



Rhode Island Department of Human Services

Customer Resource Guide

Quick Tips

- Create an online DHS Customer Portal account at <https://healthyrhode.ri.gov> where you can see your notices, upload documents and apply for benefits on the DHS Customer Portal.
- Download the HealthyRhode app on your smartphone at the App Store® or Google Play Store®. Search for the app using “HealthyRhode.”
- If your Electronic Benefit Transfer (EBT) card is lost, stolen or damaged, call the Customer Service number: 1-888-979-9939 (available 24 hours a day, 7 days a week). To check your balance and get other account information online, go to www.ebtedge.com
- Dialing 2-1-1 can connect you with information on SNAP outreach, housing, food, affordable childcare, assistance setting up Customer Portal accounts and using the HealthyRhode mobile app, tech resources, and much more.

Resource	Organization/Vendor	Contact/Website
Help with food	Rhode Island Food Bank	https://rifoodbank.org/find-food/
Help with diapers	Project Undercover	https://www.projectundercover.org/get-help or call 401-773-4250
Support for those experiencing homelessness	Rhode Island Coordinated Entry System	Hotline: 401-277-4316
Homeowners at Risk of Foreclosure	RI Housing Help Center	https://www.rihousing.com/sp.cfm?pageid=469 Call 401-457-1130
Offering small loans and personalized financial coaching to families in Rhode Island	Capital Good Fund	https://capitalgoodfund.org/en/ Call Phone 866-584-3651
Energy Assistance	RI Association of Community Action Agencies	www.ricommunityaction.org/member-services or call 401-921-4968
Discounted rates on energy	RI Energy (formerly National Grid)	https://www.rienergy.com/RI-Home/Bill-Help/Discount-Rates
Supplemental foods, nutritional education, and referrals for low-income pregnant, breastfeeding, postpartum women, infants, children	Women, Infants and Children Program (WIC)	https://health.ri.org/wic or call 401-222-5960
SNAP support and outreach for non-participating Rlers who speak Southeast Asian languages	Center for Southeast Asians	Call 401-274-8811
SNAP support and outreach, adult education (job skills, life skills) possible child care	Genesis Center	gmitogo@gcenter.org Gislania Mitogo, Case Manager (401-781-6110)

SNAP support & outreach for non-participating Rlers in central Providence	One Neighborhood Builders	Call 401-633-2047
Job Skills/Educational	SNAP Employment and Training	https://risnapet.org/

Resource	Organization/Vendor	Contact/Website
Suicide Crisis	Suicide and Crisis Lifeline	Call 988 988lifeline.org
Housing services, catastrophic assistance and moving expenses	Department of Human Services/Economic Support Services Unit (ESSU)	1-800-MY-RI-DHS (1-800-855-697-4347)
Support, information, and advocacy for those impacted by crimes of violence	RI Coalition Against Domestic Violence	www.HelplineRI.com [helplineri.com] or call 1-800-494-8100 (24 Hour Hotline); Confidential chat line: at www.ricadv.org
Mental Health and Substance Abuse Crisis	BH Link	https://www.bhlink.org/ Phone: 401-414-LINK (5465)

RIW-Related Resources		
Resource	Organization/Vendor	Contact/Website
For families with children and very low to no income, this RIW vendor may be able to assist with completing the application, employment, and training.	Equus Works:	Shannybel Garcia, Shannybel.garcia@equusworks.com (401) 263-0743
For families with children and very low to no income, this RIW vendor may be able to assist with completing the application, employment, and training.	Comprehensive Community Action Program:	Patricia Rivera, Intake Manager, patriciarivera@comcap.org (401)562-2283
English and GED classes, plus workforce training programs. Employment services (must provide work eligibility)	Dorcas International (online and in-person courses)	Register: https://diiri.org/esl/ [diiri.org]; 401-784-8602 Employment services: 401-784-8685 or es@diiri.org
Clothing (Appointment needed)	Dorcas International (clothing collaborative at 215 Ernest St.)	401-784-8663
Translation services including credential evaluation	Pinpoint Translation Services	401-784-8633; translationRI@pinpointlanguage.com
Citizenship and immigration Services	Dorcas International (645 Elmwood Ave., Prov.)	401-784-8607
Reporting child abuse/neglect	RI Department of Children, Youth & Families (DCYF)	1-800-RI-CHILD (1-800-742-4453) (calls are recorded)
Healthcare and employment support for older adults, disabled or caregivers	Office of Healthy Aging	401-462-4444 or 2-1-1; www.oha.ri.gov/point
Additional Resource		
Community support and resource Guide	https://www.sumhlc.org/resources/common/userfiles/file/HH%20Resource%20Guide%20October%202022.pdf	