

Family Information and Resources










Community Resources: Locate help with rent, utilities, finances, and food

Army Community Services (ACS) Information and Referral - THINK ACS FIRST-
315-772-ACS1 or 315-772-6556/6557/6799
<https://www.facebook.com/FtDrumACS/>
<https://drum.armymwr.com/>

Table of Contents

Army Community Service (ACS) Army Emergency Relief (AER)  	1
ACS Employment Readiness Program (ERP)  	1
ACS Family Advocacy Program (FAP)  	1
ACS Financial Readiness Program (FRP) 	2
ACS Information and Referral Program (I&R)  	2
American Red Cross of the North Country  	2
Catholic Charities  	3
Community Action Planning Council - Family Center    	3
Critical Needs Program 	3
Fort Drum American Red Cross 	4
HEARTH Program   	4
Housing Assistance Program of Jefferson-Lewis Counties 	4
Lewis County Department of Social Services    	4
Lewis County One-Stop for Employment and Training 	5
Lewis County Opportunities     	5
Lewis County Veterans Service Agency    	5
Mountain View Prevention Services 	5
Neighbors of Watertown, Inc 	6
North Country Family Health Center (WIC Program)  	6
Ready to Work 	6
Salvation Army (Watertown)   	7
Snow Belt Housing Company, Inc 	7
Summer Meals NY 	7
Supplemental Nutrition Assistance Program (SNAP) 	7
Veterans Outreach Center    	8
Watertown Urban Mission     	8
Thrift Stores	9
Food Pantry listing 	10
Notes Page	11

	Food		Government ID Required		Financial assistance		Employment
	Rent Assistance		Utility Bill Assistance		Family/Individual Support		

Army Community Service (ACS) Army Emergency Relief (AER) - Provides no interest loans and/or grants for verifiable emergency needs to assist with rent/mortgage, utilities/deposits, food, dental/medical, emergency travel, travel fund for relocation, permanent change of station (PCS), funeral expenses, vehicle repair, replacement vehicle, cranial helmets, essential furniture, car seats, repair/replacement of basic appliances and minor home repairs. Application available at ACS, 1780 Restore Hope Avenue, Fort Drum. *Military or CAC ID Required

Address: 435A MWR Drive
Fort Drum, NY 13602

Contact Data: (315) 772-6560 After Hours: 1-877-272-7337
Business Hours: M-F 7:30am-4:30pm
<https://www.facebook.com/FortDrumArmyEmergencyRelief/>

ACS Employment Readiness Program (ERP) - The program offers a series of career development supports to enhance the job searching experience in the areas of familiarization with the federal employment system, resume from start to finish, career portfolio development, interviewing techniques, building your own business concepts, weekly job banks, job search assistance, career development and computer lab with internet access. The Army knows that employment is one of the most significant issues for Military Families. Therefore, the goal of the Fort Drum ACS Employment Readiness Program is to assist Families with their job search particularly as they are impacted by such a mobile lifestyle. *Military or CAC ID Required

Address: P-11042 Mt. Belvedere Blvd
Fort Drum, NY 13602

Contact Data: (315) 772-5196
Business Hours: M-F 7:30am-4:30pm
<https://www.facebook.com/fortdrumemployment/>

ACS Family Advocacy Program (FAP) - Provides support services, training, education and crisis intervention to Soldiers and their Family Members. Support systems are key and essential to strong, sufficient Families. Services include Victim advocacy support services, child safety and education, stress management, anger management, new parent support home visits, parenting education and classes, baby bundles, life skills, healthy relationship supports and FAP can fund short term child care on a case by case basis. *Military or CAC ID Required

Address: 1780 Restore Hope Avenue
Fort Drum, NY 13602

Contact Data: (315) 772-6556
Business Hours: M-F 7:30am-4:30pm
<https://www.facebook.com/FTdrumFAP/>

ACS Financial Readiness Program (FRP) - Provides financial planning, budget and debt management and credit counselling to support Soldiers, Families and Civilians in building wealth one budget at a time. The program offers a series of financial development supports in the areas of Budget Development and Record Keeping, Budgeting for Your Goals, Improving Your Credit, Managing Your Checking Accounts, Home Buying, Car Buying, Insurance Basics, Prevent Identity Theft and Avoid Scams, TSP: Investing in Your Future, Consumer Rights and Obligations, Blended Retirement, Financial Readiness for First Term Junior Enlisted Soldiers, Financial Planning for Initial Permanent Change of Station (PCS) Move, and Credit Report Reviews to assist Soldiers and their Families with financial affairs. *Military or CAC ID Required

Address: 435A MWR Drive
Fort Drum NY 13602

Contact Data: (315) 772-5196
Business Hours: M-F 8:30am-4:30pm
<https://www.facebook.com/FortDrumFinancialRediness/>

ACS Information and Referral Program (I&R) - Serves as a centralized point of contact for information and referral to a comprehensive network of internal and external agencies, services and programs to assist Soldiers, Families, DoD Civilians and retirees in meeting their basic needs and improving their quality of life. Individual and Family assessments are conducted to ensure appropriate assistance and referrals are provided. ACS I&R maintains an extensive resource file of local, public, private and voluntary agencies and organizations to assist individuals and families with the support needed. In addition, ACS I&R serves as the central distribution point for all ACS information, events and activities. *Military or CAC ID Required

Address: 1780 Restore Hope Avenue
Fort Drum, NY 13602

Contact Data: (315) 772-6799
Business Hours: M-F 7:30am-4:30pm
<https://www.facebook.com/FtDrumACS/>

American Red Cross of Northern New York - Provides support and assistance in the face of an emergency. Mental Health Case Workers also provide assistance to disaster clients and educate on how to be prepared for every emergency.

Address: 203 North Hamilton Street
Watertown, NY 13601

Contact Data: Watertown: (315) 782-4410
Business Hours: M-F 9am-4:30pm
www.redcrossnny.org/cny

Catholic Charities - Jefferson/Lewis: Provides a number of services including counseling, financial assistance, life skills education, parenting assistance, volunteer development, neighborhood development, and general human services information & referral. *Income verification for some services

Address: 145 Clinton Street
Watertown, NY 13601

Contact Data: Watertown: (315) 788-4330
Business Hours: M-Th 8:30am-4:30pm, W 8:30am-8pm, F 8:30am-12pm
www.cathcharities.org

Community Action Planning Council - Family Center - Emergency and ongoing services, food pantry, referrals, assistance with rent and utilities, health insurance, food stamps, Even Start, and Family Development Credential. Food Pantry hours: Tues-Wed 9-12, 1-2 and Fri 1-4. *Income verification for some services. **For Military Families** – National Association of Child Care Resource and Referral Agencies (NACCRRA) is working with the U.S. Military Services to help those who serve in the military find and afford child care that suits their unique needs. Through the fee assistance program, families may be eligible to receive a monthly subsidy to help offset the cost of child care in their communities. *Income verification for some services

Address: 518 Davidson Street
Watertown, NY 13601

Contact Data: Lewis County: 315- 376 – 8202 or Watertown (315) 782-4900
Business Hours: M-F 8am-12pm, 1pm-5pm
<http://www.capcjc.org/>

Critical Needs Program - The Critical Needs Program provides emergency assistance to individuals and families in need. It is a safety net in our community to help fill in the gaps for struggling individuals and families. If you are in a difficult spot in your life and don't know where else to turn, the Critical Needs Program may be able to help you, by advocating for you or providing you with some simple items to get you through.

Address: 247 Factory Street
Watertown, NY 13601

Contact Data: Watertown: (315) 782-8440
Business Hours: M-F 8:30am-12pm & 1pm-4:30pm
www.watertownurbanmission.com

Fort Drum American Red Cross - Provides support and assistance in the face of an emergency. Mental Health Case Workers also provide assistance to disaster clients and educate on how to be prepared for every emergency.

Address: 435A MWR Drive
Fort Drum, NY 13601

Contact Data: Watertown: (315) 772-6561
Business Hours: M-F 7:30am-4:30pm
www.redcrossnny.org/cny

HEARTH Program - Provides rental and utility bill assistance, emergency vouchers, money to pay for security deposits, moving costs, and landlord-tenant dispute resolution. They will also provide help to people so they can find affordable housing for households at or below 50 percent of median income in each of the three counties of New York. *Income verification for some services

Address: 5274 Outer Stowe Street
Lowville, NY 13367

Contact Data: Lowville: (315) 376-5400
Business Hours: M-F 8:30am-4pm
<https://www.lewiscounty.org/>

Housing Assistance Program of Jefferson-Lewis Counties - Provides rental assistance to low income families in Jefferson County. *Income verification for some services

Address: 749 LeRay Street
Watertown, NY 13601

Contact Data: Phone: (315) 788-0193
Business Hours: M-F 8am-4pm
www.lewiscountyopportunities.com/housing_assistance.htm

Lewis County Department of Social Services - Oversees Children's Services, Financial Programs (eg. Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance, Childcare Assistance, Home Energy Assistance Program (HEAP), Medicaid, Adult Protective Services, and Child Support. Can apply online at www.mybenefits.ny.gov . *Income verification for some services

Address: 5274 Outer Stowe Street
Lowville, NY 13367

Contact Data: Lowville: (315) 376-5400
Business Hours: M-F 8:30am-4pm
<https://www.lewiscounty.org/>

Lewis County One-Stop for Employment and Training - The Lewis County One-Stop Center offers a wide variety of services and resources to assist in job searching.

Address: 5274 Outer Stowe Street
Lowville, NY 13367

Contact Data: (315) 376-5800
Business Hours: M-F 8:30am-4:30pm
www.jefflewisworkforce.com

Lewis County Opportunities - Provides food supplies for families in need, budget management and income tax assistance, a car seat program, housing assistance, transportation assistance (Wheels for Work), weatherization, domestic violence/24 hour hotline, and holiday gifts and food.

Address: 8265 State Route 812
Lowville, NY 13367

Contact Data: (315) 376-8202
Business Hours: M-F 8am-4pm
www.lewiscountyopportunities.com

Lewis County Veterans Service Agency - Provides information and assistance to veterans, family members and active military personnel in obtaining records, benefits, and entitlements from the Department of Veteran's Affairs. Eligibility: Must be a veteran or active military personnel to receive benefits; information and assistance available to family members.

Address: 7660 N. State St
Lowville, NY 13367

Contact Data: (315) 376-5316
Business Hours: M-F 8:30am – 4:30pm
<https://www.lewiscounty.org/>

Mountain View Prevention Services - Provides services to assist youth and their families in dealing with problems such as school performance, family issues and behavior problems.

Address: 7714 Number Three Road
Lowville. NY 13367

Contact Data: Lowville: 315-376-2321
Business Hours: M-F 8am – 4pm
<http://www.mountainviewprevention.org/default.htm>

Neighbors of Watertown, Inc. - Provides affordable rental units, housing rehabilitation programs, and offers first time homebuyers assistance. Also offering homebuyer education courses and rental rehabilitation programs for families in the North Country. *Income verification required for some services

Address: 112 Franklin Street
Watertown, NY 13601

Contact Data: Watertown: (315) 782-8497
Business Hours: 8am – 5pm M-F Summer Hours 8am – 4pm
www.neighborsofwatertown.com

North Country Family Health Center (WIC Program) - WIC is a nutrition program that improves the health of pregnant women, new mothers, infants and children. WIC gives families nutritious food, nutrition advice, tips for staying healthy, recipes, and resources for growing families. **North Country Family Health Center has onsite family health services with low cost or free dental care for patients with no insurance and for those with deductibles or co-pays that make care unaffordable. Family Dental Care is offered in Leray, Watertown and Lowville. In addition, North Country Family Health has School Based Health Centers that Medical, Dental and Behavioral Health in Watertown and South Jefferson schools and school based dental programs in Lowville, Alex Baby, Copenhagen and South Lewis.* *Income verification required for some services

Address: 7785 N. State Street
Lowville, NY 13367

Contact Data: Watertown: (315) 376-4500
Business Hours: Lowville Medical and Dental M-F 8am – 6pm
WIC M-F 8am - 4:30pm
<http://www.nocofamilyhealth.org/our-locations/lowville-family/>

Ready To Work - If you are having trouble finding or keeping a job, live in Jefferson County and meet income guidelines, our Ready to Work program may be able to help. We can provide qualified individuals with financial assistance for vocational education that will lead to employment upon completion. Upon completion of the program, participants will receive follow-up assistance in gaining a job. We can also provide supports to help you stay in school or maintain your education. Support services include uniforms/work attire, child care, tools, tutoring, transportation, food and other household assistance.

Address: 518 Davidson Street
Watertown, NY 13601

Contact Data: Watertown: (315) 782-4900
Business Hours: M-F 8am-12pm, 1pm-5pm
<http://www.capjc.org/programs/family-center/ready-to-work/>

Salvation Army (Watertown) - The Salvation Army offers assistance and programs in food and nutrition (including a soup kitchen), assistance for military personnel, emergency financial assistance, family counseling services, and youth programs. Provides one-on-one client services.

Address: 723 State Street
Watertown, NY 13601

Contact Data: Watertown: (315) 782-4470
Business Hours: M-F 9am-3pm
www.salvationarmyusa.org/

Snow Belt Housing Company Inc. - Provides housing/utility assistance, affordable rentals and a housing rehabilitation program for those living in Lewis County.

Address: 7500 South State Street
Lowville, NY 13367

Contact Data: (315) 376-2639
Business Hours: M-F 9am-4:30pm

Summer Meals NY - Summer meals are free, healthy meals for kids and teens served at favorite summertime places when the school year is over. Anyone ages 18 and under can come when breakfast, lunch, and/or snacks are served. There is no sign-up or paperwork, and adults are welcome to bring their own meals and eat with their kids. Many places that offer summer meals also have fun, enriching activities, too! See the website below for more information.

Address: 250 Arsenal Street
Watertown, NY 13601

Contact Data: Watertown: TEXT food to 877 877 or call (315) 785-3000
Business Hours: M-F 9am-5pm July & August: M-F 8:30am-4pm
<https://hungersolutionsny.org/get-food-help-0/summer-meals-ny/>

Supplemental Nutrition Assistance Program (SNAP) - SNAP is a Department of Social Services Program that issues monthly electronic benefits that can be used like cash to purchase food at authorized retail food stores. *Income verification required

Address: 5274 Outer Stowe Street
Lowville, NY 13367

Contact Data: Lowville: (315) 376-5400
Business Hours: M-F 8:30am-4pm
<https://www.lewiscounty.org/>

Veterans Outreach Center - The Central New York Veterans Outreach Center (CNYVOC) was formed to provide and conduct charitable, educational, social service, and housing services for those in need.

*Proof of Military Service needed

Address: 146L Arsenal Street
Watertown, NY 13601

Contact Data: Watertown: (315)-939-4535 or (315)-939-4523

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

cnyvoc.org/

Watertown Urban Mission - Seeking to empower people by giving them a hand up to rise above what in many cases is the most difficult time they have faced in their lives.

Address: 247 Factory Street
Watertown, NY 13601

Contact Data: Watertown: (315) 782-8440

Business Hours: M-F 8:30am-12pm & 1pm-4:30pm

www.watertownurbanmission.com

THRIFT STORES

Name	Address	Phone	Hours
Agape Shop	136 Court St Watertown NY 13601	315 788 7470	Mon-Sat 10:00 - 5:00
Alexandria Community Thrift	42975 NYS Rte 12 Alexbay NY 13607	315 686 3008	Wed-Thurs 10:00 - 2:00 Thurs 5:00 - 7:00 Fri-Sat 10:00 - 2:00
Classy Kids Resale Shop	Seaway Shopping Ctr Watertown NY 13601	315 408 1747	Tues + Wed 10:00 - 6:00 Thurs-Sat 10:00 - 4:00
Entwined Treasures	7504 S State St Lowville, NY 13367	315 766 8616	
Family Thrift Store	5410 Shady Ave Lowville, NY 13367	315 376 4146	
Fort Drum Thrift Shop	Blding P-1454 4 th St. Fort Drum, NY 13602	315 772 7189	Tues, Wed, Thurs + 1 st Sat of every month 9:30-2:00
Impossible Dream Store	247 Factory St. Watertown NY 13601	315 782 0090	May-Oct: Mon-Fri, 9:00 - 7:00, Sat 9:00 - 6:00, Sun 1200 - 5:00 Nov-Apr: Mon- Sat 9:00 – 6:00, Sun 12:00 – 5:00
Opportunity Knocks Thrift Store	8255 NY-812 Lowville, NY 13367	315 376 2981	Mon-Fri 9:00 – 3:00 Sat 9:00 – 12:00
Resale America	144 Eastern Blvd Watertown NY 13601	315 408 2274	Mon-Fri 9:00 - 7:00 Sun 11:00 – 6:00
Salvation Army Thrift Store	20886 State Route 3 Watertown NY 13601	315 785 5582	Mon-Sat 9:00 - 9:00
Solitary Consignment	34 Public Sq Watertown NY 13601	315 786 8868	Tues, Wed + Fri 10:00 - 4:00 Thurs 10:00 – 5:00 Sat 11:00 – 3:00
Thrifted	106 Court St Watertown NY 13601	408 805 5474	Tues-Sat 10:00 – 6:00
Thrifty shopper	1222 Arsenal St Watertown NY 13601	315 836 0376	Mon-Fri 10:00-9:00 Sat 9:00-9:00 Sun 11:00-6:00

FOOD PANTRY LISTING

Pantry Site	Address	Phone	Hours
CAPC	518 Division St Watertown, NY	315 782 4900	Tues-Thurs 10-2 2nd & 4th Tuesday 4pm-6:30pm
Copenhagen	9790 State Route 12 Copenhagen, NY 13626	315 376 2981	3rd Wed 5pm-7pm and by apt
Croghan	9748 Main Street Croghan, NY 13327	315 376 8202	April-Oct: 3rd Thursday of the month, 5pm-7pm
Harrisville	5952 Old State Rd. Harrisville, NY 13648	315 376 8202	3rd Tuesday of every month 7pm-8pm
Lowville	7646 Forrest Avenue	315 376 7431	M-F 9am-11:30am / Tues-Thurs 5pm-7pm
New Breman	8265 State Route 62 Lowville NY 13367	315 376 8202	Mon, Wed and Fri 1pm-3pm
Port Lyden	7108 North Street Port Leyden, NY 13433	315 348 6104	M-F 8am-12pm
Urban Mission	247 Factory St. Watertown 13601	315 782 8440 315 782 8441	Mon-Fri 9:30-11:30 & 1-3

Notes Page