



# HOT BREAD KITCHEN'S GUIDE FOR APPLYING FOR PUBLIC BENEFITS DURING COVID-19

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.

<b>ABOUT SNAP AND CASH ASSISTANCE</b>	<b>2</b>
<b>HOW TO APPLY</b>	<b>3</b>
<b>TIPS &amp; MORE INFORMATION</b>	<b>7</b>

# 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.

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## 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.**

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## 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](https://nyc.gov/accesshra) or on your phone on the [ACCESS HRA app](#).

**ACCESS HRA Log In page & Create Account page**

**ACCESS HRA YOUR WAY**

**Log In**

Don't have an ACCESS HRA account? [Create Account](#)

Email Address or ACCESS HRA Username

ACCESS HRA Password [Show/Hide](#)

[Forgot Password?](#)

[Log In](#)

**Create an Account**  
From the Home page or the Log In page, click "Create Account" to create your ACCESS HRA account.

**Log In**  
If you already have an ACCESS HRA account, enter your credentials here and Log In.

**Why should I create an ACCESS HRA account?** Creating an account allows you to apply or recertify online for certain programs, such as SNAP or Cash Assistance, apply for Fair Fares NYC, as well as print your online Medicaid Renewal form through ACCESS HRA. Having an ACCESS HRA account will also allow you to manage your case, such as view appointments, payments, notices and much more.

**Can I update my Account Information?** Yes. You can navigate to your "Profile" and click "Update" to change any of your ACCESS HRA Account information at any time.

**Create Account**

**EMAIL**  
Email Address or Username:

**PASSWORD**  
Password:   
Confirm Password:

**NAME**  
First Name:   
Middle Initial:   
Last Name:

4

**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.



## Your HRA Benefits Case Profile – Find My Case

**Find your HRA Case**  
If you are currently receiving SNAP or CA benefits, have received benefits or applied for benefits in the past year, you can find your HRA case profile to view your case information in ACCESS HRA.

**Why connect to your HRA case profile?**  
You can connect to your HRA case profile at any time. Once logged into ACCESS HRA, click on the "Find My Case" button on the 'User Home' or 'Benefits' pages.  
Once you connect to your HRA case profile online, you will have access to see your case information such as appointments, payments, documents, link to a partner organization and more.

**Skip**  
If you have never applied for benefits, please click "Skip" so that you can access the applications without connecting to an HRA case profile.

**Enter your Information**  
Enter the information for the Head of Case or if you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, enter the oldest child's information to connect to your HRA case profile.

**Copy**  
Please enter your ID Number (CIN) exactly as it appears on your benefits card.

**Next**

5

**Step 3:** Your active or past cases will show here. Or you can begin a new SNAP or CA application.



## Your HRA Benefits Case Profile – Your Benefits

**Your Cases**  
Your cases will be shown here. If one of your cases is "Closed" or "Rejected", a reason is displayed next to the status.

**View Case**  
Click on the "View Case" link to access the Case Details page for the case.

**Other Benefits**  
You can begin your initial Cash Assistance application or SNAP application by clicking on the "Start a New Application" card.  
If you need to print your Medicaid Renewal form, click on the "Print your Medicaid Renewal Form" card.

**Submitted Applications**  
Lets you view a list of the applications submitted online for your ACCESS HRA account. You can access the Summary Form for your application or the Cover Sheet for SNAP applications.

Type	Submission Date	Confirmation #	Action
Cash Assistance Application	2/1/2018 11:14 AM	1004209	Summary Form
SNAP Application	12/4/2017 12:22 PM	1008779	Summary Form Cover Sheet

20

**Step 4:** Select your application and apply following the prompts, addressing all required questions.



## Your HRA Benefits Case Profile – Select Application

**Select Application**  
You will be able to select the application for which you would like to apply by clicking on one of these buttons.

You can apply these applications as a user with or without an HRA case profile.

**Medicaid**  
The 'Medicaid' option will redirect you to the State's Medicaid application portal.  
\*This option is only available if you are accessing ACCESS HRA outside of an HRA PC Bank.

**Fair Fares NYC**  
The 'Fair Fares NYC' option will redirect you to the Fair Fares side of the portal where you can apply for a discounted MetroCard.

**More Options**  
If you have already submitted a SNAP or Cash Assistance application OR are already receiving benefits on one of these programs, you will still be allowed to submit another application of the same type (i.e. 'a duplicate application') if necessary. This option is available under the "More Options" header.

23

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



## Your HRA Benefits Case Profile – Documents

**Find your HRA case profile to see this information!**  
You can only see information on the 'Documents' page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the 'Find Your Case' page where you can connect to your HRA Case Profile to view your documents.

**Required Documents**  
This tab lists the documents required to be returned to the agency for your case. You will also find the 'due date' for these documents. This information can also be found on the W-113K for Cash Assistance or W-1146 for SNAP that is mailed to the address on file.

**Case Record**  
This tab lists the documents that you submitted to the agency in the last 60 days. These documents have been added to your case, and still need to be reviewed /approved by an agency worker. This includes documents that you submitted:

- Upload using the ACCESS HRA mobile app
- Dropped off in person at an ACCESS HRA center
- Sent to HRA via mail or fax

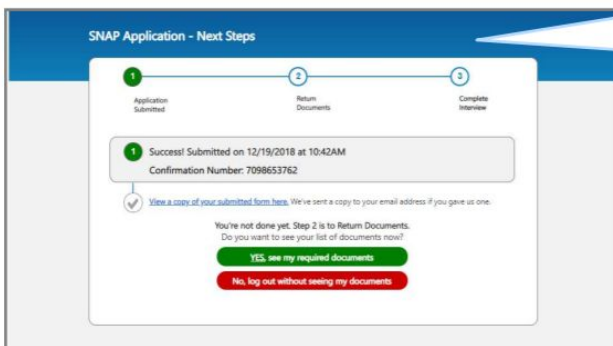
**Sent by Mobile**  
This tab lists the documents that you uploaded using the ACCESS HRA mobile app in the last 100 days.

13

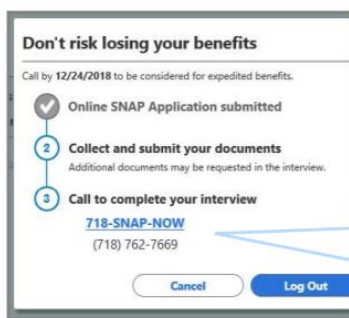
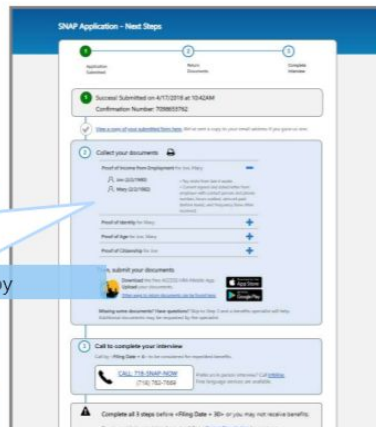
**Step 6:** You will reach the confirmation page. **You may need to call** the SNAP or CA hotline to finalize your application. In some cases calling the hotline is not required.



## HRA Benefits Online Applications



**Confirmation Page**  
The "Confirmation Page" is only shown after you submit your application and provides your confirmation number and the next steps in the application process.  
You will have the option to see all of your next steps at that time or log out and see this information later.



**Next Steps**  
If you answer "YES, see my required documents", your full next steps will be displayed.  
Please note that you can always return to this page by clicking "Next Steps" in the submission alert on your User Home page.

**Don't risk losing your benefits**  
If you answer "No, log out without seeing my documents", a popup will be displayed which gives you a high level summary of your next steps.

26

**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 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

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## 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.

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## 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.**

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## 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