



Income



Resources



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Summary



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**ACCESSNYC**

BENEFIT INFORMATION. ONE PLACE.

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## 100<sup>th</sup> Change Request

We are proud to announce that on April 17, we implemented our 100<sup>th</sup> change request to ACCESS NYC when we updated the income eligibility rates for the Women, Infants, and Children (WIC) program.

We regularly update ACCESS NYC to provide our users with the most current information on the 35 benefit programs listed on our web site. We rely on the close relationships with our partnering agencies to ensure that the application forms, eligibility rules, office locations, and other program details are accurate and up-to-date.

ACCESS NYC uses a change request procedure to report and manage the changes that have to be made to the live system. Our agency contacts submit a change request form to [accessnychelp@doitt.nyc.gov](mailto:accessnychelp@doitt.nyc.gov) along with any supporting documents that will help facilitate the change. We like to hear about upcoming changes as early as possible so we can be ready as soon as it is implemented.

ACCESS NYC continues to rely on our partners to help us provide the most current and up to date information on benefits for New Yorkers. Thanks for your help in making this a reality.

## ACCESS NYC Terminals Request an Application Today!



*Funded by the Center for Economic Opportunity (CEO)*

We want to make ACCESS NYC even more available to the public, so we're **GIVING AWAY OVER 500** ACCESS NYC terminals to qualified 501c3 organizations. The awarded terminals will be dedicated computer stations (computer and printer) for clients to screen themselves for benefits using the ACCESS NYC website ([www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc)).

Awards will be made on a first-come-first-serve basis to all qualified 501c3 organizations. All applications must be postmarked no later than May 31, 2008.

If your organization is interested in submitting an application for an ACCESS NYC terminal(s), please send an email request for application instructions to

Sabrina Smith-Sweeney  
Director of Training & Outreach  
[accessnyc@hhsconnect.nyc.gov](mailto:accessnyc@hhsconnect.nyc.gov)



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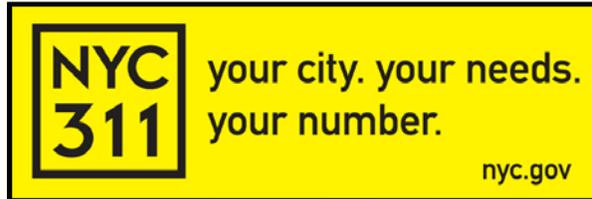


Income



# Dial 311 for Health and Human Services

On April 21, 2008, Mayor Michael Bloomberg announced that the 311 Call Center has been expanded to provide health and human service Information & Referral. Joining him at the launch was United Way of America President and CEO Brian Gallagher, Deputy Mayor for Health and Human Services Linda Gibbs, Department of Information Technology and Telecommunications Commissioner Paul Cosgrave, Council Member Gale Brewer, Dawn Suvino of VISIONS/Blindline and representatives from the United Way of New York City, the Human Services Council, the 211 New York State Collaborative and the New York State Alliance of Information and Referral Systems.



311 was established in 2003 as a gateway to government information and services. Building on the strengths and success of 311, health and human service Information & Referral has been integrated into the call center to link New Yorkers to vital social services provided by both government and community-based organizations. While this type of service has been developed in many other jurisdictions through the 211 dialing code, New York City has implemented an innovative, integrated system to provide this service through 311.

Hundreds of social services are accessible through 311, including child care, summer youth programs, senior centers, jail release

services, health care, job training, and domestic violence counseling. This expansion of 311 also adds not-for-profits to the list of services and providers available to callers, helping New Yorkers navigate the rich and extensive network of community-based organizations that serve clients across the city.

The expansion of 311 has been a public-private effort, with collaboration among the City of New York, the United Way, the Human Services Council, and over 50 other not-for-profits.

Mayor Bloomberg also unveiled a new public outreach campaign in 7 languages to highlight the new services and introduce a new tagline: "Your city. Your needs.

Your number." Parts of

the multilingual campaign target immigrants and limited-English-proficient New Yorkers, emphasizing that 311 is available in over 170 languages and all calls to 311 are private—which means that the call center won't share personal or immigration information with anyone. Outreach will be done across the city in subways, bus shelters, City agency offices and community-based organizations, check cashing stores and on street posts. Taxis and official City vehicles will also be receiving new bumper stickers reflecting the campaign.

For more information on this effort, please email [311HHSIR@cityhall.nyc.gov](mailto:311HHSIR@cityhall.nyc.gov).

## 200,000<sup>th</sup> visit to ACCESS NYC

April was a milestone month for ACCESS NYC. Along with our 100<sup>th</sup> change request, on Thursday April 18<sup>th</sup> we recorded the 200,000<sup>th</sup> visit to the web site. The word is getting out about ACCESS NYC, and on average we are now receiving more than 340 visits per day!

Thanks to everyone who has helped to spread the word about ACCESS NYC! This is as much an achievement for you as it is for us. Through our combined efforts we are making benefit information more accessible for all New Yorkers.

### Contact ACCESS NYC for Free Training

Visit ACCESS NYC on the web at [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc)

Call 311 with questions about using the program

E-mail Sabrina Smith-Sweeney ([ssmith-sweeney@hhsconnect.nyc.gov](mailto:ssmith-sweeney@hhsconnect.nyc.gov)) for information on trainings and help with adding a link to ACCESS NYC to your website