

About HRA/DSS
Page 2

Supplemental Nutrition Assistance
& Food Programs
Page 4

Adult Protective Services
Page 6

Public Health Insurance
Page 7

Domestic Violence Services
Page 10

Temporary Cash Assistance
Page 12

HIV/AIDS Services Administration
Page 14

Child Support Enforcement
Page 16

WeCARE
Page 18

Home Care & Energy Assistance
Page 20 - 22

A GUIDE TO SERVICES





ABOUT HRA

Reaching out to Help

The New York City Human Resources Administration/Department of Social Services (HRA/DSS) provides employment assistance and temporary help to individuals and families in need. With its 15,000 employees, HRA helps more than three million New Yorkers with essential services like Supplemental Nutrition Assistance Benefits, cash assistance, emergency assistance, job placement, public health insurance, child care, adult protective services, domestic violence shelter and assistance, HIV/AIDS support services and child support enforcement.

HRA's committed staff never stops working to fight poverty, improve services, meet the changing needs of clients and ensure program integrity.





“

I am so thankful on behalf of my six year-old son, Charles, and ten year-old daughter, Trisha.

“Because of the food stamps we receive every month, they are able to get the proper nourishment that they deserve. My son has autism and will be disabled for life. But having this helps to ease his frustration of daily living.

“We live with many challenges every day of our lives and money is scarce, but knowing my son will not go without food is absolutely priceless.”

”

A Vital Work Support for Low Income New Yorkers

SUPPLEMENTAL NUTRITION ASSISTANCE & FOOD PROGRAMS

The Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program, provides food support to low-income New Yorkers including working families, the elderly and the disabled to increase their ability to purchase food. You can purchase food by using an Electronic Benefit Transfer (EBT) card where you shop.

You may be able to get Expedited Processing if you are eligible for SNAP and:

1) Your household has less than \$100 in cash or other available resources and will have less than \$150 in gross income during the month that you apply; or, **2)** Your income and available resources are less than your rent or mortgage plus heat, utilities and phone; or, **3)** You are a migrant or seasonal farm worker.

You do not need to be out of food to get expedited processing for SNAP.

For more information on SNAP call 311.

EMERGENCY FOOD ASSISTANCE PROGRAM:

There are 500 food pantries and community kitchens throughout the city where you can get nutritious food or a well-balanced hot meal. For a location nearest you, call **311 FoodLine** at **1-866-888-8777**. You will be given the directions and hours of operation of locations program you select so that you can get food immediately.



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.

ADULT PROTECTIVE SERVICES

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; assistance in obtaining Medicaid & Home Care; assistance in obtaining public assistance benefits, SSI, or disability; identification of alternative living arrangements; financial management of social security benefits; referrals to the NYPD and District Attorney to address abuse; and heavy-duty cleaning services.

We can help our clients live safely and independently in their homes by arranging for the services and support they need.

“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 a case manager helped my mom receive support to pay her past-due rent and bills, assist her with Medicaid, and refer her to a doctor for medication.

“Mom lives with me now, and she’s living a higher quality of life than she had in a very long time.”

**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.**



“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 B and now gets the healthcare he needs.”

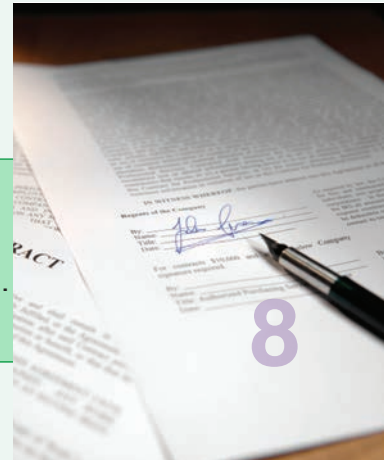
Insurance Can Put Your Mind (and Health) At Ease

New York State offers free and low-cost public health insurance programs for low-income New Yorkers. These plans provide medical care through a fee-for-service or a managed care plan. HRA determines eligibility for each of the available health insurance programs and their related services based on income and/or resource levels.

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, over 65 or have a disability. Your children may be eligible even if you are not.

Plans include: Medicaid; Child Health Plus A or Child Health Plus B; Family Health Plus; 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.





YOU NEED TO MAKE IT PUBLIC

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, or making you afraid.

DOMESTIC VIOLENCE SERVICES

“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.”

The Office of Domestic Violence provides temporary housing, emergency shelter and supportive services for victims of domestic violence and their children. ODV directly operates one emergency shelter, provides funding for 35 private emergency residential programs, and oversees and provides client referrals for four transitional housing programs for victims of domestic violence. All programs provide a safe environment as well as counseling, advocacy and referral services.

For immediate help with Domestic Violence, please call the NYC 24-Hour Hotline at 1-800-621-4673.



MEETING YOU WHERE YOU ARE

“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 salary. After my interview, I was told I could start the following Monday.

“I’ve been at a y company for three years and I was just promoted as their top Account Executive. My salary has tripled. HRA helped me through the roughest times. They took a chance on me, and now, I have a career, a family and a home.”

TEMPORARY CASH ASSISTANCE

HRA provides temporary assistance to eligible New Yorkers. Your eligibility is based on income and resources, household composition, citizen/legal alien status and other factors. If you receive temporary cash assistance you must engage in work activities. HRA has a wide array of employment programs designed to help you find a job in a variety of fields, as well as providing training, resume services and other support.

ONGOING ASSISTANCE

If you are eligible, you may receive up to 60 months of federally funded cash assistance under the Temporary Aid to Needy Families (TANF) Program. You may receive additional state-funded benefits under the New York State and City Safety Net Program if you are on cash assistance longer than the 60-month federal time limit.

EMERGENCY ASSISTANCE

New York City residents may apply for a one-time emergency grant when an unforeseen circumstance prevents them from meeting an expense. To qualify, you must meet income eligibility criteria and grant guidelines, and your application is subject to investigative review. Emergency grants may include rental assistance in cases of impending evictions; assistance with home energy and utility bills; disaster assistance including moving expenses; and the purchase of personal items for health and safety.

For more information about public assistance benefits, responsibilities and eligibility, call 311 or HRA's Infoline at 718-557-1399.



I was a HASA volunteer for several years, serving food to clients. After a while, I got to know them, but never knew the difficulties they faced.

“During this time, I developed HIV/AIDS and was hospitalized with pneumonia. I was weak and very sick, and scared because I had no means to take care of myself.

“When I went to the HASA Center, I was treated with respect in a clean and pleasant office. My caseworker sincerely cared about my condition and helped me sort through the huge amount of information. My biggest fear was getting housing.

Ultimately, my application for an apartment was approved. I have been reassigned to a HASA Center close to where I live. Medically, I’m doing better, and I feel I have a new lease on life.

“I couldn’t have done it without the wonderful people at HASA who helped me.



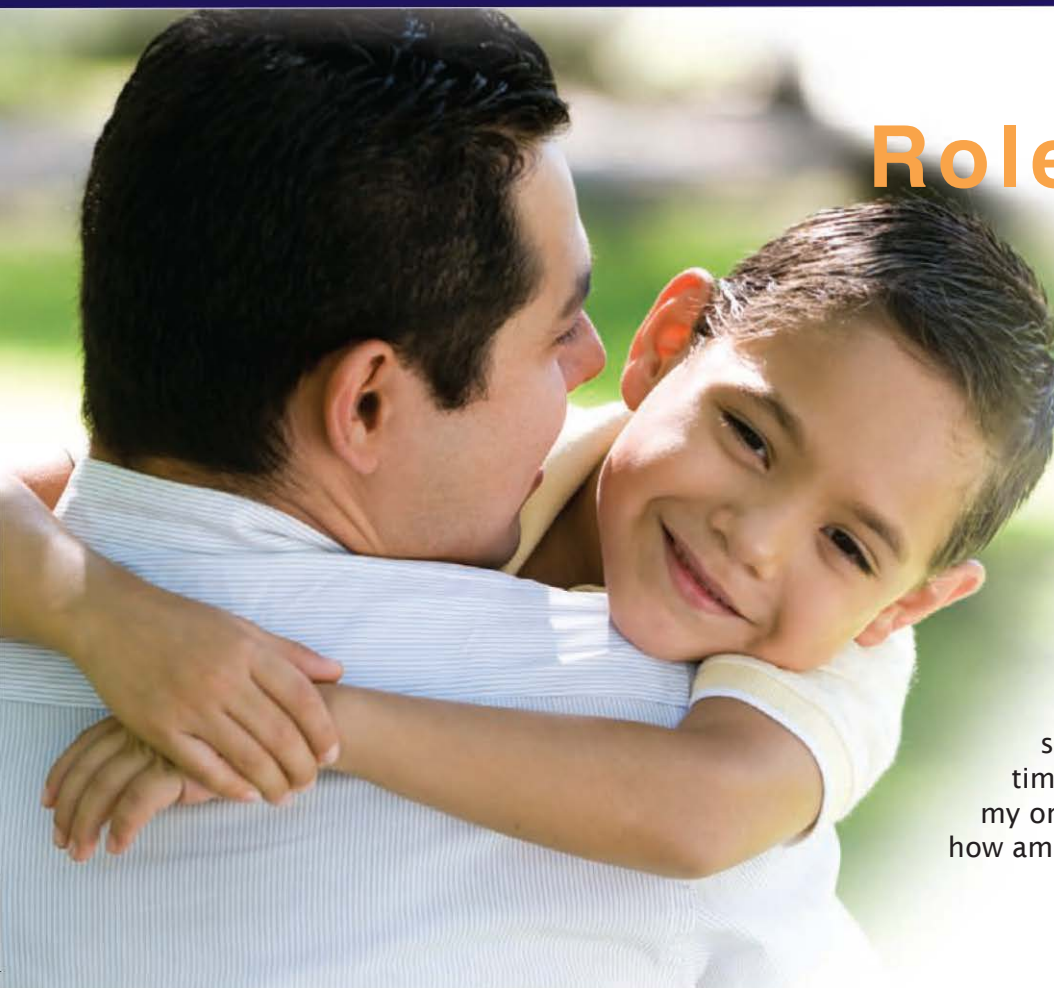
HIV/AIDS SERVICES ADMINISTRATION

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 living with HIV/AIDS, HASA's crisis workers provided emergency and support services. Thankfully today, people diagnosed with clinical symptomatic HIV illness 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 SNAP and Medicaid, emergency transitional housing, non-emergency housing, rental assistance, home care and homemaking services, mental health and substance abuse screening and treatment referrals, employment and vocational services, transportation assistance, and SSI or SSD application and appeal. Information on and referrals to community-based agencies are also available, plus much more.

For more information about HASA services,
contact the ServiceLine at 1-212-971-0626

Monday through Friday
9:00 am – 5:00 pm



Become A **Role Model**

For Your Kids

“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?”

CHILD SUPPORT ENFORCEMENT

“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.”

The Office of Child Support Enforcement (OCSE) ensures that children receive the financial support of both parents. OCSE helps parents at no cost, regardless of income and immigration status. Clients applying for or receiving public assistance benefits are automatically referred to OCSE for child support services, if appropriate. Parents not receiving public 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, and can refer parents to mediators to resolve visitation issues. Unemployed NCPs can find employment through the Support Through Employment (STEP) program. Innovative OCSE programs like Brooklyn’s Problem Solving Court help NCPs who have trouble meeting their obligation stay involved with the system. Through the Parent Pledge Project, parents can agree on a child support order together and receive approval from Family Court.

For additional information, call the New York State Child Support Helpline at 1-888-208-4485.

Overcoming Barriers Through CUSTOMIZED SERVICES



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.”

WeCARE is a unique initiative that addresses the needs of cash assistance clients with medical and/or mental health barriers to work by providing customized assistance and services. Based on the outcome of a comprehensive assessment, a case manager works with each client to develop a customized plan that connects them to a range of appropriate services.

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



Bringing
Care
to You

HOME CARE/LONG TERM CARE

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***

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.

THE STATE DEPARTMENT OF HEALTH HAS CHANGED THE WAY LONG TERM CARE SERVICES ARE DELIVERED.

HRA's Medical Insurance and Community Services Administration (MICA) provides access to or authorizes service for a variety of long-term care programs. MICA helps link New Yorkers to public health insurance and administers the Agency's medically-related social service programs. MICA includes the Medical Assistance Program (MAP) and Home Care Services Program (HCSP).

"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."



Warm Your Winter



HOME ENERGY ASSISTANCE (HEAP)

The federally funded HEAP program helps low-income homeowners and renters pay bills for heating fuel, equipment and repairs. HEAP assists eligible households with grants to pay their 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 1-212-331-3150.

UTILITY ASSISTANCE PROGRAM (UAP)

UAP is a state-mandated program that assists those faced with termination of utility services due to non-payment, theft of service, or meter tampering. UAP assists families or individuals who are elderly, blind, disabled, mentally impaired or residing in a neglected or hazardous environment and require financial assistance for their energy bills. Eligibility for these programs is determined by household income. Clients are referred to the program by utility companies



Bill de Blasio
Mayor

**Human Resources
Administration**
Department of
Social Services

Steven Banks
Commissioner



NYCHRA

You**Tube** HRA NYC



NYC DADS

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