



COVID-19 Resource Guide

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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** 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

If anyone is working with a client who is having difficulty accessing education services, the education unit is happy to try and assist. Please send us referrals at education@bds.org.

· With DOE schools shut down and operating in a remote fashion, this is a time of massive transition in the world of education. DOE is updating things day by day and you can also look on [their website here](#). DOE summer school is being conducted remotely this year, though the DOE is still exploring the possibility of providing some “related services” in person over the summer. Plans have not yet been released for the reopening of schools in the fall. Many more students have been recommended to receive summer school services this year than in previous years. More information about summer school is available [here](#). Summer school students without IEPs should be receiving at least one hour and 15 minutes of live instruction each day, and those with IEPs should be receiving at least two hours of live instruction daily.

- Elementary and middle school students who are required or recommended to attend summer school will attend from Monday, July 6 to Tuesday, August 11.
- High school students who are required or recommended to attend summer school will attend from Monday, July 6 to Friday, August 14.
- Students receiving summer school services as part of a 12-month IEP will attend from Thursday, July 2 to Thursday, August 13.

· 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.

- Grab and go meals
- Over 400 school locations will be serving Grab and Go meals for ALL New Yorkers (whether or not they are a DOE student). Meals will be available for children and families from 7:30 a.m. through 11:30 a.m. and for adults from 11:30 a.m. to 1:30 p.m. No registration, ID, or documentation is required to pick up these meals. Three meals a day will be available per person, and may be picked up at the same time. No one will be turned away. Parents and guardians may pick up meals for themselves and their children without the child present, and should simply tell the staff at the location how many people they need to feed. People can find the closest location serving meals [here](#). Families may also text the word "Food" or "Comida" to 877-877 to find the closest meal hub.

All families with children between the ages of five and eighteen in public schools are entitled to receive a one-time food assistance benefit of \$420 for each child as part of the "Pandemic EBT" (P-EBT) program. Families should have received a payment of \$193 per child on May 19, and the remainder of \$227 per eligible child should have been distributed on June 16. More information is available [here](#).

- 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

- **Grab and Go Meals**
 - Over 400 school locations are serving Grab and Go meals for **ALL NEW YORKERS** from 7:30 a.m. through 1:30 p.m. No registration, ID, or documentation is required to pick up these meals. **Three meals a day will be available** per person and may be picked up at the same time. No one will be turned away. Parents and guardians may pick up meals for themselves and their children without the child present and should simply tell the staff at the location how many people they need to feed.
 - 4/3/20 ALL NEW YORKERS will be able to pick up 3 free meals at any of the grab-and-go food sites at schools. Times: 7:30-11:30am children and families can pick up meals, 11:30-1:30pm adults can pick up meals
 - Find the closest location serving meals [here](#) or text the word “Food” or “Comida” to 877-877 to find the closest meal hub.
 - **Anyone can pick up food without documentation and/or without a child present.**
 - All students can receive free meals, this includes 3- and 4-year-olds, as well as all K-12 including over-age students in high school (3 to 21 years). Adults without children present will not be turned away, and may ask for however much food they need for their families.
- **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 Utrecht 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 Evictions

Housing Court, NYCHA, and Evictions:

- On June 30th, the Governor signed the Tenant Safe Harbor Act into law which protects tenants who have not paid rent between March 7, 2020 and the to-be-determined date when their region fully opens, as long as they can prove they experienced financial hardship during the COVID-19 crisis.
 - This means that a tenant **cannot be evicted** for unpaid rent that has accrued since the crisis began (as long as they can prove hardship).
 - A tenant, however, can still be held liable for the unpaid rent, as the landlord can receive a monetary judgement against the tenant for the rent accrued during the crisis.
- The Tenant Safe Harbor Act does not protect tenants with existing warrants of eviction **but the universal eviction moratorium continues** to still be in place until further notice, and at least **until August 6th**.
- Therefore, **there will be no evictions of any kind, for anyone, as long as the moratorium is in place.**
- NYC housing court began accepting new filings again on June 20th
 - Landlords are only permitted to file new eviction cases by mail and tenants who are served with papers for an eviction case **do not need to visit the courthouse to respond.**
 - All new eviction petitions are required to include a notice to tenants that they do not have to visit the courthouse to respond to their eviction case. The notice includes information about how a tenant can respond to the petition by phone.
 - At this time, the court will not be defaulting tenants who fail to respond to an eviction petition.
 - Lawyers for landlords who file a new eviction case must affirm to the court when they file that the eviction is not prohibited by the federal CARES Act moratorium on evictions, which prohibits evictions of tenants in public housing those with Section 8 rental vouchers or those who live in buildings with federally backed mortgages or funding until at least July 25th.
- Until further notice, the court is not scheduling conferences or hearings in pending eviction cases in housing court in which a tenant is not currently represented by counsel.
- However, the Office of Court Administration has decided to **resume in-person trials in Brooklyn Housing Court beginning on July 27th** and although the court will be prioritizing two attorney cases for these trials, they may resume trials involving unrepresented litigants.
- **Housing Court remains open for applications addressing post-eviction relief, illegal lockouts, emergency apartment repairs.**
- Tenants who choose to do so may enter into written agreements with their landlords to apply their security deposits to rent and then pay back (replenish) the security deposit over a 12-month period that starts 90 days after the security deposit is applied to rent.
- NYCHA and other administrative hearings are also being postponed. If you have a client who believes they have an upcoming hearing date let us know.

Internet, Phone, and Utilities

- The [Federal Communication Commission announced an agreement](#) stating that phone and internet providers will waive late fees, not cutoff service for lack of payment, and open wifi hot-spots.
 - [Spectrum](#) is offering 60 days of free Wi-Fi to households with school age children and will waive installation fees. Contact, 1-844-488-8395 or 1-844-488-8398
 - [Comcast COVID-19 response](#): offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time. Contact 1-855-846-8376 (English); 1-855-765-6995 (Spanish)
 - [Charter Free Internet offer for 2 months free.](#)
 - [AT&T COVID-19 response](#): offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families
 - [Verizon COVID-19 response](#): no special offers, but following the FCC agreement.
 - [Sprint COVID-19 response](#): follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge.
 - [T-Mobile COVID-19 response](#): follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge.
- Con Ed and National Grid will not shut off service for non-payment during this time. For more information visit: https://www.coned.com/en/about-us/media-center/news/coronavirus/updates?utm_campaign=covid&utm_source=questline&utm_medium=email&utm_content=image-body and <https://www.nationalgridus.com/COVID-19>

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](mailto: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.

- The biggest change is that any negative case actions are suspended and that ANY application can be submitted online through Access HRA. This includes cash assistance, SNAP, and emergency assistance for rent arrears etc.
- HRA offices remain open for new cash assistance or rental arrears applications. They are not taking any negative case actions for missed appointments or other program requirements. Prior adverse actions can be resolved upon request. SNAP applications, recertification for current recipients, and some other actions can be completed here: <https://a069-access.nyc.gov/accesshra/>
- 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. After you submit your application, complete your eligibility interview by calling 718-SNAP-NOW (718-762-7669) anytime between 8:30 AM and 5:00 PM, Monday to Friday.
 - 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.
- For additional resources, [visit this link](#) .
- **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 has filed their taxes in 2018 or 2019 and meet the income requirements (make up to \$99,000/year for individuals, \$136,500/year for heads of household, \$198,000/year for couples)--NO FURTHER ACTION REQUIRED
 - All recipients of Social Security, disability (SSDI), survivor benefits, Supplemental Security (SSI), Veterans Affairs benefits, and Railroad Retirement benefits --NO FURTHER ACTION REQUIRED
 - Those who fall meet the income requirements and are typically required to file taxes, but have not in the past two years--**FURTHER ACTION REQUIRED**
 - These individuals must file their taxes anytime within 2020 to receive their stimulus payments (see below for resources)
 - Those who are not normally required to file taxes because of their income (i.e. individuals making below \$12,200 per year/couples earning less than \$24,400 per year)--**FURTHER ACTION REQUIRED**
 - The IRS has launched an online web portal for people in this category to upload their payment information in lieu of filing taxes:
<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>
 - Information you will need to provide:
 - Full name, current mailing address, email address
 - Date of birth and valid SSN
 - Bank account number, type and routing number, if you have one
 - Identity Protection Personal Identification Number (IP PIN) you received from IRS earlier this year, if you have one
 - Driver's license or state-issued ID, if you have one
 - For each qualifying child (under age 17): name, SSN or adoption taxpayer identification number, and relationship to you or your spouse

- Application Steps:
 - Click “Non-Filers: Enter Payment Info Here” (this will take you to Free File Fillable Forms, a safe and secure site)
 - Create an account by providing your email address and phone number and establishing a user ID and password
 - You will be directed to a screen where you will input your filing status (single or married filing jointly) and personal information
 - Check the box if someone can claim you as a dependent or your spouse as a dependent
 - Complete your bank information (if you do not have one, you will be sent a check in the mail)
 - You will be directed to another screen. Here, you will enter personal information to verify yourself. You will need your driver’s license or state-issued ID information. If you do not have one, leave it blank.
 - Once you have completed your application, you will receive an email from Customer Service at Free Fillable Forms that either says you have successfully submitted your information, or that tells you there is a problem and how to correct it. If your application is accepted, no further action is required--your information will automatically be sent to the IRS and your payment will be processed.
- (As a back-up option, TurboTax, in conjunction with the IRS, has also launched a “**stimulus registration**” page on their website to do the same: <https://turbotax.intuit.com/stimulus-check/#stimuluspayment>)
- Clients should be filling this out on their own (personal registration is required). If your client needs help, consider walking through the questions listed above with your clients and helping them get their documents ready over the phone so that they will be able to easily complete the online application once they begin.

- Who is NOT eligible for the payments for reasons other than income?
 - Those without valid SSN numbers....In order to receive stimulus payments, the filer (and their spouse, if filing jointly) must have SSNs that are valid for employment. For any children to be counted, they must have valid SSNs or adoption taxpayer identification numbers, as well.
 - Those under age 17.
 - Those who can be claimed as a dependent on someone else's return.
 - Non-resident aliens (see more details about immigration status below).
 - People who are currently incarcerated.
 - If a payment is made with respect to a joint return where only one spouse is incarcerated, the IRS only requires individuals to return the portion of the payment made on account of the incarcerated spouse (i.e. \$1,200).
 - 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.
 - 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 2020EIP 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?
 - Individuals:
 - You qualify for the full stimulus payment if you make up to \$75,000.
 - Full Payment = \$1,200
 - You qualify for a partial payment if you make between \$75,000 and \$99,000.
 - Partial Payment = \$1,200 - (\$5 per \$100 made over \$75,000)
 - You do not qualify for stimulus payment if you make over \$99,000.
 - Couples:
 - You qualify for the full stimulus payment if you make up to \$150,000.
 - Full Payment = \$2,400 + \$500 per child under 17
 - You qualify for a partial payment if you make between \$150,000 and \$198,000.
 - Partial Payment = \$2,400 - (\$5 per \$100 made over \$150,000) + \$500 per child under 17
 - You do not qualify for stimulus payment if you make over \$198,000.
 - Heads of Household:
 - You qualify for the full stimulus payment if you are a single head of household with dependents and make up to \$112,500.
 - Full Payment = \$1,200 + \$500 per child under 17
 - You qualify for a partial stimulus payment if you are a single head of household with dependents and make between \$112,500 and \$136,500.
 - Partial Payment = \$1,200 - (\$5 per \$100 made over \$112,500) + \$500 per child under 17
 - You do not qualify for a stimulus payment if you are a single head of household and make over \$136,500.
- 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://sa.www4.irs.gov/irfof-wmsp/login>

- Stimulus Checks and Immigration Status:
 - SSNs *must be valid for employment* in order to qualify.
 - Not only must you have a valid SSN to qualify for stimulus payments, there are also *additional immigration requirements* needed to get the check. Here’s how to get your money by immigration status...
 - If your income is below the required amount for filing taxes (\$12,200/year) and you were a *U.S. citizen* as of 2020...
 - Use the “Non-Filers: Enter Your Payment Info Here” portal on the IRS website: <https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>
 - If your income is below the required amount for filing taxes (\$12,200/year) and you were a *U.S. permanent resident (with a green card)* as of 2020...
 - Use the “Non-Filers: Enter Your Payment Info Here” portal on the IRS website
 - If your income is below the required amount for filing taxes (\$12,200/year) and you were a *U.S. resident alien (who has satisfied the substantial presence test)* as of 2020...
 - File a 2019 tax return (regardless of your income)
 - If you don’t fall into any of the above categories (even if you have an SSN)...
 - Unfortunately, that means you are not eligible for the stimulus payment
 - If you incorrectly filled out the “Non-Filer: Enter Your Payment Info Here,” don’t worry—the IRS will not take any adverse action against you. If you were meant to file taxes, do so as soon as possible. The process may be slightly delayed for you, but you are still eligible.
 - 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 you're client does not feel comfortable filing taxes themselves or using a virtual assistance service, they have until the end of 2020 to file their taxes in order to receive the stimulus payment.

- FAQs:

- What if I file my taxes after the stimulus payments start coming out?
 - The stimulus payments will be available throughout the rest of 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. This year's tax deadline was pushed to July 15, 2020.
- 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://sa.www4.irs.gov/irfof-wmsp/login>
- 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.
- 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** 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.