

## EMERGENCY HOUSING RESOURCES IN ONEIDA COUNTY, NY—Page 1

Updated 1/30/2025

NAME OF AGENCY/ ORGANIZATION	PHONE NUMBER HOURS OF OPERATIONS WEBSITE	DESCRIPTION OF SERVICES/ ELIGIBILITY CRITERIA
<b>EMERGENCY SHELTER</b> <b><u>After hours</u> at Oneida County</b> <b>Department of Social Services</b>	(315) 736-0141 Office of the Sheriff	Provides emergency housing placement in shelters throughout the county during non-business hours.
<b>Oneida County</b> <b>Department of Social Services</b>	(315) 798-5700 <a href="https://ocgov.net/">https://ocgov.net/</a> 800 Park Avenue, Utica, NY 13501 300 W Dominick Street, Rome, NY 13440	Provides emergency housing placement in shelters throughout the county during regular business hours.
<b>ONEIDA COUNTY DEPARTMENT OF SOCIAL SERVICES</b>	Utica Office: <a href="tel:315-798-5804">315-798-5804</a> Rome Office: <a href="tel:315-356-2800">315-356-2800</a> Website: <a href="https://ocgov.net/departments/departments-of-family-and-community-services/departments-of-social-services/">https://ocgov.net/departments/departments-of-family-and-community-services/departments-of-social-services/</a> 800 Park Avenue Utica NY 13501 Hours Monday - Friday, 8:30 AM - 4:30 PM Disabilities Access Fully Accessible  <a href="#">Oneida County DSS in Rome</a> Main Address: 300 West Dominick Street	Source: <a href="#">2-1-1 Mid-York</a>  <b>TEMPORARY ASSISTANCE</b> Offers temporary help for individuals and families in need while they work towards self sufficiency. Will assist with security deposit or first month's rent, but not both.  Family Assistance (FA) provides money for families with children. Cash benefits are limited to five years in a recipient's lifetime. After five years, a Family Assistance recipient may continue to receive benefits if an adult is disabled and cannot work or may be required to apply for assistance through the Safety Net category.  Safety Net Assistance (SNA) provides money for basic living expenses for single adults and childless couples (or families who have used up their five-year limit of FA). Cash benefits are limited to two years in a recipient's lifetime. After two years, the non-cash Safety Net Assistance voucher system provides benefits.

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NAME OF AGENCY/ ORGANIZATION	PHONE NUMBER HOURS OF OPERATIONS WEBSITE	DESCRIPTION OF SERVICES/ ELIGIBILITY CRITERIA
	<p>Rome NY 13440 Fax: <a href="tel:315-798-5218">315-798-5218</a> Main: <a href="tel:315-798-5700">315-798-5700</a> Email: <a href="mailto:socialservices@ocgov.net">socialservices@ocgov.net</a> Website: <a href="http://www.ocgov.net/socialservices">www.ocgov.net/socialservices</a></p> <p><a href="#">Oneida County DSS in Utica</a> Main Address: 800 Park Avenue Utica NY 13501 Fax: <a href="tel:315-798-5218">315-798-5218</a> Main: <a href="tel:315-798-5700">315-798-5700</a> Email: <a href="mailto:socialservices@ocgov.net">socialservices@ocgov.net</a> Website: <a href="http://www.ocgov.net/socialservices">www.ocgov.net/socialservices</a></p>	<p>Emergency Temporary Assistance through Emergency Assistance for Families (EAF) or Emergency Safety Net Assistance (ESNA) provides assistance for crisis situations including evictions, moving expenses, utility shutoffs, and diversion payments to help individuals avoid the need for ongoing assistance. Individuals do not need to be on public assistance to receive Emergency Temporary Assistance. Eligibility: Eligibility based on household size, available income, and expenses; call for information Application Process: Call or walk-in to apply Required Documentation: Proof of income required; call for specific documents Fees: None Oneida County</p>
<b>ICAN Street Outreach</b>	<p>On-call, 24-hour service: (315) 982-1109 <a href="https://ican.family/programs/street-outreach/">https://ican.family/programs/street-outreach/</a></p>	<p>Street Outreach will provide a 24-hour on-call service to place unsheltered individuals in emergency housing and assess immediate needs. We will also work to form relationships with other community partners including law enforcement and shelters so that we are best reaching the homeless individuals and families that might not otherwise have access to services</p>

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<b>YWCA Mohawk Valley Domestic and Sexual Violence Crisis Services</b>	24-hour hotline: Call or text (315) 797-7740 <a href="https://www.ywcamv.org/">https://www.ywcamv.org/</a> CONFIDENTIAL!	The YWCA provides such life-changing programs as domestic and sexual violence crisis services, emergency and transitional housing for domestic violence victims.
<b>Coordinated Entry System at Mohawk Valley Housing &amp; Homeless Coalition</b>	(315) 922-2014 <a href="https://mvhomeless.org">https://mvhomeless.org</a>	The Coordinated Entry System is designed to ensure that all people experiencing a housing crisis have fair and equal access to the service system. A key feature is that it coordinates housing and homeless assistance to prioritize those with the most severe service needs. It requires that homeless residents or those who are at risk of homelessness, are quickly identified, assessed, referred to, and connected to housing and homeless assistance based on their needs and strengths. It is a community-wide process that includes all homeless providers working together to quickly move people to available housing options.
<b>Supportive Services for Veteran Families at Central NY Veteran's Outreach Center (a division of Utica Center for Development)</b>	Utica location: (315) 765-0975 Monday - Friday: 8:00 AM - 3:30 PM  Watertown location: (315) 681- 6294 Monday - Friday: 7:00 AM - 2:00 PM  Rome location: (315) 795- 2034 Monday - Friday: 8:00 AM - 3:30 PM	Assists homeless or at-risk of being homeless Veterans by providing a range of supportive services designed to resolve crisis situations and to promote housing stability. The homeless housing assistance program provides seven units of permanent supportive housing and ten units of transitional housing for homeless veterans and their families.

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	<a href="https://www.ucdevelopment.org/">https://www.ucdevelopment.org/</a>	
<b>Utica Center for Development Prevention (ESG) Funding</b>	Utica location: (315) 765-0975 Monday - Friday: 8:00 AM - 3:30 PM  <a href="https://www.ucdevelopment.org/">https://www.ucdevelopment.org/</a>	The purpose of the Emergency (ESG) program is to assist disabled individuals and families by helping them quickly regain stability in permanent housing after experiencing a housing crisis or homelessness. They can assist with rental arrears (past due rent) as well as security deposits and rental assistance. We assist participants by providing a range of supportive services designed to resolve the immediate crisis and promote housing stability. <b>For Utica residents only.</b>
<b>2-1-1 Emergency Resources in Madison, Oneida, and Herkimer Counties</b>	Phone 2-1-1 or 1-844-342-5211  Hearing impaired, dial relay 711 and ask for 1-844-342-5211  <a href="https://www.unitedwaymv.org/211">https://www.unitedwaymv.org/211</a>  <a href="https://www.211midyork.org/">https://www.211midyork.org/</a>	Get connected to services for healthcare, shelter and housing, food and clothing, utilities, legal help, employment, education, childcare, mental health, disability services, veterans services, disaster information, disaster aftercare, substance use prevention, rehabilitation programs, counseling and support groups, plus more.
<b>UTICA MUNICIPAL HOUSING AUTHORITY HOMELESS STREET OUTREACH PROGRAM</b>	<b>Information TBD</b> City of Utica Residents only.	

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NAME OF AGENCY/ ORGANIZATION	PHONE NUMBER HOURS OF OPERATIONS WEBSITE	DESCRIPTION OF SERVICES/ ELIGIBILITY CRITERIA
<b>AMERICAN RED CROSS OF EASTERN NEW YORK</b>	<p>Albany Office:  <a href="tel:518-458-8111">518-458-8111</a>                      Glens Falls Office:  <a href="tel:518-792-6545">518-792-6545</a>                      Syracuse Office:  <a href="tel:315-234-2200">315-234-2200</a>                      Utica Office:  <a href="tel:315-733-4666">315-733-4666</a>                      Watertown Office:  <a href="tel:315-782-4410">315-782-4410</a>                      Toll-Free:  <a href="tel:800-733-2767">800-733-2767</a>                      (800-RED-CROS)                      Website:  <a href="http://www.redcross.org/eny">www.redcross.org/eny</a></p> <p>33 Everett Road                      Albany NY 12205                      Hours                      Administrative hours: Monday                      - Friday, 8:30 AM - 4:30 PM                      Program hours: As needed                      call for details                      Disabilities Access                      All locations Fully Accessible</p>	<p>Source: <a href="#">2-1-1 Mid-York</a></p> <p><b>DISASTER PREPAREDNESS</b>                      Provides educational workshops concerning disaster preparedness for people of all age groups. Provides free smoke alarms for families.                      Eligibility: No restrictions                      Application Process: Call for information and services                      Required Documentation: None                      Fees: None                      Albany, Clinton, Columbia, Dutchess, Essex, Franklin, Fulton, Greene, Hamilton, Herkimer, Jefferson, Lewis, Madison, Montgomery, Oneida, Onondaga, Orange, Oswego, Putnam, Rensselaer, St. Lawrence, Saratoga, Schenectady, Schoharie, Ulster, Warren, and Washington counties</p>