

Child Support Enforcement

The New York City Office of Child Support Enforcement (OCSE) helps custodial parents obtain the financial support that their children need and deserve from noncustodial parents through the collection and enforcement process.

For more information, call the New York State Child Support Helpline at 718-557-1399, or 311.

Every year HRA collects more than half a billion dollars in child support payments for New York City's children.

The Office of Child Support Enforcement (OCSE) assists parents, regardless of income and immigration status, at no cost. Once a child support order is established, it remains in effect until the child reaches age 21 or becomes self-supporting, unless the court orders otherwise. 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.



HOME ENERGY ASSISTANCE PROGRAM (HEAP)

Federally funded HEAP helps low-income homeowners and renters to 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 does not have to be paid back. For more information, call the HEAP hotline at 1-800-692-0557.

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 receives referrals from utility companies for customers faced with termination of services due to nonpayment, 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.

For more information on these programs, call HRA's Infoline at 1-718-557-1399, or 311.



The Home Care Services Program offers Medicaid funded non-institutional long-term care options designed to help the elderly or disabled remain at home rather than in a nursing home or other institution.

For more information on Home Care and eligibility, call HRA's Infoline at 1-718-557-1399, or 311.

The program provides medical and social needs assessments to determine the appropriate level of care for individual clients. Services include case management and oversight, personal care and housekeeping services. Short-term medical home care, including nursing and other visiting services, can also be provided to stabilize health.

Applicants may also be eligible for various programs: the Long Term Home Health Care Program, which provides skilled nursing home-level care at home; the Managed Long Term Care Program, which provides capped costs on medical and support services to clients aged 55 years and above; the Assisted Living Program, which provides long-term residential care, board, supervision, and home health care services; and the Care-at-Home Program, which provides certain medical and related services for severely disabled children who would otherwise be required to remain institutionalized.

Eligibility for these programs varies based on medical needs, household income and other circumstances.



Adult Protective Services (APS) are available to persons 18 years of age or older without regard to 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.

To make a referral to APS, call the APS Central Intake Unit at 1-212-630-1853. For other information, please call HRA's Infoline at 1-718-557-1399, or 311.

APS clients typically lack the ability to meet their essential needs for food, shelter, clothing or health care.

An APS service plan can include:

- Referral for psychiatric and/or medical exams and ongoing care;
- Assistance in obtaining Medicaid & Home Care;
- Assistance in obtaining public assistance benefits, Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI);
- Identification of alternative living arrangements;
- Financial management of social security benefits;
- Referrals to the NYPD and District Attorney to address abuse;
- Heavy-duty cleaning services

APS seeks to resolve the risks faced by these clients by arranging for services and support that will allow individuals to live independently and safely in their homes.



The HRA/DSS Office of Domestic Violence (ODV) provides emergency shelter and supportive services for victims of domestic violence and their children.

For immediate assistance with Domestic Violence, call 1-800-621-4673 or 311.

- o NYC 24-Hour Hotline:
1-800-621-HOPE (4673)
- o Hearing Impaired 24-Hour Hotline:
TDD: 1-800-810-7444

ODV directly operates one emergency domestic violence shelter, oversees reimbursement to 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. Some programs help engage participants in work, education and training activities.

HRA's Office of Domestic Violence offers an array of services:

- Shelter services;
- Education on healthy relationships;
- Counseling;
- Legal Assistance;
- Linkages to Housing Resources;
- Services for Children; and
- Specialized services including referrals for physical and mental disabilities, teen therapy and substance abuse services.



For more information on these programs, please call 1-800-342-3009, or 311.

- o Emergency FoodLine:
1-866-888-8777 (Toll Free)
Operator assistance is available Monday through Friday 8:00 AM to 5:00 PM

Food Stamp Program

The Food Stamp Program, funded by the federal government, provides food stamp benefits through the use of an electronic benefits card that can be used to purchase food items at participating grocery stores and supermarkets.

Today there are more than 1.5 million New Yorkers receiving food stamps in New York City. You do not need to be destitute to qualify for food stamps. You may be able to get Expedited Processing, if you are eligible for Food Stamp Benefits and:

- 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
- Your income and available resources are less than your rent or mortgage plus heat, utilities and phone; or
- You are a migrant or seasonal farm worker.

You do not need to be out of food to get expedited processing for Food Stamp Benefits. For more information on food stamps call 1-800-342-3009.

Emergency Food Assistance Program

There are over 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 NYC's Emergency FoodLine at 866-888-8777 or 311. These hotlines will give you the directions and hours of operation of the emergency food program you select so that you can get food immediately.

HRA Food Stamp Nutrition Outreach Program

Project T.E.N. is a Food Stamp Nutrition Outreach Program which provides education about the available benefits, eligibility rules, and the application process of the Food Stamp Program. Information on healthy nutrition and advice on stretching the food dollar with nutritious choices is also given. Community-based organizations interested in having Project T.E.N. present to clients can call 212-331-4611.



New York State offers free and low-cost public health insurance programs for low-income New Yorkers.

For more information on public health insurance and eligibility, please call HRA's Infoline at 1-718-557-1399, or 311.

These insurance plans provide medical care through a fee-for-service or a managed care plan. HRA/DSS, through its Medical Assistance Program division (MAP), is responsible for the administration of public health insurance. MAP determines and maintains eligibility, based upon income and/or resource levels, for each of the available health insurance programs and their related services.

Individuals and families can qualify for Public Health Insurance even if they have income, own a house, own a car, have a bank account or receive private health insurance. Persons and families receiving SSI are automatically eligible. Those receiving cash assistance are generally eligible; low-income individuals and families, pregnant women, children, persons over 65 and people with disabilities may be eligible.

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
- Family Planning Benefit Program



For more information on HASA and its services, please call the HASA ServiceLine at 1-212-971-0626.

HASA provides access to essential benefits and social services to individuals and families with AIDS, advanced HIV illness, or HIV infection. HASA is committed to service provision that is individualized, efficient, effective, and of high quality.

Services provided include:

- Specialized intake and needs assessment;
- Direct linkages to public assistance, Medicaid, food stamps, the Home Care program, and homemaking services;
- Ongoing intensive case management;
- Emergency and permanent housing services and placements;
- Voluntary vocational counseling/rehabilitation, job training, and placement;
- Assistance with applications for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI); and
- Referrals to community-based resources for a variety of additional services.



HRA/DSS provides temporary assistance to eligible individuals and families to help them reach self-sufficiency.

For more information about public assistance benefits, responsibilities and eligibility, please call the HRA Infoline at 1-718-557-1399 or 311.

Temporary Assistance

Eligible families may receive up to 60 months of federally funded cash assistance under the Temporary Aid to Needy Families Program (TANF). Additional state-funded benefits may be received under the New York State and City Safety Net Program for those who are on public assistance longer than the 60-month time limit for federal TANF benefits.

Temporary benefits include:

- A basic personal needs allowance, food stamps, and carfare for participation in work activity. These benefits are issued on an electronic benefits card (EBT);
- Housing and energy grants, as well as child care for work-engaged clients paid directly to providers;
- Medical coverage under one of New York State's public health insurance programs.

Eligibility is based on factors such as income and resources, household composition, citizen/legal alien status.

Non-exempt clients receiving temporary cash assistance must engage in work activities. HRA refers clients to programs designed to provide assistance with job training and placement, resume services, workshops and other support services.

- Under the Back to Work program, a single vendor works with a client from assessment through placement and retention in a job, allowing them to build stronger relationships with each other and leading to more seamless service delivery and more successful job placement rates.
- WeCARE is a unique initiative that addresses the needs of public assistance clients with medical and/or mental health barriers to employment by providing customized assistance and services.
- Business Link is a no-fee employment service connecting businesses with clients.
- BEGIN (Begin Employment, Gain Independence Now) specializes in basic skills and literacy instruction for participants with low basic skills and limited English proficiency.

Emergency Assistance

New York City residents may apply for a one-time emergency grant (or one-shot) when an unforeseen circumstance prevents the applicant from meeting an expense. An applicant must meet eligibility guidelines and is subject to investigative review of the application.

Emergency grants applicants may obtain 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.

