



RHODE ISLAND RESOURCE ROADMAP

Find the right door. Prepare for the conversation. Take the next step.

START HERE

One guide for housing, food, benefits, health, recovery, work, transportation, legal help, and family support.

“Plan your work. Work your plan.”

Community Connect RI | One Conversation. Every Resource. Every Person.

Start here: choose the right first door

You do not need to understand every program before asking for help. Start with the most urgent need, gather what you have, and record the next step.

1

Name the immediate need

Housing tonight? Food today? A benefit notice? A crisis? A job? Choose the need that cannot safely wait.

2

Use the best starting point

Dial 211 for broad community resources. Use 911 for immediate danger and 988 for mental-health or substance-use crisis support.

3

Prepare basic information

Have your name, location, household size, safe callback number, deadlines, and any notice or account number available.

4

Ask for one clear next step

Request the correct program, documents needed, application method, and when or how to follow up.

5

Write it down

Record the date, agency, person, confirmation number, deadline, and what you will do next.

COMMUNITY HELP

Dial 211 for Rhode Island community-resource navigation. Text your ZIP code to 898211 during text-service hours, or search United Way of Rhode Island online.

Immediate safety

911	Immediate danger, medical emergency, fire, violence, or suspected overdose.
988 Suicide & Crisis Lifeline	Call or text 988 for 24/7 crisis support and connection to Rhode Island services.
Domestic violence helpline	Confidential statewide helpline: 1-800-494-8100. Use a safe device when needed. ricadv.org/need-help

Housing, homelessness, and renter help

NO SAFE PLACE TONIGHT?

Use a Rhode Island Regional Access Point. The former Coordinated Entry hotline is no longer the route for shelter access.

Regional Access Points	Local front doors for people experiencing or at risk of homelessness. They connect households with shelter, housing support, prevention, and diversion services. rihomeless.org/ces
RIHousing Renters	Rental assistance, voucher information, the Centralized Wait List, apartment-search tools, renter resources, and public housing authority information. rihousing.com/renters
HousingSearchRI	Search for affordable rental listings and housing information. Never send money before confirming a listing and valid lease. housingsearchri.org
Rhode Island Legal Services	Possible advice or representation for private, public, and federally subsidized housing matters. Providence: 401-274-2652. rils.org/housing

Before contacting housing programs

- Write down where you slept last night and whether you can safely stay there tonight.
- Identify every adult and child in the household and any accessibility or safety needs.
- Bring identification, income or benefit information, lease or eviction notices, and contact information when available.
- Update every housing waitlist when your phone number, address, household, or email changes.
- Do not pay an application fee, deposit, or rent through a money-transfer app until you verify the property and the person authorized to rent it.

NOTICE OR COURT PAPER

Save it, note the date received, and contact qualified legal help promptly. Community Connect can help organize questions but does not provide legal advice.

Food, benefits, utilities, and basic needs

RI Department of Human Services	SNAP, RI Works, CCAP, General Public Assistance, EBT, and other programs. Apply or manage documents through HealthyRhode. Call 1-855-MY-RIDHS (1-855-697-4347). dhs.ri.gov healthyrhode.ri.gov
Rhode Island Community Food Bank	Find local food pantries and meal sites. Call ahead to confirm hours and what to bring. rifoodbank.org/find-food
Rhode Island WIC	Food and nutrition support for eligible pregnant or postpartum people, infants, and children under five. RIDOH information line: 401-222-5960. health.ri.gov/wic
Utility and heating help	Ask your utility about payment arrangements and contact the Community Action agency serving your city for LIHEAP or seasonal help. Dial 211 to locate the correct agency. rienergy.com cappri.org (Providence)
United Way 211	Locate diapers, clothing, household goods, food, utility assistance, and other basic-needs programs. Dial 211. unitedwayri.org

Benefits document checklist

Document or information	Have it	Where saved
Photo identification		
Social Security numbers or documents		
Household members and address		
Income / pay or benefit records		
Rent and utility expenses		
Notice, deadline, or case number		

KEEP BENEFITS ACTIVE

Open every notice, save a copy, respond by the deadline, upload clear documents, and record the confirmation. Program rules change - confirm current eligibility directly.

Health, recovery, and crisis support

HealthSource RI	Health coverage enrollment, account changes, and coverage questions. Call 1-855-840-4774. healthsourceri.com/contact
BH Link	24/7 crisis receiving and stabilization for Rhode Island adults with mental-health or substance-use concerns. Call 988 or 401-414-LINK (5465). Walk-in: 975 Waterman Ave., East Providence. bhlink.org
Prevent Overdose RI	Naloxone, overdose-response education, treatment information, harm reduction, and recovery resources. Call 911 for suspected overdose. preventoverdoseri.org
Buprenorphine Hotline	Speak with a healthcare professional about treatment options: 401-606-5456.
988 Lifeline	Call, text, or chat 988 for 24/7 crisis counseling. If there is immediate danger, call 911.

Prepare for a health or recovery call

- Say whether the need is an emergency, urgent, or a routine request.
- Describe what is happening now and what support feels safe and acceptable.
- List current medications, allergies, provider names, and insurance when available.
- Ask about walk-in access, transportation, cost, language access, and the next available appointment.
- Request peer or recovery support if you want it; recovery can follow multiple pathways.

COMMUNITY CONNECT ROLE

Peer support and navigation can help prepare questions, organize options, and follow up. They do not replace emergency response, diagnosis, medical advice, therapy, or licensed treatment.

Employment, training, and transportation

RI Department of Labor & Training	Jobseeker resources, career services, training information, and the state's job board. dlt.ri.gov/jobseekers
EmployRI	Search jobs, build a resume, explore training, and connect with career services. employri.org
American Job Centers	In-person employment and training assistance. Verify the closest location and current hours through DLT or EmployRI before traveling.
SNAP Employment & Training	Eligible SNAP recipients may access education, training, and employment support. Ask DHS or visit risnapet.org .
RIPTA	Bus routes, schedules, fares, Wave payment options, and reduced-fare programs. Main information: 401-781-9400. ripta.com

My dependable-work plan

Need	My plan	Backup
Travel to work / training		
Childcare		
Work clothing / equipment		
Phone / internet		
Schedule and reminders		

PLAN THE TRIP

Check the route for both arrival and return, including weekend or overnight service. Save a backup route and the number of someone you can contact if transportation fails.

Family, legal, disability, and specialized support

Child Care Assistance Program	DHS assistance with eligible childcare costs. Apply through HealthyRhode or call 1-855-MY-RIDHS. dhs.ri.gov/child-care
Rhode Island Legal Services	Possible civil legal help involving housing, benefits, family, consumer, employment, and other matters. Providence: 401-274-2652; Newport: 401-846-2264. rils.org
Domestic violence support	Confidential statewide helpline: 1-800-494-8100. Services can include safety planning, advocacy, shelter, and referrals. ricadv.org/need-help
Aging & Disability Resource Center	Information and help applying for public and private supports for older adults, adults with disabilities, and caregivers. Call 401-462-4444. oha.ri.gov/get-help
RI Office of Veterans Services	Benefits and resource navigation for veterans, service members, and military families. Call 401-921-2119. vets.ri.gov

Safety and privacy choices

- Tell the helper if voicemail, text, email, or mailed notices are not safe for you.
- Use a safe device and private location when searching for violence-related services.
- Ask for an interpreter, disability accommodation, or accessible format when needed.
- Do not send original documents unless the program specifically requires them; keep copies of everything submitted.
- Community Connect can support organization and referrals but cannot represent you in court or interpret legal deadlines.

Prepare, call, and follow through

A strong resource conversation is short, specific, and documented. Use these scripts as a starting point and change the words to fit your situation.

Starting	"I live in [city] and need help with [need]. Is your program the correct place to start?"
Eligibility	"What are the current eligibility rules, and what documents should I provide?"
Deadline	"I received this notice on [date]. What must happen by the deadline, and where should I submit it?"
Referral	"If your program cannot help, what organization is the best next contact? Can you give me the exact name or number?"
Follow-up	"I contacted your office on [date]. My confirmation number is [number]. What is the status and next step?"
Accommodation	"I need [interpreter / accessible format / communication support] to use this service. How do I request it?"

Before I make contact

Question	My answer
What do I need today?	
What deadline or safety issue exists?	
What documents do I have?	
What language or access support do I need?	
What is the best safe way to contact me?	

ASK FOR CLARITY

Before ending the call, repeat the next step, deadline, and contact information back to the worker. Write down what you understood.

My Resource Action Plan

Focus on the next workable action. A referral is not complete until you know who to contact, what to bring, and what happens next.

My priority needs

Priority	Need	Why it matters now	Deadline
1			
2			
3			

My next steps

Resource	Action	When	Support person

My barriers and backup plan

Possible barrier	My backup
Transportation	
Phone / internet	
Missing document	
Waitlist / no availability	

Resource contact and follow-up log

Keep this page with screenshots, emails, submitted documents, and confirmation numbers. Add follow-up dates to your phone calendar.

Date	Agency / person	What happened	Confirmation / next date

SAVE YOUR RECORD

Keep the original notice, a copy of each submission, screenshots of portal confirmations, and the name or ID of the person who assisted you.

Quick links and Community Connect RI

General resources	Dial 211 unitedwayri.org
Housing and shelter	Regional Access Points RIHousing Renters
Benefits	HealthyRhode 1-855-MY-RIDHS
Food	RI Community Food Bank
Health coverage	HealthSource RI 1-855-840-4774
Crisis and recovery	Call or text 988 BH Link Prevent Overdose RI
Employment	RI DLT Jobseekers EmployRI
Transportation	RIPTA 401-781-9400
Civil legal help	Rhode Island Legal Services 401-274-2652



Connect with Community Connect RI

Practical education, peer-centered support, and resource navigation for Rhode Islanders.

[Visit the Community Connect RI website](#)

About this roadmap

This guide provides general information and planning tools. It is not an exhaustive directory, guarantee of eligibility or availability, legal advice, medical advice, clinical care, emergency response, or financial planning. Programs, phone numbers, hours, and rules can change. Confirm current information directly with the listed organization.

Resource information verified from the organizations' official websites on September 15, 2026. Community Connect RI is not representing that every listed organization is a formal partner or endorses this guide.

Community Connect RI | Rhode Island Resource Roadmap | Public Guide Edition