

**NYC**

Department of  
Social Services

HUMAN RESOURCES  
ADMINISTRATION



**HRA**

Guide to Services

BK-2 (E)

# About HRA

## Reaching Out To Help

The New York City **Human Resources Administration (HRA)** is dedicated to fighting poverty and income inequality by providing New Yorkers in need with essential benefits. HRA helps more than three million New Yorkers annually with services like food assistance, cash assistance, emergency and ongoing rental and utility assistance, job placement and training, public health insurance, child care, adult protective services, domestic violence shelter and assistance, HIV/AIDS support services, child support services, and legal services. HRA and the Department of Homeless Services are part of the NYC Department of Social Services (DSS), whose combined 17,000 staff members work every day to fight poverty and homelessness, improve services, meet the changing needs of clients and ensure program integrity.

HRA is committed to serving all eligible New York City residents, regardless of race, religion, sexual orientation, gender identity, language proficiency, or disability status.

### NOTE

Photos used throughout this guide are of models used for illustration purposes



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# **Supplemental Nutrition Assistance Program**

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## **Supplemental Nutrition Assistance Program And Food Programs**

Helping New Yorkers In Need Feed Their Families

The **Supplemental Nutrition Assistance Program (SNAP)**, formerly known as the Food Stamp program, provides support to low-income New Yorkers to help them purchase food. If you are eligible for SNAP benefits, you can purchase food by using an Electronic Benefit Transfer (EBT) card where you normally shop. It's now easier than ever to apply for SNAP benefits. You can apply online anywhere at [nyc.gov/accesshra](http://nyc.gov/accesshra), or using the ACCESS HRA mobile app. You can also apply at a participating community-based organization (CBO) in your neighborhood, by mail or fax, or in person at an HRA SNAP Center.

You can submit documents with your phone using the ACCESS HRA mobile app, in person at a self-service document scanner located at an HRA SNAP Center or participating CBO, or by mail or fax. And you can complete your SNAP eligibility interview at a time convenient for you – just call **718-SNAP-NOW (718-762-7669)** during business hours for an “on-demand” interview!

On ACCESS HRA, you can also track your application and manage your case, check your EBT card balance and other payments, update your mailing address and other information, keep track of deadlines and appointments, sign up to receive email or text updates, and request a budget letter.

You may receive SNAP benefits within five business (5) days if you are eligible for expedited processing of your SNAP application and found eligible for SNAP. For more information, go to <https://www1.nyc.gov/site/hra/help/snap-benefits-food-program.page> or call **311**.

### **Community Food Connection**

There are 575 food pantries and community kitchens throughout New York City where anyone can get nutritious food or a well-balanced hot meal. For a location near you, go to <https://foodhelp.nyc.gov/> or call **311**. You will be given hours of operation and directions to the nearest location so that you can get food immediately.

# Temporary Cash Assistance

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## **Temporary Cash Assistance**

### Meeting You Where You Are

HRA provides temporary Cash Assistance to eligible New Yorkers. Your eligibility is based on income and resources, household composition, and other factors. If you receive temporary Cash Assistance, you may be required to participate in mandatory employment services, community service, internship, education and/or training programs. HRA has a wide array of employment programs and services designed to help you find and keep a job in a variety of fields.

### **Ongoing Cash Assistance**

If you are eligible, you may receive up to 60 months of federally funded Cash Assistance under the Temporary Assistance for Needy Families (TANF) program. You may receive additional City- and State-funded benefits under the New York State Safety Net Assistance program if you do not have any dependent children or are on Cash Assistance longer than the 60-month federal time limit.

### **Emergency Assistance**

New York City residents may apply for an emergency assistance grant when unforeseen circumstances prevent them from meeting a basic need. To qualify, you must meet

income and other requirements, and your application is subject to investigative review. Emergency grants may include rental assistance to prevent eviction; assistance with home energy and utility bills; disaster assistance including moving expenses; and assistance for purchasing personal items for you and your family's health and safety.

For more information about various public assistance benefits, requirements and eligibility, call **311** or HRA's Infoline at **718-557-1399**. You can apply for Cash Assistance online through ACCESS HRA or in person at your nearest HRA Benefits Access Center. You can find a list of recommended documents at [nyc.gov/hra](https://nyc.gov/hra). You can also log in to ACCESS HRA to check your EBT balance, view payment records, keep track of appointments, and more. You can submit documents with your smartphone or tablet with the new ACCESS HRA mobile app, available for Apple and Android devices, in person at an HRA Benefits Access Center or by mail or fax.

# Access HRA

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# Boost your food budget



## Need SNAP? Get the app

Download the ACCESS HRA mobile app, and apply for SNAP and other benefits.



## Access HRA

#Skipthetrip

Through the ACCESS HRA website and mobile app, it's easier than ever to apply for the Supplemental Nutrition Assistance Program (SNAP), Cash Assistance (CA), and the Home Energy Assistance Program (HEAP). You can also see your Medicaid case details, enroll in Fair Fares (FF) for a discounted MetroCard, and manage your SNAP or CA case. Go online to [nyc.gov/accesshra](https://nyc.gov/accesshra) or download the **ACCESS HRA mobile app** and log in or create an account. The ACCESS HRA website is now easy to use on your phone and interacts seamlessly with the mobile app.

With ACCESS HRA you can apply for and recertify your SNAP and Cash Assistance benefits and complete your SNAP periodic report online. You can easily change or close your SNAP case online as well as take photos of requested documents with your phone and upload them for your SNAP or CA case.

Once you've submitted your online SNAP application or your recertification, and your supporting documents with the ACCESS HRA app, you can call to complete your SNAP eligibility interview. Call **718-SNAP-NOW (718-762-7669)**, anytime between 8:30 AM and 5:00 PM, Monday to Friday.

ACCESS HRA lets you check your application status and view scheduled appointments, including your eligibility interview. You can also read e-notices online or sign up to go paperless. You can go to the **“Document”** page to view the list of documents HRA has requested under **“Required Documents”** and those already received under **“Case Record”** and view your EBT balance and any payment to you, your landlord, or your utility company.



You can also find out if you're eligible for a half-price Fair Fares NYC MetroCard through ACCESS HRA.

# Career Services

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## **Career Services**

### **The Tools You Need To Succeed**

Most Cash Assistance clients must participate in work, education or training programs to continue to receive their benefits. Career Services programs offer opportunities and resources to help you increase your job skills and build a career. HRA's Career Services programs include a wide variety of services to help you find training, education opportunities, or jobs that can lead to long-term success and help you achieve your financial and professional goals. Career Services providers work with Cash Assistance clients to identify their skills and target careers, helping clients create an individual service plan and access services in all five boroughs. Staff in Career Services programs listen to the types of trainings, educational programs, or jobs you'd like to pursue so they can help you find the best next steps for long-term success.

*Listed below are just a few of the services HRA Career Services provides:*

#### **Education Services**

You can pursue English as a Second Language, High School Education Equivalency, college preparation, college, and more on your own!

While HRA cannot pay for tuition or fees for the programs you sign up for on your own, we can help you fulfill your Cash Assistance requirements so you can continue to receive benefits and help with transportation and child-care expenses. When you sign up for a training or education program on your own, let HRA or your provider know, and someone from HRA's Education Services team will help you. Additional Education Services include debt counseling/ advisement and internships or other engagement activities such as fellowship programs. HRA's Educational Services unit also works closely with the City University of New York across all CUNY campuses to help those who are enrolled to pursue two- and four-year degrees.

### **Business Link**

HRA's Business Link is a no-fee employment service. Cash Assistance clients can go to Business Link to be screened and referred to prospective employers to be interviewed. Business Link also hosts job fairs for Cash Assistance job seekers and operates TEXT-2-WORK, which allows individuals to receive job openings via text message. Business Link also works with businesses to provide customized recruitment, screening, and hiring services.

# Homebase

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## Homebase

### On The Frontline Offering A Range Of Services To Prevent Homelessness

**Homebase** is a community-based program that connects New Yorkers at risk of eviction to a wide range of services under one roof, including eviction prevention services, assistance obtaining public benefits, education and job search assistance, financial counseling and money management, short-term financial assistance, and help moving to a new location.

Homebase will help you develop a personalized plan to overcome an immediate housing crisis and achieve housing stability. You may be eligible for Homebase services if you:

- Are at imminent risk of entering the New York City shelter system
- Are low income
- Want to remain stably housed in your community

Through a network of neighborhood-based non-profit providers, Homebase helps New Yorkers who are struggling to pay their rent or might be at risk of losing their housing. Homebase also works intensively with individuals and families after they've been in shelter and offers critical services to individuals and families that have moved back into permanent housing.

Homebase has locations throughout New York City's five boroughs. To find a location near you, call **311** to connect with a Homebase office or visit [nyc.gov/homebase](https://nyc.gov/homebase).

# Rental Assistance Programs

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## **Rental Assistance Programs**

### Helping New Yorkers Find or Keep Affordable Housing

#### **HRA's Homelessness Prevention Administration (HPA)**

helps those in danger of losing their homes keep them and avoid going into shelter and helps New Yorkers experiencing homelessness transition from shelter to stable, affordable housing. In addition to administering the Homebase program, HPA assists with emergency rental assistance grants (aka One Shot Deals) and ongoing rental subsidies (CityFHEPS, FHEPS), to help New Yorkers avoid homelessness and eviction.

#### **CITYFHEPS**

CityFHEPS is a rental assistance supplement to help individuals and families find and keep housing. CityFHEPS streamlined several City rental assistance programs into one, making it easier for people to get help, easier for landlords to get payments, and easier for DSS to manage cases.

#### **FHEPS**

FHEPS is a rent supplement for families with children who receive Cash Assistance and have been evicted or are facing eviction, and who are survivors of domestic violence, or who have lost their housing because of health or safety issues.

If you are living in shelter, you will be assessed for eligibility for the rental assistance programs you qualify for. If you are not in shelter and are facing eviction, you can apply for assistance at the Homebase location serving your zip code.

To learn more about these programs and find a location near you, go to [nyc.gov/dsshousing](https://nyc.gov/dsshousing).

# Office Of Civil Justice

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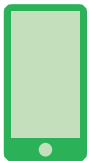


## Office Of Civil Justice

### Equal Justice In Court

If you are facing eviction, if you need help with an immigration matter, or if you are a worker facing wage theft or other workplace violations, you may have access to free legal assistance through DSS' Office of Civil Justice (OCJ).

Today, New York City is a national leader in providing civil legal help to individuals who need it.



For more information on Civil Legal Services, email [civiljustice@hra.nyc.gov](mailto:civiljustice@hra.nyc.gov) or visit [nyc.gov/civiljustice](http://nyc.gov/civiljustice). For legal services for tenants call Housing Court Answers at 718-557-1379. For legal services for immigrant New Yorkers, visit [nyc.gov/immigrants](http://nyc.gov/immigrants) or call 311.



# **Supportive/ Affordable Housing And Services**

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## **Supportive/Affordable Housing And Services**

### **A Proven Way To Fight Homelessness**

Supportive housing is affordable housing with supportive social services in place for individuals and families that are homeless or at risk of homelessness. Support services can include case management, help with medical or mental health conditions, career services, and more.

**The Office of Supportive and Affordable Housing and Services (OSAHS)** is focused on developing permanent housing solutions for formerly homeless individuals and families. OSAHS works closely with other divisions of HRA and with other governmental and non-governmental service providers to develop new housing programs and to refer applicants to housing so the people we serve can achieve their maximum functional capacity in a safe supportive environment.

OSAHS is the coordinating entity for New York City's 15/15 Supportive Housing initiative, working closely with the Department of Health and Mental Hygiene (DOHMH) and the Department of Housing Preservation and Development (HPD).

To apply for permanent supportive housing, work with a pre-approved social service or health provider to complete and submit an HRA 2010e application. Your provider will have access to the form and be able to help you complete it. Approved providers can include shelter staff, hospital staff, residential treatment program staff or mental health professionals.

# Energy Assistance



## **Energy Assistance**

Warm Your Winter And Cool Your Summer

### **Home Energy Assistance Program (HEAP)**

HEAP helps low-income homeowners and renters pay their bills for heating fuel, equipment and repairs. HEAP can help you pay your energy and/or heating costs through regular or emergency benefits, which do not have to be paid back. The HEAP program also offers cooling assistance during the summer season by providing air conditioning units and installation services to eligible applicants.

You can apply for HEAP online at [nyc.gov/accesshra](https://nyc.gov/accesshra). Go to [nyc.gov/site/hra/help/energy-assistance.page](https://nyc.gov/site/hra/help/energy-assistance.page) for more information about applying for HEAP. Homebound residents can get in-person assistance with their HEAP application by contacting the HRA's Infoline at **718-557-1399**.

### **Utility Assistance Program (UAP)**

UAP provides assistance to NYC residents whose utility services are at risk for disconnection or shut off.

UAP helps families or individuals who are elderly, blind, disabled, mentally impaired or residing in a neglected or

hazardous environment and need financial assistance to pay their energy bills. Eligibility for financial assistance is determined by household income. Referrals are received by UAP from utility companies. Homebound residents can get in-person assistance with their application for HRA benefits by contacting the HRA's infoline at **718-557-1399**.

# WeCare

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## **WeCARE**

### Overcoming Work Barriers Through Customized Assistance Services

#### **The Wellness, Comprehensive Assessment, Rehabilitation and Employment Program (WeCARE)**

is a unique program that addresses the needs of Cash Assistance clients with medical and/or mental health barriers to employment by providing individualized assistance and services. Based on the outcome of a comprehensive assessment, a case manager works with each client to develop an individualized plan that connects them to a variety of services that fit their needs.

Available by referral only, the WeCARE program has changed the lives of tens of thousands of New Yorkers with barriers to employment.



# Health Insurance

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## Health Insurance

### Insurance Can Put Your Mind (And Health) At Ease

New York State offers free and low-cost public health insurance programs for eligible New Yorkers. These programs provide medical care through a fee-for-service or a managed care plan. Most New Yorkers can compare plans and apply through New York State's official health plan marketplace, New York State of Health at [nystateofhealth.ny.gov](https://nystateofhealth.ny.gov) or **855-355-5777**.

If you are applying for Medicaid because of a disability or blindness, or you are 65 or over, you must apply through HRA. Call **888-692-6116** or visit any of HRA's Medical Assistance Program offices. To find the nearest office, go to [nyc.gov/hra](https://nyc.gov/hra) or call **311** and ask for medical insurance for seniors.

You can qualify for public health insurance even if you have income, own a house, own a car, have a bank account or receive private health insurance. If you receive Supplemental Security Income (SSI), you are automatically eligible. Most people who receive Cash Assistance are eligible; you may also be eligible if you are low income, pregnant, 65 or over, or have a disability. Your children may be eligible even if you are not.

**Programs include:** Medicaid; Child Health Plus; The Essential Plan; Qualified Health Plans; Medicare Savings Plan (also known as Medicare Buy-In); Medicaid Buy-In Program for Working People with Disabilities; and the Family Planning Benefit Program.

# **Domestic Violence Services**

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## **Domestic Violence Services**

### **Get Immediate Help And Support In A Safe Environment**

**Domestic Violence** can include violent behavior that happens between intimate partners or family members. Intimate Partner Violence (IPV) is a pattern of coercive and abusive behaviors used by one partner to maintain power and control over another partner in an intimate relationship. IPV could be described as a spouse or partner that physically hurts you, forces you to engage in sex with them when you do not want to, or threatens to hurt you, your children or your pet(s).

Domestic violence can also mean constantly putting you down, stalking you in person or over the Internet, making you feel afraid, threatening your immigration status, preventing you from seeing friends and family, or trying to control your access to money or employment—even stealing your identity and racking up debts in your name.

**The Office of Domestic Violence (ODV)** has the largest portfolio of temporary residential housing (shelter) for domestic violence survivors in the nation. ODV contracts with not-for-profit organizations offering supportive services for survivors of domestic violence and their children

in emergency and transitional shelter and in the community. All programs provide a safe environment as well as trauma-informed care, counseling, advocacy and referrals for community-based services.

In addition to emergency shelter, ODV works closely with community-based non-residential domestic violence programs by providing funding and oversight to support their services to survivors including advocacy in seeking social services, housing, counseling, immigration and legal services. ODV also supervises the Teen Relationship Abuse Prevention Program (RAPP), a school-based primary prevention program focusing on healthy relationship skill building currently operating across NYC middle and high schools.



If you or someone you know is experiencing abuse, please call New York City's 24-hour Domestic Violence Hotline, **1-800-621-HOPE**.

# **HIV/AIDS Services Administration**

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## **HIV/AIDS Services Administration**

### **Comprehensive Help For Those With HIV/AIDS**

**The HIV/AIDS Services Administration (HASA)** has been in existence since the 1980s and was one of the first local government responses to the AIDS epidemic in the country. While other service organizations were reluctant to engage persons with HIV/AIDS, HASA's crisis intervention workers provided emergency and support services. Thankfully, today, people diagnosed with HIV or with AIDS are living longer, and HASA remains the most comprehensive program of its kind, assisting individuals in living healthier and more independent lives.

HASA services include intensive case management and assistance in applying for public benefits and services like Cash Assistance, SNAP, and Medicaid, emergency transitional housing, non-emergency supportive housing, rental assistance, home care and homemaking services, mental health and substance use screening and treatment referrals, employment and vocational services, transportation assistance, and Supplemental Security Income (SSI) or Social Security Disability (SSD) application and appeal services.

Information on and referrals to community-based agencies are also available, plus much more. HASA eligibility has been expanded to all New York City residents who have HIV or AIDS and meet financial need requirements—it is not necessary to have HIV-related illnesses.

# Adult Protective Services

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## **Adult Protective Services**

### **Helping Our Most Vulnerable Adults**

**Adult Protective Services (APS)** are available to persons 18 years of age or older, regardless of income, who are mentally and/or physically impaired, have no one available to responsibly assist them and, due to the impairment, are unable to manage their own resources or protect themselves from abuse, neglect and exploitation. APS clients typically lack the ability to meet their essential needs for food, shelter, clothing or health care.

For eligible clients an APS caseworker will develop a plan that can include:

- Psychiatric and/or medical referral
- Referral for benefits (SNAP, Cash Assistance, Medicaid)
- Financial management of Social Security benefits
- Eviction assistance
- Referrals to the NYPD and District Attorney to address abuse
- Heavy-duty cleaning; and referrals for legal interventions.

We can help our clients live safely and independently in their homes by arranging for the services and support they need. To make a referral to APS, please call HRA's Infoline at **718-557-1399**.



# Home Care/ Long Term Care

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## Home Care/Long Term Care

### Bringing Care To You

**Long Term Care Services** refers to the wide range of in-home, community-based, and institutional services and programs that are designed to help the elderly and individuals with disabilities of all ages. These services can be medical and non-medical and can help people with activities of daily living (ADLs) such as dressing, bathing, and using the bathroom, and instrumental activities of daily living (IADLs) such as shopping, cleaning, laundry, and preparing meals.

To learn more about Long Term Care Options, go to [nyc.gov/homecare](https://nyc.gov/homecare).

**The Home Care Services Program (HCSP)** provides access to or authorizes services for a variety of Medicaid-funded long-term care programs designed to help eligible elderly or disabled individuals remain safely at home, rather than in a nursing home or other institution.

In some cases, HCSP will assess medical needs and determine the appropriate care required. Eligibility for Medicaid-funded home care programs varies among programs, but all programs require that the applicant be

Medicaid eligible. HCSP helps link New Yorkers to public health insurance for home care and administers the agency's medically related home care service programs.

# Child Support Services

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## **Child Support Services**

### **Become A Role Model For Your Kids**

**The Office of Child Support Services (OCSS)** puts children first by helping both parents provide for the economic and social well-being, health, and stability of their children. OCSS serves parents and guardians, regardless of income and immigration status. Clients applying for or receiving Cash Assistance benefits are automatically referred to OCSS for child support services if appropriate. Parents not receiving Cash Assistance may apply for services by visiting the OCSS office in the Family Court in the borough where they live.

OCSS helps tens of thousands of children every year by bringing more income into the home. OCSS collects more than \$700 million a year on their behalf.

OCSS services include assistance with locating parents, establishing paternity, establishing child support and medical support orders, collecting and distributing child support payments, and modifying and enforcing child support orders. OCSS also serves noncustodial parents by helping them to connect to job readiness training and placement services with its Support Through Employment Program (STEP), by connecting them to programs to help

prevent or reduce child support debt, and by offering them assistance in our Customer Service Walk-In Center in Manhattan and the OCSS office in the Family Court located in every borough.

Innovative OCSS initiatives such as Problem-Solving Court help noncustodial parents identify the barriers to meeting their financial obligation to their children – with the goal of paying their child support. OCSS also connects parents to free and low-cost mediation referrals for a variety of issues, including discussing debt owed to the custodial parent.



**OCSS Customer Service Walk-In Center**

151 West Broadway, 4th Floor (between Worth and Thomas Streets) New York, NY

**Business Hours:** Mon - Fri, 8:00 AM - 6:00 PM  
(except holidays)

# Office Of Burial Services

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## Office Of Burial Services

HRA's Office of Burial Services (OBS) provides information, support and financial assistance for eligible next of kin, legally responsible relatives, friends or other designated entities of deceased indigent or unclaimed persons. OBS may provide financial reimbursement to cover eligible burial costs that are no more than \$1,700. Individuals who need help meeting burial expenses may receive up to \$900. Any assets or resources belonging to the decedent (and his/her legally responsible relative, if any) will be deducted from the total burial grant amount.

To qualify, you must file an application for burial assistance within 60 days of the date of death with HRA's Office of Burial Services in person at 33-28 Northern Blvd, 3rd Floor, Long Island City N.Y. 11101. You can also fax your application to **917-639-0476** and email it to [BurialServices@hra.nyc.gov](mailto:BurialServices@hra.nyc.gov). You will need to provide documentation to ensure you are eligible for this claim.

For more information about filing a burial assistance claim, call **311** or HRA's Infoline at **718-557-1399**.



# IDNYC

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I AM NYC



Enroll Here!  
Visit [NYC.GOV/IDNYC](http://NYC.GOV/IDNYC)  
or Call 311 for  
more info



## **IDNYC**

### **8 Million New Yorkers, One Card For All Of Us**

**IDNYC** is a free identification card for all New York City residents. As a government-issued photo identification card, IDNYC secures the peace of mind and access to City services that come from having recognized identification. IDNYC benefits every city resident, including the most vulnerable communities—youth, seniors, undocumented immigrants, formerly incarcerated individuals, New Yorkers experiencing homelessness, and others who may have difficulty obtaining other government-issued ID.

IDNYC cardholders can access services and programs offered by the City as well as by businesses. IDNYC helps enhance public safety by serving as a recognized ID for interacting with NYPD. It also helps New Yorkers gain access to all City buildings that provide services to the public and is accepted as a form of identification for accessing numerous City programs and services. IDNYC also provides a dynamic series of benefits to cardholders, including a free one-year membership at many of the City's leading museums, zoos, concert halls, and botanical gardens.

You can learn more and renew your IDNYC card online at [nyc.gov/IDNYC](https://nyc.gov/IDNYC)



# Fair Fares

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# RIDE FOR HALF PRICE

Low-income New York City residents who are at or below the federal poverty level may qualify for a half-priced transit fare using a Fair Fares MetroCard.

Check your eligibility and apply at [nyc.gov/fairfares](https://nyc.gov/fairfares) or call **311** for more information.



## Fair Fares

### Half-Price Transit Fares For Low-Income New Yorkers

Fair Fares NYC is a City program created to help New Yorkers with low incomes manage their transportation costs. Using the Fair Fares NYC MetroCard, eligible New York City residents receive a 50% discount on subway and eligible bus fares. Pay-per-Ride, weekly unlimited, and monthly unlimited options are all available.

Fair Fares can also provide 50% off MTA Access-A-Ride paratransit trips. Pay-Per-Ride, 7-Day (Weekly) and 30-Day (Monthly) Unlimited Ride options are all available for those using the Fair Fares MetroCard on subways and eligible buses. Access-A-Ride customers do not use a Fair Fares NYC MetroCard; their discount is applied automatically to their Access-A-Ride trips once their Fair Fares and Access-A-Ride accounts are linked.

Go to [nyc.gov/fairfares](https://nyc.gov/fairfares) or call **311** to check your eligibility. You can also find out if you're eligible for the half-price Fair Fares NYC MetroCard through ACCESS HRA.





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