.com/Government/Departments/CrimeVictimandSexualViolenceCenter.aspx](http://www.albanycounty.com/Government/Departments/CrimeVictimandSexualViolenceCenter.aspx)

*County covered: Albany*

### **Safe Inc. of Schenectady**

Safe Inc. of Schenectady helps protect youth run-a-ways and prevent homelessness.

[www.safeincoschenectady.org](http://www.safeincoschenectady.org)

*County covered: Schenectady*

### **Circles of Hope**

Circles of Hope provides expert intervention services for a variety of unhealthy behaviors and begin recovery. They specialize in recovering runaways and missing children.

518-526-9627

[www.circlesofhope.net](http://www.circlesofhope.net)

*All counties covered*

### **St. Peter's Crime Victim Services**

St. Peter'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.

Intake Line: (518) 271-3410 • 24-Hour Hotline: (518) 271-3257

<https://www.sphp.com/find-a-service-or-specialty/crime-victim-services/>

*All counties covered*

## **Home Improvements**

Service	Service Description	Target Audience	Eligibility & what's needed
AGENCY			
Northeast Mobility Center	Home modifications (doorknob replacement to wheelchair ramp installations)	Disabled and/or elderly individuals	Fixed Fee
Affordable Home Living Modifications	Home modifications	Disabled and/or elderly individuals	Fixed Fee Accepts Medicare recipients
Cornell Cooperative Extension: Healthy Neighborhood	Home visits for safety and environmental hazard assessments, radon testing	Home owners and renters	No eligibility criteria
US Environmental Protection Agency	Home safety information and radon testing	Individuals and home owners	No eligibility criteria



## Detailed List of Referral Resources by Category: **Home Improvements** *continued*

### **Northeast Mobility Center**

Northeast Mobility Center provides medical equipment, supply solutions and home access modifications for newborns to elderly. Provide services within a 60 mile radius of Albany.

518-438-3646

[www.nemobility.com](http://www.nemobility.com)

*Counties covered: Albany +60 mile radius*

### **Affordable Home Living Modifications**

Affordable Home Living Modifications provides clients with affordable accessibility modifications to continue to live safely and independently in their homes.

518-244-3094

[www.affordablehomelivingmodifications.com](http://www.affordablehomelivingmodifications.com)

*All counties covered*

### **Cornell Cooperative Extension: Healthy Neighborhood Program**

Trained Healthy Neighborhoods Program educators schedule a home visit and identify environmental hazards. Residents are educated about these concerns and provided referrals and follow up resources. Free cleaning, safety, and health products are also distributed to improve the home living environment, including radon test kits.

518-765-3521

[nkl1@cornell.edu](mailto:nkl1@cornell.edu)

Register online at [https://pub.cce.cornell.edu/event\\_registration/main/events.cfm?dept=201](https://pub.cce.cornell.edu/event_registration/main/events.cfm?dept=201)

*Counties covered: Albany and Rensselaer*

### **US Environmental Protection Agency (USEPA)**

The EPA provides a multitude of different resource to learn about indoor air quality, specifically radon and what homeowners, individuals and families can do to protect themselves.

518-765-3500

[www.epa.gov/radon](http://www.epa.gov/radon)

To order a radon testing kit for your home, please go to [www.health.ny.gov/forms/doh-2247.pdf](http://www.health.ny.gov/forms/doh-2247.pdf)

*All counties covered*

