



United Way  
of New York City

## Resource Guide

### 1. Food Assistance

- **Supplemental Nutrition Assistance Program (SNAP) in New York City**

SNAP provides benefits to eligible low-income individuals and families. The benefits can be used to purchase eligible food in authorized retail food stores.

**Apply Online:** <https://a069-access.nyc.gov/accesshra/>

**Languages Online:** English, Spanish, Arabic, Chinese, Korean, Haitian-Creole, Russian,

**Additional Info:** No negative actions are currently being taken on cases.

SNAP recipients can also use their benefits to purchase groceries online. SNAP benefits cannot be used to pay delivery fees. Be sure to confirm an online store delivers to your home address.

- [Amazon](#);
- [Shoprite](#);
- [Walmart](#)

#### **Community Organization Assisting with SNAP**

For general questions or to check if you may be eligible for the SNAP program:

**Bronx** - [Part of the Solution](#) (718) 220-4892 ext. 113 (English & Spanish)

**Brooklyn**-[RiseBoro](#) (347) 628-8393 (English/Spanish)

**Manhattan** - [CPC](#) (212) 431-7800 (Cantonese/Mandarin/English)

**Queens**- [Hunger Free NYC](#) (646) 863-7122; (646) 350-0353 (English / Spanish)

**Staten Island** - [CHASI](#) (929) 314-6405 (English/Yoruba); (718) 873-3530 (English/Spanish)

**Citywide**- [Hunger Free NYC](#) - (646) 953-3513 (Cantonese/Mandarin/English)

- **Supplemental Nutrition Assistance Program (SNAP) in other parts of New York State**

**Apply Online-** <https://mybenefits.ny.gov>

- **Special Supplemental Nutrition Program for Women, Infants, & Children (WIC)**

WIC provides breastfeeding support, nutritious foods, information on healthy eating, and referrals to health care to pregnant, postpartum and breastfeeding women and children up to age five.

[Locate the nearest WIC office](#)

**Additional Info:** There are flexibilities within WIC regulations concerning physical presence and certification periods.

- **Free Meals for Children**

New York City Department of Education is committed to making three free meals available daily for all NYC children during the pandemic at over +400 sites across the city!

**Day:** Monday- Friday

**Time:** 7:30am-1:30pm

[Find a location](#)

**Additional Info:** All meals may be picked up at the same time. No registration or ID required. Parents and guardians may pick up meals for their children.

- **NYC Food Delivery Assistance**

The City of New York is providing assistance to New Yorkers during the COVID-19 crisis by delivering meals to those who cannot access food themselves.

**Web:** <https://www.nyc.gov/getfood>

**Additional Information:** This assistance is intended for individuals and families who meet all of the following criteria as a result of the COVID-19 emergency:

- 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 (incl. Meals on Wheels or God's Love We Deliver); and
- You are unable to afford meal delivery or grocery delivery

- **Food Pantry and Soup Kitchens:**

**FeedNYC**

NYC networks of Emergency Food Programs.

**Web:** <https://www.feednyc.org/efp-directory>

**Additional Info:** Information is continuously updated.

Learn more about United Way of New York City's [Food Programs](#).

**Plentiful**

Plentiful is a free, easy-to-use reservation system for food pantries and the people they serve. Use Plentiful to find pantries and get the food you need, without waiting in line.

**Web:** <https://www.plentifulapp.com/>

**Email:** support@plentifulapp.com or clients@plentifulapp.com

**Additional Info:** Information is continuously updated.

- **Citymeals on Wheels**

Citymeals on Wheels provides a continuous lifeline of nourishing meals and vital companionship to our homebound elderly neighbors.

**Web:** <https://www.citymeals.org/get-meals>

**Additional Info:**

- Must be 60 years of age or older
- Must be physically or mentally incapacitated and in need of some assistance.
- Must be unable to prepare nutritious meals or have no one to do so for you.

- **USDA National Hunger Hotline**

The National Hunger Clearinghouse collects and distributes information about programs that address the immediate and long-term needs of struggling families and individuals.

**Phone: Eng:** 1.866.348.6437; **Spa:** 1.877.842.6273

**Hours:** 7 am-10 pm

**Languages:** English & Spanish

**Additional Info:** The hotline is a resource for individuals and families seeking information on how to obtain food. The National Hunger Hotline staff connects callers with emergency food providers in their community, government assistance programs, and various social services.

## 2. **Rent and Utility Assistance:**

- **Housing Court Answer**

Call the hotline for a screening. If you qualify, they will tell you which charities have funds, what requirements they have, and how to contact them. They can also explain how to apply for a one-shot deal.

**Hotline:** 212-962-4795

**Web:** <http://housingcourtanswers.org/>

**Open:** Monday - Friday

**Hours:** 9am-5pm

**Additional Info:** Starting Tuesday, March 17, 2020, all pending housing court cases are suspended. There will be no evictions. NYCHA hearings and HPD Section 8 hearings are suspended. The housing courts will be open for illegal lockout cases, post evictions, and EMERGENCY HP Actions.

### 3. Free WiFi Services

- **Spectrum**

**Web:** <https://www.spectrum.com/>

**Phone:** 844-579-3743; 844-488-8395

**Additional Info:** Households with students K-12 or university students can sign up for a new Charter Spectrum internet account to get the first two months of internet with speeds up to 100 Mbps for free. Installation fees will be waived for those who qualify for the offer.

- **Altice Advantage -Optimum**

**Web:** <https://www.optimum.net/>

**Phone:** 855.200.9522

**Additional Info:** Offering 60 days of free internet service for households with K-12 or college students. Internet speeds are up to 30 Mbps if you do not already have access to a home internet plan.

### 4. Regional Enrichment Centers

Enrichment centers were created to take care of children of the essential workers. Staffed by DOE employees and community-based organization partners, the centers will provide children with three daily hot meals, remote learning time with their teachers, activities like art, music, and physical education, and social and emotional support.

[Enrollment form](#)

[Instructions](#)

**Open:** Monday - Friday

**Hours:** 7:30am - 6pm

### 5. Con Edison

**Web:** <https://www.coned.com/en>

**Phone:** 800-752-6633

**Hours:** 24/7

**Additional Info:** Con-ed **will not** shut off service for non-payment and will be waiving new late-payment fees. All walk-in centers are closed.

### National Grid

Covers clients in Brooklyn, Queens & Staten island

**Web:** <https://www.nationalgridus.com/NY-Home/Default.aspx>

**Phone:** 718-643-4050

**Hours:** 8 am-8 pm

**Additional Info:** National Grid has temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship caused by the COVID-19 pandemic. These policies will remain in effect at least until the end of April when they will evaluate their continued need. Customers looking for more information on payment assistance programs, in general, can [click here](#).

## 6. Census

The response helps to direct billions of dollars in federal funds to local communities for schools, roads, and other public services. It's quick and easy. The 2020 Census questionnaire will take about 10 minutes to complete; It's safe, secure, and confidential. Your information and privacy are protected.

**Web:** <https://2020census.gov/en.html>

**Additional Info:** Individuals may receive calls after they complete the census to verify certain information. The Census Bureau uses two contact centers: one in Jeffersonville, Indiana, and the other in Tucson, Arizona.

(812) 218-3144, Jeffersonville Contact Center; (520) 798-4152, Tucson Contact Center

## 7. NYS New American Hotline

The New Americans hotline is a toll-free, multi-lingual hotline. The hotline provides live immigration assistance in more than 200 languages. Anyone can call the hotline for information and referrals, regardless of citizenship or documented status.

**Phone:** 800-566-7636

**Open:** Monday- Friday

**Hours:** 9am-8pm

## 8. Fare Fairs

Participating New York City residents receive a 50% discount on subway and eligible bus fares. Pay-Per-Ride, 7-Day (Weekly) and 30-Day (Monthly) Unlimited Ride options are all available.

**Apply Online:** <https://a069-access.nyc.gov/accesshra/fairfares>

**Find out if you may be eligible**

**Additional Info:** All walk-in offices are closed. Currently, only option is to apply online. Once approved, the metrocard will be mail within 2 - 3 weeks.

## 9. Unemployment Insurance Benefit

Unemployment insurance provides unemployment benefits to eligible unemployed workers.

- **New York State**

**Apply Online:** <https://applications.labor.ny.gov/IndividualReg/#>

**Phone:** 888.469.7365

**Instructions**

**Languages Online:** English & Spanish

**Language Assistance over the phone:** Chinese, Russian, Italian, Haitian-Creole, Bengali, Korean, Polish, English & Spanish

**Additional Info:** NYS is waiving the 7-Day period for UIB for people who are out of work due to Coronavirus (COVID-19) closures or quarantines.

- **New Jersey**

**Apply Online:** <https://secure.dol.state.nj.us/sso/XUI/?realm=njcc#register/>

**Phone:** North NJ:201.601.4100; Central NJ: 732.761.2020; South NJ: 856.507.2340; Out of state: 888.795.6672

**Instructions**

**Languages Online:** English

**Language Assistance over the phone:** English & Spanish