



COVID-19 Resource Guide

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Last updated: April 19, 2021

COVID-19 Resource Guides

- New York City's official COVID-19 resource guide [is available online](#).
- NYC United Against Coronavirus is a hub of [neighborhood and borough based resources](#).
- Community Care has assembled a [resource guide for queer and trans people](#).
- Harm Reduction Coalition created this resource guide for people who use drugs, trade sex, or are vulnerable to structural violence.
- Undocuscholar compiled a nationwide guide of [resources specifically for undocumented people](#).
- **Brooklyn Defender Services is available to help. Our community office is currently closed to visitors** but we are working remotely and available to help. **If you have issues or questions** about ACS, education, housing, education, employment, benefits, criminal matters or general legal issues, please call 646-971-2722 or email us at communityoffice@bds.org.

Clothing

- **Donated clothing is available** at Nuestra Señora de Guadalupe en San Bernardo/Our Lady of Guadalupe at St. Bernard, 328 W 14th St. Please call 212-243-0265.

Domestic Violence

- The National Domestic Violence Hotline and chat lines are open. People experiencing domestic violence can call 1-800-799-7233, visit www.thehotline.org or text LOVEIS to 22522.
- [Safe Horizon](#)'s website is continually updated so people know how to access programs, some of which remain open and most of which are operating remotely.
- The New York City Anti-Violence Project provides support for LGBTQ people who experience violence. LGBTQ people experiencing interpersonal violence can call their hotline at 212-714-1141 or visit their [website](#) for more information.

Education

- For the most up-to-date information about the Department of Education's response to COVID-19, visit: <https://www.schools.nyc.gov/school-life/health-and-wellness/coronavirus-update>
- Students in grades 6, 7 and 8 who opted for blended (in-person) learning were able to return to school as of Thursday, February 25, 2021.
- Families interested in enrolling their child(ren) in 3K, Pre-K, Kindergarten, Middle School and High School can apply to schools or add themselves to school waitlists after the application deadline has passed at <https://www.myschools.nyc/en/> or by contacting the Family Welcome Center at <https://www.schools.nyc.gov/enrollment/enrollment-help/family-welcome-centers>
- Families currently enrolled in blended (in-person) learning who want to switch to remote-only learning for the remainder of the school year can do so at any time by completing the Department of Education's Learning Preference Survey at <https://www.nycenet.edu/surveys/learningpreference>
- Grab and go meals are available on weekdays between 9:00 a.m. to 12 noon for students and families or between 3:00 p.m. and 5:00 p.m. for members of the community. Registration and identification are not required. Go to <https://nyc-oem.maps.arcgis.com/apps/webappviewer/index.html?id=d781ef8a46cf417dbbfaf28f3b902ac4> or text NYC FOOD or NYC COMIDA to 877-877 to find a location near you.
- Information regarding Pandemic EBT benefits for the 2020-2021 school year is not yet available. Please check <https://otda.ny.gov/SNAP-COVID-19/Frequently-Asked-Questions-Pandemic-EBT.asp> for the most up-to-date information.
- Families in need of childcare for K-8 students enrolled in blended (in-person) or remote learning may apply for the Learning Bridges Program at https://prek4all.az1.qualtrics.com/jfe/form/SV_ac4kZNaIMaixbc9
- Families that are having technical difficulties with their child's remote learning device can request assistance at <https://www.nycenet.edu/technicalsupportforfamily>
- Students with disabilities who have Individualized Education Programs (IEPs) should have Remote Learning Plans developed for them and IEP meetings should occur over the phone while schools are closed. If this is not the case or your child is not receiving the services they are entitled to, email specialeducation@schools.nyc.gov for assistance.
- Families in need of information regarding their education rights or assistance in obtaining services for a child with a disability should email education@bds.org.

· Remote Devices

o DOE is continuing to deliver tablets, with a priority for students in temporary housing and children in foster care. To apply to receive a DOE internet enabled tablet, parents can complete [this survey](#).

- DOE delivered 260,000 devices before the end of April. DOE is continuing to deliver devices, but there is no guaranteed delivery date for the devices going forward.
 - The forms asks for a student's ID number to complete the form. This is a 9-digit number that can be found on report cards and other school documents. If a family does not know the student's ID number, they can enter the student's date of birth in the appropriate box, and enter 123456789 in the student ID box.

The DOE has started a "tech ambassador" program for families who need technical support. Families can fill out a support ticket [here](#) if they are having technical issues, including getting information about the delivery of a remote learning device or trouble using the remote learning device.

Will digital assistance be provided to families in other languages?

The DOE is working directly with Google to create tutorials and guidance in all the top 9 languages, and will also work to get more languages available. The call line 718-935-5100 has translation services available (press 4 for any language other than English, Spanish or Chinese).

- The DOE has compiled some technical support resources [here](#). Families having trouble with a DOE-issued device can contact technical support at (718) 935-5100 or schooldevices@schools.nyc.gov

DOE does not plan to collect any of the distributed devices over the summer, so families will still be able to use these devices to access educational materials. The DOE has not yet indicated when the devices must be returned, but it will not be before school buildings reopen.

· Communication with a School

o Currently most schools' phones are linked only to the physical building and so are not an effective way to reach anyone. The DOE has posted email addresses for certain school personnel on many schools' pages on the DOE website, accessible [here](#). If a family you are working with does not have the ability to be in touch with their child's school, this is an issue we can assist with.

How can families find out about school placements or transferring schools for next school year?

Family Welcome Centers remain closed for in-person visits, but can be contacted by filling out a form [here](#), or by email. The email addresses for the Family Welcome Centers in each borough are:

- **Bronx:** bronxfwc@schools.nyc.gov
- **Brooklyn:** brooklynfwc@schools.nyc.gov
- **Manhattan:** manhattanfwc@schools.nyc.gov
- **Queens:** queensfwc@schools.nyc.gov
- **Staten Island:** statenislandfwc@schools.nyc.gov

How will Multilingual Learners/English Language Learners be able to get the services they need?

The Division of Multilingual Learners has developed guidance on supporting Multilingual Learners in any language, to maintain continuity of learning, including how co-teaching can work remotely. More information is available [here](#), but if a family you are working with is having educational access issues because of language, this is something we can assist with and escalate within DOE.

Students with Disabilities

· Every student with a disability and an IEP should have a “Remote Learning Plan” developed for them. The schools should have completed those during the regular semester, involving parents in the process of creating these plans, and students were entitled to receive these services remotely. This is very much a work in progress. If families need information about a student’s Remote Learning Plan during summer school, they should contact the student’s summer school placement. If they cannot reach the school, they can call 311 or email specialeducation@schools.nyc.gov. If students with disabilities aren’t getting the services that they are entitled to, this is something that we can assist with.

IEP meetings should still be happening via phone while schools are closed. If you are working with clients who would like advocacy at an IEP meeting, please refer them to us.

· Regional Enrichment Centers are open to children who are New York City residents, and whose parents/guardians are in certain fields (health care, FDNY, NYPD, OEM, grocery store/pharmacy workers, and many other city agencies). More information, including information on eligibility, is available [here](#), and parents can enroll children [online](#). Regional Enrichment Centers are continuing to operate over the summer.

Will DOE be taking attendance or otherwise penalizing students who don’t participate in remote learning?

We are not totally clear on what DOE’s attendance policies will be during summer school, though many students are mandated to attend summer school classes. DOE has stated that attendance (or lack thereof) will not be used as a basis for middle/high school admissions in upcoming years. Please tell us if your client has any concerns regarding attendance, and especially if they are having trouble accessing remote learning.

If you want more information about your child's educational rights in this uncertain time, contact us at 929-314-0962 or education@bds.org.

Employment

- **Unemployment Insurance**
 - Unemployment insurance is available, and people can apply [online](#), or through the DOL hotline at 888-209-8124 . Individuals who are not citizens can still receive unemployment if they (a) work working “legally” when they lost their job; (b) are “legally” allowed to take a new job; and (c) meet the other requirements for UI. We also expect the rates to significantly increase with the new federal legislation.
- **Paid Leave**
 - **NYC paid leave** is an option regardless of immigration status. An individual must have worked in NYC for more than 80 hours per year, and can take up to 40 hours of leave and can start sick time 120 days after first day of employment. <https://www1.nyc.gov/site/dca/about/paid-sick-leave-FAQs.page>
 - **Westchester County** has a similar paid leave option. <https://humanrights.westchestergov.com/resources/earned-sick-leave-law>.
 - For individuals in the rest of the state, **NYS’s Paid Family Leave** may be an option, regardless of immigration status. <https://paidfamilyleave.ny.gov/> or (844) 337-6303.
- **Worker’s Comp or Temporary Disability Insurance**
 - Worker’s comp is available for employees who become sick or injured on the job and may be appropriate for our clients who contract COVID-19 from work. Temporary Disability Insurance could be another option, but that involves non-workplace related disability/injury.
- **NY Paid Leave for COVID-19**
 - Legislation is pending. For more information, visit <https://paidfamilyleave.ny.gov/new-york-paid-family-leave-covid-19-faqs>
- **Federal Families First Coronavirus Response Act**
 - The new federal legislation provides the most expansive coverage to individuals affected by COVID-19, because they are quarantined by order or medical advice, experiencing symptoms, seeking a medical diagnosis, caring for an individual subject to quarantine, or caring for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19. This legislation took effect on April 1, 2020. <https://www.dol.gov/agencies/whd/pandemic>
- **If you want more information** about what employment benefits you might be eligible for if your work has been affected by coronavirus, contact us at 929-314-0962 employment@bds.org.

Food and Nutrition Resources

- **The City of New York** is helping New Yorkers during the COVID-19 crisis by delivering meals to those who cannot access food themselves. [Visit their website](#) for eligibility requirements and to apply.
- [NeON Nutrition Kitchens](#) are operating in each borough, providing free meals and groceries. See their [website](#) for hours and locations in each borough.
- [God's Love We Deliver](#) provides meals to homebound New Yorkers with serious chronic health conditions. Documentation from a physician is required, applications are being accepted.
- [Invisible hands](#) will deliver groceries to high risk people in NYC and some areas of New Jersey
- [Ancient Song and Brooklyn Packers](#) are delivering groceries to pregnant people in need.
- Older adults are may be eligible for meal delivery through the NYC Department for the Aging. You can call 212-Aging-NYC (212-244-6469) or 311 for more information.
- There are a number of Mutual Aid Community Fridges distributing free food 24/7 around the city. They are available at the following locations:
 - Bronx
 - 5977 Broadway 10471
 - Harlem
 - 352 W116th St 10026
 - Bushwick
 - 190 Knickerbocker Ave. 11237
 - Bed Stuy
 - 133 Van Buren St. 11221
 - Crown Heights
 - 1144 Bergen St. 11216
 - Brownsville
 - 234 Glenmore Ave. 11207
 - Prospect Lefferts Gardens
 - 1110 Nostrand Ave. 11225
- A list of available centers offering free meals, along with the address, hours of operation, and requirements, is below
 - St. Johns Bread and Life
795 Lexington Ave., 11221
718-574-0058
Mon-Fri 8am-12pm
Photo ID or Pantry Card
 - Salvation Army Bedford Temple
601 Lafayette Ave., 11216
718-622-9020
Mon-Fri 10am-2pm
Call in advance
 - Agape Social Services Beulah

956 Marcy Ave., 11216
718-636-8500 x16
Tuesday 10:30am-1:30pm

- Open Door Family Life Center
King Emmanuel Community Svcs
34044 Malcolm X Blvd., 11233
718-773-1650
Thurs 10:30am-12pm; Fri 10:30am-12pm
- St. Matthews Roman Church
1351 Lincoln Pl., 4th Fl. 11213
718-774-6747
- Bethany United Methodist Church
1208 St. Johns Pl., 11213
718-774-5689
Tue 12pm-2pm 3/31 (LAST DAY)
- Mt. Hebron Food for Life Pantry
167 Chester St., 11212
646-220-1826
Sat. 9am-10:30am
- Las Maravillas Del Exodo
302 Elton St., 11208
347-242-6337
Wed. 11am-12pm
- Sunset Park Emergency Food Program/The Center for Life Family
443-39th St., 11220
718-492-3585 Tues. 11am-1pm, Wed & Thurs 10am-1pm, Fri 10am-1pm
- Basilica of Our Lady of Perpetual Help
545 60th Street, 11220
718-492-9200
Sat April 4th, April 18th 10am-12pm
May resumes 1st & 2nd Saturday.
- Salvation Army Bay Ridge
252 86th Street, 11209
718-238-2991
Thurs by appt ONLY
- Reaching Out Community Services Inc.
7708 New Utrecht Ave. 11214
718-373-4565 Mon-Thurs 11am-3pm

- Masbia of Flatbush
1372 Coney Island Avenue, 11230
718-972-4446
Sun-Thurs 3pm-7pm (Dinner) Friday 7am-11am (Pantry)

- Masbia of Flatbush
5402 New Utretch Avenue
718-972-4446
Sun-Thurs 6:30pm-8pm

- Brooklyn Faith SDA Church
5518 Church Avenue 11203
347-691-0293
Thur 2pm-4pm (Pantry) Fri 12pm-3pm (Soup Kitchen)

- Canarsie Cluster Food Pantry (Our Lady of Miracles)
757 E. 86th St 11236
347-400-7141 Sat 10am-11:30am

- Catholic Charities Our Lady of Solace
2866 W. 17th St. 11224
718-266-1612 Mon 10am-1pm

Health Insurance and Medicaid Coverage

- Health insurance navigators are available by phone for Medicaid and private insurance applications. Marketplace health insurance enrollment has been re-opened until April 15. Application assistance here: <https://www.nadap.org/services/ipa-navigator/>.
- New York State Medicaid [will cover certain health care services](#) related to COVID-19 without copays, including physician, clinic, and emergency visits for the purpose of testing, evaluation, and/or treatment for COVID-19.
- New York State Medicaid coverage for undocumented immigrants is limited to emergency services only, including lab testing, evaluation, and treatment.
- New York State Medicaid has expanded coverage of telehealth services.

Homelessness Resources

- Shelters in NYC continue to operate. For information on entering a shelter during the COVID-19 crisis, see the [Coalition for the Homeless website](#).
- Families who are applying for shelter at PATH do not have to bring their children with them. Parents will be able to use FaceTime or Skype to provide PATH staff with an opportunity to evaluate the health and safety needs of the children. Follow up documents and assessments such as NoVA screening will be provided remotely.
- With guidance from Health and Hospitals (H+H), DHS have provided a protocol for thousands of staff in DHS shelters and HRA shelters/congregate care settings and DHS outreach workers to help identify clients who are experiencing possible COVID-19 symptoms and connect them to a medical assessment and care including:
 - Created isolation capacity to provide shelter to clients who have COVID-19 symptoms or who test positive and do not need to be hospitalized. Brought on additional shelter capacity to free up existing shelter space for isolation capacity.
 - Provided shelter providers with the Department of Health and Mental Hygiene (DOHMH) cleaning protocols and are making sure that providers are equipped with the necessary cleaning supplies.
 - Promoting social distancing in congregate shelters by extending and staggering mealtimes.
 - Provided street outreach teams with hand wipes (in the absence of hand-sanitizer supply) and socks to distribute to clients experiencing street homelessness.
 - Streamlined the shelter application process through the use of telephone interviews and conferences, submission of documents by email, and the use of Skype.
- [Coalition for the Homeless](#) is regularly updating a list of open food pantries and soup kitchens, drop-in centers, and other services such as places to shower or do laundry.
- All Streetwork Project locations for homeless young people are operating. [Click here for more information](#)

Housing Court and Eviction Moratorium

Eviction Moratorium Renewed

NY Eviction Moratorium. As of December 28, 2020, there is another eviction moratorium in NYC. Tenants affected by COVID-19 can delay impending eviction cases by filling out a Hardship Declaration. Upon the court's receipt of the Hardship Declaration, the tenant's eviction proceeding is delayed until **after May 1, 2021**, unless the landlord alleges that the tenant is doing something that is a nuisance or a danger to neighbors.

- Tenants can mail the form to their borough housing court or drop it off at a drop box outside the housing court. The form is accessible here: <http://www.nycourts.gov/courts/nyc/SSI/images/corona/HardshipDeclaration.pdf>.
- Tenants can also fill out the form online here: <https://www.evictionfreeny.org/en/declaration/welcome>. This will automatically send the form to the court.

CDC Eviction Moratorium. On March 28, 2021, the CDC extended their eviction moratorium that prevents landlords from evicting tenants who have been financially affected by COVID-19 until at least June 30, 2021.

- To qualify for protection from the CDC moratorium, tenants must fill out a declaration form and provide it to their landlord: https://www.cdc.gov/coronavirus/2019-ncov/downloads/EvictionDeclare_d508.pdf.

Tenant Safe Harbor Act

- In June 2020, the governor signed the Tenant Safe Harbor Act into law.
- The Tenant Safe Harbor Act is **a law that stops tenants who experienced financial hardship during the COVID-19 period from ever being evicted for non-payment of rent that became due during the period from March 7, 2020, until the state of emergency ends.**
 - Landlords may still start eviction proceedings over rent that became due after March 7, 2020, and tenants must raise financial hardship as a defense.
 - ****Landlords can still obtain money judgments against their tenants for any unpaid rent that accrued during the crisis.**
 - **Money judgments can still be devastating as they can result in wage garnishment and frozen bank accounts.**

Housing Court

- NYC Housing Court is open and hearing cases.
- Tenants can bring cases against their landlords for post-eviction relief, repairs, harassment, and/or illegal eviction.
 - Tenants can file cases to compel their landlords to make repairs by going in person to the housing court in the borough in which they live or by using JustFix: <https://www.justfix.nyc/en/>.
- Landlords can file new eviction cases electronically or by mail, but the court will not accept the new filings without proof that they served the tenant with a hardship declaration.
 - To delay any action on their case until after May 1, 2021, tenants must submit a Hardship Declaration to their borough housing court.

- Tenants can also submit to their landlord, but the court must receive the declaration itself in order for it to take effect.
- The only exception to this schedule is any case where the landlord says that tenants are doing nuisance activities or causing problems in the building that were commenced pre-COVID. Housing courts may take action on these cases even if tenants have submitted a hardship declaration.
 - If you are the tenant in that kind of case, please keep an eye out for potential virtual court appearances.
- If you have a pending eviction case, please call 311 and ask to speak to a legal services provider.

NYCHA Administrative Proceedings

- NYCHA and other administrative hearings are still being postponed.
- Please keep an eye out for notices about virtual or in-person hearings as the NYCHA hearing office may reopen in the next few months.

Mental Health Resources

- [NYC Well](#) is a confidential helpline for mental health and substance misuse services. Trained counselors can provide you with support 24 hours a day, 7 days a week, in over 200 languages. Services are free regardless of insurance coverage or immigration status. Services include:
 - Crisis counseling
 - Peer support
 - Short-term counseling
 - Mobile crisis teams
 - Connection to ongoing mental health and substance misuse services
 - CALL: 1-888-NYC-Well (692-9355)
 - TEXT: “Well” to 65173
 - VISIT ON THE WEB: nyc.gov/nycwell
- If you are experiencing a mental health crisis, you can contact the **National Suicide Prevention Hotline at any time at 800-273-TALK (8255)**. You will be connected with a crisis center in the Lifeline network closest to your location. Your call will be answered by a trained crisis worker who will listen empathetically and without judgment. The crisis worker will work to ensure that you feel safe and help identify options and information about mental health services in your area. Your call is confidential and free.
- [The Nathaniel Clinic](#) is accepting referrals for remote individual therapy, psychiatric services, initial assessments, psychiatric assessments, and health monitoring. If you need assistance, call (212) 553-6708.
- [United Consulting Services](#) is accepting new clients and referrals for telehealth counseling. For more information call (718) 233-2533.
- [New York Psychotherapy and Counseling Center](#) is open and providing intakes and counseling for counseling for all eligible Medicaid recipients by phone. Services are available in Spanish. Contact them [online for more information](#) or by phone at (718) 553-1100.
- Mobile Crisis Teams are still operating. It **may take 24-48 hours** for a crisis team to respond. You can request a Mobile Crisis response by calling 1-888-NYC-WELL (1-888-692-9355).
- **OnTrack**, a program for people ages 16-30 who have begun to experience psychotic symptoms within the past two years, is still accepting referrals. All services, except for LAI administration, are being conducted via telehealth. To make a referral, please send me the potential client’s discharge summary and insurance information to Teresa Thompson, Primary Clinician, TThompson@SUS.org for screening.
- **Our community office is currently closed** but we are working remotely and available to help. **If you have issues or questions** about accessing mental health resources, please call 646-971-2722 or email us at communityoffice@bds.org.

Mutual Aid Networks

CITYWIDE

- Abolition Action Grocery Fund: Grocery deliveries [[Click here](#) to request help]
Action PAC C-19 Help Squad: Financial help and local assistance [[Click here](#) to request help]
Corona Couriers: Grocery deliveries in every borough but Staten Island. [Call or text (929) 320-0660 or email coronacourier@protonmail.com for help]
- [COVID Bailout NYC](#): Fundraiser to pay bail for New York City detainees.
- [Financial Solidarity for Formerly Incarcerated People and Their Families Mutual Aid Project](#) [[Click here](#) to request help]
- [Free CUNY Mutual Aid](#): Resources for CUNY community members. [[Click here](#) to request help and [click here](#) to volunteer]
- [Invisible Hands Deliver](#): Grocery and supply deliveries for elderly, disabled and immunocompromised New Yorkers. [[Click here](#) to request a delivery]
- [Mutual Aid NYC](#): Directory of local mutual aid networks and resources.
- [NYC Black Folk Mutual Aid Fund](#): Financial support, quarantine supplies.
- [NYC Covid Care Network](#): Mental health support for essential workers and their family members. [[Click here](#) to request help]
- [NYC United Against Coronavirus](#): Directory of local mutual aid networks and resources.
- Service Workers Coalition: [Email serviceworkerscoalition@gmail.com for help]
- [The End is Queer NYC Mutual Aid](#)

MANHATTAN

- [East Village Neighbors](#): [[Click here](#) to request help]
- [Manhattan Mutual Aid Network \(FAM\)](#): [[Click here](#) to volunteer or request help]
- [Not Me UES](#): [[Click here](#) to volunteer and [click here](#) to request help]
- Senator Hoylman COVID-19 Volunteer Network: Assistance in Hell's Kitchen, Midtown Manhattan, West Village, East Village [[Click here](#) to volunteer]
- Senator Jackson District 31 Mutual Aid: Assistance in Marble Hill, Inwood, Washington Heights, Hamilton Heights, West Harlem, Morningside Heights, Upper West Side, Hell's Kitchen/Clinton, and Chelsea [[Click here](#) to volunteer or request help]
- [Upper Morningside Mutual Aid](#): [[Click here](#) to request help or email morningsidemutualaid@gmail.com]
- [Wise Towers Mutual Aid](#): Support for NYCHA residents in Wise Towers, Ingersoll, Whitman and Farragut [[Click here](#) to request help or volunteer]

BROOKLYN

- [#BrooklynShowsLove Mutual Aid Project](#): Food and supply kits. [[Click here](#) for contact information organized by language]
- [Bed-Stuy COVID19 Relief](#)
- [Boerum Hill/Downtown Brooklyn Neighborhood Services & Support](#)
- [Brooklyn Mutual Aid Network \(FAM\)](#): [[Click here](#) to volunteer or request help]
- [Brooklyn Neighbors Clinton Hill/Fort Greene](#): Grocery pick up/delivery, prescription pick up/delivery, dog walking, friendly phone conversation. [Email bklynneighbors@gmail.com to request help]
- [Bushwick Mutual Aid](#): Assistance under a budget of \$50. [[Click here](#) to request help or email bushwickmutualaid@gmail.com]

- [Crown Heights Mutual Aid](#): Fulfilling grocery and financial assistance requests. [[Click here](#) to join the mutual aid network's Facebook group]
- [Greenpoint Community Strong](#): [Email greenpointcommunity2020@gmail.com]
- [Kensington, Brooklyn, Group for Mutual Aid](#): [[Click here](#) to volunteer or request help]
- [Prospect Hts \(West\) Neighborhood Support & Preparedness](#)
- Red Hook Coronavirus Community Support: [[Click here](#) to volunteer]
- [South Brooklyn Community Mutual Aid Group](#): Grocery care packages and other resources. [[Click here](#) to request help]
- [Williamsburg Mutual Aid](#)

QUEENS

- [Astoria Mutual Aid Network](#): Buying groceries, picking up medical prescriptions, arranging transportation to doctor's appointments, dog walking, local errands, accessing verified health information, friendly conversation. [Contact astoriamutualaid@gmail.com or (646) 397-8383]
- [Forest Hills 112th Precinct Community Council](#): Food deliveries for elderly residents who live by themselves. [Contact the community council on [Facebook](#), or call NYPD's 112th Precinct Community Affairs at (718) 520-9321]
- [Forest Hills Coronavirus Relief Initiative](#): Food and supply deliveries, local errands, friendly conversation. [Contact Michael Perlman at unlockthevault@hotmail.com to volunteer or request help]
- [Jackson Heights, East Elmhurst, Woodside COVID Care Network](#): Local errands, friendly conversation. [Call 646-210-4495 to volunteer or request help]
- [LIC Relief](#): Food collection and deliveries, weekly grab-and-go meal distribution at participating restaurants in Long Island City. [Email kelly@psis78pta.org to request help]
- [Queens Mutual Aid Network](#): Food and supply deliveries across Queens. [Email qnsmutualaid@gmail.com to request help]
- [Queens Mutual Aid Network \(FAM\)](#): [[Click here](#) to volunteer or request help]
- [Ridgewood Tenants Union Mutual Aid](#): [Text "I need support" to (929) 251-5044 or email ridgewoodmutualaidnetwork@gmail.com to request help and click here to volunteer]
- [Sunnyside/Woodside Mutual Aid](#): Medical supplies, groceries, small-scale financial support, child or pet care, companionship for vulnerable populations and quarantined health care workers.

THE BRONX

- [Bronx Mutual Aid Network \(FAM\)](#) [[Click here](#) to volunteer or request help]

STATEN ISLAND

- [Staten Island COVID-19 Volunteer Network](#)
- [Staten Island Mutual Aid Network \(FAM\)](#) [[Click here](#) to volunteer or request help]

Office for People with Developmental Disabilities (OPWDD)

- Eligibility Determinations
 - The eligibility committee has temporarily paused its review of applications and appeals, but *may* be resuming as early as the week of April 6
- Services
 - Emergency services can be requested, including:
 - Access to essential items such as food, cleaning supplies
 - Access to medication and medical care
 - Emergency need for
 - Housing support
 - Family Support Services funding
 - Respite
 - Day habilitation or residential habilitation
 - If your client receives Care Coordination through Tri County Care, emergency services can be requested by calling Chaya Friedman at 844-504-8400 ext. 9250.
- Care Coordination
 - Care coordinators are equipped to work remotely
- Evaluations
 - Many clinics are canceling non-urgent appointments such as psychological and psychosocial evaluations
 - However, some clinics may be willing to conduct **psychosocial** evaluations and the **Vineland** portion of the psychological via TeleHealth, and then follow up to complete the remaining portions once the Covid-19 threat passes.
 - **Psychosocial** evaluations may also be completed over the phone by any LMSW, including BDS staff

Personal Hygiene and Safety

- Facemasks
 - New York City will continue distributing face coverings in parks, [DOE Grab & Go](#) meal sites, NYCHA buildings, some Mitchell-Lama buildings, grocery stores, and during social distancing enforcement. Additional distribution dates, locations, and times will be coming soon.
 - A map of face mask distribution sites will soon be available [here](#).
- Menstrual products
 - NYC Schools are now making their existing supply of pads and tampons available to the public at 211 Meal Hubs across the city. More information is available [here](#).

Pet Safety and Health

- The American Society for the Prevention of Cruelty to Animals (ASPCA) has established a pet food distribution center in Manhattan's, providing food and supplies *by appointment only*.
- Please call the ASPCA Pet Food Distribution Helpline at (800) 738-9437

Public Assistance, SNAP, etc.

- If your Cash Assistance or SNAP case is due for recertification between April and June 2021, and you have not previously received an extension, then your recertification deadline will be extended for six months.
- Beginning March 1, 2021, if you receive a Cash Assistance or SNAP recertification notice, you **must** submit your recertification to keep your benefits active.
- Medicaid cases with authorization ending between July 1, 2020 and May 31, 2021 will be automatically extended for 12 months.
- There will be no negative actions taken for failing to return the SNAP periodic reports and Cash Assistance mailers due between January 1, 2021 and June 30, 2021.
- If you need to apply for public assistance or SNAP, or complete your recertification, you can do so online or via the HRA Access app: <https://a069-access.nyc.gov/accesshra/>
- Most HRA offices are closed! If you must visit in person, call 311 for available locations.
- Those with changes in income due to reduced hours or inability to work may be eligible for SNAP benefits.
- **If you need assistance, you don't need to go in person to an HRA Office.** HRA now has phone and online applications for many necessary services. See more information here: **Be Safe, Skip the Trip!**
 - You can apply for Cash Assistance or Emergency One Time Assistance with the ACCESS HRA website and mobile app. An HRA staff member will call you to complete your eligibility interview.
 - Apply for SNAP online at www.nyc.gov/accesshra or by smart phone with the ACCESS HRA app. An HRA staff member will call you to complete your eligibility interview.
 - Apply for a Special Grant online through ACCESS HRA if you are a Cash Assistance client.
 - Get food assistance at a food pantry near you. Call 311 for locations.
 - Use ACCESS HRA online or download the ACCESS HRA app to view your case information.
 - Apply for child support services by downloading an application at childsupport.ny.gov OR calling the NYS child support helpline at 888-208-4485 to have an application mailed to you.
- Social security offices are closed for in person service. People are encouraged to go online (www.socialsecurity.gov/onlineservices) or call their local office. For appointments already scheduled, they will call you instead from a private number. For scheduled hearings, they will call to discuss alternatives, including offering a telephone hearing.
- **If you are an existing client with questions about your case**, please reach out to your attorney directly.
- **If you are a Brooklyn Defender Services client with a civil legal issue not yet working with our team**, or don't remember who you are working with, please reach out to our intake coordinator at 332-213-4193.

Stimulus Information

- What is the stimulus money?
 - The U.S. government is giving money directly to Americans in response to the economic downturn caused by the coronavirus epidemic.

- Who is eligible?
 - Anyone who meets the income and immigration requirements. The third and most recent payment is a max of \$1400 for individuals making up to \$75k, with partial payments decreasing to zero as income reaches \$100k; \$2800 for couples making up to \$150k, with a partial payments decreasing to zero as income reaches \$200k; \$1400 for heads of household making up to \$112,500, with partial payments decreasing to zero as income reaches \$150k; and \$1400 per dependent of any age.

- Who is NOT eligible for the payments for reasons other than income?
 - Those without at least one valid SSN number in their household. In order to receive the latest stimulus payment, someone in the tax household must have a SSN that is valid for employment. For any children to be counted, they must have valid SSNs or adoption taxpayer identification numbers, as well.
 - For the first payment, families did not qualify if anyone in the household did not have a SSN. For the second payment, families qualified as long as at least one *taxpayer* had a valid SSN, but not if the only person with a SSN was a dependent child. Now, as long as any person in the household has an SSN, that person qualifies for the third payment.
 - Those under age 17 (but their parent or head of household qualifies for a payment on their behalf).
 - Those who are claimed as a dependent on someone else's return.
 - Non-resident aliens (see more details about immigration status below).
 - If you fall into one of these ineligible categories but received the payment anyway, the IRS instructs you to **RETURN YOUR PAYMENT** as soon as possible. Not returning the payment could have negative tax implications in the future.
 - If you received the payment as a paper check, write "Void" in the endorsement section on the back of the check and mail it to the following address along with a brief explanation of why the check is being returned.

Brookhaven Internal Revenue Service
1040 Waverly Ave
Holtsville NY 11742
 - If you received the payment as a paper check and you have cashed it, or if the payment was a direct deposit, mail a personal check or money order to the following address:

Brookhaven Internal Revenue Service
1040 Waverly Ave

Holtsville NY 11742

Make it payable to "U.S. Treasury" and write 2020 EIP and your taxpayer identification number (SSN or individual taxpayer identification number).

Include a brief explanation of why the check is being returned.

- If you received your payment as a pre-paid debit card, mail the card along with a brief explanation stating that you do not want the payment and do not want the payment to be re-issued. Send to the following address:

Money Network Cardholder Services

5565 Glenridge Connector NE

Mail Stop GH-52

Atlanta GA 30342

- How much money will you be getting?

For the third payment:

- Individuals:
 - You qualify for \$1400 if you make up to \$75,000.
 - If you make over \$75,000, you qualify for a partial payment decreasing to \$0 as your income approaches approximately \$100,000.
 - You do not qualify for stimulus payment if you make over \$100,000.
- Couples:
 - You qualify for \$2800 if you make up to \$150,000, plus \$1400 per dependent. If you make over \$150,000, you qualify for a partial payment decreasing to \$0 as your income approaches approximately \$200,000.
 - You do not qualify for stimulus payment if you make over \$200,000.
- Single Heads of Household:
 - You qualify for \$1400 for yourself plus \$1400 per dependent if you make up to \$112,500.
 - If you make over \$112,500, you qualify for a partial stimulus payment decreasing to \$0 as your income approaches approximately \$150,000.
 - You do not qualify for a stimulus payment if you make over \$150,000.
- The first payment from April/May 2020 was \$1200 for individuals, \$2400 for married couples, and \$1200 for single heads of household plus \$500 for each dependent under age 17. The second payment from December 2020 was \$600 for individuals, \$1200 for married couples, and \$600 for single heads of household plus \$600 for each dependent under age 17.

- How will I get the money?

- Money will be sent out through direct deposit to your bank account if you entered direct deposit information when filing taxes. No additional action is required to receive the money.
- Money will be sent out via paper checks in the mail if you entered only mailing information when filing taxes. No additional action is required to receive the money.
- If you'd prefer to get your money as a direct deposit but haven't given that information to the IRS in previous tax filings, you can upload it now using the "Get My Payment" tool on the IRS website:
<https://www.irs.gov/coronavirus/get-my-payment>.
- If you have never filed taxes and don't plan to, you can give your direct deposit information or request that the IRS send you a check using the Get My Payment" tool on the IRS website: <https://www.irs.gov/coronavirus/get-my-payment>.

[payment.](#)

- What can I do if I didn't get all the money I qualify for?
 - If you didn't get your first or second payment or only got part of your first or second payment:
 - File your 2020 taxes before May 17, 2021, and claim the amount of stimulus money you are still owed as a [Recovery Rebate Credit](#) on line 30 of IRS Form 1040 or 1040-SR.
 - Anyone with annual income of \$72,000 or less can use the [IRS Free File](#) Program, which grants free access to a variety of tax software programs. The IRS recommends filing taxes electronically and setting up direct deposit to ensure the fastest payment possible.
 - Most people with income of \$57,000 or less can get help in person through a IRS [Volunteer Income Tax Assistance \(VITA\) or Tax Counseling for the Elderly \(TCE\)](#) program, although many offices are still closed due to COVID.
 - Be careful to avoid tax preparers who charge a fee, or scams that ask for payment in exchange for help claiming stimulus funds.
 - If you already filed 2020 taxes and did not claim the Recovery Rebate Credit, file a 2020 1040-X to amend your tax return. Enter the amount of stimulus money you are still owed on the "Refundable Credits" section on line 15 and write "Recovery Rebate Credit" in the "Explanation of Charges" section in Part III.
 - If you haven't gotten your third payment yet:
 - Check the status of your payment with the "Get My Payment" tool on the IRS website: <https://www.irs.gov/coronavirus/get-my-payment>.
- Stimulus Checks and Immigration Status:
 - At least one member of the household must have a SSN *valid for employment* in order to qualify.
 - A household member must have a valid SSN to qualify for stimulus payments, and either be:
 - A *U.S. citizen* as of 2020.
 - A *U.S. permanent resident (with a green card)* as of 2020, or
 - A *U.S. resident alien (who has satisfied the substantial presence test)* as of 2020.

- The first two payments had more restrictive rules for mixed immigration status households. Households who were not eligible for the first or second payment may still qualify for the third.
- Resources for free, online filing and assistance with your taxes:
 - IRS portal connecting you to free online federal tax filing options: <https://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free>
 - One of the easiest-to-use free online filing tools: <https://freefile.intuit.com/?vitaSiteId=S15091263>
 - Resources for getting connected to free, virtual tax prep help from IRS-certified volunteers: <https://irs.treasury.gov/freetaxprep/> & https://www.getyourrefund.org/vita_providers
 - And remember—if your client does not feel comfortable filing taxes themselves or using a virtual assistance service, they have until May 17, 2021 to file their taxes and claim their missing stimulus payments from 2020.
- FAQs:
 - What if I file my taxes after the stimulus payments start coming out?
 - The stimulus payments were available through 2020. You do not need to have filed taxes by the date of the first pay-out in order to receive it.
 - Is this money taxable income?
 - No--it is non-taxable income.
 - What if I would have qualified for stimulus payments in 2018, but not 2019?
 - The IRS will use your most recently filed tax return. So if you have filed in 2019, they will use that; if you have only filed in 2018, they will use that.
 - What if I currently owe back taxes?
 - You'll still get your stimulus payment if you otherwise qualify, even if you owe back taxes. You are not required to use this tax refund to pay back previously owed taxes.
 - What if I currently owe outstanding child support?
 - You may see a reduction in the payment you get if you currently have outstanding child support.
 - What if I got a call/text/email/other notification about my check?
 - That is a SCAM and you should ignore it. The U.S. government is not contacting anyone directly about their payments.
 - Does the stimulus payment impact my eligibility for other government assistance/benefits programs?
 - No--it is considered non-taxable income, and won't affect your eligibility

for government benefits.

- How do I check on the status of my payment?
 - Go to the “Get My Payment” tool on the IRS website to see where your money is and whether the IRS needs any additional information from you: <https://www.irs.gov/coronavirus/get-my-payment>.
- Will I be notified once my payment is issued?
 - The IRS will mail a letter to the individual’s last known address within 15 days after the payment is made. The letter will have information about how the payment was made and instructions on how to report any missing payments.
- What do I do if I only received a partial payment (i.e. I did not receive payments for my children)?
 - If you did not receive the full amount for which you are entitled, you can claim the additional amount missing when you file your 2020 tax return. Federal income taxes for 2020 must be filed by May 17, 2021.
- Having issues with your payments?
 - Call the IRS stimulus hotline for additional assistance: 1-800-919-9835
 - You can request a Payment Trace if you believe your payment is missing or destroyed by calling the above number or filling out the form <https://www.irs.gov/pub/irs-pdf/f3911.pdf> (complete sections I, II, and III and write “EIP on the top of the form and mail it to:
Brookhaven Internal Revenue Service
1040 Waverly Ave
Holtsville NY 11742

Substance Use Resources

- **H+H Virtual Buprenorphine Clinic**
 - NYC Health + Hospitals will begin operating a virtual Suboxone clinic in response to the COVID-19 emergency. The clinic will serve all New Yorkers seeking opioid addiction treatment for continuation or initiation of buprenorphine. Clinic hours (by phone or videoconference) Mon - Friday, 9am - 5pm, For appointment and referrals call: 212-562-2665.
- **AA and NA meetings are available online:** Online [AA Directory available here](#) and [Virtual NA is available here](#).
- [In the Rooms](#) hosts 130 weekly online meetings for those recovering from addiction and related issues, including 12 Step, Non-12 Step, Wellness and Mental Health modalities.
- **Phoenix House Outpatient Centers** are providing telephonic assessments, group, and individual sessions. Clients or providers can call for assessment or more information - 646-505-2003
- [ThriveNYC](#) provides brief mental health and substance use counseling and referrals via phone.
- VOCAL-NY's (<http://www.vocal-ny.org/>) syringe access and overdose prevention programs remain open. VOCAL is distributing Naloxone and other harm-reduction supplies at their office: 80A 4th Ave, Brooklyn, NY from 10am to 6pm, Monday to Friday.
- **Our community office is currently closed to visitors** but we are working remotely and available to help. **If you have issues or questions** about accessing substance abuse resources, please call 646-971-2722 or email us at communityoffice@bds.org.