

COVID-19 Resource Guide for

Hetrick-Martin Members & HMHS Students

Public Benefits Options for Support:

For individuals interested and/or enrolled in **HRA services** –

SNAP, Temporary Cash Assistance, Energy Assistance, Child Support Enforcement & more!

- HRA's Offices remain open and ready to serve those in need. However, they understand the current situation and for individuals unable or unwilling to come to their office for scheduled appointments, **NO NEGATIVE CASE ACTIONS WILL BE TAKEN**. This includes, but is not limited to, appointments for services such as with the Office of Child Support Services as well as appointments or assigned activities with Career Service providers.
 - For clients who are seeking benefits or services but do not wish to report to their assigned center, HRA centers will assist clients no matter which center they report to.
 - ACCESS HRA remains a vital tool for clients and is a great way to skip the trip! It can be used to submit the application/recertification form and to upload pictures of documents needed for eligibility determinations. After submitting, clients can call anytime Monday-Friday 8:30am to 5pm for a telephone interview.

You may be eligible for an emergency cash grant or other [assistance](#) if it will meet certain special needs. For more information, please contact HRA's Infoline at (718) 557-1399 or learn more about Special Grants online.

(<https://www1.nyc.gov/site/hra/help/special-grant-document-guide.page>)

- **Home Energy Assistance Program**
 - All HEAP offices are temporarily closed and all in person HEAP interviews will be temporarily suspended until further notice. Required interviews for any HEAP benefit component may be completed with applicants by telephone (212) 331-3126

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For individuals interested and/or enrolled in Social Security services –

During the COVID-19 pandemic, we are focusing on providing specific critical services to people in dire need. We will accept requests for dire need benefit payments, which include:

- If you did not receive your monthly payment;
- If you are currently homeless or at risk of becoming homeless; or
- If your benefits were suspended and can now be reinstated.
- For critical payments, we will send payments by mail, or we will schedule an appointment for you to visit the office for pickup.

We will take applications for benefits and assist people already receiving benefits. We are prioritizing the critical claims first, including:

- Disability applications for the most severe disabilities including:
 - If you have a terminal illness;
 - If you are a Wounded Warrior;
 - If you may qualify for an immediate Supplemental Security Income payment based certain severe disabilities <https://www.ssa.gov/ssi/text-expedite-ussi.htm>;
 - If your disability qualifies for our Compassionate Allowance <https://www.ssa.gov/compassionateallowances/> or Quick Disability Determination <https://www.ssa.gov/disabilityresearch/qdd.htm> processes.
- Medicare and Medicaid applications necessary for health-care coverage
- Representative Payee and other changes that ensure you continue to receive benefits.
- To the extent possible, we will complete all other applications for Retirement, Survivor, Disability or Supplemental Security Income benefits.

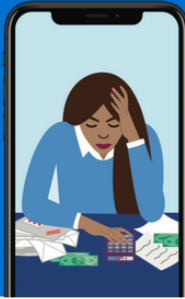
Unemployment Assistance – Individuals Directly Impacted by COVID-19

- The **Disaster Unemployment Assistance (DUA)** program provides unemployment benefits to individuals who have become unemployed as a direct result of a Presidentially declared major disaster.
 - In order to qualify for this benefit your employment or self-employment must have been lost or interrupted as a direct result of a major disaster

declared by the President of the United States. You must have been determined not otherwise eligible for regular unemployment insurance benefits (under any state or Federal law).

- Payment will be made to an unemployed worker, who as a direct result of a Presidentially declared major disaster:
 - No longer has a job.
 - Is unable to reach their place of work.
 - Cannot work due to damage to the place of work.
 - Becomes the head of the household and is seeking work because former head of household died as a result of the disaster.
 - Cannot work because of a disaster-incurred injury.

- Check if you're eligible at: <https://www.benefits.gov/benefit/597>



Be Safe, Skip the Trip

All in-person appointments have been cancelled.
NO NEGATIVE CASE ACTIONS WILL BE TAKEN.

You can do everything listed below without coming to an HRA Center. Go online to nyc.gov/accesshra, or download the **ACCESS HRA** mobile app, and log in or create an account.

✓ SNAP

- › Apply for and recertify SNAP benefits online.
- › Complete your SNAP periodic report online.
- › Change or close your SNAP case online.
- › Take photos of requested documents with your phone and upload them.
- › After you apply and submit documents, you can call to complete your interview. **Call 718-SNAP-NOW (718-762-7669), anytime between 8:30 AM and 5:00 PM, Monday to Friday.**

✓ Cash Assistance

- › You can now submit an application for Cash Assistance on ACCESS HRA. HRA will call you for a phone interview.
- › Submit a recertification application for Cash Assistance. HRA will call you for a phone interview.
- › Take photos of requested documents with your phone and upload them.
- › Submit an application for a special grant such as Emergency Rental Assistance.

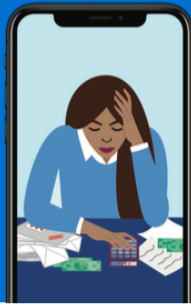
✓ Manage Your Case

- › Check your application status.
- › Read e-notices online, or sign up to go paperless.
- › View the list of documents HRA has requested under 'Required Documents' and those already received under 'Case Record.'
- › View your benefit payments.
- › Update your contact information.
- › Sign up for text alerts for upcoming appointments, and for information regarding when your recertification is due.



Here For You
nyc.gov/accesshra





Manténgase Sano, Ahórrese El Viaje

Todas las citas en persona han sido canceladas.
NO SE TOMARÁN MEDIDAS PUNITIVAS EN SU CASO.

Usted puede hacer todo lo incluido en esta lista sin tener que venir a una oficina de HRA. Visite nyc.gov/accesshra o descargue la aplicación móvil **ACCESS HRA** e inicie sesión o cree una cuenta.

✓ SNAP

- › Solicite y recertifique los beneficios de SNAP en línea.
- › Complete su informe periódico de SNAP en línea.
- › Cambie o cierre su caso de SNAP en línea.
- › Tome con su teléfono fotografías de los documentos solicitados y cárguelas.
- › Una vez que haya presentado sus documentos de respaldo, puede llamar para completar una entrevista. **Llame al 718-SNAP-NOW (718-762-7669) entre las 8:30 a. m. y las 5:00 p. m., de lunes a viernes.**

✓ Asistencia en efectivo

- › Ahora usted puede presentar su solicitud para Asistencia en Efectivo utilizando ACCESS HRA. HRA lo llamará para realizar la entrevista telefónica.
- › Presente una solicitud de recertificación para la Asistencia en efectivo. HRA lo llamará para realizar la entrevista telefónica.
- › Tome con su teléfono fotografías de los documentos solicitados y cárguelas.
- › Presente su solicitud para Ayuda de Emergencia incluyendo Asistencia de Emergencia para pagar el Alquiler.

✓ Administre su caso

- › Revise el estado de su solicitud y vea las citas programadas, incluida la entrevista de elegibilidad.
- › Lea los avisos electrónicos en línea o regístrese en la opción "sin papel".
- › Vaya a la página "Documento" (Document) para ver la lista de documentos que HRA ha solicitado en "Documentos requeridos" (Required Documents) y los que ya se recibieron en "Registro del caso" (Case Record).
- › Revise los pagos de sus beneficios.
- › Actualice su información de contacto.
- › Regístrese para recibir alertas por mensaje de texto sobre las próximas citas y para obtener información sobre cuándo se vence su recertificación.



Here For You
nyc.gov/accesshra



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