Emergency Services Resource Guide

In response to the recent Coronavirus pandemic (COVID-19), Cypress Hills Local Development Corporation has created this guide to help Cypress Hills and East New York residents during this difficult time. Our organization plans to update this guide in real time to ensure our tenants, homeowners and small businesses have the most helpful and accurate information possible.

If you would prefer to speak to someone on the phone, we have set up a hotline number:

1-833-4-CYPRES or 1-833-429-7737

Health Care

To receive Coronavirus Alerts - You can also text COVID or COVIDESP (for Spanish) to 692-692 to receive the latest updates

If you are experiencing flu-like symptoms, New York City Department of Health and Mental Hygiene (DOHMH) recommends that you stay home.

From the NYC DOHMH’s website: Coronavirus Disease 2019 (COVID-19)

If You Are Sick, Stay Home.

If you are sick, stay home at all times. If you do not feel better in three to four days, consult your healthcare provider. Call, text, use telemedicine or use your patient portal to contact your physician. If you do not have a provider call 311 or contact the
telemedicine providers below. Do not go to the emergency department or other places to seek health care if you are not severely ill. Stay home and keep health care access available for others with more severe illness.

If you need help getting medical care, call 311. You can get care in NYC regardless of immigration status or ability to pay.

You can leave your home when all of the following are true:

- It has been **seven days** since your symptoms started.
- You have not had a fever for three days without the use of fever-reducing drugs.
- Your cough or sore throat symptoms have improved.

**Self-Monitoring and Getting Tested**

While at home, all New Yorkers should monitor their health. Self-monitoring means you check yourself for fever and remain alert for COVID-19 symptoms — fever, cough, shortness of breath and sore throat.

If you think you have COVID-19 and your illness is mild, you do not need to see your healthcare provider and you will not be tested. Getting tested will not change what your provider will tell you to do to get better. They will tell you to stay home so you do not get others sick.

Unless you are hospitalized and a diagnosis will impact your care, you will not be tested. Limiting testing protects health care workers and saves essential medical supplies, such as masks and gloves, that are in short supply.

**Health Care Provider Note to Excuse Absence from Work (PDF)**

**When to Consult with Your Healthcare Provider**

You should contact your provider if you have fever, cough, shortness of breath or other cold or flu-like symptoms and **do not feel better after three to four days**. Reach out to your provider by phone or online rather than going to them in person. Your provider will decide if you need to go for medical care.

If you need help finding a healthcare provider call 311 or contact the telemedicine options below

**Please see below for telemedicine options in Cypress Hills/East New York**

**Gotham Health ENY**
(718) 240-0400
Ask to be transferred to COVID-19 hotline
NY State of Health Opens Special Enrollment Period for Uninsured

Do your employees have family members or friends not covered by any health insurance plan? They will have until April 15th to sign up for individual coverage through NY State of Health. They announced that a Special Enrollment Period is available to New Yorkers during which eligible individuals will be able to enroll in insurance coverage through NY State of Health, New York’s official health plan Marketplace, and directly through insurers. For more information, see https://nystateofhealth.ny.gov/

Guides for Public Health Best Practices

- The latest guidance from the Centers for Disease Control on best practices for community-related exposure. As of April 6, the CDC recommended staying out of crowded places and, of course, maintaining six feet of distance between people in public.
- How to grocery shop safely during the coronavirus pandemic

Testing

Who is Eligible for Testing?

- NYC residents who are 65 and older with preexisting conditions
- Frontline 1199SEIU workers
- Essential workers and other vulnerable populations, including adult care employees or those who work with people with disabilities
- By appointment only: Call 1-888-ONEMED1 OR go to onemedical.com and use code NYCCARE30

Testing sites in East New York and Brownsville

Gotham Health - East New York
2094 Pitkin Avenue, Brooklyn NY 11207
BMS Family Health and Wellness Center - Brownsville
592 Rockaway Avenue, Brooklyn NY 11212.
You must have an appointment to be seen, no walk-ins.
Testing will be conducted Mon-Fri from 9am-12noon and 1pm-4pm.
To make an appointment call NYS Department of Health COVID-19 Hotline at 888-364-3065

Mental Health

Mental Health Services in Cypress Hills/East New York

New York Psychotherapy And Counseling Center
2857 Linden Blvd., Brooklyn, NY
718-235-3100
CMLinden@nypcc.org
● Open 7 days a week
● Convenient evening and weekend appointments.
● Intakes and therapy are now done online, by phone or in person. The choice is for the person.
● Mindful of social distancing

Institute for Community Living
At this time, they have one licensed social worker that can assist with individuals in the East New York community experiencing stress, depression and mental health issues. David can be reached at (646) 599-1329

NYC and NYS Mental Health Services

Free Mental Health Services Hotline
On March 25, Gov. Cuomo just announced a free Mental Health Services hotline comprised of 6,175 volunteers in mental health professionals to speak to anyone in distress at this time. The number is 1-844-863-9314. Folks can call in and make an appointment to speak to a mental health professional.

NYC WELL
Contact for mental health and substance misuse services, 24/7, over 200 languages.
Crisis and short-term counseling
Children’s Mobile crisis teams
CALL: 1-888-NYC-Well (692-9355)
TEXT: “Well” to 65173
VISIT ON THE WEB: nyc.gov/nycwell

*Coping With Stress During Infectious Disease Outbreaks* (PDF, March 19)
Other Languages: 繁體中文 | 简体中文 | Español | Русский | Kreyòl ayisyen | বাংলা | Italiano | العربية |urdy | Français | فارسی | فارسی | हिन्दी | Tagalog | Tiếng Việt | Polski | 한국어 | 日本語 | Nepali | भोजपुरी (India) | भोजपुरी (Pakistan)

**NYC HOPE**
For resources on dating, domestic, or gender-based violence
nyc.gov/NYCHOPE
For safety planning and shelter assistance, NYC Family Justice Centers by phone, Monday to Friday, from 9:00am – 5:00pm.
- Brooklyn: 718-250-5113
- Queens: 718-575-4545
During evenings and weekends, call NYC’s 24-hour hotline: 1-800-621-4673.

**NYC National Alliance on Mental Illness**
Free, confidential support between 10am and 6pm for people living with mental illness and their families. Public groups continue on conference lines.
• 212-684-3264

**National Mental Health Services and Hotlines**
Crisis Text Line
Text “Got5” to 741-741
[https://www.crisistextline.org/](https://www.crisistextline.org/)

**Safe Horizon** (for people harmed by violence, crime or abuse)
24-hour hotline: 1-800-621-4673. Chat with a Safe Horizon advocate through SafeChat. The latest information on hours and how to access this service is available here.

**National Domestic Violence Hotline**
1-800-799-7233
[https://www.thehotline.org/help/](https://www.thehotline.org/help/)

**National Suicide Prevention Lifeline**
1-800-273-8255
[https://suicidepreventionlifeline.org/](https://suicidepreventionlifeline.org/)

Self-Management And Recovery Training (SMART) Recovery
Online meetings at:  
https://www.smartrecovery.org/community  
https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/

Alcoholics Anonymous (AA)  
Online meetings at:  
https://www.smartrecovery.org/community  
https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/

Narcotics Anonymous (NA)  
Online meetings at:  
https://newyorkna.org/covid-19-info-and-meeting-closures/

Substance Abuse and Mental Health Services Administration (SAMHSA)  
1-800-662-HELP (4357)  
https://www.samhsa.gov/find-help/national-helpline

The Trevor Project  
Free, confidential, 24/7 crisis support for LGBTQIA people struggling with suicidal ideation and mental health issues  
1-866-488-7386  
https://www.thetrevorproject.org/

Food Access

SNAP  
The Human Resources Administration (HRA) has canceled all in-person appointments.  
Please use ACCESS HRA to apply for benefits, manage your case, and more.  
For those seeking SNAP benefits or those already in receipt but with a recertification coming due, ACCESS HRA can be used to submit the application/recertification form and to upload pictures of documents needed for eligibility determinations. After submitting, clients can call 718-SNAP - NOW anytime Monday-Friday 8:30am to 5pm for a telephone interview.

Please contact Aida and Rosmeri at CHLDC if you have any questions or need assistance applying for SNAP and using the Access HRA portal  
Aida - aidac@cypresshills.org, (732) 860-8589  
Rosmeri - Rosmerif@cypresshills.org, (440) 462-6615

An additional $200 million in emergency food assistance will be available for more than 700,000 low-income households enrolled in SNAP. Those enrolled in SNAP (Supplemental Nutrition Assistance Program) who are not yet receiving the maximum benefit will receive an additional payment to bring them up to this amount in March and April. The supplemental benefits will be issued in April and delivered directly to recipients' existing EBT accounts.

Recertifications are POSTPONED due to COVID-19. If you have a currently scheduled recertification or one that is about to expire, you DO NOT need to recertify and your benefits will
continue. You will receive a letter at a later date informing you when to recertify. See document for additional details.

**Cash Assistance and Other Public Benefits**

**Economic Impact Payment:**
Check the status of your Economic Impact Payment [here](#).

**Good Shepherd Services’ Single Stop**
PJACC Single Stop: East New York
876 Schenck Avenue, Brooklyn, NY 11207
(718) 708-4910
Single Stop centers provide individuals and families with hands-on assistance in applying for public benefits.

**Free Meals - Adults and Children**

**Department of Education (DOE) Meal Hubs** (3 meals/day)
Throughout Ramadan, DOE is increasing the number of Halal meals at 32 Grab and Go sites that serve a larger number of Muslim New Yorkers. In addition to the 32 receiving sites receiving this increase, all 400+ sites will continue to serve halal meals.

In East New York, the school site with increased Halal meals is **PS 159 Isaac Pitkin - 2781 Pitkin Ave, Brooklyn, NY 11208**

The DOE’s Meal Hubs offer free meals for all **children and adults** across the five boroughs.

- Please check the [DOE website](#) for updates and search for Free Meals at the select public school buildings [here](#) or text “NYCFOOD” or “COMIDA” to 877-877.
- No registration or identification required.
- Meal hubs will operate from 7:30am-11:30am for children and families and 11:30 am- 1:30pm for adults.
- Vegetarian and halal options available at all sites.

**In Cypress Hills and East New York meals are available at:**
PS 677: 605 Shepherd Avenue
IS 171: 528 Ridgewood Avenue
JHS 218: 370 Fountain Avenue
JHS 292: 301 Vermont Street
P.S. 7: 858 Jamaica Avenue
P.S. 108: 200 Linwood Street
PS 159: 2781 Pitkin Avenue
PS 158: 400 Ashford Street
PS 290: 135 Schenck Avenue
IS 302 Campus: 350 Linwood Street
PS 13, 557 Pennsylvania Avenue
PS 202, 982 Hegeman Avenue
PS 213, 580 Hegeman Avenue
PS 306, 970 Vermont Street
PS 328, 330 Alabama Avenue
PS 346, 1400 Pennsylvania Avenue
Thomas Jefferson Campus, 400 Pennsylvania Avenue

Food Pantries and Soup Kitchens

If anyone needs emergency food assistance, call the Emergency Food Hotline at (866) 888-8777 or 311 to find a local pantry or kitchen. There is no income guideline for emergency food.

Zip Codes 11207 and 11208

**Note** Before visiting any of the food pantries listed below, please contact them ahead of time to verify availability of resources. Our outreach is done on Fridays, so there may be days where our updates do not apply. The pandemic has caused major shortages, many of which arise at random times.

New Hope Family Worship Center
817 Livonia Avenue / (718) 342-1305
Saturdays 10AM-12PM
Update (April 24th): Working with CHLDC to increase delivery capacity. Follow their Facebook page for live updates.

Second St. Paul Church of Christ, Disciple of Christ, Inc.
1048 Sutter Avenue / (718) 235-8922
2nd and 4th Tuesday of each month from 9:30-11:30AM
No updates at this time (April 24th)

Las Maravillas Del Exodo
302 Elton Street / (718) 235-4801
Wednesdays from 11AM-12PM
No updates at this time (April 24th)

Isaiah’s Temple of Mount Hope
862 Glenmore Avenue / (718) 277-4038
Soup Kitchen: Tuesday 2PM-4PM
Pantry: Thursday 2PM-4PM
No updates at this time (April 24th)

**Good News Deliverance Tabernacle**
442 Cleveland Street / (718) 235-0065
Saturday 11AM-1PM
No updates at this time (April 24th)

**Celestial Church of Christ**
310 Elton Street / 718-647-2356
Food Pantry Hours: Open the 1st Saturday of every month at 2pm.
Update April 24th: Working with CHLDC to increase capacity and resources.

**Pentecostal House of Prayer**
2415 Pitkin Avenue / 917-750-3657
Food Pantry: Tuesday 9am- 11am
Update April 24th: Shortage on supplies, looking to increase capacity with CHLDC if possible.

**Calvary Baptist Church**
1520-30 Herkimer St. / 718-345-2975
Soup Kitchen Hours: Wednesdays 12:00PM- 1:30PM
No updates at this time (April 24th)

**Church of God and Prophecy**
71 Malta Street / 718-649-5533
Soup Kitchen and Food Pantry Hours: Tuesdays 5:30PM-7:00PM
No updates at this time (April 24th)

**Family Service Network of New York**
1420 Bushwick Avenue / 718-452-4843
Food Pantry Hours: Monday and Wednesday 9:00AM- 1:00 PM ID and proof of Brooklyn address required.
No updates at this time (April 24th)

**House of David Food Program**
749 Hendrix Street / 718-649-5982
Food Pantry Hours: Wednesdays 12:00PM- 1:30PM and every other Saturday 11AM- 12PM.
No updates at this time (April 24th)

**Love Fellowship Tabernacle**
464 Liberty Avenue / 718-235-7808
Food Pantry: Tuesdays 2pm- 5pm Last names A-M: 1st and 3rd Tuesdays. Last names N-Z: 2nd and 4th Tues Closed 5th Tuesday New intakes may come any week.
No updates at this time (April 24th)
**Legacy Center**  
71-02 Cypress Hills St. Glendale NY 11385 / 718-456-4852  
Food Pantry: Thursdays 9AM-2PM  
No updates at this time (April 24th)

**St. John Bread and Life**  
795 Lexington Ave, Brooklyn, NY 11221  
(718) 574-0058

- Please note that services will be available Monday - Thursday  
- Pantry bags will be available from 8 -11:50am. 1 bag per family size per week will be provided.  
- Breakfast and Lunch will be served in a combined "grab and go" bag from 10am to 12pm.  
- Mail service is open from 8am-11:50am  
- The Mobile Soup Kitchen is not operating  
- Medical services provided by Care For The Homeless will be open Wednesday and Thursday from 8am-12pm by appointment or screening.  
- NOTE: Returning guests should bring their pantry card or have ID and pantry number available. New registrants must bring proof of address, photo IDs for all adults in the household, and identification for all minors in the household. [Click here for examples and pantry registration details.](#)

**The Campaign Against Hunger**  
2010 Fulton St, Brooklyn, NY 11233  
(718) 773-3551  
Update: Still open at this time  
TCAH operates one of New York City’s largest emergency food pantries  
Monday & Thursday: 10:00 a.m. – 3:00 p.m. / Tuesday, Wednesday, & Friday: 10:00 a.m. – 6:30 p.m.

**Meal Delivery for Seniors**  
Department For The Aging (DFTA) funded Senior Centers - 5 meal package/week home delivery  
- Senior centers are closed throughout NYC, but are still offering certain services.  
- Starting March 30, all Department For The Aging (DFTA) funded Senior Centers transitioned away from grab-and-go and are now providing meals through a centralized Meal Delivery program  
  - Seniors WHO ARE ALREADY REGISTERED WITH A SENIOR CENTER will receive a 5 meal package once per week and will be notified of their delivery via phone call.
Seniors (homebound or not) can email agingconnect@aging.nyc.gov or call Aging Connect at 212-Aging-NYC (212-244-6469) or 311 to set up directly delivered meals.

City Meals on Wheels (home-delivered meals on a daily basis)
The City’s Meals on Wheels system, delivering meals on a daily basis, is still operating for seniors 60+ years who are incapacitated and unable to prepare meals for yourself. Case managers can help you enroll in Meals on Wheels. The senior services case management agency assigned to East New York is Special Services for Senior Citizens, (718) 257-1600.

Other home-delivered meal providers for seniors in Cypress Hills/East New York
- JASA Home Delivered Meals: 1201 Pennsylvania Avenue
  - (718) 769 7455
- Wayside Home Delivered Meals: 460 Dumont Avenue
  - (929) 234-6333
- Citymeals Emergency Meals And Friendly Visits: 355 Lexington Ave
  - (212) 687-1234
- Citymeals Weekend Meals: 355 Lexington Ave
  - (212) 687-1234

Free Meal Delivery

GetFoodNYC
Meal delivery program created by the City of New York for homebound New Yorkers who cannot access or afford meal or grocery delivery
Apply here by creating an account. Call 311 if you need help creating an account.
- Intended for individuals and families affected by COVID-19 who meet the following criteria:
  - No members of the household can go out and get food because they are at increased medical risk or homebound
  - No neighbors or family members can go out and get food for you
  - Do not receive meal assistance from other providers (such as: Meals on Wheels or God’s Love We Deliver); and
  - You are unable to afford meal delivery or grocery delivery
- Households may place an order once every two days.
- Each order contains 4 meals per person in the household. No household will receive more than 8 meals per delivery.
Invisible Hands
Volunteer-run home-delivery program servicing NYC and parts of NJ
Request a free delivery here: https://www.invisiblehandsdeliver.com/request-a-delivery
InvisibleHandsDeliver@gmail.com
(732) 639-1579
Note: Does not accept EBT or SNAP because of challenges of using EBT/SNAP without a recipient present.

Corona Couriers
Volunteer-run home-delivery program providing free deliveries to New Yorkers
To request delivery: coronacourier@protonmail.com
(929) 320-0660

Local Supermarkets Offering Delivery

Updated list from Coronavirus NYC Food Resource Guide: East New York/Starrett City - CUNY Hunter NYC Food Policy Center

11207
- **Food Bazaar**: 11110 Flatlands Ave, (347) 875-4580
  - Do they offer delivery, and how? Yes, through Instacart.
  - Delivery radius: Within your zip code – try other store locations with Instacart if necessary
  - Minimum purchase: $10 minimum purchase. Get free delivery for 2 weeks with Instacart Express (can cancel before $99 annual charge).
  - WIC/SNAP: Instacart does not accept benefits.
- **CTown**: 2869 Fulton Street, (718) 235-3247
  - Delivery available by calling the listed phone number
  - Delivery radius: 6-7 blocks
  - Minimum purchase: $75 dollars
  - Additional fees: None, if $75 spent, no delivery fee
  - WIC/SNAP: Yes
- **Super Pioneer Supermarket**: 1657 Broadway, (718) 574-2520
  - Delivery available by calling listed phone number.
  - Delivery radius: Within walking distance from the store.
  - Minimum purchase? $50 minimum purchase.
  - Fee? $5 delivery fee
  - SNAP/WIC: Yes, but does NOT apply to $5 delivery fee.
- **Walgreens**: 1111 Pennsylvania Ave, (718) 272-0346
  - Order delivery [here](https://www.invisiblehandsdeliver.com/request-a-delivery)
  - SNAP/EBT/WIC: In-store only

11208
• **Associated Supermarket**: 773 New Lots Ave, (718) 272-8296
  o Delivery available through their website OR by calling listed phone number
  o Delivery radius: Within your zip code
  o Minimum purchase: $10
  o Additional fees: $0
  o SNAP/WIC: Yes

• **Cherry Valley Marketplace**: 925 Crescent St, (718) 235-1414
  o Delivery available by going to cherryvalleymarketplace.com. Place your order online, then call the local store right away to confirm the order. They are also affiliated with cityfreshmarket.com, which may have more locations close to you.
  o Delivery radius: Depends on the local store – may have walking/driving deliveries
  o Minimum purchase: $50 minimum purchase for free delivery
  o Additional fees: Vary based on distance from the store (if below $50 purchase)
  o SNAP/WIC: Yes, accepted for delivery as well as in-store

• **Key Food Supermarket**: 208 Crescent St
  o Delivery available through Instacart.
  o Delivery radius: Within your zip code – try other store locations with Instacart if necessary
  o Minimum purchase: $10. Get free delivery for 2 weeks with Instacart Express (can cancel before $99 annual charge).
  o SNAP/WIC: Instacart does NOT accept SNAP/WIC, but Key Food does IN-STORE only.

• **Super Pioneer Supermarket**: 3461 Fulton St, (718) 827-9611
  o Delivery available by calling listed phone number.
  o Delivery radius: Within walking distance from the store.
  o Minimum purchase? $50 minimum purchase.
  o Fee? $5 delivery fee
  o SNAP/WIC: Yes, but does NOT apply to $5 delivery fee.

• **Walgreens**: 1242 Liberty Ave, (929) 258-3119
  o Order delivery here
  o SNAP/EBT/WIC: In-store only

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**Housing**

**Mortgage Foreclosure**
Contact Rene Arlain at renea@cypresshills.org or Rosalinda Gutierrez rosalindag@cypresshills.org

We are a HUD Approved Housing Counseling Agency. It is critically important to get advice and guidance before you stop paying your mortgage - speak to Rene or Rosalinda and talk to your servicer/lender. There are new and special payment and
forbearance arrangements being put into place because of loss of income due to Coronavirus - we will keep you posted.

**FHA Insured Mortgages:**
On March 18, HUD suspended foreclosures for 60 days.

**Mortgages serviced in New York State – 90 day allowances and other protections:**
Governor Cuomo announced a 90 day moratorium on foreclosures in NYS and other relief. Here is the guidance issued by NYS Department of Financial Services:

The guidance states that all regulated and exempt mortgage servicers should support those adversely impacted mortgagors by:

- Forbearing mortgage payments for 90 days from their due dates;
- Refraining from reporting late payments to credit rating agencies for 90 days;
- Offering mortgagors an additional 90-day grace period to complete trial loan modifications, and ensuring that late payments during the COVID-19 pandemic does not affect their ability to obtain permanent loan modifications;
- Waiving late payment fees and any online payment fees for a period of 90 days;
- Postponing foreclosures and evictions for 90 days; and
- Ensuring that mortgagors do not experience a disruption of service if the mortgage servicer closes its office, including making available other avenues for mortgagors to continue to manage their accounts and to make inquiries; and
- Proactively reaching out to mortgagors via app announcements, text, email or otherwise to explain the above-listed assistance being offered to mortgagors.

**NOTE:** The State issues this guidance - to be read as very strong recommendations to the mortgage industry with potential ramifications if they do not follow but this is NOT a law and we don’t believe that the State can absolutely force a legal requirement on servicers to do these things.

**National Bank of America**
- On a case-by-case basis, Bank of America is offering additional assistance for clients impacted by the coronavirus, including:
  - Mortgages and home equity: clients can request to defer payments, with payments added to the end of the loan.
  - In all of these instances, there will be no negative credit bureau reporting for up-to-date clients.
  - We have also paused foreclosure sales, evictions and repossessions.
Customers impacted by the coronavirus can receive payment relief by making changes to current loan payment amount or loan length (e.g., defer a payment and add it to the end of the loan.) More here.

**HEAP**

The Home Energy Assistance Program (HEAP) was extended and is still accepting applications until April 24, 2020. Call the HEAP Infoline at 800-692-0557 if you have questions about HEAP or 212-331-3126 for operator assistance.

**Tenants**

Rights of Tenants Living with Covid19:

https://www1.nyc.gov/content/tenantprotection/pages/covid19-home-quarantine

**HRA Rental Assistance (and other cash assistance and benefits)**

HRA centers are not accepting walk-ins. All applicants are directed to the Access HRA online portal to apply for benefits. You can also download the ACCESS HRA Mobile App and upload your documents directly via the mobile app. Here is a summary sheet of all HRA financial assistance benefits that individuals can apply for including rental assistance, food stamps, emergency grants for medical bills and other cash assistance needs.

If you have any questions or need help applying for rental assistance, please contact Juanairis at Juanairisr@cypresshills.org. Please include your name, phone number and address in your email.

**Eviction Moratorium**

As of Monday, March 16, eviction proceedings and pending orders will be suspended statewide until further notice. Housing court functions such as landlord lockouts, repair orders, and serious code violations will continue.

**NOTE**: As of Thursday, March 19, new eviction cases can still be filed. Tenants should not show up to housing court if they receive an eviction notice. The courts have suspended default judgements, meaning a tenant who fails to appear in court will not be penalized and new cases will be postponed for approximately 45 days.

Tenants can call 1-833-4CYPRES or email Juanairis at juanairisr@cypresshills.org for free tenant counseling.
Met Council on Housing’s Eviction Moratorium FAQs

NYCHA: Guidance to Public Housing Residents on Rent Hardships (English & Español):

Section 8
● Effective Monday, March 16th, NYC HPD Section 8 will be closing their Client Services center at 100 Gold Street in Manhattan until at least Monday, March 30th for in person interactions. They will be reevaluating re-opening on an on-going basis.
● HPD will be suspending any subsidy termination actions until further notice.
● All tenant conferences and briefings scheduled will be postponed and rescheduled at a later date.
● Participants experiencing a rent hardship due to a decrease in income may contact HPD via DTRAI@hpd.nyc.gov or by fax at 212-863-5299.
● Owners with questions can contact HPD at DTROS@hpd.nyc.gov or fax at 212-863-8526
● HPD will automatically provide additional time for anyone with an active voucher. Clients do not need to reach out to HPD for an extension.
● HPD will temporarily suspend non-emergency HQS inspections. If you have a life-threatening condition, please call 311.
● All hearings for appeal are cancelled until further notice. HPD will continue to pay subsidy until a final determination is made.

Education/Remote Learning

Request Internet-enabled iPads - Department of Education (DOE)
New York City public schools will be continuing academic instruction through Remote Learning for the rest of the school year. The DOE is lending internet-enabled iPads to students who are in need of a device.
● Families that want to request a device should call DOE at 718-935-5100 and choose Option 5 on the menu for help getting a device with internet connection. Or, they can fill out the Remote Learning Device Request form at https://coronavirus.schools.nyc/RemoteLearningDevices.
● DOE will use the contact information provided on the form to reach out to the family to schedule delivery of the device. Everyone who fills out a request form online, with a staff member, or over the phone, will be sent follow up emails and texts.
Child Care

Regional Enrichment Centers
The Regional Enrichment Centers (RECs) offer child care and K-12 educational services, as well as meals and other activities for the children of grocery, restaurant, food - takeout & delivery workers, residential and commercial building staff, pharmacy workers, the Staten Island Ferry, NYC Water Ferry, water/sewer personnel, and other essential staff.

As of April 17, ACS contracted provider staff and foster parents who continue to do essential out-of-home work with child welfare involved children and families, and need child care of their own are eligible for the RECs.

To enroll your child in an REC:
https://docs.google.com/forms/d/e/1FAIpQLSdDNFOezuG9mCu99utf3dkIoTpdEhzBB1ancw1aeT3ny7uEQ/viewform

NOTE: Licensed providers in the Cypress Hills Family Day Care Network are still open and considered essential businesses. If you are looking for care in a licensed family day care setting, contact Ethel Cordova at ethelc@cypreshills.org.

Debt Collection

The New York State Attorney General's office is taking applications for the suspension of debt collection activity. To apply for a suspension of debt collection, visit the Attorney General's website. Please note that the Attorney General has already temporarily halted medical and student debt collection, and there is no application necessary to pause that debt collection.

Employment

Unemployment Insurance

The federal government enacted the Families First Coronavirus Response Act, which includes extended unemployment benefits. The Cares Act that enhances Unemployment Insurance benefits was enacted on Friday, March 27, 2020. NYS is waiving the 7-Day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19) closures or quarantines.

How to File Your Unemployment Insurance Claim Online
New York State DOL Unemployment Insurance Benefits FAQ

The State is extending telephone filing hours as follows:

**TCC toll-free at (888) 209-8124**
Monday through Thursday, 8 am to 7:30 pm.
Friday, 8:00 am to 6:00 pm.
Saturday, 7:30 am to 8:00 pm

In some industries, community members and organizations have established special funds for additional support:

Restaurant/Hospitality Workers-One Fair Wage Emergency Fund:
[www.ofwemergencyfund.org](http://www.ofwemergencyfund.org)

ROC United Restaurant Disaster Relief Fund: [www.rocunited.org/relief/application/](http://www.rocunited.org/relief/application/)


**Sick Leave**

New Paid Leave for COVID-19

Who Qualifies for Paid Leave Under the New Coronavirus Law

**Job Seekers**

New employment opportunities - Small Business Administration (SBA) and Workforce1.

Guidance for Jobseekers Impacted Due to COVID-19 - SBS

Access Training - SBS

Job Board – Cypress Hills Local Development Corporation

Find a Job - SBS

**Workers’ Rights and Legal Services for Low Wage and Immigrant Workers**
Useful Worker Benefits guide from Legal Aid NYC: COVID-19 - NEW YORK SCENARIOS & BENEFITS
The first page lays out several scenarios that workers might be facing (or have faced) and lays out their eligibility for the various relief/benefit programs and laws. The second page explains the requirements, restrictions, coverage and etc. of the programs/law. The last two pages are an explanation of public benefits that might be available.

Immigrant Eligibility for Public Programs During COVID-19 - See guide - Last updated April 6, 2020

Catholic Migration
The Coronavirus pandemic has had a devastating impact on workers. Catholic Migration Services provides critical legal services to low wage and immigrant workers. In addition to providing advice and legal representation on general employment matters, such as wage theft, they are now also providing advice to workers directly impacted by this pandemic, including those with workplace health and safety concerns and those who have recently lost their jobs. Their hotline is open! To speak with an attorney, call their hotline (877) 52-LABOR (52267) Monday through Friday from 9 a.m. to 5 p.m. ¡Hablamos Español!

Make the Road New York (Bushwick office)
(718) 418-7690
https://maketheroadny.org/

Small Business Assistance
If you have questions about any of these programs or need assistance, please contact Hugo Espinal at hugoe@cypresshills.org or call (929) 333-5825

NYC Small Business Continuity Loan Program
Businesses with fewer than 100 employees who have seen sales decreases of 25% or more will be eligible for zero interest loans of up to $75,000 to help mitigate losses in profit. Eligibility Criteria for the NYC Small Business Continuity Loan Fund Businesses must:
- Be located within the five boroughs of New York City
- Demonstrate that the COVID-19 outbreak caused at least a 25% decrease in revenue
- Employ 99 employees or fewer in total across all locations
- Demonstrate ability to repay the loan
- Have no outstanding tax liens or legal judgements
As part of the applications, you will be required to demonstrate a revenue decrease by providing documentation such as: point-of-sales reports, bank statements, quarterly sales tax filings, 2019 tax returns, or CPA-certified profit & loss statements.

**U.S. SBA Economic Injury Disaster Loan Program**

Small business owners in New York are currently eligible to apply for a low-interest loan due to Coronavirus (COVID-19) through the U.S. Small Business Administration (SBA).

SBA’s Customer Service Center: (800) 659-2955  disastercustomerservice@sba.gov
Applying through SBA is the first step in the process for getting grants and the large loans with loan forgiveness in the new Act. If your business is in need further assistance in the process, local Small Business Development Centers are here to help:
Brooklyn - SBDC at City Tech: 718.797.0187  sbdc@citytech.cuny.edu

**Immigration**

You should not be afraid to seek medical care because of your immigration status. There is no ICE presence in hospitals, and you do not need to disclose your immigration status when going to the emergency room to access services. They may ask for this information though for benefit enrollment purposes BUT you cannot be denied emergency services even if you cannot pay.

Remember that your home is a safe place. ICE cannot enter your home without a signed warrant by a judge. If you hear a knock at your door and you believe that it is ICE DO NOT OPEN THE DOOR. A good practice is to always ask who is behind the door before opening it. If you hear a knock and then hear “police” it very well could be ICE. Always ask to see a warrant. See Make the Road New York’s 5-step Know Your Rights Infographic

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**Selected Immigration Legal Service Providers in New York City**

Areas of legal service include: Adjustment of Status, Asylum applications, Deferred Action for Childhood Arrivals (DACA), Employment authorization, Family-based petitions, Habeas Corpus, Naturalization/Citizenship, Removal hearings, Special Immigrant Juvenile Status, T visas, Temporary Protected Status (TPS), U visas, Violence Against Women Act (VAWA) petitions

Brooklyn Defender Services - Immigration Practice
(718) 254-0700

Brooklyn Legal Services (Court St.)
718-237-5500

Brooklyn Legal Services (Fulton St.)
(718) 636-1155

Directory of Legal Service Organizations in New York State

New York State Immigration Hotline: 1-800-566-7636

**Discrimination/Harrassment**

If you are being harassed due to your race, nation of origin or other identities, call 311 or file a complaint online.

NYC Protections Based on Immigration Status and National Origin (PDF)
Other Languages: Español

**Digital Resources**

**Free WiFi at home**

2. Spectrum - households with K-12 students can get free Spectrum Wifi for 60 days (including free installation for new customers). Call 1-844-488-8395 for set up.

**Wifi via smartphone**

1. Metro PCS, T-Mobile, Sprint, AT&T and Comcast are all lifting their unlimited data caps for cell phone subscribers for at least 60 days. Contact your cellphone provider for more information.
2. MetroPCS will allow you to add a free 10GB of mobile hotspot per month by adding an add on service available in the MyMetro app, MyAccount or by calling Care at 611.
3. T-Mobile and Metro by T-Mobile are providing customers an additional 20GB of mobile hotspot/tethering service for the next 60 days coming soon.

**Other Information**

**IRS - Tax Filing**
The federal filing deadline has also been extended to July 15.
New York personal income tax and corporation tax returns originally due on April 15, 2020, have been extended to July 15, 2020. In addition, all related tax payments due on April 15, 2020, may be deferred to July 15, 2020, without penalties and interest, regardless of the amount owed.

Avoid Scams - Ignore online offers for vaccinations. There currently are no vaccines, pills, potions, lotions, lozenges or other prescription or over-the-counter products available to treat or cure Coronavirus disease” Administration for Community Living

Guidance on Coronavirus Resources and Warnings about Consumer Scams from Attorney General Tish James

Utilities - Utilities will not be shut off because of hardship.

Coronavirus Legal Planning - What Documents do I Need? In light of the coronavirus, it is important to know about the different legal planning documents and how they can be used to document wishes and empower loved ones to help should something happen.

Family Support for Funeral Related Expenses
The New York City Department of Health & Mental Hygiene are providing information for families in need of financial, supplies, flower donations etc.. Please email Ms. Murray at CMURRAY12@schools.nyc.gov and cc Leiba Frans at LFrans@health.nyc.gov for information.