

Emergency Housing Voucher Program

EHV Move-In and Resource Guide: New York City Housing Authority

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This guide is designed for New York City Housing Authority (NYCHA) EHV participants. If your Emergency Housing Voucher is provided through the New York City Department of Housing Preservation and Development (HPD), please refer to the HPD's EHV Move-In and Resource Guide here: <https://www.nyc.gov/site/nyccoc/ehv/provider-resources.page>.



Visit [nyc.gov/ehv](https://www.nyc.gov/ehv) to learn more about the Emergency Housing Voucher Program

1 Understanding the Emergency Housing Voucher

EHVs are a type of Housing Choice Voucher/Section 8 Voucher awarded to NYCHA and HPD from the U.S. Department of Housing and Urban Development (HUD).

Visit [nyc.gov/ehv](https://www1.nyc.gov/ehv) to learn more about the Emergency Housing Voucher Program.

1a. How do I find out more about my NYCHA EHV?

- For more information on the EHV/Section 8 rental process for NYCHA, please visit: <https://www1.nyc.gov/site/nycha/section-8/tenants.page>
- Frequently asked questions for NYCHA Section 8 Tenants are available at: <https://www1.nyc.gov/assets/nycha/downloads/pdf/SECTION8.TENANTS.FAQ.pdf>
- For all NYCHA EHV/Section 8 inquiries, call the Customer Contact Center at **718-707-7771**.

1b. What is annual recertification?

Each year, EHV and Housing Choice Voucher/Section 8 participants must submit income, asset, expense, and family composition information to NYCHA to demonstrate continued eligibility for the program. Components to be reviewed at annual recertification include:

- Updated release and consent forms
- Changes in income, assets, deductions, expenses
- Changes in family composition/size
- Verifying that the utility allowance is correct
- Verifying that the payment standard is correct

Annual recertification process:

- NYCHA will notify each EHV participant via mail five months before the one-year anniversary of program participation (recertification due date) and annually thereafter.
- The notice from NYCHA instructs the participant to log into their Self-Service Portal account and complete the online annual recertification.
- Use the NYCHA Self Service Portal (online) to submit your annual recertification and documentation. If you require a reasonable accommodation, you can call NYCHA's Customer Contact Center at **718-707-7771** or visit a NYCHA walk-in center for in-person assistance:
 - Bronx/Manhattan/Queens: 478 East Fordham Road, 2nd floor, Bronx, NY 10458, Monday–Friday, 8am–4pm
 - Brooklyn/Staten Island/Queens: 787 Atlantic Avenue, 2nd floor, Brooklyn, NY 11238, Monday–Friday, 8am–4pm



- The EHV participant must fill out all required forms accurately and completely in the Self-Service Portal and submit all information **within 30 days** of receiving the online recertification notice.

IMPORTANT NOTE: If an EHV participant does not submit required recertification forms and supporting documentation within the timeframe provided by NYCHA (**within 30 days** of receiving the online recertification notification letter), the participant **will face termination from the program.**

- NYCHA will review and verify all information submitted for the annual recertification and will provide both the EHV participant and the property owner with a Voucher Change Notice that indicates the effective date of any change, the amount of monthly rent the EHV participant will pay, and the NYCHA portion of the rent.
- For more information on the recertification process and where to go for help, see the EHV Recertification Quick Guide here: <https://www.nyc.gov/assets/nyccoc/downloads/pdf/ehv-recertification-quick-guide.pdf> or call **NYCHA's Customer Contact Center** at **718-707-7771** for help. NYCHA Section 8 and EHV participants can also visit a walk-in center (listed above) for help with completing their annual recertification.

2 Moving Into a New Apartment

2a. How do I change my address?

The U.S. Postal Service (USPS) offers three basic options:

- **Permanently forward your mail** at: <https://www.USPS.com/move>
Mail sent to your previous address will be forwarded to your new residence. This is a free service that lasts for 12 months. After this time, any mail to you at your last address is returned to the sender.
- **Temporarily forward your mail** at: <https://www.USPS.com/manage/forward.htm>
Mail sent to your previous address will be forwarded to your new residence. This is a free service that may be used for up to 12 months. After this time, any mail to you at your last address is returned to the sender.
- **Have USPS hold your mail** at: <https://holdmail.usps.com/holdmail>
USPS will hold mail for up to 30 days in certain areas.

2b. How do I turn on the utilities in my name?

If utilities are not included in your rent, you must contact the utility company to turn on gas, electricity, or other utility.

Gas

- For service in the Bronx, Manhattan, or northern Queens, contact ConEdison at: <https://www.coned.com/en/services-and-outages/service-management-page>
- For service in Brooklyn, southern Queens, or Staten Island, contact National Grid at: <https://www1.nationalgridus.com/CheckServiceAvailability-StartService>

Electricity

- For service in the Bronx, Brooklyn, Manhattan, Queens, or Staten Island, contact ConEdison at: <https://www.coned.com/en/services-and-outages/service-management-page>
- For service in Rockaway (Queens), contact PSEG/LIPA at: <https://www.psegliny.com>

3 Help with Utility Bills

You may qualify for a discount on your gas or electricity bill, or be eligible to receive other financial assistance. To learn more, visit:

- ConEdison:
<https://www.coned.com/en/accounts-billing/paymentplans-assistance/help-paying-your-bill>
- National Grid:
<https://www.nationalgridus.com/ny-home/Bill-Help/Energy-Affordability-Program.aspx>
- PSEG/LIPA:
<https://www.psegliny.com/myaccount/customersupport/financialassistance>

4 Housing Rights

4a. What is my lease agreement?

Your lease is a contract between you and your property owner. It contains the terms and conditions of the rental. Terms of the lease cannot be changed while it is in effect unless both parties agree in writing.

Property owners must provide you with a written receipt when you pay rent in cash, a money order, a cashier's check, or in any form other than a personal check. The receipt must include date, payment amount, period for which rent was paid, and apartment number. The payment recipient must sign the receipt. If you pay rent by personal check, you may request a rent receipt from your property owner.

4b. What are my rights as a tenant?

In New York City, you have many rights relating to the safety and quality of your housing. You should expect to live in safe, well-maintained buildings that are free from vermin, leaks, and hazardous conditions. Laws protect you from harassment and discrimination. Property owners and property managers must ensure that common areas and individual apartments in their buildings are safe and well maintained in compliance with the Housing Maintenance Code (HMC) and Multiple Dwelling Law (MDL). In addition, property owners who receive a monthly EHV subsidy on your behalf must also follow federal Housing Quality Standards (HQS) and EHV program requirements, including periodic public space and unit inspections and the prompt repair of any cited HQS violations. Learn more about housing quality and safety issues by visiting <https://www.nyc.gov/site/nycha/section-8/housing-quality-standards.page>.

You have responsibilities to your building owners and other tenants — including not damaging the building and responding to annual owner inquiries related to window guards, lead-based paint, and to maintain smoke and carbon monoxide detectors.



4c. Staying in Your Apartment Safely

You may have several options to pursue if physical conditions in a building are not safe or in good repair. Tenants in privately owned buildings with maintenance problems should first notify the building owner or manager. If verbal notification does not result in a resolution to the problem, tenants may wish to send written notification through certified mail, with a return receipt requested. Keeping these records is important if the owner does not take any action to address the issue(s). In addition, you may file complaints with the City by calling **311** or TTY **(212) 504-4115** (for people who are deaf, speech impaired or hard of hearing) or using **311ONLINE** or **311MOBILE**.

For EHV and Section 8/HCV participants, when a complaint is made, a **Housing Quality Standards** inspection is conducted by HPD to verify/identify the issue.

Tenants in privately owned buildings who have apartment maintenance problems or who have been harassed by the property owner may initiate legal action in Housing Court. This action is referred to as a Tenant Action or HP Action. Please see the New York City Housing Court webpage for more information: <https://www.nycourts.gov/courts/nyc/housing/>.

A tenant can request an inspection by HPD when filing an Action. Copies of your correspondence with the owner can be important in Housing Court. There is a fee to file that will be waived if a tenant cannot afford it.

Harassment

It is illegal for building owners to force tenants to leave their apartments or surrender their rights. If you are a tenant in a rental unit in the city who is being harassed by your property owner, you can get information and help. Harassment is any act or omission by or on behalf of an owner that causes or is intended to cause a tenant to surrender or waive any rights in relation to the occupancy of their unit. If you believe that the owner of your building is withholding essential services or not making repairs to force you to move out of your apartment, contact HPD's Anti-Harassment Unit (AHU) by calling **311** or **TTY (212) 504-4115** (for people who are deaf, speech impaired or hard of hearing) or using **311ONLINE** or **311MOBILE**.

Rent Stabilization

In some cases, your apartment might be rent stabilized, meaning you might have more rights, including the right to a lease renewal at the end of your lease term and succession rights for qualifying family members. To learn whether your apartment is rent stabilized, you can request a rent registration history from the Division of Housing and Community Renewal at <https://portal.hcr.ny.gov/app/ask> or by calling **718-739-6400**. You can call the city's Tenant Helpline by dialing **311** or TTY **(212) 504-4115** (for people who are deaf, speech impaired or hard of hearing) and saying "Tenant Helpline."



4d. Legal Help

You can learn more about free legal services, and get answers to questions about housing law and courts, by calling **311** and saying “Tenant Helpline.”

The city’s Office of Civil Justice (OCJ), a unit of the Human Resources Administration (HRA), provides a range of free legal services to New Yorkers in need. If you are facing eviction, if you need help with an immigration matter, if you are a worker facing wage theft or other workplace violations, or if you are facing other legal challenges, you may have access to free legal assistance through OCJ. **OCJ legal services are free, and you do not have to be an existing HRA client to apply. Legal services are available regardless of immigration status.**

New Tenant Protection Laws

Changes to New York State rent laws, recently passed by lawmakers in Albany, **make it harder for property owners to evict any tenant.** In addition, the new rent laws strengthen protections for New Yorkers living in rent-controlled or rent stabilized apartments. **The New York State Division of Housing and Community Renewal** (DHCR) enforces these laws. DHCR is the state’s affordable housing agency, with a mission to build, preserve, and protect affordable housing and increase home ownership throughout New York State.

Evictions

Some property owners may try to end a lease even though they do not have legal standing. It is critical to know your rights related to evictions. As of August 2017, **you have the right to legal representation in housing court.** The only legal way to evict a non-paying tenant is through a nonpayment eviction proceeding in court. Property owners must notify the tenant that rent is late, what the balance is, and that, if the balance is not paid, the tenant will be evicted. If you are facing eviction in Housing Court or an HPD administrative proceeding, **you may be eligible for free legal services under the city’s Right-to-Counsel law.** The Right to Counsel program, also known as Universal Access to Counsel, is now available citywide.

To learn more about your rights and eligibility for the Right-to Counsel program, visit nyc.gov/tenantprotection or call **311** (TTY **(212) 504-4115** for people who are deaf, speech impaired or hard of hearing) and say “Tenant Helpline.”



5 Housing Resources

5a. NYC Housing & Tenant Resource Portal

The city has many resources to help you get, afford, and keep housing. Visit nyc.gov/housing to find resources including rental assistance, help to avoid eviction, and information on learning your rights as a renter. This eviction prevention tool was designed by the Mayor's Office to Protect Tenants and the Mayor's Tenant Support Unit to help renters navigate public and private resources that can stabilize their housing situation. A tenant seeking help will be taken through a series of questions and directed to the most useful resources based on their responses. Both of these programs have included resources from multiple city agencies, legal service providers, and community-based organizations. For more information, visit nyc.gov/tenantresourceportal or call **311** and say "Tenant Helpline."



Welcome to the New York City Tenant Resource Portal

The goal of this portal is to help tenants across the city find the resources they need in one place. We understand these are uncertain and stressful times and the City is here to help you maintain stable housing.

This eviction prevention tool was designed by the Mayor's Office to Protect Tenants (MOPT) and the Mayor's Public Engagement Unit's (PEU) Tenant Support Unit (TSU) to help renters navigate public and private resources that can stabilize their housing situation. A tenant seeking help will be taken through a series of questions and directed to the most useful resources based on their responses. MOPT and PEU have included resources from multiple city agencies, Legal Service Providers, and Community Based Organizations.

Not facing eviction but looking for longterm resources? [See our resources page here.](#)

If you are a Legal Service Provider or Community Based Organization, we welcome your recommendations of additional resources via the [online feedback form.](#)

Help! I'm being evicted!

Select the option below that best explains your housing situation. If none of the options fit your situation and you believe you are at risk of eviction, you can always call the Tenant Helpline for personalized assistance: dial 311 and say "Tenant Helpline".

- I got a paper notice saying I am being evicted
- My landlord says I have to move out!
- My landlord locked me out of my apartment!

5b. What should I do if I am behind on my rent or having difficulty maintaining my housing?

The Homebase program provides New Yorkers experiencing housing instability with various homeless prevention services and aftercare services to families and individuals who are exiting NYC Department of Homeless Services shelter to permanent housing. You may be eligible for Homebase services if you are at imminent risk of entering the New York City shelter system, are low-income, or want to remain stably housed in your community. Visit nyc.gov/homebase or call **311** for more information.



Visit nyc.gov/ehv to learn more about the Emergency Housing Voucher Program

6 Access Benefit Programs

6a. ACCESS NYC

ACCESS NYC provides a mobile-friendly front door for New Yorkers to screen for benefit and program eligibility, learn how to apply, gather required documents, and find local help. Visit nyc.gov/accessnyc.

- Check potential eligibility for over 30 benefits in 10 easy steps. Text or email your eligibility results.
- Get information for over 40 city, state, and federal benefits and services. Details include: how a program works, how to qualify, what documents are needed, options for how to apply (online, phone, mail, in-person), and how to receive help.
- Search for a nearby service center, filter for relevant benefit categories, and get directions.

6b. ACCESS HRA

ACCESS HRA is where to apply for benefits and look up case status information. ACCESS NYC provides a direct link to ACCESS HRA. Apply directly for SNAP or cash assistance, and manage your case. Go online to nyc.gov/accesshra, or download the ACCESS HRA mobile app, and log in or create an account.

ACCESS NYC [Am I Eligible?](#) [Programs](#) Search

Find help in NYC with [food](#), [money](#), [housing](#), [work](#) and more on ACCESS NYC.

What am I eligible for?

There are over 30 programs you or your family may be eligible for regardless of immigration status and even if you're already receiving benefits or have a job.

Apply now for benefits.

Apply **directly** for SNAP, Cash Assistance and Medicaid renewal. **Apply for all 3 at the same time** through the Cash Assistance application. Log into your HRA account.

Am I eligible?

Go to ACCESS HRA ▶

7 Mental Health Support: NYC Well

NYC Well is your connection to free, confidential mental health support.

Speak to a counselor via phone, text, or chat and get access to mental health and substance use services, in more than 200 languages, 24/7/365.

Call NYC Well today at **1-888-NYC-WELL (1-888-692-9355)**. Interpreters are available for 200+ languages. Stay on the line, and you will be connected with a counselor who can connect you to translator services. NYC Well Counselors are trained to accept calls from deaf and hard of hearing individuals using video relay services. Visit nyc.gov/nycwell for more information.

8 Food Resources: Get Food NYC

For a map of free food resources across the city, including food pantries and Grab & Go meals at NYC Schools, available for all children or adults in need, visit nyc.gov/GetFood.

9 Financial Services

9a. Financial Empowerment Center

Financial Empowerment Centers provide FREE one-on-one professional financial counseling and coaching to support you in reaching your goals. **Financial counseling is free and confidential.** Work with financial counselors to:

- Manage your money, check your credit, and set up a spending plan
- Open a safe and affordable bank account
- Contact your lenders about your debt, including student loans
- Develop a strategy to reduce your debt and lower payments
- Separate personal and business finances

NYC Financial Empowerment Center counselors can support you with FREE financial counseling in person or by phone. Services are secure and confidential. You must be at least 18 years old and live or work in New York City. **Income and immigration status do not matter.** To book an appointment, visit nyc.gov/TalkMoney or call **311** and say “Financial Counseling.” New clients can expect the first financial counseling session to last about one hour. You can work with your counselor for as many sessions as you need.



9b. Opening a Bank Account

There are several reasons to open an account. It keeps your money secure and can save you money from check cashing and money wire transfer businesses. It can help you take advantage of tools to manage your money and check your spending. And if you are eligible for an Economic Impact Payment or IRS tax refund, you can get the payment faster with direct deposit. If you need help understanding your options or opening an account, speak with an NYC Financial Empowerment Center counselor for free.

Opening a Savings Account: NYC SafeStart

NYC SafeStart is a safe and affordable starter savings account available for New Yorkers. Special features of the account include:

- No overdraft fees
- No monthly fees provided a minimum balance is met
- Minimum balance requirements are \$25 or less
- ATM card for withdrawals (Note: This is *not* a debit card)

You can open an NYC SafeStart Account at participating bank and credit union branches throughout New York City or schedule a free one-on-one financial counseling session at one of the City's Financial Empowerment Centers. Learn more by visiting: <https://www1.nyc.gov/site/dca/consumers/open-savings-account.page>

9c. NYC Free Tax Prep

NYC Free Tax Prep offers New Yorkers a way to file their taxes for free and keep their whole refund. Participants work with a knowledgeable IRS certified VITA/TCE volunteer preparer to complete an accurate tax return. In addition to filing a tax return, NYC Free Tax Prep providers can help New Yorkers get Child Tax Credit payments and Economic Impact Payments (commonly known as stimulus payments).

Who can use NYC Free Tax Prep?

Anyone who lives or works in New York City can use an NYC Free Tax Prep site. Some sites have income limits and other eligibility requirements. In general, individuals must have earned \$48,000 or less and families with dependents must have earned \$68,000 or less in 2020 to file in person at an NYC Free Tax Prep site. Learn more at nyc.gov/taxprep or call **311**.

In-Person and Remote Services Available

NYC Free Tax Prep offers both in-person and remote services, including:

- ***In-Person Tax Prep*** – At an NYC Free Tax Prep site for in-person tax prep, knowledgeable IRS certified VITA/TCE volunteer preparers will sit down with you to complete an accurate tax return. Sessions take a minimum of 30 minutes. Filers must follow New York State health guidelines, including wearing a mask and social distancing appropriately during visit.



- **Drop-off Service** – At an NYC Free Tax Prep site for drop-off service, you can drop off your tax documents and pick up the completed return later. Filers must follow New York State health guidelines, including wearing a mask and practicing social distancing appropriately during visit.
- **Virtual Tax Prep** – This is a safe and reliable online tax prep service. An IRS certified Volunteer Income Tax Assistance (VITA)/Tax Counseling for the Elderly (TCE) volunteer preparer will help you file your 2020 tax return during a 60- to 90-minute virtual call; use a secure digital system to manage your tax documents; and answer your tax questions.
- **Self-Prep with Help (or Assisted Self-Prep)** – This is a safe and reliable online tax prep service. Do your own taxes with easy-to-use tax filing software but contact a volunteer preparer for help when needed.

To learn more about what types of identification, proof of income, banking information, and other information is needed visit nyc.gov/taxprep or call **311**.

Language Accessibility

Many NYC Free Tax Prep sites can assist clients in languages other than English. Visit the map linked from nyc.gov/taxprep to search for in-person and drop-off sites where services are provided in the needed language.

Individual Taxpayer Identification Number (ITIN) Assistance

An ITIN, or Individual Taxpayer Identification Number, is a tax processing number available for certain nonresident and resident aliens, their spouses, and dependents who cannot get a Social Security Number. Some NYC Free Tax Prep sites participate in the IRS Certified Acceptance Agent program and can help New Yorkers complete an ITIN application or renewal. Visit the map linked from nyc.gov/taxprep to search for in-person and drop-off sites where services are provided in the needed language.

Additional Services Available

Some NYC Free Tax Prep sites can help clients complete returns for past years or amend (correct) past returns that have already been submitted. These sites are typically able to assist with returns from the past three tax years. Visit the map linked from nyc.gov/taxprep and check under the Specialized Assistance section to see if a site offers this service and please call to confirm.

10 Moving with EHV Assistance

10a. Moving outside of NYC (“Porting”)

Moving outside the New York City area with a NYCHA EHV is called “porting.” EHV participants may choose to use their voucher outside of New York City immediately after receiving it. Voucher holders can live anywhere in the U.S., Puerto Rico, or the U.S. Virgin Islands if there is a Housing Choice Voucher (HCV) Program administered in that area. You must initiate the portability process by informing NYCHA that you want to move outside of New York City.

- NYCHA Housing Choice Voucher Holders who wish to transfer or “port” their Section 8 vouchers to a location outside of New York City can submit their port out transfer request via the [NYCHA Self-Service Portal](#) or call the NYCHA Customer Contact Center (CCC) at **718-707-7771**. For more information on the Portability process click [here](#).
- The easiest way to make a portability request is on the Self-Service Portal by clicking on the ‘Portability’ tab. You may also submit the Voucher Holder Request for Portability form, which you can get by calling the Customer Contact Center at **718-707-7771**. Be sure to complete the entire form, including the name, address, and contact person for the public housing agency (PHA) that you intend to port to.
- You will need to provide information about the PHA you’re porting to (called the “receiving PHA”), including the name of the contact person at the receiving PHA. Find a PHA at: https://www.hud.gov/program_offices/public_indian_housing/pha/contacts

Please keep in mind:

- The receiving PHA’s rules and regulations will apply and may differ from NYCHA’s.
 - The receiving PHA may conduct its own criminal background screening and income review.
 - The receiving PHA’s voucher size policy, payment standards, reasonable accommodation and voucher extension policies govern your housing search in their jurisdiction.
- Although the receiving PHA will extend your voucher an additional 30 days, try to manage your move so that you will have enough time to find a new unit within the new jurisdiction and submit a Request for Tenancy Approval, **before your voucher expires**.
- If you decide you do not want to lease a unit in that area, you must notify the receiving PHA to cancel your request. The PHA will confirm your cancellation and return your voucher to NYCHA.

For more information, call the NYCHA Customer Contact Center at **718-707-7771** and find information on the Portability process <https://www.nyc.gov/site/nycha/section-8/portability.page>



10b. Moving within NYC

After 10 months of rental, your family is eligible to submit a transfer request. You can request to move within New York City or to move outside of New York City (this is also called portability - see above). The easiest way to request a transfer is via the Self-Service Portal. You may also obtain a Voucher Holder Request for Transfer form by calling the Customer Contact Center at **718-707-7771**. You can also use the Neighborhood Explorer tool to see how much an EHV can pay in each ZIP code. The tool has information about different neighborhoods in New York City to help you with your housing search. Visit nyc.gov/neighborhoodexplorer.

10c. Emergency Transfers and Emergency Move Requests

You may request an emergency transfer at any time for circumstances such as domestic violence, reasonable accommodation, court action, foreclosure action and order to vacate, intimidated victims, intimidated witnesses, natural disaster, 24-Hour failed HQS inspection, or the Violence Against Women Act (VAWA), which is a federal law protecting victims of domestic violence, dating violence, sexual assault, and stalking from being evicted just because they are victims. The easiest way to request a transfer is via the Self-Service Portal. You may also obtain a Voucher Holder Request for Transfer form by calling the Customer Contact Center at **718-707-7771**. For additional information on the rental subsidy process for NYCHA, please visit: <https://www1.nyc.gov/site/nycha/section-8/tenants.page>



11 Domestic and Gender-Based Violence, Human Trafficking, and Sexual Violence Support

11a. Domestic Violence and Gender-Based Violence Support: NYC 24-Hour Domestic Violence Hotline: 1-800-621-HOPE

The city's domestic violence hotline connects survivors of domestic and gender-based violence to personalized, non-judgmental support in any language. Advocates can talk to you about your safety, develop a safety plan, and provide crisis counseling. Hotlines are confidential and provide referrals to resources in your community, including assistance with finding domestic violence shelters. For more information visit the NYC HOPE website: www.nyc.gov/nychope.

- The Mayor's Office to End Domestic and Gender-Based Violence also maintains an online portal to connect survivors of domestic and gender-based violence to information and resources including information on how to access the City's five Family Justice Centers, which are located in each borough and provide free, confidential holistic services to survivors of domestic and gender-based violence.
- See here for Family Justice Center locations:
<https://www.nyc.gov/content/nychope/pages/family-justice-centers>

Survivors of domestic violence may receive temporary housing, emergency shelter, and supportive services for themselves and their children. All programs provide a safe environment as well as counseling, advocacy, and referral services.

Domestic violence and abuse can include:

- Hitting, slapping, kicking, or using any other kind of physical violence against you
- Forcing you to have sex when you don't want to or to do sexual things you don't want to do
- Threatening to hurt you, your children, or someone else you care about or your pet
- Constantly insulting and criticizing you
- Stalking, obsessively checking-up on, or otherwise trying to control your behavior

If you or someone you know is experiencing this kind of behavior from a partner, please call New York City's 24-hour Domestic Violence Hotline, **1-800-621-HOPE**.

Read DSS-HRA-DHS' Emergency Intervention Services Brochure.

Go to **NYC Hope**: <https://www.nyc.gov/content/nychope/pages/>.



11b. Help for Victims of Human Trafficking

If you are a victim of human trafficking, you may be eligible for services in New York State that will assist with shelter, food, medical care, protection, and legal assistance. If you are a victim of human trafficking and an immigrant, you may be eligible for services as well as help from the federal government with adjusting your immigration status. If you are a U.S. citizen, or the child of one, or have a qualifying immigration status, you may be eligible for public assistance benefits. Learn more about [NYS OTDA Assistance for Victims of Human Trafficking](#).

The Office of Temporary Disability Assistance funds service providers in New York State that will help victims of human trafficking become secure, independent individuals. View a list of NYC Metro Area providers at [New York State Human Trafficking Providers](#). Anyone who suspects they may be a victim or a witness to human trafficking is encouraged to call the Human Trafficking Resource Center at **1-888-373-7888**, which will help with locating resources within your community. You can also text “HELP” to **233733** (BeFree).

- Read about the signs and risk factors for human trafficking:
<https://www.nyc.gov/content/nychope/pages/recognize-signs>
- See the Trafficking Resource Guide here:
https://www.nyc.gov/assets/nychope/Downloads/PDF/2022-Citywide-Human-Trafficking-Resource-Guide_BKHTTF.pdf

11c. Resources for Survivors of Sexual Violence

The Department of Social Services, the Human Resources Administration, and the Department of Homeless Services have zero tolerance for sexual violence. If you have experienced sexual violence, including assault and harassment, at any location where HRA or DHS services are provided, help is available. Please see the resources below.

- <https://www.nyc.gov/content/nychope/pages/neighborhood-resources> for survivors of domestic and gender-based violence
- [ENDGBV training](#) on the impact of domestic violence
- [CCHR training](#) on sexual harassment prevention

View the Resources for Survivors of Sexual Assault and Harassment Flyer (FLY-1080) in:

English

Español

繁體中文

简体中文

Русский

العربية

Kreyòl Ayisyen

한국어

বাংলা

اردو | Polski

Français



11d. Other Contact Numbers:

- **Community Based Domestic Violence Services**
- NYC Anti-Violence Project: **212-714-1141** and <https://avp.org/>
- Barrier-Free Living (Disabled Clients): **212-533-4358**

Find information on other city resources from the [Mayor's Office to End Domestic and Gender-Based Violence](#).

11e. Teen Relationship Abuse Prevention Program (RAPP)

This school-based program is one of the most extensive domestic violence prevention programs in New York City, and is critical to ending relationship abuse among young people. Since 1999, HRA's RAPP has helped public high school and middle school students develop healthier relationships. Social workers deliver an innovative array of relationship abuse services through four components: prevention classes, intervention counseling, staff development and training, and community outreach. Through a comprehensive curriculum, students learn to recognize and change destructive patterns of behavior before transitioning into adult relationships. RAPP fosters a climate that discourages abusive behavior in all of its forms — promoting a safe and productive learning environment for students and staff.

RAPP Partners

- **Center Against Domestic Violence**
- **Day One**
- **STEPS to End Family Violence**