



**Human Resources Administration**  
Department of Social Services  
Robert Doar, Commissioner

## **Human Resources Administration's Recovery and Assistance Services for People Affected by Hurricane Sandy**

### **Assistance Other Than Supplemental Assistance Nutritious Program (SNAP)**

#### **Temporary Cash Assistance**

For people who are not currently receiving cash welfare and wish to apply for temporary assistance, HRA Job Centers may authorize payment for relocation expenses, such as a first month's rent, a security deposit voucher equivalent to one month's rent as allowed by state regulations, a broker's fee equivalent to 50% of one month's rent, a furniture allowance or storage expenses, if eligible, and if not provided by federal or other disaster authorities.

People not currently in receipt of cash assistance and who cannot cook, due to, for example, a loss of power or temporary evacuation, but who are otherwise eligible for cash assistance, may request a restaurant allowance as an immediate needs grant at a local Job Center.

People who are currently in receipt of cash welfare or who are otherwise eligible for cash assistance and who must move into temporary shelter and place items in storage as a result of storm damage may request assistance with storage fees on a monthly basis, if not provided by federal or other disaster authorities.

People in receipt of cash assistance or otherwise eligible for cash assistance who have lost or damaged clothing or damaged equipment such as furnaces and boilers may request assistance to help replace these items, if not provided by federal or other disaster authorities.

Cash assistance recertifications scheduled to expire 10/31 will be extended to November 30.

#### **Emergency Food Assistance**

For food pantries and soup kitchens throughout New York City, call 311.

#### **Medicaid**

HRA is working with New York State to ensure Medicaid recipients' coverage will not be adversely impacted by disruptions caused by Hurricane Sandy. The Medicaid program is taking steps to give affected consumers additional time to respond to Medicaid renewals and other requests for information. As of Friday, November 2, all Medicaid community offices are open, except for Coney Island, Bellevue, and Chinatown.

You may call the Medicaid Helpline at 1-888-692-6116 for assistance or, as always, you may visit any Medicaid office in NYC.

November 5, 2012

Any NYC resident who lacks health insurance and, due to financial losses or other circumstances as a result of the storm, believes they may be eligible for public health insurance can go online to ACCESS NYC to see if they may be eligible, visit their nearest Medicaid office or facilitated enrollers to apply. You can also visit [NYC Health Insurance Link](#) for other options.

### **Home Energy Assistance Program**

Home Energy Assistance Program (HEAP) helps low-income homeowners and renters pay bills for heating fuel, equipment and repairs, including boiler replacements. For more information about HEAP call 800-692-0557. HEAP season begins on November 19, 2012.

### **Home Care**

HRA is working with New York State to ensure Home Care recipients' services and Medicaid coverage will not be adversely impacted by disruptions caused by Hurricane Sandy. The Home Care program is taking steps to give affected consumers additional time to respond to Home Care renewals and other requests for information. All CASA offices in the community are open and can assist you in applying for services, including New York State's Managed Long Term Care programs.

### **Adult Protective Services**

HRA's Adult Protective Services (APS) can be called if a physically and/or mentally impaired adult 18 years of age or older is in need of services and has no one to assist them. Referrals or arrangements for services and support can be made Monday through Friday, 9 am – 5 pm: (212) 630-1853. APS is also referring clients to the relief food distribution sites in Manhattan, Queens and Brooklyn.

### **HIV/AIDS Services**

New Yorkers with AIDS and clinically symptomatic HIV illness who are not currently HASA clients can get assistance at any of the City's HASA centers except for Waverly and Coney Island. For more information and center locations, call the HASA service line at **1-212-971-0626**.

### **Domestic Violence**

If you are experiencing Domestic Violence and need immediate assistance, please call the NYC 24-Hour Hotline at 1-800-621-4673. You can receive temporary shelter or other supportive services.

### **Child Support**

If you had a child support appointment scheduled the week of 10/29 and were unable to keep the appointment, your appointment will be rescheduled. However, you may go to the appointment locations at any time without waiting to be rescheduled. For Family Court information or other information, call the Child Support Helpline at 1-888-208-4485. The Child Support Helpline for Employers is 1-866-875-9975.