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Individuals

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Assistance for Individuals

Due to the unprecedented impact of COVID-19 on New York City's workforce, the City of New York has developed a list of resources for those who may be unemployed due to COVID-19 or are seeking additional assistance. The list below will be updated frequently. For more information on the City's response to COVID-19, please visit [NYC.gov/coronavirus](https://www.nyc.gov/coronavirus) or call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115). You can also text "COVID" to 692-692 for updates and information, or text "COVIDESP" to 692-692 for updates in Spanish.

Food Assistance

- [FoodHelp NYC](#) to find a locations near your home distributing meals for free, including food pantries and Grab & Go meals at [NYC Schools](#), available for all children or adults in need.
- Visit [ACCESS HRA](#) to apply for the Supplemental Nutrition Assistance Program (SNAP/food stamps)
- [NYC Department for the Aging](#) provides home-delivered meals are available for seniors ages 60 years and older who may have disabilities, access, or functional needs.
- [HungerFree NYC](#) and [Hunter College Food Policy Center](#) publish neighborhood-based food resource guides. These guides covers all neighborhoods in NYC by ZIP code and are available in multiple languages.
- [City Harvest Mobile Markets](#) distribute fresh produce in all five boroughs.
- [Emergency food delivery assistance](#) is available to you if you:
 - Are unable to go out and get food for yourself, AND
 - Do not have someone else in your household who can get food for you, AND
 - Do not have a family member, friend, or neighbor who lives nearby who can get food for you, AND
 - Do not receive food from Meals on Wheels, God's Love We Deliver or a similar service, AND
 - Are not able to afford food delivery from a restaurant or grocery store.

Health & Medical Assistance

- Visit [ACCESS HRA](#) to apply for Medicaid
- Visit the [Department for the Aging website](#) for counseling on Medicare MSP, LIS, and other Medicare low-income programs.

Financial Assistance

Stimulus Checks

Stimulus payments will begin being distributed in mid-April 2020, with no action required for most people. Some seniors and others who typically do not file returns will need to submit a simple tax return to receive the stimulus payment. To get learn more about stimulus checks, visit [ACCESS NYC](#).

Additional Financial Assistance Resources

- Visit [ACCESS HRA](#) to apply for cash assistance
- Visit [HRA Home Energy Assistance Program \(HEAP\)](#) to apply for the Home Energy Assistance Program (HEAP) grant
- Call New York Disaster Interfaith Services (NYDIS) at 212-669-6100, Monday - Friday, 9 a.m. - 5 p.m.; Emergency "life safety" financial assistance for under-resourced households with a direct impact.

Free One-on-One Financial Counseling

The Department of Consumer and Worker Protection's NYC Financial Empowerment Centers now provide free one-on-one professional, financial counseling over the phone. Counselors can help you create a budget, manage bills, save for essentials, deal with student loans, and more. [Visit NYC.gov/talkmoney to make an appointment online.](#)

Rent Arrears & Public Assistance

If your work schedule was reduced as a result of the coronavirus and you are unable to pay your rent, you can apply for a Cash Assistance special grant request to get benefits for emergencies.

[If you have an active Cash Assistance case, visit ACCESS HRA](#)

New York City Housing Authority

NYCHA residents that experience a loss of income may qualify for a rent reduction. Households that have experienced a complete income loss may qualify for the [Zero Income Policy](#).

NYC Well

An infectious illness outbreak such as this one can be stressful to you, your loved ones, and your friends. It is natural to feel overwhelmed, sad, anxious, and afraid, or to experience other symptoms of distress, such as trouble sleeping. To reduce your stress and to manage the situation more resiliently, try to remain positive, remind yourself of your strengths, connect with friends and loved ones and use healthy coping skills. NYC Well's website offers a number of well-being and emotional support applications (apps) that can help you cope.

If your symptoms of stress become overwhelming, reach out for support and help. You can contact [NYC Well](#), a confidential 24/7 helpline, staffed by trained counselors. They can provide brief counseling and referrals to care in over 200 languages.

- Call 888-NYC-WELL (888-692-9355)
- Text "WELL" to 65173
- Chat at [NYC.gov/nycwell](#)

NYC Mayor's Office to End Domestic and Gender-Based Violence

NYC Family Justice Center facilities are temporarily closed. Services remain available by phone, such as immediate safety planning, shelter assistance, and other resources. From Monday to Friday, 9 a.m. to 5 p.m., call your nearest FJC:

NYC Family Justice Center, Bronx
Call 718-508-1220

NYC Family Justice Center, Brooklyn
Call 718-250-5113

NYC Family Justice Center, Manhattan
Call 212-602-2800

NYC Family Justice Center, Queens
Call 718-575-4545

NYC Family Justice Center, Staten Island
Call 718-697-4300

In the evenings and/or on weekends:

- Call NYC's 24-hour Domestic Violence Hotline (800-621-4673); or
- Visit the NYC HOPE Resource Directory online at www.nyc.gov/NYCHOPE For help with stress and anxiety please call NYC Well (888-692-9355) or text "WELL" to 65173.
- For emergencies, call 911.

Funeral & Burial Guidance

COVID-19 has dramatically changed our lives. All New Yorkers deserve to celebrate, honor, and memorialize their loved ones. Get [funeral & burial guidance from the City of New York](#).

Supporting Others

- Support for those caring for someone 60 and over can visit the [NYC Department for the Aging's website for caregiver support information](#)
- Visit [Help Now](#) for information on how you can help those affected by emergencies.