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New York City Housing and Vacancy Survey

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Community Resource Guide

COVID-19	2
Health	5
Safety & Violence Prevention	8
Home & Community	9
Caregiver Resources & Support	12
Additional Community Resources	14

311 is a one-stop-shop to guide you to government resources and programs citywide.

311 operators can answer your questions about:

- Transportation
- Environment & Sanitation
- Property & Buildings
- Education & Employment
- Business & Finance
- Social Services
- Health & Medicine
- Public Safety & Law
- Government & Civil Services
- Culture & Recreation

You can also use it to file complaints regarding conditions in your apartment, building, or neighborhood.

Call 311, text message 311NYC (311692), or visit www.nyc.gov/apps/311

COVID-19

Need more information about how to stay safe?

For general information about COVID-19, including information on how to protect yourself and others, vaccines, and safety guidelines for travel, celebrating holidays, shopping, eating in restaurants and going to the gym, visit: <https://www1.nyc.gov/site/doh/covid/covid-19-main.page> or call the New York State COVID-19 Hotline: 1-888-364-3065

To find testing locations near you, text “COVID TEST” to 855-48 or enter your address in the website linked below.

<https://www1.nyc.gov/site/coronavirus/get-tested/covid-19-testing.page>

Looking for someone to talk to?

Project Hope is a confidential and anonymous emotional support helpline for New Yorkers. Calls with counselors are free and available 7 days a week. Call 1-844-863-9314 or visit <https://nyprojecthope.org/>

These resources may be subject to change. For the most up to date information, please call 311.

Have questions about how the pandemic affects your work or business?

311 provides information to business owners so they can safely reopen, get financial assistance, and protect their customers and staff during the health emergency.

<https://portal.311.nyc.gov/article/?kanumber=KA-03312>

You can also find information about worker protection laws that employers must continue to follow in the workplace. This includes information on sick leave, work schedule changes, and commuter benefits law.

<https://portal.311.nyc.gov/article/?kanumber=KA-03311>

Workforce1 Career Centers are providing guidance for jobseekers impacted by COVID-19. Centers are currently closed, but services will be provided online and over the phone. Phone: 311 and ask for “Workforce1” or visit <https://www1.nyc.gov/site/sbs/careers/virtual-wf1cc.page>

For information on unemployment insurance, how it works, and whether you qualify, visit the New York State Department of Labor at <https://dol.ny.gov/coronavirus-aid-relief-and-economic-security-cares-act> or call 888-209-8124.

Need support to cover daily expenses?

Supplemental Nutrition Assistance Program (SNAP) issues electronic benefits that can be used like cash to purchase food. To learn more about SNAP and stay up to date on pandemic food benefits, visit <https://otda.ny.gov/programs/snap/> or call the toll-free OTDA Hotline: 1-800-342-3009.

Free meals or groceries can be picked up from locations across New York City. Grab and Go Community Meals are available and food packages can be picked up at a food pantry or you can get a meal at a soup kitchen. Locations can be found with the Site Finder: <https://portal.311.nyc.gov/site-finder/>

Have housing questions related to the impacts of COVID-19?

The Tenant Resource Portal provides resources for tenants across the city in a wide variety of housing situations.

They also have information and resources available for NYC tenants that are facing hardship due to COVID-19. If you have questions or need assistance, the City is here to help.

For more information, please contact The Mayor's Office to Protect Tenants or the City's Tenant Helpline (which can provide free advice and legal counsel to tenants) by calling 311 or filling out the Contact Us form on their website.

Additionally, you can text 'COVID' to 692-692 to receive important COVID-19 related updates sent straight to your phone. You can text 'COVIDESP' for updates in Spanish.

For your convenience, they have translated all information into 12 different languages: English, Spanish/Español, Chinese (Traditional)/繁體中文, Chinese (Simplified)/简体中文, Russian/Русский, Arabic/العربية, Haitian Creole/Kreyòl Ayisyen, Korean/한국어, Bengali/বাংলা, Urdu/اردو, Polish/Polski, French/Français

Visit <https://www1.nyc.gov/content/tenantresourceportal/pages/> for more information.

Health

Need to find affordable healthcare?

The NYC Health and Hospitals Corporation (HHC) can help you find the right insurance and payment options for your healthcare needs. Call 311 or visit <https://www.nychealthandhospitals.org/paying-for-your-health-care> for more information.

New York's Health Plan Marketplace now allows you to compare and enroll in health insurance programs and apply for financial assistance with healthcare coverage. You may also qualify for free or low-cost coverage from Medicaid or Child Health Plus through the Marketplace. Call 1-855-355-5777 or visit nystateofhealth.ny.gov for more information.

Need a mental health or substance abuse treatment referral?

NYC Well is a 24/7, free and confidential mental health crisis, information, and referral hotline. It is a comprehensive crisis call center with well-trained and compassionate staff. Help lines provide callers with information on and referrals to mental health and substance abuse resources throughout the New York City area. Call 1-888-NYC-WELL (1-888-692-9355), text WELL to 65173, or call 311 and ask for NYC Well.

Seeking help for depression?

If you are in crisis and need to speak to someone, call the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255).

Every year, HHC screens offers free, confidential screenings for depression and can link people to supportive therapeutic services. To find an HHC hospital, go to <https://www.nychealthandhospitals.org/hospitals/>

Do you have a child experiencing a severe emotional or behavioral crisis?

The Children's Mobile Crisis Team provides crisis assessment, crisis stabilization, prevention planning, and caregiver support to children and teens in crisis within two hours of request. The team is made up of licensed clinical staff with advanced degrees in counseling, as well as family advocates. They can be reached at:

- Bronx: 718-742-7106
- Brooklyn: 718-840-4903
- Queens: 718-888-6663
- Manhattan: 917-575-5456

Need support with familial concerns?

The Family Resource Center provides Parent-to-Parent support to families with children that have emotional and/or behavioral difficulties. For education, support, and advocacy call:

- North MN: 212-410-1820
- South MN: 212-964-5253
- North BK: 877-425-8133
- South BK: 347-394-5186
- North BX: 718-220-0456
- South BX: 718-618-7535
- Staten Island: 718-698-5307
- West QN: 718-803-2000
- East QN: 718-658-8180

311 can also connect you with the Parent Helpline or call direct: 1-800-244-5373. Someone will help you.

Safety & Violence Prevention

Need help, advice, or someone to talk to?

New York City Domestic Violence Hotline is a toll-free hotline available 24 hours a day, 7 days a week, in 150 languages. Call 1-800-621-HOPE (1-800-621-4673). TDD (Hearing Impaired): 1-800-810-7444.

Have you been a victim of sexual assault or abuse?

Get advice and guidance if you have been a victim of sexual assault or abuse. Call the Rape/Sexual Assault/Incest Hotline to speak with a trained advocate at 212-227-3000.

If you are in immediate danger, dial 911.

Home & Community

Have questions about your building?

Visit NYC's Tenant Resources Guide for more information on lodging complaints, requesting assistance, and learning about your legal rights. You can also find information on affordable housing options and resources. Visit www1.nyc.gov/nyc-resources/categories/housing-development/tenant-resources

Want to find out about affordable housing opportunities?

The Department of Housing Preservation and Development can help you find information about affordable housing, Section 8, and homebuyer assistance at www.nyc.gov/hpd.

For more information on open housing lotteries, visit nyc.gov/housingconnect or call the Affordable Housing Hotline at 212-863-5610. For information in languages other than English, call:

- Spanish: 212-863-5620
- Mandarin: 212-863-8924
- Cantonese: 212-863-8925
- Russian: 212-863-8936
- Haitian Creole: 212-863-8939
- Korean: 212-863-8979

Want to find out more about rent regulated housing?

The Division of Housing and Community Renewal (DHCR) is responsible for overseeing other housing programs, including rent regulated housing.

You can find them at <http://www.nyshcr.org/Agencies/DHCR/> or call them at 1-866-ASK-DHCR (1-866-275-3427).

Need help settling a dispute between you and a landlord or neighbor?

The Community Dispute Resolution Centers program provides mediation, arbitration, and other dispute resolution options as an alternative to court. Every year, CDCRs help thousands of New Yorkers resolve a wide range of disputes.

- Brooklyn: 718-834-6671
- Bronx: 718-585-1190
- Manhattan: 212-577-1740
- Washington Heights-Inwood: 212-781-6722
- Queens: 718-523-6868
- Staten Island: 718-815-4557

Housing Court Answers provides information and support for NYC tenants and small homeowners. They can help you to understand how to address issues with your landlord and how the housing court system works. Additionally, they have up-to-date information on COVID-19 housing resources.

Visit <http://housingcourtanswers.org/> or call 212-962-4795.

Have an idea to improve your neighborhood? Want to get involved?

The Citizens Committee for New York City stimulates and supports self-help and civic action to improve the quality of life in New York City and its neighborhoods. Call 212-989-0909 for more information.

Want to learn more about HOUSING NEW YORK, the City's plan to build or preserve 300,000 units of affordable housing?

<https://www1.nyc.gov/site/housing/index.page>

Caregiver Resources & Support

Are you a caregiver for an elderly adult?

- Bronx and Manhattan: The Presbyterian Senior Services offers a Caregivers Support Group in English and Spanish. Call 866-665-1713 for scheduled meetings.
- Washington Heights-Inwood: The YWHA of Washington Heights and Inwood provide support groups and counseling for caregivers of spouses, relatives, and friends of any age. Call 212-569-6200.
- Queens: Sunnyside Community Services offer support to caregivers of older adults through CARE NYC. Visit <https://www.scsny.org/programs/youth-and-family-programs/care-nyc-support-caregivers> or call 718-906-0669 for more information.

Are you a caregiver for a child?

The Administration for Children's Services (ACS) offers resources to help you find Child Care that works for you. Visit <http://www1.nyc.gov/site/acs/early-care/find-child-care.page> for more information and to access NYC Child Care Connect, which can help you find safe, reliable child care in your neighborhood.

Are you a father?

The NYC DADS program hosts free events to help dads with limited financial resources spend quality time with their children. Call 311 or email NYCDADS@hra.nyc.gov.

Have you witnessed the abuse or neglect of a child in your home or community?

If a child is in immediate danger, call 911.

To report child abuse/neglect to the Administration for Children's Services (ACS), call 1-800-342-3720.

To learn more about child abuse/neglect, visit <https://www1.nyc.gov/site/acs/child-welfare/child-safety.page>

Additional Community Resources

LGBTQ+ Resources

Lesbian, Gay, Bisexual and Transgender National Hotline offers free and anonymous counseling services via toll-free telephone number. Callers can speak directly with a trained volunteer who has access to a national database of referral specific to the LGBT community.

NYC Local Hotline: 212-989-0999

www.lgbt.hotline.org

The Center offers health and wellness programs, recovery, parenthood, and family support services, and arts, entertainment, and cultural events.

212-620-7310

<https://gaycenter.org/>

Callen-Lorde Community Health Center provides sensitive, quality health care and related services targeted to New York's lesbian, gay, bisexual, and transgender communities – in all their diversity – regardless of ability to pay.

Chelsea: 212-271-7200

Thea Spyer Center: 212-271-7200

Bronx: 718-215-1800

Brooklyn: 212-271-7200

<https://callen-lorde.org/>

For more NYC resources supporting Lesbian, Gay, Bisexual, Two-Spirit, Trans and Gender Non-Conforming People of Color please visit The Audre Lorde Project at <https://alp.org/resources/nyc> or call 718-596-0342

Veterans

For information on food assistance, emergency financial assistance, housing, employment, education services, and mental health support for veterans, visit <https://www1.nyc.gov/site/veterans/covid-19/resources.page>

Veterans are making supportive check-in calls to other veterans during the COVID-19 crisis. VetCheck is available to veterans across New York City. These calls also provide veterans with information on public services available to them, mental health resources, free meal locations, and COVID-19 testing sites. Visit <https://thrivenyc.cityofnewyork.us/mission-vetcheck> or email VetCheck@veterans.nyc.gov

Resources for People with Disabilities

Center for the Independence of the Disabled in New York (CIDNY) aims to ensure equal opportunity, independence, and integration of New Yorkers with disabilities by removing barriers of the community.

For more information call:

Manhattan CIDNY Phone: 212-674-2300

Queens CIDNY Phone: 646-442-1520

Or visit <https://www.cidny.org/>

Harlem Independent Living Center (HILC) assists the communities of people with disabilities in achieving optimal independence through culturally and linguistically appropriate services by advocating, educating, empowering, and being a community change catalyst. HILC provides services free-of-charge to individuals with disabilities.

Telephone: 212-222-7122

Sorenson VP: 646-755-3092

Relay: 866-326-5876

Or visit <https://hilc.org/>

