

Benefits Available for NYC Families

Cash Assistance



Unemployment insurance (UI)

Provides financial assistance for individuals who lost their jobs at no fault of their own and can work.

To apply:

- Call 888-209-8124 | 8 AM-6 PM | Monday-Friday or visit labor.ny.gov
- Find out about next steps at dol.ny.gov/unemployment/file-your-first-claim-benefits

Family assistance (FA)

Provides up to 60 months of financial assistance for families with a child living with a caretaker relative.

To apply:

- Call OTDA Hotline at 1-800-342-3009 or visit otda.ny.gov/programs/temporary-assistance
- Find out about next steps at mybenefits.ny.gov

Women, Infants, and Children's Program (WIC)

Support pregnant and breastfeeding women and children 0-5 years old with supplementary food.

To apply:

- Call 800-522-5006 to locate a WIC office near you | 24 hours a day | 7 days a week
- Make an appointment with your local WIC office
- Find out about next steps at cap4kids.org/newyorkcity/files/wic-application-guide.pdf

The Supplemental Nutrition Assistance Program (SNAP)

Financial assistance to help afford fresh and healthy food with a pre-filled debit card every month.

To apply:

- Create an account in the ACCESS HRA app or call 718-557-1399
- Request the benefit and provide the required documentation
- Find out about next steps at cap4kids.org/newyorkcity/files/wic-application-guide.pdf

Food



Transportation



FairFares

Provides a 50% discount on MetroCards for families who meet income eligibility.

To apply:

- Request the benefit on the ACCESS HRA app or call 718-557-1399
- Find out about next steps at cap4kids.org/newyorkcity/fair-fares-nyc

Medical Transportation

Provides transport to routine medical services for individuals with Medicaid.

To apply:

- Talk to your social worker
- Call 718-557-1399 | 8 AM- 5PM | Monday-Friday

Emergency Rental Assistance Program (ERAP)

ERAP provides families with cash assistance to cover due owed and protection against eviction.

To apply:

- Call 844-691-7368 | 9 AM-7 PM | Monday-Friday or visit nysrenthelp.otda.ny.gov
- Find out about next steps: otda.ny.gov/programs/emergency-rental-assistance

HomeBase

Assist families with housing crisis.

- Call 311 or visit nyc.gov/site/hra/help/homebase-locations.page to find an office near you

****You can get a free consultation with a legal team. Learn more at cap4kids.org/newyorkcity/parent-handouts/legal-services****

Housing



Utilities



Home Energy Assistance Program (HEAP)

Helps families to pay for the cost of heating or cooling their home, including utility equipment/repairs.

To apply:

- Call the HEAP Infoline at 800-692-0557 or the Heat Line at 212-331-3150
- Find out about next steps at cap4kids.org/newyorkcity/home-energy-assistance-program-heap/