In NYC, public benefits are filed by the Human Resources Administration (HRA). Many New Yorkers are applying for public benefits at this time. It may take you many attempts, and a few hours, to submit your application.
ABOUT SNAP AND CASH ASSISTANCE

WHAT IS SNAP (FOOD STAMPS)?
SNAP, the Supplemental Nutrition Assistance Program, is the program formerly known as food stamps. It is a federal nutrition program that helps you stretch your food budget and buy healthy food. SNAP benefits can be used to purchase food at grocery stores, convenience stores, and some farmers’ markets and co-op food programs. SNAP benefits are given to you each month on a plastic card called an EBT (electronic benefits transfer) card, which works like a debit card. You can now also use these benefits to shop for necessities on Amazon, Shoprite and Walmart (delivery charges not included).

WHAT IS CASH ASSISTANCE (CA/TA/TANF)?
Cash Assistance (CA), also known as Temporary Assistance (TA) or Temporary Assistance to Needy Families (TANF), is temporary help for needy men, women and children. If you are unable to work, can’t find a job, or your job doesn’t pay enough, CA may be able to help you pay for your expenses. Similar to SNAP, benefits are given to you each month on a plastic card called an EBT (electronic benefits transfer) card, which works like a debit card.

WHO IS ELIGIBLE?
If you are experiencing financial hardship due to COVID-19 you are encouraged to apply. Applications are considered on a case by case basis. Be persistent in advocating for your needs.

WHAT YOU MAY BE NEED TO PROVIDE:
Note: Not all documentation will be needed for your specific application
● Personal Identity (Photo ID, driver’s license, U.S. passport)
● Age of each applying household member (Birth or baptismal certificate, hospital records, driver’s license)
● Where you live (Lease, current rent receipt, mortgage records, statement from landlord)
● Shelter expenses (Current rent receipt, current lease, mortgage records, property and school tax records, sewer and water bills, fuel bills, utility bills)
● Social Security Number (Social Security Number which can be verified by the agency, Social Security Card, official correspondence from SSA)
● Citizen or current status (Birth certificate, U. S. passport, military service records, naturalization certificate, U.S. Citizenship and Immigration Services documentation)
● Earned income (Current pay stubs, statement from employer, tax records, business records, statement from roomer or boarder of amount paid for lodging)
● Unemployment Insurance Benefits (Official correspondence from New York State Department of Labor)
● And more
**HOW TO APPLY**

**Step 1:** Begin an application online at [nyc.gov/accesshra](http://nyc.gov/accesshra) or on your phone on the [ACCESS HRA app](http://ACCESS HRA app).
Step 2: If you have applied for benefits in the past, or are currently receiving SNAP or CA benefits click “Find My Case.” If you have never applied before "Skip" this step.

Step 3: Your active or past cases will show here. Or you can begin a new SNAP or CA application.
Step 4: Select your application and apply following the prompts, addressing all required questions.

Your HRA Benefits Case Profile – Select Application

Step 5: Upload all required documentation prior to the due date.

Your HRA Benefits Case Profile – Documents

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Step 6: You will reach the confirmation page. **You may need to call** the SNAP or CA hotline to finalize your application. In some cases calling the hotline is not required.

For more details on how to apply: Follow the [step by step guide](starting on page 4 and again on page 20).
TIPS & MORE INFORMATION

- Many people in the state are applying for public benefits so the app may crash
- **Be patient.** You may have to refresh the website or app and start over a few times
- It may take you several attempts before you are able to submit your application
- If you are having a difficult time applying, call 311 to file a formal complaint

OTHER IMPORTANT INFORMATION

- **All eviction proceedings are temporarily suspended** by the courts **until further notice.** This means that you will not need to apply for back rent to stop an eviction **until further notice.**
- **All utility companies are temporarily suspending utility shut-offs** **until further notice.** You do not need to apply for Emergency Assistance (a one-shot deal) because your electricity, gas or oil for heat, will **not** be turned off for non-payment, even if you get a notice that your service will end, **until further notice.**
- All in-person Human Resource Administration (HRA) Appointments are **CANCELLED.**
- All SNAP application and recertification interviews **can now be done online/by phone.**
- **If you cannot get SNAP benefits quickly enough and need urgent help,** please call the Emergency Food Hotline at 866-888-8777

IMMIGRATION IMPLICATIONS- PUBLIC CHARGE

If you are in the process of or plan to apply for legal permanent resident status (also known as a green card) and have concerns about accessing public benefits you may be impacted by **public charge.**

Call the ActionNYC hotline at 1-800-354-0365 and say “public charge” from 9:00 am to 6:00 pm, Monday to Friday, to get answers to your questions, plus:

- Connections to immigration legal help and referrals to other legal and non-legal services.
- The hotline is free and anonymous.
- Help is available in over 200 languages.

MORE INFORMATION ABOUT THE APPLICATION PROCESS

For a step by step guide: [Click here](#)
To stay up to date on benefit changes: [Click here](#)
To review your application: Please login to your ACCESS HRA account to view your case status and more.
Connect your case with HRA to view benefit information.
For detailed information about your SNAP or CA cases: Call the HRA information line at 718-557-1399.

For other needs:

- Call the Human Resources Administration (HRA) Infoline at 718-557-1399.
- To reschedule an initial application interview, call 718-923-6044.
- To reschedule a recertification interview, call 718-722-4924.
- Remember that call volume is higher than usual.

FOR ASSISTANCE FROM HOT BREAD KITCHEN

[Hot Bread Kitchen’s COVID-19 Food Worker Hotline](#)
Please call: 929-292-9226
Someone will be available: Monday - Friday 8am–6pm