

NYC HUMAN RESOURCES ADMINISTRATION

# HRA

## GUIDE TO SERVICES

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IDNYC

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Human Resources  
Administration  
Department of  
Social Services

## ABOUT HRA

### REACHING OUT TO HELP

The New York City Human Resources Administration/Department of Social Services (HRA/DSS) is dedicated to fighting poverty and income inequality by providing New Yorkers in need with essential benefits. With over 14,000 employees, HRA helps more than three million New Yorkers annually with services like food assistance, cash assistance, emergency 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 enforcement, and legal services. HRA's committed staff works every day to fight poverty, 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.

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## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM & 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 at [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra), at a participating community-based organization (CBO) in your neighborhood, by mail or fax, or in person at a HRA SNAP Center. You can complete an eligibility interview by phone or in person, and submit documents with your smartphone or tablet with the new ACCESS HRA mobile app, available for Apple and Android devices, in person at an Easy Access document scanner located at an HRA SNAP Center or participating CBO, or by mail or fax.

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 (5) days if you are eligible for expedited processing of your SNAP application and found eligible for SNAP. For more information, go to [FoodHelp.nyc](http://FoodHelp.nyc) or call 311.

### Emergency Food Assistance Program

There are 500 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 [FoodHelp.nyc](http://FoodHelp.nyc) or call 311 or the NYC Emergency FoodLine at 1-866-888-8777. You will be given hours of operation and directions to the nearest location so that you can get food immediately.



FOR MORE INFORMATION PLEASE VISIT: [WWW.NYC.GOV/HRA](http://WWW.NYC.GOV/HRA) OR [FOODHELP.NYC](http://FOODHELP.NYC). TO APPLY OR RECERTIFY VISIT [WWW.NYC.GOV/ACCESSHRA](http://WWW.NYC.GOV/ACCESSHRA). FOR NYC RESOURCES CALL 311.



# 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. HRA has a wide array of employment programs and services designed to help you find and keep a job in a variety of fields, as well as providing training, educational services, and other job support.

### 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. To apply, visit the nearest HRA Job Center. You can find a list of recommended documents at [nyc.gov/hra](http://nyc.gov/hra). You can also link your Cash Assistance case to your ACCESS HRA account at [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra) 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 Job Center, or by mail or fax.



VISIT [NYC.GOV/HRA](http://NYC.GOV/HRA), [NYC.GOV/ACCESSHRA](http://NYC.GOV/ACCESSHRA), OR YOUR NEAREST JOB CENTER.



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*"Before our apartment burned down, I didn't have a steady job. I worked as a part-time security guard but when we relocated, I lost that, too. I searched for work and housing, knowing that cash assistance was temporary. I went to an HRA job fair and spoke to an employer who gave me his card for a job in sales. I almost missed my interview; I was scared, and I didn't have a good suit. I felt nervous that a job in sales would be too difficult for me to make a decent salary. After my interview, I was told I could start work the following Monday. I've been at my company for three years and I was just promoted as their top Account Executive. My salary has tripled. HRA helped me through my family's roughest times. They took a chance on me, and now, I have my family, a great career, and a home."*

## CAREER SERVICES

### THE TOOLS YOU NEED TO SUCCEED

The goal of the Family Independence Administration (FIA)'s Career Services is to help you find and pursue a career path by connecting you to training, education, and job placement opportunities that promote financial self-sufficiency.

HRA's Career Services program includes a wide variety of services to help you find a job and education opportunities that can lead to long-term success and financial independence. Career Services providers work with Cash Assistance clients to identify their skills and target careers, helping clients access a broad range of education, training, and job placement services to help increase the available opportunities and find the best career fit for long-term success.

HRA is moving to a more diverse and individualized approach that focuses on improving employment, education and training outcomes. Listed below are just a few of the services HRA provides:

#### **Business Link**

HRA's Business Link is a no-fee employment service. Its purpose is to work with businesses to provide customized recruitment, screening, and hiring services. Each service is unique and reflects the needs of the prospective employer. Properly qualified Cash Assistance candidates are screened and referred to the prospective employer 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.

#### **Educational Services**

The primary mission of Educational Services is to support clients in achieving their educational and/or occupational training goals. HRA's Educational Services unit works closely with clients to help them enroll in identified education/training programs that match their employment objectives. Additional services include debt counseling/advisement, training-related supports, internships and other engagement activities such as work-study programs, and more opportunities coming soon.

## HOMELESSNESS PREVENTION

### HELPING NEW YORKERS FIND OR KEEP AFFORDABLE HOUSING

HRA's Homelessness Prevention Administration (HPA) works with the Department of Homeless Services and other agencies to help those in danger of losing their homes keep them and avoid going into shelter, and to help homeless New Yorkers transition from shelter to stable, affordable housing. New Yorkers facing eviction can get emergency rental assistance, help negotiating with a landlord, and help in finding other alternatives to entering the shelter system.

#### **Rental Assistance Programs**

HPA can help homeless families and individuals move out of shelter through programs like Living IN Communities (LINC), the City Family Eviction Prevention Subsidy (CITYFEPS), and the Special Exit and Prevention Supplement (SEPS), which provide ongoing housing assistance. To learn more about rental assistance programs, call 311 or HRA's Infoline at 718-557-1399.

#### **Office of Civil Justice**

If you are facing eviction threats or harassment from a landlord, HPA works with legal service providers that give free or low-cost legal assistance that can help with this and other issues. To learn more, call 311 or HRA's Infoline at 718-557-1399.

#### **HOMEBASE**

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.



FOR MORE INFORMATION: CALL 311 OR 718-557-1399.

# ENERGY ASSISTANCE

## WARM YOUR WINTER

### Home Energy Assistance (HEAP)

The HEAP program helps low-income homeowners and renters pay 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 Heat Line program assists homebound individuals with HEAP. Requests and referrals can be made by calling 212-331-3150.

### Utility Assistance Program (UAP)

UAP assists those whose utility services are being cut off due to nonpayment, theft of service, or meter tampering. UAP helps families or individuals who are elderly, are blind, have disabilities, are mentally impaired or residing in a neglected or hazardous environment and need financial assistance for their energy bills. Eligibility for these programs is determined by household income. Clients are referred to the program by utility companies.



REQUESTS AND REFERRALS CAN BE MADE BY CALLING 212-331-3150.

# 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.



*"Not being able to work or be the dad I wanted to be was difficult with my kind of asthma. When I went to WeCARE, they sent me to a doctor who examined me and gave me tests. My asthma was out of control; I was having frequent attacks and changing medications. The WeCARE doctors put me on a Wellness Plan to get me back to better health. I didn't really have a regular doctor, so they helped connect me with one.*

*They even made the first appointment. After three months of seeing the new doctor, my asthma is under control. I feel more relaxed knowing that when I am ready, the WeCARE program will help me get a job in a setting that I can manage.*

*"Not only have I improved my life, but now I can help around the house and play with my son."*

Photo is of a model used for illustrative purposes only



# HEALTH INSURANCE

## INSURANCE CAN PUT YOUR MIND (AND HEALTH) AT EASE

New York State offers free and low-cost public health insurance programs for low-income 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](http://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 one of HRA's Medical Assistance Program offices. To find the nearest office, go to [nyc.gov/hra](http://nyc.gov/hra) or call 311.

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 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.



FOR MORE INFORMATION, PLEASE CALL 311 OR HRA'S INFOLINE AT 718-557-1399.



*"My nephew spent several months in a youth facility. When he was released, he had no health insurance. He has a health condition and needs medication but it's very expensive and I could not afford to pay for it. The pharmacist would not fill the prescription unless my nephew had insurance. As his guardian, I tried for more than 3 months to get him coverage, but was unsuccessful. It was very frustrating. I went to HRA and the representative helped us fill out the forms to apply for public health insurance. My nephew was approved in two days for Child Health Plus and now gets the healthcare he needs."*





*"How can I explain how bad it was?*

*My daughter and I were victims of domestic violence. We felt trapped, unable to move out, fearful of what my husband would do if he found out. For my daughter's sake, I couldn't stay any longer. With the help of a friend, we did find a safe haven through HRA. It was hard because I didn't have any way to provide for us. We stayed in a domestic violence shelter and I went on public assistance while trying to find a job. I received counseling and other support from a domestic violence program. I learned job and computer skills. And now I understand the signs of domestic violence. One year later, we have an apartment, I have a steady job, my daughter is doing well in school again, and we are free from fear. All I can say is that no one should live in fear. If you need help, it's here for you."*

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## DOMESTIC VIOLENCE SERVICES

### GET HELP IN A SAFE ENVIRONMENT

Domestic Violence may mean your spouse or partner is physically hurting you, forcing you to have sex when you don't want to, or threatening to hurt you or your children. It can also mean constantly putting you down, stalking or checking up on you, making you afraid, 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) provides temporary housing, emergency shelter and supportive services for survivors of domestic violence and their children. ODV directly operates one emergency shelter, provides funding and oversight for 43 emergency residential programs, and seven transitional shelters for survivors of domestic violence. All programs provide a safe environment as well as counseling, advocacy and referral for services. In addition to emergency shelter, ODV funds and oversees nine community-based non-residential domestic violence programs that offer advocacy, counseling and legal services. ODV also provides services to NYCHA residents who need an emergency housing transfer supports and oversees the Teen Relationship Abuse Prevention Program (RAPP), which is a school-based primary prevention program currently operating in 60 middle and high schools.



FOR IMMEDIATE HELP WITH DOMESTIC VIOLENCE, PLEASE CALL THE NYC 24-HOUR HOTLINE AT 800-621-4673.



## HIV/AIDS SERVICES ADMINISTRATION

### 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.



FOR MORE INFORMATION ABOUT HASA SERVICES, CONTACT THE  
SERVICELINE AT 212-971-0626 MONDAY THROUGH FRIDAY 9:00 AM – 5:00  
PM

## 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.

An APS caseworker will develop a plan that can include a referral for psychiatric and/or medical exams and ongoing care; can help clients obtain benefits like Medicaid & Home Care; SNAP and Cash Assistance, SSI, or disability; and can also help clients with alternative living arrangements; financial management of social security benefits; 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, CALL THE APS CENTRAL INTAKE UNIT AT  
212-630-1853. FOR OTHER INFORMATION, PLEASE CALL HRA'S INFOLINE AT  
718-557-1399, OR 311.



*"When her mental illness got increasingly out of control, Mom and I became estranged. But I had no idea she was being physically abused and financially exploited by a distant family member. Fortunately, a neighbor contacted Adult Protective Services. Within 24 hours an APS case manager visited my mom in her home. APS assisted her with applications to pay her rent and utility arrears, Medicaid, and referred her to a doctor for a medical evaluation and medication. Mom lives with me now, and she's living a higher quality of life than she had in a very long time."*

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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 [www.nyc.gov/html/hra/html/services/long\\_term\\_care.shtml](http://www.nyc.gov/html/hra/html/services/long_term_care.shtml)

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, the Home Care Services Program 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.



*"Nothing was more important for me than to stay in my own home. I did not want to be in some facility. I don't know what I would have done without the help of the Home Care Services Program. Thank you for giving me the care I need."*

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## CHILD SUPPORT ENFORCEMENT

### BECOME A ROLE MODEL FOR YOUR KIDS

The Office of Child Support Enforcement (OCSE) ensures that children receive the financial support of both parents. OCSE serves parents and guardians, regardless of income and immigration status. Clients applying for or receiving Cash Assistance benefits are automatically referred to OCSE for child support services, if appropriate. Parents not receiving Cash Assistance may apply for services by visiting the OCSE office in the Family Court in the borough where they live.

OCSE also has many programs to help noncustodial parents find employment and pay down child support arrears owed to the government, and can refer parents to mediators to resolve visitation issues. Unemployed noncustodial parents can find employment through the Support Through Employment Program (STEP). Innovative OCSE programs like Brooklyn's Problem Solving Court help noncustodial parents who have trouble meeting their obligation to address those problems and comply with the program. Through the Parent Pledge and Cash Assistance Agreement Program, parents can meet outside of court to arrive at a child support order together and receive approval from Family Court.



FOR ADDITIONAL INFORMATION, CALL THE NEW YORK STATE CHILD SUPPORT HELPLINE AT 888-208-4485.



*"My friends think I'm crazy because I don't mind paying my Child Support Order. I used to visit my two kids sometimes, buy them occasional presents, and give their mom some money when she needed it, but I didn't see myself in their lives full time. When I first received my order, I thought, Oh no, how am I gonna pay this?"*

*"It's been seven years since my first payment, and my son is getting high marks in school. I am so proud of him. My daughter is hoping to be an artist and I've seen her talents flourish. The other good thing is that their mom and I are able to discuss their future in a realistic and positive way. My kids mean the world to me and now I realize that they are becoming responsible young people because I am a responsible dad. I guess I'm their role model after all."*

# IDNYC

## 8 MILLION NEW YORKERS, ONE CARD FOR ALL OF US

IDNYC is a free identity 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—homeless New Yorkers, youth, seniors, undocumented immigrants, formerly incarcerated individuals 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.



VISIT [NYC.GOV/IDNYC](https://nyc.gov/idnyc) TO LEARN MORE ABOUT HOW TO APPLY.





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Administration**  
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NYCHRA



HRA NYC



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