

COVID-19 RESOURCES for UNCOMMON FAMILIES

FOOD	
NYC School Grab & Go	<ul style="list-style-type: none"> • Monday through Friday, 7:30 am through 1:30 pm. • No registration, ID, or documentation required. • Breakfast, lunch, and dinner may be picked up at the same time. • Parents and guardians may pick up meals for their children. <p>To identify the nearest meal location, click here.</p>
Food Pantries and Community Kitchens	<ul style="list-style-type: none"> • More than 500 community kitchens and food pantries are funded through the Emergency Food Assistance Program (EFAP) administered by the Human Resources Administration (HRA). • The Emergency FoodLine is an automated hotline available 24 hours a day, seven days a week. Simply call 866-888-8777 and answer a few questions to tailor the results to match your household or dietary needs. <u>You do NOT need to receive SNAP to get food from these locations.</u> The information required is as follows: <ul style="list-style-type: none"> • Number of adults and children 18 or under • Kosher preference • HIV/AIDS diet • Select soup kitchen or packaged groceries at a food pantry • Zip Code <p>Alternatively, you can utilize the FoodHelpNYC locator to identify nearby food pantries.</p>
Home-Delivered Meals for Seniors	<p>Home-delivered meals provided by the NYC Department for the Aging are available for seniors ages 60 years and older who may have disabilities, access, or functional needs.</p>
Free Lyft Rides for Seniors to Select Supermarkets	<ul style="list-style-type: none"> • The National Supermarket Association (NSA) announced that, in partnership with Lyft, it would provide access to transportation for seniors in New York City. • Using the code NSARELIEF in the Lyft app, seniors will have access to \$25 for rides to and from designated National Supermarket Association-affiliated supermarkets in the Bronx, Queens, Brooklyn, and Upper Manhattan during designated senior hours, between 5:30, am-9:30 am daily.

**Supplemental
Nutrition Assistance
Program (SNAP)
formerly Food Stamps**

The Supplemental Nutrition Assistance Program (formerly known as "food stamps") provides **food assistance for nearly 1.8 million low-income New Yorkers, including families, people who are aging and people with disabilities**. It is a critical resource in expanding access to nutritious food for families and individuals.

- Apply for SNAP or re-certify online at www.nyc.gov/accesshra or by smartphone with the ACCESS HRA app. Read the [user guide](#) for ACCESS HRA.
- Here is a list of the [documentation](#) that you may need to determine your eligibility for SNAP.
- After you submit your application, complete your eligibility interview by calling 718-SNAP-NOW (718-762-7669) anytime between 8:30 am and 5:00 pm, Monday to Friday.
- Did you know that you can now use your Supplemental Nutrition Assistance Program (SNAP) benefits to shop [online](#) for fresh produce and groceries? Participating online stores now accept SNAP benefits for online orders and will deliver to you. Use your EBT card to shop securely for fresh food and groceries at these participating stores in the New York City area:
- Eligible families may receive up to 60 months of federally funded cash assistance under the Temporary Aid to Needy Families Program (TANF). Single individuals without children and families who have already received cash assistance for 60 months may receive benefits under the New York State Safety Net Program. Are you eligible for [Cash Assistance](#)? Learn more about applicable situations and [eligibility factors](#).
- With more New Yorkers expected to apply for public benefits as a result of lost income due to COVID-19, Cash Assistance (CA) applications are now accepted online. The interview portion of the application process will be conducted by telephone.

- **NOTE: Please only visit an HRA Office if your needs cannot be met through ACCESS HRA or over the phone. Click [here](#); learn more.**
- Coronavirus (COVID-19) Prevention Measures Implemented by HRA until further notice:
 - **All in-person HRA appointments are canceled.** No negative actions will be taken on your case. You will get a text or email from HRA, letting you know your next steps.
 - If you were scheduled for a recertification interview, you should submit your recertification form through ACCESS HRA, and we will then call you for an interview.
 - **Your Cash Assistance (CA) case will stay open even if you do not:**
 - Go to an HRA appointment, including child support or childcare services (assessments will be done over the phone, if possible).
 - Go to an HRA work or training assignment (even if you are or were sanctioned).
 - Submit your 6-month periodic report.
 - **Your Supplemental Nutrition Assistance Program (SNAP) case will stay open even if you do not:**
 - Complete your eligibility interview in person if one was scheduled. You can still complete your eligibility interview by phone by calling 718-SNAP-NOW (718-762-7669) anytime between 8:30 am and 5:00 pm, Monday to Friday.
 - Submit your 6-month periodic report. Please submit all required documents through the ACCESS HRA app's mobile document upload feature.
 - Meet the Able-Bodied Adults Without Dependents (ABAWD) work requirements
- Note: **You should STILL return your completed CA and SNAP recertifications and can do so online at www.nyc.gov/accesshra or by mobile phone using the free ACCESSHRA app.**

CITY SUPPORT FOR FOOD

Human Resources Administration (HRA)	<ul style="list-style-type: none"> All in-person HRA appointments are cancelled. You will get a text or email from HRA letting you know your next steps. Apply for a Special Grant online through ACCESS HRA if you are a Cash Assistance client. <p>Use ACCESS HRA online or download the ACCESS HRA app to view your case information.</p>
Food Stamps	<ul style="list-style-type: none"> Recertification for food stamps are waived. Food stamps, on-demand applications, can be submitted online. Seniors without access to a computer may conduct transactions by phone. Apply for SNAP online at www.nyc.gov/accesshra or by smart phone with the ACCESS HRA app. After you submit your application, complete your eligibility interview by calling 718-SNAP-NOW (718-762-7669) anytime between 8:30 AM and 5:00 PM, Monday to Friday Get food assistance at a food pantry near you. Call 311 for locations.
Cash Now	<ul style="list-style-type: none"> One shot deals are still being processed, however, HRA has given preference to first-time applicants for public assistance and in dire need of this service. Apply for Cash Assistance or Emergency One Time Assistance with the ACCESS HRA website and mobile app. An HRA staff member will call to you complete your eligibility interview.

HOUSING SERVICES

Housing at a Glance	<p>Mayor Bill de Blasio:</p> <ul style="list-style-type: none"> • Calls for Rent Freeze Amid COVID-19 Crisis (info) NOTE: Although the Mayor is proposing a rent freeze, it has not been implemented as it is pending State approval. <p>Governor Andrew M. Cuomo:</p> <ul style="list-style-type: none"> • Announces 90-Day Mortgage Relief for New Yorkers, Including Waived Mortgage Payments Based on Financial Hardship and No Negative Reporting to Credit Bureaus - Waived Fees for Overdrafts, ATMs and Credit Cards (info) • Directs 90-Day Moratorium on Residential and Commercial Evictions (info) <p>U.S. Department of Housing and Urban Development: Suspends all Foreclosure and Evictions for 60 Days (info)</p>
Eviction Moratorium	<ul style="list-style-type: none"> • You are still obligated to pay rent. Due to the moratorium that went into effect on March 16, 2020, you cannot be sued by your landlord for nonpayment or evicted in New York State until mid-June unless further extended. • All preexisting orders have been suspended. • Court cases for evictions will be adjourned for a minimum of 45 days. Therefore, you do not have to appear in Court during the moratorium and will not be penalized for your absence. <p>The Right to Counsel NYC Coalition has compiled a list of frequently asked questions (FAQs) on the moratorium</p>
Illegal Lockouts	<ul style="list-style-type: none"> • If your landlord has locked you out of the apartment, you can file a case at an emergency courtroom to regain entry into your unit. Only a judge can evict you. For more information, please visit www.nycourts.gov or call 833-503-0447 (toll-free) which is open 24/7.
Marshals	<ul style="list-style-type: none"> • The Department of Investigation (DOI) notified all City marshals that, “<i>all eviction proceedings are suspended indefinitely.</i>” (memo) • If a City marshal attempts to execute on warrants of eviction, you can report this activity by calling DOI’s Bureau of City Marshals at (212) 825-5953. • Frequently Asked Questions About Marshals Evictions

<p>Emergency Repairs</p>	<ul style="list-style-type: none"> • Emergency repairs include access to heat and hot water, lead cases with the Department of Health and Mental Hygiene (DOHMH), serious housing code violations including lead remediation. • If you are in need of emergency repairs, you can still visit New York City Housing Court. For more information, please visit www.nycourts.gov or call 833-503-0447 (toll-free) which is open 24/7. •
<p>Rent Freeze</p>	<ul style="list-style-type: none"> • NOTE: Although the Mayor is proposing a rent freeze, it has not been implemented as it is pending State approval. The de Blasio Administration plans to work with the State to suspend the Rent Guidelines Board process for the coming year, which will maintain all regulated rents at their current level for 2.3 million tenants in nearly 1 million stabilized units across the City. • If you have questions about your apartment’s rent history or rent protections you should contact the New York State Homes and Community Renewal. Learn more information or call the Rent Info Line at (718) 739-6400.
<p>Rental Assistance</p>	<ul style="list-style-type: none"> • The Human Resources Administration offers rental assistance programs. <p><u>Discrimination or Harassment</u></p> <ul style="list-style-type: none"> • If you have experienced discrimination or harassment from your landlord, you can file a report with the NYC Commission on Human Rights. •
<p>NYCHA</p>	<ul style="list-style-type: none"> • Households experiencing a loss of income should visit the NYCHA Self-Service Portal. Section 8 participants can report a decrease in household income by completing an Interim Recertification through the Portal or call NYCHA’s Customer Contact Center (CCC) at 718-707-7771 to request the Voucher Holder’s Request Interim Change form by mail. • You may qualify for a rent reduction, if you meet the following criteria: <ul style="list-style-type: none"> • There is at least a 5% reduction to gross income; • Current rent is more than 30% of the net household income; and

	<ul style="list-style-type: none">• Reduction in income has lasted at least two months.• Households that experience a complete loss of income may qualify for NYCHA’s Zero Income Policy. <p>For more information about NYCHA's rent hardship guidelines, click here.</p>
Homeowners	<p>Lien Sales</p> <ul style="list-style-type: none">• When you do not pay your property taxes, water bills, and other charges against your property, these unpaid charges become tax liens that may be sold in a tax lien sale.• Each year, the Department of Finance sells tax liens. If your property has unpaid debt that qualifies for a lien sale, we will sell your lien debt (the amount owed) to an authorized buyer. A lien servicing company, on behalf of the buyer, adds more fees and interest to your debt, so it is much better to take care of your debt before we sell the lien.• New York City’s 2020 tax lien sale, originally scheduled to be held on May 15, has been postponed.• Customers who received a 90- or 60-day lien sale warning notice should pay what they owe at www.nyc.gov/citypay or enter into a payment agreement to stop receiving additional notices and avoid being included in the sale.• If you have questions, please contact the Department of Finance.• For more information about lien sales and a list of properties, click here. <p>Mortgage Payments</p> <ul style="list-style-type: none">• Fannie Mae and Freddie Mac have issued detailed information regarding mortgage relief for homeowners. To find out who owns your mortgage, click here.• Governor Cuomo announced that the Department of Financial Services has issued a new directive to New York State mortgage servicers to provide 90-day mortgage relief to mortgage borrowers impacted by the novel coronavirus. The directive includes:

	<ul style="list-style-type: none">• Waiving mortgage payments based on financial hardship;• No negative reporting to credit bureaus;• Grace period for loan modification;• No late payment fees or online payment fees; and• Postponing or suspending foreclosures. <ul style="list-style-type: none">• Additionally, the Governor has asked DFS to instruct state-chartered banks to waive ATM fees, late fees, overdraft fees and fees for credits cards to help lessen the financial hardship of the COVID-19 pandemic on New Yorkers.• The Federal Housing Administration has implemented an immediate foreclosure and eviction moratorium for single-family homeowners with FHA-insured mortgages for the next 60 days. The guidance issued on March 18, 2020 applies to homeowners with FHA-insured Title II Single Family forward and Home Equity Conversion (reverse) mortgages, and directs mortgage servicers to:<ul style="list-style-type: none">• Halt all new foreclosure actions and suspend all foreclosure actions currently in process; and• Cease all evictions of persons from FHA-insured single-family properties.• The enactment of the 2.2 trillion stimulus package called the Coronavirus Aid, Relief and Economic Security (CARES) Act enables payment forbearance for federally backed mortgages, requires a foreclosure and eviction moratorium for homeowners with such mortgages, and imposes an eviction moratorium for renters in federally supported housing.
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MENTAL HEALTH

Violence Intervention	<ul style="list-style-type: none"> Call (800) 664-5880 (24-hour bilingual hotline) Operating on a limited basis but hotline hours are normal Urban Resource Institute (URI) (646) 588-0030 URI's programs for domestic violence victims, homeless families, and individuals with intellectual and developmental disabilities remain open. Call the City's 24-hour Domestic Violence Hotline: 800-621-HOPE (4673) for immediate safety planning, shelter assistance, and other resources. Call the City's 24-hour Mental Health & Substance Use Hotline: 1-888-NYC-WELL for free and confidential support. <p style="margin-top: 10px;">PEOPLE HARMED BY VIOLENCE, CRIME OR ABUSE</p> <p>Safe Horizon operates NYC's 24-hour hotline: 1-800-621-4673. You can also chat with a Safe Horizon advocate, who can offer information, advocacy and support through SafeChat. The latest information on hours and how to access this service is available here.</p> <p>For anyone needing resources to help themselves or a loved one experiencing dating, domestic, or gender-based violence, you can also visit the NYC Hope Resource Directory at nyc.gov/NYCHOPE. For immediate safety planning, shelter assistance, mental health support, and other resources, all NYC Family Justice Centers are providing support by phone, Monday to Friday, from 9:00am – 5:00pm. The physical locations of the Family Justice Centers are temporarily closed.</p> <ul style="list-style-type: none"> ○ Bronx: 718-508-1220 ○ Brooklyn: 718-250-5113 ○ Manhattan: 212-602-2800 ○ Queens: 718-575-4545 ○ Staten Island: 718-697-4300 <p>During evenings and weekends, call NYC's 24-hour hotline: 1-800-621-4673.</p>
The Center	<ul style="list-style-type: none"> Remote/Online Twelve Step Resources, Legal Assistance, Mental Health, HIV and STI Testing, Housing, Immigration, TGNC Resources, Programs For Youth, and information on Substance Use. Individual counseling sessions and many Center groups are now available via phone and video conferencing. Health insurance enrollment assistance is also available. <p>The Center can be reached Monday - Friday from 9 a.m. to 10 p.m. and Saturday - Sunday from 9 a.m. to 9 p.m.</p>
Safe Horizon	Call 1 (800) 621-HOPE

	<ul style="list-style-type: none"> All Domestic Violence Shelters are operating. <p>All Streetwork Project locations for homeless young people are operating (info)</p>
<p>Sanctuary for Families</p>	<p>Call (212) 349 6009</p> <ul style="list-style-type: none"> Program staff throughout the agency are reaching out to clients and providing services remotely, including counseling and legal assistance. Hotlines have expanded hours, 9am – 5pm Monday through Friday. Childcare and after-care staff are working with parents to engage their children who are out of school. <p style="text-align: right;">Website</p>
<p>Student and Young People</p>	<p>The NYC Department of Youth and Community Development is continuing to provide services for young people in Runaway and Homeless Youth Residences and Drop-In Centers. If you have questions about programming or service modifications, call DYCD Youth Connect at 1-800-246-4646 or 1-646-343-6800 or email DYCDCOVID19@dycd.nyc.gov.</p>
<p>Immigration</p>	<p>The Public Charge Rule during the COVID-19 crisis, from the NYC Mayor’s Office of Immigrant Affairs</p>