



Emergency Services Resource Guide

In response to the recent Coronavirus pandemic (COVID-19), Cypress Hills Local Development Corporation has created this guide to help Cypress Hills and East New York residents during this difficult time. Our organization plans to update this guide in real time to ensure our tenants, homeowners and small businesses have the most helpful and accurate information possible.

If you would prefer to speak to someone on the phone, we have set up a hotline number:

1-833-4-CYPRES or 1-833-429-7737

Health Care

To receive Coronavirus Alerts - **You can also text COVID or COVIDESP (for Spanish) to 692-692 to receive the latest updates**

If you are experiencing flu-like symptoms, New York City Department of Health and Mental Hygiene (DOHMH) recommends that you **stay home**.

Please note that due to DOHMH recommendations, NYC Health + Hospitals is no longer testing patients for COVID-19 who do not require hospitalization.

From the NYC DOHMH's website: [Coronavirus Disease 2019 \(COVID-19\)](#)

If You Are Sick, Stay Home.

If you are sick, stay home at all times. If you do not feel better in **three to four days**, consult your health care provider. Call, text, use telemedicine or use your patient portal to contact your physician. **If you do not have a provider call 311 or contact the telemedicine providers below. Do not go to the emergency department or other places to seek health care if you are not severely ill.** Stay home and keep health care access available for others with more severe illness.

If you need help getting medical care, **call 311**. You can get care in NYC **regardless of immigration status or ability to pay**.

You can leave your home when all of the following are true:

- It has been **seven days** since your symptoms started.
- You have not had a fever for three days without the use of fever-reducing drugs.
- Your cough or sore throat symptoms have improved.

Self-Monitoring and Getting Tested

While at home, all New Yorkers should monitor their health. Self-monitoring means you check yourself for fever and remain alert for COVID-19 symptoms — fever, cough, shortness of breath and sore throat.

If you think you have COVID-19 and your illness is mild, you do not need to see your health care provider and you will not be tested. Getting tested will not change what your provider will tell you to do to get better. They will tell you to stay home so you do not get others sick.

Unless you are hospitalized and a diagnosis will impact your care, you will not be tested. Limiting testing protects health care workers and saves essential medical supplies, such as masks and gloves, that are in short supply.

[Health Care Provider Note to Excuse Absence from Work \(PDF\)](#)

When to Consult with Your Health Care Provider

You should contact your provider if you have fever, cough, shortness of breath or other cold or flu-like symptoms **and do not feel better after three to four days**. Reach out to your provider by phone or online rather than going to them in person.

Your provider will decide if you need to go for medical care.

If you need help finding a healthcare provider **call 311** or contact the telemedicine options below

Please see below for telemedicine options in Cypress Hills/East New York

Gotham Health ENY

(718) 240-0400

Ask to be transferred to COVID-19 hotline

Emblem Health

(888) 238-9872

<https://www.emblemhealth.com/>

Telemedicine online virtual office visits

Health Care Choices

(929) 267-5354

<https://www.healthcarechoicesny.org/locations/east-new-york/>

ICL East New York Health Hub

(718) 495-6700

<https://iclinc.org/we-can-help/the-east-new-york-health-hub/>

NY State of Health Opens Special Enrollment Period for Uninsured

Do your employees have family members or friends not covered by any health insurance plan? They will have until April 15th to sign up for individual coverage through NY State of Health. They announced that a Special Enrollment Period is available to New Yorkers during which eligible individuals will be able to enroll in insurance coverage through NY State of Health, New York's official health plan Marketplace, and directly through insurers. For more information, see <https://nystateofhealth.ny.gov/>

Guides for Public Health Best Practices

- The [latest guidance from the Centers for Disease Control](#) on best practices for community-related exposure. As of April 6, the CDC recommended staying out of crowded places and, of course, maintaining six feet of distance between people in public.
- [How to grocery shop safely during the coronavirus pandemic](#)

Mental Health

Mental Health Services in Cypress Hills/East New York

New York Psychotherapy And Counseling Center

2857 Linden Blvd., Brooklyn, NY

718-235-3100

[CMLinden@nypcc.org](mailto:CMlinden@nypcc.org)

- Open 7 days a week
- Convenient evening and weekend appointments.
- Intakes and therapy are now done online, by phone or in person. The choice is for the person.
- Mindful of social distancing

Institute for Community Living

At this time, they have one licensed social worker that can assist with individuals in the East New York community experiencing stress, depression and mental health issues. David can be reached at (646) 599-1329

NYC and NYS Mental Health Services

Free Mental Health Services Hotline

On March 25, Gov. Cuomo just announced a [free Mental Health Services hotline](#) comprised of 6,175 volunteers in mental health professionals to speak to anyone in distress at this time. The number is 1-844-863-9314. Folks can call in and make an appointment to speak to a mental health professional.

NYC WELL

Contact for mental health and substance misuse services, 24/7, over 200 languages.

- Crisis and short-term counseling
- Children's Mobile crisis teams

CALL: 1-888-NYC-Well (692-9355)

TEXT: "Well" to 65173

[VISIT ON THE WEB: nyc.gov/nycwell](http://nyc.gov/nycwell)

Coping With Stress During Infectious Disease Outbreaks (PDF, March 19)

Other Languages: [繁體中文](#) | [简体中文](#) | [Español](#) | [Русский](#) | [Kreyòl ayisyen](#) | [বাংলা](#) | [Italiano](#) | [العربية](#) | [עברית](#) | [فارسی](#) | [Français](#) | [اردو](#) | [Ελληνικά](#) | [हिन्दी](#) | [Tagalog](#) | [Tiếng Việt](#) | [Polski](#) | [한국어](#) | [日本語](#) | [नेपाली](#) | [ਪੰਜਾਬੀ \(India\)](#) | [ਪੰਜਾਬੀ \(Pakistan\)](#)

NYC HOPE

For resources on dating, domestic, or gender-based violence

nyc.gov/NYCHOPE

For safety planning and shelter assistance, NYC Family Justice Centers by phone, Monday to Friday, from 9:00am – 5:00pm.

- Brooklyn: 718-250-5113
- Queens: 718-575-4545

During evenings and weekends, call NYC's 24-hour hotline: 1-800-621-4673.

NYC National Alliance on Mental Illness

Free, confidential support between 10am and 6pm for people living with mental illness and their families. Public groups continue on conference lines.

- 212-684-3264
- <https://www.namincmetro.org/coronavirus-covid-19/>

National Mental Health Services and Hotlines

Crisis Text Line

Text "Got5" to 741-741

<https://www.crisistextline.org/>

Safe Horizon (for people harmed by violence, crime or abuse)

24-hour hotline: 1-800-621-4673. Chat with a Safe Horizon advocate through [SafeChat](#).

The latest information on hours and how to access this service is available [here](#).

National Domestic Violence Hotline

[1-800-799-7233](tel:1-800-799-7233)

<https://www.thehotline.org/help/>

National Suicide Prevention Lifeline

[1-800-273-8255](tel:1-800-273-8255)

<https://suicidepreventionlifeline.org/>

Self-Management And Recovery Training (SMART) Recovery

Online meetings at:

<https://www.smartrecovery.org/community>

<https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/>

Alcoholics Anonymous (AA)

Online meetings at:

<https://www.smartrecovery.org/community>

<https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/>

Narcotics Anonymous (NA)

Online meetings at: <https://newyorkna.org/covid-19-info-and-meeting-closures/>

Substance Abuse and Mental Health Services Administration (SAMHSA)

1-800-662-HELP (4357)

<https://www.samhsa.gov/find-help/national-helpline>

The Trevor Project

Free, confidential, 24/7 crisis support for LGBTQIA people struggling with suicidal ideation and mental health issues
1-866-488-7386
<https://www.thetrevorproject.org/>

Food Access

Cash Assistance and SNAP

As of now, the Human Resources Administration (HRA) has canceled all in-person appointments.

UPDATE: As 3:00pm, Friday, March 27

Recertifications are POSTPONED due to COVID-19. If you have a currently scheduled recertification or one that is about to expire, you DO NOT need to recertify and your benefits will continue. You will receive a letter at a later date informing you when to recertify. See [document](#) for additional details.

UPDATE: As 12:00pm, Tuesday, March 24. to help stop the spread of COVID-19, HRA has consolidated the HRA Job, SNAP, and Medicaid Center location. What does that mean for our community? The Brooklyn centers in **East New York S28: & Williamsburg S21: These locations are closed until further notice.**

All in person appointments are cancelled.

Please use **ACCESS HRA** to apply for benefits, manage your case, and more. Rosmeri rosemerif@cypresshills.org & Aida aidac@cypresshills.org continue to assist people in applying for SNAP using the Access HRA portal. See below for their contact information.

As a result of these consolidations, HRA advises New Yorkers to apply for public benefits online at ACCESS HRA in order to prevent unnecessary visits to an HRA center. For clients who cannot or do not want to apply online, a list of Job, SNAP, and Medicaid center locations that will remain open can be found here: **[Job, SNAP, Medicaid.](#)**

For those seeking SNAP benefits or those already in receipt but with a recertification coming due, ACCESS HRA <https://a069-access.nyc.gov/accesshra/> can be used to submit the application/recertification form and to upload pictures of documents needed for eligibility determinations. After submitting, clients can call 718-SNAP - NOW anytime Monday-Friday 8:30am to 5pm for a telephone interview.

For those in receipt of cash assistance benefits, ACCESS HRA can be used to submit requests for special grants and emergency assistance without having to come to your

Job Center! ACCESS HRA can also be used by those with a scheduled recertification appointment to submit your recertification form.

SNAP benefits can be used for online grocery purchases. Current participating retailers in NYC include Amazon and ShopRite.

We now know that the Families First Coronavirus Response Act, signed into law on March 18, includes a temporary nationwide suspension of the ABAWD 3-month time limit rule that will go into effect on April 1. For that reason, local districts in NYS will grant good cause to any ABAWD unable to meet the time-limit work requirement during the month of March.

If you have any additional questions, you may contact Aida or Rosmeri via email as they are working remotely. They are also checking the office phone periodically and will return calls.

aidac@cypresshills.org
(732) 860-8589

Rosmerif@cypresshills.org
(917) 893-8801 x215

Free Meals - Adults and Children

Department of Education Meal Hubs (3 meals/day)

To ensure everyone can access nutritious meals, the Department of Education's Meal Hubs have expanded service to include all children and adults across the five boroughs starting on Friday, April 3.

- Please check the [DOE website](#) for updates and [search for Free Meals at the select public school buildings here](#) or text "NYCFOOD" or "COMIDA" to 877-877.
- No registration or identification required.
- Meal hubs will operate from 7:30am-11:30am for children and families and 11:30 am- 1:30pm for adults.
- Vegetarian and halal options available at all sites.

In Cypress Hills and East New York meals are available at:

PS 677: 605 Shepherd Avenue
IS 171: 528 Ridgewood Avenue
JHS 218: 370 Fountain Avenue
JHS 292: 301 Vermont Street
P.S. 7: 858 Jamaica Avenue
P.S. 108: 200 Linwood Street
PS 159: 2781 Pitkin Avenue
PS 158: 400 Ashford Street

PS 290: 135 Schenck Avenue
IS 302 Campus: 350 Linwood Street
PS 13, 557 Pennsylvania Avenue
PS 202, 982 Hegeman Avenue
PS 213, 580 Hegeman Avenue
PS 306, 970 Vermont Street
PS 328, 330 Alabama Avenue
PS 346, 1400 Pennsylvania Avenue
Thomas Jefferson Campus, 400 Pennsylvania Avenue

Food Pantries and Soup Kitchens

If anyone needs emergency food assistance, call the Emergency Food Hotline at (866) 888-8777 or 311 to find a local pantry or kitchen. **There is no income guideline for emergency food.**

Zip Codes 11207 and 11208

New Hope Family Worship Center
817 Livonia Avenue / (718) 342-1305
Saturdays 10AM-12PM

Update

April 2nd: Uncertainty in supply means food is only being delivered on Thursdays and Fridays at varied times. Follow their Facebook page for live updates.

Second St. Paul Church of Christ, Disciple of Christ, Inc.
1048 Sutter Avenue / (718) 235-8922
2nd and 4th Tuesday of each month from 9:30-11:30AM
No updates at this time (April 2nd)

Las Maravillas Del Exodo
302 Elton Street / (718) 235-4801
Wednesdays from 11AM-12PM

Update April 2nd: Giving Grab and go bags on Wednesdays from 11AM to 12 noon.

Isaiah's Temple of Mount Hope
862 Glenmore Avenue / (718) 277-4038
Soup Kitchen: Tuesday 2PM-4PM
Pantry: Thursday 2PM-4PM
No updates at this time (April 2nd)

Good News Deliverance Tabernacle
442 Cleveland Street / (718) 235-0065
Saturday 11AM-1PM

No updates at this time (April 2nd)

Iglesia Cristiana Pentecostal La Hermosa

3161 Fulton Street / 718-348-9843

Food Pantry Hours: Thursday 11:00AM- 1:00PM

No updates at this time (April 2nd)

Celestial Church of Christ

310 Elton Street / 718-647-2356

Food Pantry Hours: Open the 1st Saturday of every month at 2pm.

Update April 2nd: Unclear whether it is going to continue services, due to lack of protective equipment.

Pentecostal House of Prayer

2415 Pitkin Avenue / 917-750-3657

Food Pantry: Tuesday 9am- 11am

No updates at this time (April 2nd)

Calvary Baptist Church

1520-30 Herkimer St. / 718-345-2975

Soup Kitchen Hours: Wednesdays 12:00PM- 1:30PM

No updates at this time (April 2nd)

Church of God and Prophecy

71 Malta Street / 718-649-5533

Soup Kitchen and Food Pantry Hours: Tuesdays 5:30PM-7:00PM

No updates at this time (April 2nd)

Family Service Network of New York

1420 Bushwick Avenue / 718-452-4843

Food Pantry Hours: Monday and Wednesday 9:00AM- 1:00 PM ID and proof of Brooklyn address required.

No updates at this time (April 2nd)

House of David Food Program

749 Hendrix Street

Food Pantry Hours: Wednesdays 12:00PM- 1:30PM and every other Saturday 11AM- 12PM.

No updates at this time (April 2nd)

Love Fellowship Tabernacle

464 Liberty Avenue / 718-235-7808

Food Pantry: Tuesdays 2pm- 5pm Last names A-M: 1st and 3rd Tuesdays. Last names N-Z: 2nd and 4th Tues Closed 5th Tuesday New intakes may come any week.

No updates at this time (April 2nd)

Legacy Center

71-02 Cypress Hills St. Glendale NY 11385 / 718-456-4852

Food Pantry: Thursdays 9AM-2PM

No updates at this time (April 2nd)

St. John Bread and Life

795 Lexington Ave, Brooklyn, NY 11221

(718) 574-0058

Beginning Monday, April 6, 2020,

- Please note that services will be available Monday - Thursday
- Pantry bags will be available from 8 -11:50am. 1 bag per family size per week will be provided.
- Breakfast and Lunch will be served in a combined "grab and go" bag from 10am to 12pm.
- Mail service is open from 8am-11:50am
- The Mobile Soup Kitchen is not operating
- Medical services provided by Care For The Homeless will be open Wednesday and Thursday from 8am-12pm by appointment or screening.
- NOTE: Returning guests should bring their pantry card or have ID and pantry number available. New registrants must bring proof of address, photo IDs for all adults in the household, and identification for all minors in household. [Click here for examples and pantry registration details.](#)

The Campaign Against Hunger

2010 Fulton St, Brooklyn, NY 11233

(718) 773-3551

Update: Still open at this time

TCAH operates one of New York City's largest emergency food pantries

Monday & Thursday: 10:00 a.m. – 3:00 p.m. / Tuesday, Wednesday, & Friday: 10:00 a.m. – 6:30 p.m.

Meal Delivery for Seniors

Department For The Aging (DFTA) funded Senior Centers - 5 meal package/week home delivery

- Senior centers are closed throughout NYC, but are still offering certain services.
- Starting March 30, all Department For The Aging (DFTA) funded Senior Centers transitioned away from grab-and-go and are now providing meals through a centralized Meal Delivery program

- Seniors WHO ARE ALREADY REGISTERED WITH A SENIOR CENTER will receive a 5 meal package once per week and will be notified of their delivery via phone call.
- Seniors (homebound or not) can email agingconnect@aging.nyc.gov or **call Aging Connect at 212-Aging-NYC (212-244-6469) or 311 to set up directly delivered meals.**

City Meals on Wheels (home-delivered meals on a daily basis)

The City’s Meals on Wheels system, delivering meals on a daily basis, is still operating for seniors 60+ years who are incapacitated and unable to prepare meals for yourself. Case managers can help you enroll in Meals on Wheels. The senior services case management agency assigned to East New York is **Special Services for Senior Citizens**, (718) 257-1600.

Other home-delivered meal providers for seniors in Cypress Hills/East New York

- [JASA Home Delivered Meals](#): 1201 Pennsylvania Avenue
 - (718) 769 7455
- [Wayside Home Delivered Meals](#): 460 Dumont Avenue
 - (929) -234-6333
- [Citymeals Emergency Meals And Friendly Visits](#): 355 Lexington Ave
 - (212) -687-1234
- [Citymeals Weekend Meals](#): 355 Lexington Ave
 - (212) -687-1234

Free Meal Delivery

GetFoodNYC

Meal delivery program created by the City of New York for homebound New Yorkers who cannot access or afford meal or grocery delivery)

Apply [here](#) by creating an account. Call 311 if you need help creating an account.

- Intended for individuals and families affected by COVID-19 who meet the following criteria:
 - 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 (such as: Meals on Wheels or God’s Love We Deliver); and
 - You are unable to afford meal delivery or grocery delivery
- Households may place an order once every two days.
- Each order contains 4 meals per person in the household. No household will receive more than 8 meals per delivery.

Invisible Hands

Volunteer-run home-delivery program servicing NYC and parts of NJ

Request a free delivery here: <https://www.invisiblehandsdeliver.com/request-a-delivery>

InvisibleHandsDeliver@gmail.com

(732) 639-1579

Note: Does not accept EBT or SNAP because of challenges of using EBT/SNAP without recipient present.

Corona Couriers

Volunteer-run home-delivery program providing free deliveries to New Yorkers

To request delivery:

coronacourier@protonmail.com

(929) 320-0660

Local Supermarkets Offering Delivery

Updated list from [Coronavirus NYC Food Resource Guide: East New York/Starrett City - NYC Food Policy Center](#) - last update April 3, 2020

11207

- [Food Bazaar](#): 11110 Flatlands Ave, (347) 875-4580
 - Do they offer delivery, and how? Yes, through [Instacart](#).
 - Delivery radius: Within your zip code – try other store locations with Instacart if necessary
 - Minimum purchase: \$10 minimum purchase. Get free delivery for 2 weeks with Instacart Express (can cancel before \$99 annual charge).
 - WIC/SNAP: Instacart does not accept benefits.
- [CTown](#): 2869 Fulton Street, (718) 235-3247
 - Delivery available by calling the listed phone number
 - Delivery radius: 6-7 blocks
 - Minimum purchase: \$75 dollars
 - Additional fees: None, if \$75 spent, no delivery fee
 - WIC/SNAP: Yes
- [Super Pioneer Supermarket](#): 1657 Broadway, (718) 574-2520
 - Delivery available by calling listed phone number.
 - Delivery radius: Within walking distance from the store.
 - Minimum purchase? \$50 minimum purchase.
 - Fee? \$5 delivery fee
 - SNAP/WIC: Yes, but does NOT apply to \$5 delivery fee.
- [Walgreens](#): 1111 Pennsylvania Ave, (718) 272-0346
 - Order delivery [here](#)
 - SNAP/EBT/WIC: In-store only

11208

- [Associated Supermarket](#): 773 New Lots Ave, (718) 272-8296

- Delivery available through their website OR by calling listed phone number
- Delivery radius: Within your zip code
- Minimum purchase: \$10
- Additional fees: \$0
- SNAP/WIC: Yes
- [Cherry Valley Marketplace](#): 925 Crescent St, (718) 235-1414
 - Delivery available by going to cherryvalleymarketplace.com. Place your order online, then call the local store right away to confirm the order. They are also affiliated with cityfreshmarket.com, which may have more locations close to you.
 - Delivery radius: Depends on the local store – may have walking/driving deliveries
 - Minimum purchase: \$50 minimum purchase for free delivery
 - Additional fees: Vary based on distance from the store (if below \$50 purchase)
 - SNAP/WIC: Yes, accepted for delivery as well as in-store
- [Key Food Supermarket](#): 208 Crescent St
 - Delivery available through [Instacart](#).
 - Delivery radius: Within your zip code – try other store locations with Instacart if necessary
 - Minimum purchase: \$10. Get free delivery for 2 weeks with Instacart Express (can cancel before \$99 annual charge).
 - SNAP/WIC: Instacart does NOT accept SNAP/WIC, but Key Food does IN-STORE only.
- [Super Pioneer Supermarket](#): 3461 Fulton St, (718) 827-9611
 - Delivery available by calling listed phone number.
 - Delivery radius: Within walking distance from the store.
 - Minimum purchase? \$50 minimum purchase.
 - Fee? \$5 delivery fee
 - SNAP/WIC: Yes, but does NOT apply to \$5 delivery fee.
- [Walgreens](#): 1242 Liberty Ave, (929) 258-3119
 - Order delivery [here](#)
 - SNAP/EBT/WIC: In-store only

Housing

Mortgage Foreclosure

Contact Rene Arlain at renea@cypresshills.org or Rosalinda Gutierrez rosalindag@cypresshills.org

We are a HUD Approved Housing Counseling Agency. It is critically important to get advice and guidance before you stop paying your mortgage - speak to Rene or Rosalinda and talk to your servicer/lender. There are new and special payment and forbearance arrangements being put into place because of loss of income due to Coronavirus - we will keep you posted.

FHA Insured Mortgages:

[On March 18, HUD suspended foreclosures for 60 days.](#)

Mortgages serviced in New York State – 90 day allowances and other protections:

Governor Cuomo announced a 90 day moratorium on foreclosures in NYS and other relief. [Here is the guidance issued by NYS Department of Financial Services:](#)

The guidance states that all regulated and exempt mortgage servicers should support those adversely impacted mortgagors by:

- Forbearing mortgage payments for 90 days from their due dates;
- Refraining from reporting late payments to credit rating agencies for 90 days;
- Offering mortgagors an additional 90-day grace period to complete trial loan modifications, and ensuring that late payments during the COVID-19 pandemic does not affect their ability to obtain permanent loan modifications;
- Waiving late payment fees and any online payment fees for a period of 90 days;
- Postponing foreclosures and evictions for 90 days; and
- Ensuring that mortgagors do not experience a disruption of service if the mortgage servicer closes its office, including making available other avenues for mortgagors to continue to manage their accounts and to make inquiries; and
- Proactively reaching out to mortgagors via app announcements, text, email or otherwise to explain the above-listed assistance being offered to mortgagors.

NOTE: The State issues this guidance - to be read as very strong recommendations to the mortgage industry with potential ramifications if they do not follow but this is NOT a law and we don't believe that the State can absolutely force a legal requirement on servicers to do these things.

National

Bank of America

- On a case-by-case basis, Bank of America is offering [additional assistance](#) for clients impacted by the coronavirus, including:
 - Mortgages and home equity: **clients can request to defer payments**, with payments added to the end of the loan.
 - In all of these instances, there will be **no negative credit bureau reporting for up-to-date clients**.
 - We have also **paused foreclosure sales, evictions and repossessions**.

M&T Bank

- Customers impacted by the coronavirus can receive payment relief by making changes to current loan payment amount or loan length (e.g., defer a payment and add it to the end of the loan.) More [here](#).

HEAP

[The Home Energy Assistance Program \(HEAP\)](#) was extended and is still accepting applications until April 24, 2020. Call the HEAP Infoline at [800-692-0557](tel:800-692-0557) if you have questions about HEAP or [212-331-3126](tel:212-331-3126) for operator assistance

Tenants

HRA Rental Assistance (and other cash assistance and benefits)

HRA centers are not accepting walk-ins. All applicants are directed to the [Access HRA online portal](#) to apply for benefits. You can also download the [ACCESS HRA Mobile App](#) and upload your documents directly via the mobile app.

Here is a [summary sheet](#) of all HRA financial assistance benefits that individuals can apply for including rental assistance, food stamps, emergency grants for medical bills and other cash assistance needs.

If you have any questions or need help applying for rental assistance, **please contact Juanairis at Juanairisr@cypresshills.org**. Please include your name, phone number and address in your email.

Eviction Moratorium

As of Monday, [March 16](#), eviction proceedings and pending orders will be suspended statewide until further notice. Housing court functions such as landlord lockouts, repair orders, and serious code violations will continue.

NOTE: As of Thursday, [March 19](#), new eviction cases can still be filed. Tenants should not show up to housing court if they receive an eviction notice. The courts have suspended default judgements, meaning a tenant who fails to appear in court will not be penalized and new cases will be postponed for approximately 45 days.

Tenants can call 1-833-4CYPRES or email Juanairis at juanairisr@cypresshills.org for free tenant counseling

[Met Council on Housing's Eviction Moratorium FAQs](#)

[NYCHA: Guidance to Public Housing Residents on Rent Hardships \(English & Español\)](#):

Section 8

- Effective Monday, March 16th, NYC HPD Section 8 will be closing their Client Services center at 100 Gold Street in Manhattan until at least Monday, March 30th

for in person interactions. They will be reevaluating re-opening on an on-going basis.

- HPD will be suspending any subsidy termination actions until further notice.
- All tenant conferences and briefings scheduled will be postponed and rescheduled at a later date.
- Participants experiencing a rent hardship due to a decrease in income may contact HPD via DTRAI@hpd.nyc.gov or by fax at 212-863-5299.
- Owners with questions can contact HPD at DTROS@hpd.nyc.gov or fax at 212-863-8526
- HPD will automatically provide additional time for anyone with an active voucher. Clients do not need to reach out to HPD for an extension.
- HPD will temporarily suspend non-emergency HQS inspections. If you have a life-threatening condition, please call 311.
- All hearings for appeal are cancelled until further notice. HPD will continue to pay subsidy until a final determination is made.

Child Care

Child Care and educational support for children of healthcare and transit workers and other essential workers - NYC Department of Education's Regional Enrichment Centers.

Beginning Friday, March 27th, the Regional Enrichment Centers will include children of grocery, pharmacy workers, the Staten Island Ferry, NYC Water Ferry, water/sewer personnel, and other essential staff.

Regional Enrichment Centers

Regional Enrichment Centers provide child care, education and enrichment.

To enroll your child:

<https://docs.google.com/forms/d/e/1FAIpQLSdDNFMoezuG9mCu99utf3dkloTpdEhzBB1ancwlaeT3ny7uEQ/viewform>

Licensed providers in the Cypress Hills Family Day Care Network are still open and considered essential businesses. If you are looking for care in a licensed family day care setting, contact Ethel Cordova at ethelc@cypresshills.org

Debt Collection

The New York State Attorney General's office is taking applications for the suspension of debt collection activity. To apply for a suspension of debt collection, [visit the Attorney General's website](#). Please note that the Attorney General has already temporarily halted medical and student debt collection, and there is no application necessary to pause that debt collection.

Employment

Useful Worker Benefits guide from Legal Aid NYC: [COVID-19 - NEW YORK SCENARIOS & BENEFITS](#)

The first page lays out several scenarios that workers might be facing (or have faced) and lays out their eligibility for the various relief/benefit programs and laws. The second page explains the requirements, restrictions, coverage and etc. of the programs/law. The last two pages are an explanation of public benefits that might be available.

Unemployment Insurance

The federal government enacted the Families First Coronavirus Response Act, which includes extended unemployment benefits. **The Cares Act that enhances Unemployment Insurance benefits was enacted on Friday, March 27, 2020. If you are currently receiving benefits, there is nothing you need to do as your benefits will be updated automatically. Please do not call, it will only make it difficult for others to reach an agent.**

NYS is waiving the 7-Day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19) closures or quarantines.

If you are filing a new unemployment insurance claim, the day you should file is based on the first letter of your last name. If your last name starts with A - F, file your claim on Monday. For last names starting with G - N, file your claim on Tuesday. For last names starting with O - Z, file your claim on Wednesday. If you missed your filing day, file your claim on Thursday, Friday or Saturday. Filing later in the week will not delay your payments or affect the date of your claim, since all claims are effective on the Monday of the week in which they are filed.

[How to File Your Unemployment Insurance Claim Online](#)

[New York State DOL Unemployment Insurance Benefits FAQ](#)

The State is extending telephone filing hours as follows:

TCC toll-free at (888) 209-8124

Monday through Thursday, 8 am to 7:30 pm.

Friday, 8:00 am to 6:00 pm.

Saturday, 7:30 am to 8:00 pm

In some industries, community members and organizations have established special funds for additional support:

Restaurant/Hospitality Workers-One Fair Wage Emergency Fund:

www.ofwemergencyfund.org

ROC United Restaurant Disaster Relief Fund: www.rocunited.org/relief/application/

Domestic Workers - Coronavirus Care

Fund:www.domesticworkers.org/coronavirus-care-fund/

Sick Leave

[New Paid Leave for COVID-19](#)

[Who Qualifies for Paid Leave Under the New Coronavirus Law](#)

Who qualified for paid leave under the new coronavirus law?

The coronavirus emergency relief package, which became law Wednesday 3/18, gives many American workers paid leave if they need to take time off work because of the virus.

What type of paid leave does the law offer?

It gives qualified workers two weeks of paid sick leave if they are ill, quarantined or seeking diagnosis or preventive care for coronavirus, or if they are caring for sick family members. It gives 12 weeks of paid leave to people caring for children whose schools are closed or whose child care provider is unavailable because of coronavirus.

Which workers qualify?

Most workers at small and midsize companies and nonprofits can get the paid leave, as can government employees, as long as they've been employed at least 30 days

Which workers are excluded?

Those at companies with more than 500 people — 48 percent of American workers — are excluded. Workers at places with fewer than 50 employees — 27 percent of workers — are included, but the Labor Department could exempt small businesses if providing leave would put them out of business. Employers can also decline to give leave to workers on the front lines of the crisis: health care providers and emergency responders.

Are part-time and self-employed workers eligible?

Yes. Part-time workers will be paid the amount they typically earn in a two-week period. People who are self-employed — including gig economy workers like Uber drivers and Instacart shoppers — can also receive paid leave, assuming they pay taxes. They should calculate their average daily self-employment income for the year, then claim the amount they take as a tax credit (they can reduce their estimated quarterly tax payments in the meantime)

How much money do I get while on leave?

If you are sick or seeking care for yourself, you earn the full amount you are usually paid, up to a maximum of \$511 a day. If you are caring for a sick family member or a child whose school or daycare is closed, you earn two-thirds of your usual pay, up to a daily limit of \$200.

How do I go about taking leave?

The Labor Department must issue guidelines by April 2nd to assist employers in calculating how much paid leave their employees should get. After that, you should be able to simply notify your employer, take the leave and get paid the amount specified by the law.

How will businesses and nonprofits afford to pay workers on leave?

They will be reimbursed for the full amount within three months, in the form of a payroll tax credit. (The Trump administration has said it will advance the money earlier for employers that can't wait that long.) The reimbursement will also cover the employer's contribution to health insurance premiums during the leave. It's fully refundable, which means that if the amount that employers pay workers who take leave is larger than what they owe in taxes, the government will send them a check for the remainder. (That goes for self-employed and gig economy workers, too.)

What if I work at a big company?

You can take any sick leave your company already offers. Eighty-nine percent of employees at these companies have paid sick leave, but rarely as long as two weeks, and low-wage workers are least likely to have it. (Some big companies, like Walmart and Target, have added paid sick leave for coronavirus.) Under a 1993 law, you're

eligible for 12 weeks of unpaid family and medical leave, as long as your company has at least 50 employees; you've worked there for a year; and you meet other qualifications.

Why are big companies excluded?

Congressional Republicans and the Trump administration said excluding large companies was a prerequisite to passing the bill, according to people briefed on the discussions. They also asked for other limits on who could receive leave. For example, the original bill passed by the House would have given workers 12 weeks of paid leave to care for themselves or sick family members, instead of two. Paid leave was the most contentious part of the bill, congressional aides said.

Is the paid leave permanent?

No. It's meant as a response to coronavirus, and expires Dec. 31.

Is the government going to give workers other aid?

Yes. This package included other types of aid, including unemployment benefits, free coronavirus testing and food and medical aid. The Trump administration has asked Congress for \$1 trillion to make direct payments to American taxpayers and to small businesses. And lawmakers are introducing other legislation, including a Democratic plan for more paid leave. The New York Times is running a hub for personal finance help during this crisis, with information about collecting unemployment, paying rent, paying bills and more.

Job Seekers

Guidance for Jobseekers Impacted Due to COVID-19 - SBS

Access Training - SBS

Job Board – Cypress Hills Local Development Corporation

Legal Services for Low Wage and Immigrant Workers

Catholic Migration

The Coronavirus pandemic has had a devastating impact on workers. Catholic Migration Services provides critical legal services to low wage and immigrant workers. In addition to providing advice and legal representation on general employment matters, such as wage theft, they are now also providing advice to workers directly impacted by this pandemic, including those with workplace health and safety concerns and those who have recently lost their jobs. Their hotline is open! To speak with an attorney, call their hotline (877) 52-LABOR (52267) Monday through Friday from 9 a.m. to 5 p.m.

¡Hablamos Español!

Make the Road New York (Bushwick office)

(718) 418-7690

<https://maketheroadny.org/>

Small Business Assistance

If you have questions about any of these programs or need assistance, please contact Hugo Espinal at hugoe@cypresshills.org or call (929) 333-5825

NYC Small Business Continuity Loan Program

Businesses with fewer than 100 employees who have seen sales decreases of 25% or more will be eligible for zero interest loans of up to \$75,000 to help mitigate losses in profit. Eligibility

Criteria for the NYC Small Business Continuity Loan Fund Businesses must:

- Be located within the five boroughs of New York City
- Demonstrate that the COVID-19 outbreak caused at least a 25% decrease in revenue
- Employ 99 employees or fewer in total across all locations
- Demonstrate ability to repay the loan
- Have no outstanding tax liens or legal judgements

As part of the applications, you will be required to demonstrate a revenue decrease by providing documentation such as: point-of-sales reports, bank statements, quarterly sales tax filings, 2019 tax returns, or CPA-certified profit & loss statements.

U.S. SBA Economic Injury Disaster Loan Program

[Small business owners in New York are currently eligible](#) to apply for a low-interest loan due to Coronavirus (COVID-19) through the U.S. Small Business Administration (SBA).

SBA's Customer Service Center: (800) 659-2955 disastercustomerservice@sba.gov

Applying through SBA is the first step in the process for getting grants and the large loans with loan forgiveness in the new Act. If your business is in need further assistance in the process, local Small Business Development Centers are here to help:

Brooklyn - SBDC at City Tech: 718.797.0187 sbdc@citytech.cuny.edu

<https://us.accion.org/resource/resources-for-small-businesses-impacted-by-the-coronavirus-covid-19-shutdown/>

Immigration

You should not be afraid to seek medical care because of your immigration status. There is no ICE presence in hospitals, and you do not need to disclose your immigration status when going to the emergency room to access services. They may ask for this information though for

benefit enrollment purposes BUT you cannot be denied emergency services even if you cannot pay.

Remember that your home is a safe place. ICE cannot enter your home without a signed warrant by a judge. If you hear a knock at your door and you believe that it is ICE **DO NOT OPEN THE DOOR**. A good practice is to always ask who is behind the door before opening it. If you hear a knock and then hear “police” it very well could be ICE. Always ask to see a warrant. See [Make the Road New York’s 5-step Know Your Rights Infographic](#)

Make the Road New York (Bushwick office)

(718) 418-7690

<https://maketheroadny.org/>

Selected Immigration Legal Service Providers in New York City

Areas of legal service include: Adjustment of Status, Asylum applications, Deferred Action for Childhood Arrivals (DACA), Employment authorization, Family-based petitions, Habeas Corpus, Naturalization/Citizenship, Removal hearings, Special Immigrant Juvenile Status, T visas, Temporary Protected Status (TPS), U visas, Violence Against Women Act (VAWA) petitions

Brooklyn Defender Services - Immigration Practice

(718) 254-0700

Brooklyn Legal Services (Court St.)

718-237-5500

Brooklyn Legal Services (Fulton St.)

(718) 636-1155

Directory of Legal Service Organizations in New York State

New York State Immigration Hotline: 1-800-566-7636

Discrimination/Harrassment

If you are being harassed due to your race, nation of origin or other identities, call 311 or [file a complaint online](#).

[NYC Protections Based on Immigration Status and National Origin](#) (PDF)

Other Languages: [Español](#)

Digital Resources

Free WiFi at home

1. Comcast - offering Essentials internet service designed for low-income families free for 60 days for new qualifying customers. Visit <https://www.internetessentials.com/> for more information. Call 1-855-8-INTERNET for set up.
2. Spectrum - households with K-12 students can get free Spectrum Wifi for 60 days (including free installation for new customers). Call 1-844-488-8395 for set up.

Wifi via smartphone

1. Metro PCS, T-Mobile, Sprint, AT&T and Comcast are all lifting their unlimited data caps for cell phone subscribers for at least 60 days. Contact your cellphone provider for more information.
2. MetroPCS will allow you to add a free 10GB of mobile hotspot per month by adding an add on service available in the MyMetro app, [MyAccount](#) or by calling Care at 611.
3. T-Mobile and Metro by T-Mobile are providing customers an additional 20GB of mobile hotspot/tethering service for the next 60 days coming soon.

Other Information

IRS - Tax Filing

The federal filing deadline has also been extended to [July 15](#).

[New York State Tax site](#)

New York State personal income tax and corporation tax returns originally due on April 15, 2020, have been extended to July 15, 2020. In addition, all related tax payments due on April 15, 2020, may be deferred to July 15, 2020, without penalties and interest, regardless of the amount owed.

Avoid Scams - Ignore online offers for vaccinations. There currently are no vaccines, pills, potions, lotions, lozenges or other prescription or over-the-counter products available to treat or cure Coronavirus disease” *Administration for Community Living*

[Guidance on Coronavirus Resources and Warnings about Consumer Scams](#) from Attorney General Tish James

Utilities - [Utilities will not be shut off because of hardship](#).

Coronavirus Legal Planning - What Documents do I Need? In light of the coronavirus, it is important to know about the different legal planning documents and how they can be used to document wishes and empower loved ones to help should something happen.