

# Soldier and Family Information and Resources



**Community Resources: Locate help with rent, utilities, family support and food**

**Soldier and Family Readiness Division (SFRD) – Family Resource Center (FRC)**

**Information and Referral**

**315-772-6556/6557/2271/6799**

[Fort Drum Soldier & Family Readiness Division | Facebook](#)

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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>		

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

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**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.

Address: 145 Clinton Street  
Watertown, NY 13601

Contact Data: Watertown: (315) 788-4330 or Lowville: (315) 376-4141  
Business Hours: M-Th 8:30AM – 4:30PM, W 8:30AM – 8PM, F 8:30AM – 12PM  
[www.cathcharities.org](http://www.cathcharities.org)

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**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 9AM – 12PM, 1PM – 2PM and Fri 1PM – 4PM.  
\*Income verification required for some services

Address: 518 Davidson Street  
Watertown, NY 13601

Contact Data: Watertown: (315) 782-4900  
Business Hours: M-F 8AM – 12PM, 1PM – 5PM  
<http://www.capcjc.org/>

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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.

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](http://www.watertownurbanmission.com)

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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: 11042 Mount Belvedere Blvd  
Fort Drum, NY 13601

Contact Data: Watertown: (315) 772-6561  
Business Hours: M-F 7:30AM – 4:00PM  
[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: 250 Arsenal Street  
Watertown, NY 13601

Contact Data: Watertown: (315) 785-3000  
Business Hours: M-F 9AM – 5PM July & August: M-F 8:30AM – 4PM  
[www.co.jefferson.ny.us](http://www.co.jefferson.ny.us)

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**Housing Assistance Program of Jefferson-Lewis Counties** - Provides rental assistance to low income families in Jefferson County. \*Income verification required 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](http://www.lewiscountyopportunities.com/housing_assistance.htm)

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**Jefferson 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](http://www.mybenefits.ny.gov) . \*Income verification required for some services

Address: 250 Arsenal Street  
Watertown, NY 13601

Contact Data: Watertown: (315) 785-3000  
Business Hours: M-F 9AM – 5PM July & August: M-F 8:30AM – 4PM  
[www.co.jefferson.ny.us](http://www.co.jefferson.ny.us)

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**Mobile Crisis Services** - Crisis intervention program offered to residents of Jefferson County and Fort Drum. Services are free of charge, are confidential and can be anonymous. Primary objectives are to listen, assess the crisis, assist with problem solving, and referral.

Address: 253 State St.  
Watertown, NY 13601

Contact Data: Watertown: (315) 782-2327  
Business Hours: 24 hour intervention service  
[www.tlsny.com](http://www.tlsny.com)

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**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](http://www.neighborsofwatertown.com)

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**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: 238 Arsenal Street  
Watertown, NY 13601

Contact Data: Watertown: (315) 782-9222 or (315) 782-9450

Business Hours: Monday - Friday 7:30AM – 4:30PM (Evening and Weekend appointments available)

<http://www.nocofamilyhealth.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 8AM – 12PM, 1PM – 5PM

<http://www.capcjc.org/programs/family-center/ready-to-work/>

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**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/](http://www.salvationarmyusa.org/)

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**SFRD/FRC 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. \*Military or CAC ID Required

Address: 11042 Mount Belvedere Blvd

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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**SFRD/SFRC 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: 10250 4<sup>th</sup> Armored Div. Dr.  
Fort Drum, NY 13602

Contact Data: (315) 772-6556  
Business Hours: M-F 7:30AM – 4:00PM  
<https://www.facebook.com/FTdrumFAP/>

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**SFRD/FRC 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: 11042 Mount Belvedere Blvd  
Fort Drum NY 13602

Contact Data: (315) 772-6556  
Business Hours: M-F 8:30AM – 4:00PM  
<https://www.facebook.com/FortDrumFinancialRediness/>

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**SFRD/FRC 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 to assist individuals and families with the support needed. In addition, SFRD/FRC I&R serves as the central distribution point for all SFRD information, events and activities. \*Military or CAC ID Required

Address: 11042 Mount Belvedere Blvd  
Fort Drum, NY 13602

Contact Data: (315) 772-6799  
Business Hours: M-F 7:30AM – 4:00PM  
<https://www.facebook.com/FtDrumSFRD/>

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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 9AM – 5PM July & August: M-F 8:30AM – 4PM  
<https://hungersolutionsny.org/get-food-help-0/summer-meals-ny/>

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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

Address: 250 Arsenal Street  
Watertown, NY 13601

Contact Data: Watertown: (315) 785-3000  
Business Hours: M-F 9AM – 5PM July & August: M-F 8:30 – 4PM  
[www.co.jefferson.ny.us](http://www.co.jefferson.ny.us)

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**TAP 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 SFRD 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: 10720 Mt. Belvedere Blvd  
Fort Drum, NY 13602

Contact Data: (315) 772-1090  
Business Hours: M-F 8AM – 4PM  
<https://www.facebook.com/fortdrumemployment/>

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**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/](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 requires for some services

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](http://www.watertownurbanmission.com)

**THRIFT STORES**

Name	Address	Phone	Hours
Alexandria Community Thrift	42975 NYS Rte 12 Alexbay, NY 13607	(315) 686-3008	Wed-Thurs 10AM – 2PM Thurs 5 – 7PM Fri-Sat 10AM – 2PM
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 9:30AM – 2PM
Habitat RE-STORE	938 Water St Watertown, NY 13601	(315) 785-0308	Wed-Sat 10AM – 5PM
Impossible Dream Store	247 Factory St. Watertown, NY 13601	(315) 782-0090	May-Oct: Mon-Fri, 9AM – 7PM, Sat 9AM – 6PM, Sun 12 – 5PM  Nov-Apr: Mon- Sat 9AM – 6PM, Sun 12 – 5PM
Salvation Army Thrift Store	20886 State Route 3 Watertown, NY 13601	(315) 785-5582	Mon-Sat 9AM – 9PM
Solitary Consignment	34 Public Sq Watertown, NY 13601	(315) 786-8868	Tues, Wed + Fri 10AM – 4PM Thurs 10AM – 5PM Sat 11AM – 3PM
Thrifted	106 Court St Watertown, NY 13601	(408) 805-5474	Tues-Sat 10AM – 6PM
Thrifty shopper	1222 Arsenal St Watertown, NY 13601	(315) 836-0376	Mon-Fri 10AM -9PM Sat 9AM – 9PM Sun 11AM – 6PM

## FOOD PANTRY LISTING

Pantry Site	Address	Phone	Hours
Adams	Rhode Community Center 2E Church St Adams 13605	(315) 232-2621	Mon, Thurs + Fri 9:30AM – 12:45PM Tues 11AM – 2PM & 3 – 6:45PM
Alexandria Bay	42601 ST RT 12 Alex Bay 13607	(315) 686-3008 Emergency: (315) 486 9322	Thurs 10AM – 6PM
Antwerp	45 Main St. Antwerp 13608	Emergency: (315) 783-7527	Mon 5 – 7PM
Calcium	Calcium Community Church	Emergency: (315) 771-9186	*Phone Calls Only*
CAPC	518 Division St Watertown 13601	(315) 782-4900	Tues-Thurs 10AM – 2PM 2nd & 4th Tuesday 4 – 6:30PM
Cape Vincent	United Church of Cape Vincent 260 E. Broadway, Cape Vincent 13618	(315) 654-2438 (315) 654-2401 (315) 654-2881	Mon - Wed 10AM – 2PM
Carthage	V.E.M. Food Pantry 452 S. Washington St. Carthage 13619 St. James Church	(315) 493-1341 (315) 493-3229 Emergency: (315) 804-2564	Mon 9AM – 12PM Fri 12 – 4PM
Chaumont	Chaumont Presbyterian Church	(315) 649-2424	Thurs phone for APPT.
Clayton	St. Mary's Catholic Church 251 James St. Clayton 13624	Emergency: (315) 686-4809	Mon & Wed 1 – 3:30PM Tues 6 – 8PM
Copenhagen	9790 State Route 12 Copenhagen 13626	(315) 376-2981	3rd Wed 5 – 7PM and by apt
Depauville	A New Life 32498 Rte. 12 Depauville 13632	(315) 658-4768 (315) 771-6665	Mondays 9AM – 3PM
Dexter	Dexter United Methodist Church 210 W. Kirby St. Dexter	(315) 639-4263 (315) 788-5238	2nd Wed of month 2 – 3PM 3rd & 4th Wed of month 6 – 7PM
Evans Mills	St. Mary's Catholic Church 8412 Main ST. Evans Mills 13637	(315) 629-4458	Sat 10 – 2PM
Faith Fellowship	131 Moore Ave Watertown 13601	(315) 782-4421	Mon-Fri by appointment Please Call Ahead
Feed our Vets	1291 Faichney Dr Watertown, NY 13601	(315) 767-8970	3 <sup>rd</sup> Sat 9 – 11AM Veterans, Active Duty, Guard and Reserve eligible
Lafargeville	Orleans Outreach Building	(315) 658-4796	Sat 9AM – 12PM and by appt
Philadelphia	Indian River Baptist Church 42 Main St. Philly 13673	(315) 642-6115	Wed 4 – 6PM Sat 9 – 11AM
Redwood	St. Paul's Fellowship Hall	(315) 482-2931 (315) 482-2914	Wed 1:30 – 3PM or by appointment
Sackets Harbor	St. Andrew's Catholic Church 110 E. Main St. Sackets Harbor	(315) 646-3564	Mon & Thurs 11AM – 1PM 3 <sup>rd</sup> Mon 4 – 6PM
Theresa	Grace Community Church	(680) 222-6183	By APPT.
Urban Mission	247 Factory St. Watertown 13601	(315) 782-8440 (315) 782-8441	Mon-Fri 9:30-11:30AM & 1-3PM

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