



# Family Information and Resources






**Community Resources: Locate help with rent, utilities, family support 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/>



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

**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/>

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**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/>

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**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/>

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**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/>

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**American Red Cross of St Lawrence County** - 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: 73 Market Street  
Potdamn, NY 13676

Contact Data: Watertown: (315) 268-0102  
Business Hours: M-F 9:00am-4:30pm  
[www.redcrossny.org/cny](http://www.redcrossny.org/cny)

**Catholic Charities** - Provides a number of services including counseling, financial assistance, life skills education, parenting assistance, volunteer development, neighborhood development, and general human services information & referral.

Address: 716 Caroline Street  
Ogdensburg, NY 13669

Contact Data: Watertown: (315) 393-2660  
Business Hours: M-TH 9:30am-4:30pm and by appointment  
[www.cathcharities.org](http://www.cathcharities.org)

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**Community Development Program (St. Lawrence County)** - Programs and services for low-income families including weatherization, Housing Choice Voucher Program (rental assistance), Personal Care, Head Start, neighborhood centers and transportation.

Address: One Commerce Lane  
Canton, NY 13617

Contact Data: (315) 386-1102 or Head Start: (315) 386-8574  
Business Hours: M-F 8:00am-4:00pm  
[www.slccdp.org](http://www.slccdp.org)

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**Community Health Center of the North Country (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: 77 West Barney Street  
Gouverneur, NY 13642

Contact Data: Watertown: (315) 535-1300  
Business Hours: M-T 8:00am-6:00pm and W-F 8:00am-8:00pm  
<http://chcnorthcountry.org/gouverneur/>

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**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. *\*Income verification required for some services*

Address: 6 Judson  
Canton, NY 13617

Contact Data: Watertown: (315) 379-2101 or (315) 379-2111  
Business Hours: M-F 9:00am-5:00pm, Summer Hours 8:00am-4:00pm  
[www.co.st-lawrence.ny.us](http://www.co.st-lawrence.ny.us)

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**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](http://www.redcrossnny.org/cny)

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**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 required for some services

Address: Address: 6 Judson  
Canton, NY 13617

Contact Data: Watertown: (315) 379-2101 or (315) 379-2111  
Business Hours: M-F 9:00am-5:00pm, Summer Hours 8:00am-4:00pm  
[www.co.st-lawrence.ny.us](http://www.co.st-lawrence.ny.us)

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**Housing Choice Voucher Program** - Provides rental assistance for income eligible families. The ultimate goal is to provide renters with safe, affordable housing. \*Income verification required for some services

Address: 1 Commerce Lane  
Canton, NY 13617

Contact Data: Phone: (315) 386-1102  
Business Hours: M-F 8:00am-4:00pm  
[www.slccdp.org/programs/housing/housing-choice-voucher](http://www.slccdp.org/programs/housing/housing-choice-voucher)

**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: M-F 8:00 am- 5:00pm, Summer Hours 8 a.m. - 4 p.m.  
[www.neighborsofwatertown.com](http://www.neighborsofwatertown.com)

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**Reachout of St. Lawrence County, Inc.** - Provides a crisis hotline, a mobile crisis team, and information and referral for health and human services for Saint Lawrence County residents.

Address: PO Box 5051  
Potsdam, NY 13676

Contact Data: (315) 265-2422  
Business Hours: 24 Hrs/7 Days, 24 Hour Hotline  
[www.reachouthotline.org](http://www.reachouthotline.org)

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**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 8:00am-12:00pm, 1:00pm-5:00pm  
<http://www.capcjc.org/programs/family-center/ready-to-work/>

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**Salvation Army (Ogdensburg)** - 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: 401 Franklin Street  
Ogdensburg, NY 13669

Contact Data: (315) (315) 393-3351  
Business Hours: M-F 9:00am-3:00pm  
[empire.salvationarmy.org/EmpireNY/ogdensburg](http://empire.salvationarmy.org/EmpireNY/ogdensburg)

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**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 9:00am-5:00pm July & August: M-F 8:30am-4:00pm  
<https://hungersolutionsny.org/get-food-help-0/summer-meals-ny/>

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**St Lawrence County Department of Social Services** - The Department of Social Services attempts to help St. Lawrence County residents achieve greater self-sufficiency through supportive services and programs. Can apply online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov). \*Income verification required for some services

Address: 6 Judson Street  
Canton, NY 13617

Contact Data: Watertown: (315) 379-2101 or (315) 379- 2111  
Business Hours: M-F 9:00am-5:00pm July & August: M-F 8:30am-4:00pm  
[www.co.st-lawrence.ny.us](http://www.co.st-lawrence.ny.us)

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**St. Lawrence County One-Stop Career Center** - Provides assistance with job search, training for employment and assists business with hiring.

Address: 80 State HWY 310 Suite 8  
Canton, NY 13617

**Contact Data:** (315) 386-3276 or (315) 229-3376  
Business Hours: M-F 9:00am-5:00pm  
[www.slconestop.com](http://www.slconestop.com)

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**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 for some services

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Address: 6 Judson Street  
Canton, NY 13617

Contact Data: Watertown: (315) 379-2101 or (315) 379- 2111  
Business Hours: M-F 9:00am-5:00pm July & August: M-F 8:30am-4:00pm  
[www.co.st-lawrence.ny.us](http://www.co.st-lawrence.ny.us)

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**Veterans Services of St Lawrence County** - Confidential service for St. Lawrence County veterans. Provides advocacy for various veteran's benefits on the Federal, State and local level. Provides information and referral for veteran's services. Operates Outreach Offices in Massena and Gouverneur (2 days a month each), Star Lake, (1 day a month), and in-home visits to housebound veterans. \*Proof of Military Service needed

Address: 163 East Main Street  
Gouverneur, NY 13642

Contact Data: Watertown: (315)-939-4535 or (315)-939-4523  
Business Hours: 2<sup>nd</sup> and 4<sup>th</sup> Thursday 12:00pm-2:00am  
[cnyvoc.org/](http://cnyvoc.org/)

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**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. \*Income verification required for some services

Address: 247 Factory Street  
Watertown, NY 13601

Contact Data: Watertown: (315) 782-8440  
Business Hours: M-F 8:30am-12:00pm & 1:00pm-4:30pm  
[www.watertownurbanmission.com](http://www.watertownurbanmission.com)

**THRIFT STORES**

Name	Address	Phone	Hours
Best Friends Thrift Shop	8 Raymond St Potsdam, NY 13676	315 261 0148	Tues-Fri 10:00 – 5:00 Sat 10:00 – 4:00
Canton Neighborhood Center	5 west Street Canton, NY 13617	315 386 3541	Mon-Fri 8:00 – 3:00
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
Clothes Closet	6734 US Hwy 11 Potsdam, NY 13676	315 265 6979	Mon-Fri 10:00 – 5:00 Sat 10:00 – 4:00
CORC Thrift Store	8 Willow St Potsdam, NY	315 265 3940	Tues-Sat 11:00 – 5:00
Fort Drum Thrift Shop	Blding P-1454 4 <sup>th</sup> St. Fort Drum, NY 13602	315 772 7189	Tues, Wed, Thurs + 1 <sup>st</sup> 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 - 5:00, Sat 9:00 - 6:00, Sun 1200 - 5:00  Nov-Apr: Mon- Sat 9:00 – 6:00, Sun 12:00 – 5:00
Kidz Klozet and More	145 Market St Potsdam, NY 13676	315 274 9140	Mon-Sat 9:00 – 5:00
Ray's Odds n Ends	940 Ford St Ogdensburg, NY 13669	315 713 4474	Tues, Wed, Sat 10:00-5:00 Thurs-Fri 10:00 – 5:00 Sun 11:00 – 4:00
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	410 Franklin St. Ogdensburg NY 13669	315 393 3351	Mon-Fri 9:00 - 3:00
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
St James Thrift Shop	164 East Main St Gouverneur, NY 13642	315 323 2654	Mon-Sat 10:00 – 2:00
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
Brasher Falls	St. Patrick-St. Lawrence Food Pantry	(315) 389-5401	By Appt Only
Canton	Church & Community Program	(315)-386-3534	M- 12:00pm-3:00pm, T-TH 10:00am-3:00pm
Canton	Canton Neighborhood Center	(315) 386-3541	M-F 8:00am-3:00pm
Canton	Pierrepont Neighborhood Center	(315) 244-0069	T-W 9:00am-1:00pm
Chase Mills	Louisville Food Pantry	(315) 769-5436	1 <sup>st</sup> and 3 <sup>rd</sup> Wed-10:30am
Colton	Colton Neighborhood Center	(315) 244-0069	M and F 9:00am-1:00pm
DeKalb Junction	Hermon-DeKalb Junction Food Pantry	(315)-214-1559	By Appt Only
Edwards	Edwards Food Pantry	(315) 562-3296	By Appt Only
Gouverneur	St. James Outreach Center	(315) 287-0114	2 <sup>nd</sup> and 4 <sup>th</sup> Fri 10:00am-2:00pm
Gouverneur	Grace Food Pantry	(315) 287-2777 [church] (315) 287-7656 [parsonage]	TH 9:00am-12:00pm
Gouverneur	Gouverneur Neighborhood Center	(315) 287-3370	M-F 8:00am-12:00pm and 1:00pm-3:00pm
Hammond	Hammond Food Pantry	(315) 324-5517	3 <sup>rd</sup> and 4 <sup>th</sup> Thur
Hannawa Falls	Helping Hands of Potsdam	(315) 268-0633	M-TH 9:00am-12:00pm and 12:30 pm-1:30pm
Heuvelton	Heuvelton United Methodist Church Food Pantry	(315) 528-8038	3 <sup>rd</sup> Sat 10:00am-11:00am
Heuvelton	St. Raphael's Food Pantry	(315) 344-2383	By Appt Only
Hopkinton	Hopkinton Food Pantry	(315) 328-4168	2 <sup>nd</sup> Fri 10:00am-12:00pm
Madrid	New Beginnings Center	(315) 322-4073	By Appt Only
Madrid	CFC Food Pantry	(315) 262-0222	By Appt Only
Massena	Massena Neighborhood Center	(315) 764-0050	M-F 8:00am-12:00pm and 1:00pm-3:00pm
Massena	St. Vincent de Paul Society Food Pantry of Massena	(315) 769-1200	M-F 10:00am-4:00pm
Massena	Salvation Army	(315) 769-5154	M-F 8:30am-12:30pm
Ogdensburg	St. John's Episcopal Church Food Pantry	(315) 393-5470	3 <sup>rd</sup> Tues 9:30am-11:00am
Ogdensburg	Ogdensburg Neighborhood Center	(315) 393-5561	M-F 8:00am-12:00pm and 1:00pm-3:00pm
Ogdensburg	St. Vincent de Paul Society Food Pantry of Ogdensburg	(315) 393-6579	M-F 1:30pm-4:00pm and Sat 12:00pm-3:00pm
Ogdensburg	Salvation Army--North Kountry Kitchen	(315) 393-3351	M-TH 9:00am-12:00pm and Fri 1:00pm-3:00pm
Parishville	Parishville Neighborhood Center	(315) 244-0069	Thurs 9:00am-1:00pm
Potsdam	Potsdam Neighborhood Center	(315) 265-3920	M-F 8:00am-12:00pm and 1:00pm-3:00pm
Potsdam	St. Mary's Church Food Pantry	(315) 265-9680	M-TH 8:30am-4:00pm

## Notes Page