

COVID-19 Resources

New York City

Updated April 13, 2020



HOW TO USE THIS FACTSHEET

This factsheet provides the latest benefits and assistance available to eligible individuals, families and businesses in response to COVID-19. For additional information, please contact the organization directly using the provided contact information. As this is a rapidly evolving situation, we will be updating this factsheet as new benefits become available.

Have a question?

The NYC Novel Coronavirus Hotline is available 24 hours a day at 1-888-364-3065.
NYC Domestic Violence & Sexual Assault Hotline 1-800-621-4673.

PLEASE CALL AHEAD TO CONFIRM OPERATING HOURS BEFORE VISITING



FOOD

- **City Meals on Wheels** – Meal delivery to senior residents and others.
Contact | 1-212-687-1234, email: info@citymeals.org [Additional Information](#)
- **God's Love We Deliver**- Provides medically tailored meals for individuals too sick to shop or cook for themselves.
Contact | 1-212-294-810 [Additional Information](#)
- **NYC Department for Aging (DFTA)** - Providing home-delivered meals for Seniors 60 years old or more, who have disabilities or access of functional needs.
Contact | 1-212-244-6469. [Additional Information](#)
- **Bowery Mission** - Bagged Meals Breakfast and Dinner, Hot Meals.
Contact | 1-212-674-3456 ext 110/1-800-BOWERY-1 [Additional Information](#)
- **FoodHelpNYC**- Offers listing of food banks/pantries and soup kitchens.
[Additional Information](#)
- **World Central Kitchen**- Food Assistance Fresh Meals. [Additional Information](#)
- **United Way NYC**-provides pantries and soup kitchens with resources and goods. Using their Plentiful APP technology to connect with food and benefits immediately. Food Assistance to NGO's and CBO's
Contact | 1-212-251-2500 [Additional Information](#)



- The Grace of Good Ministries - Church Inc. Bronx.
Contact | 1-347-697-7843 [Additional Information](#)
- Jamaica Benevolent Army & Cultural Center (Bronx)
Contact | 1-646-907-9858 [Additional Information](#)
- Astor Child Guidance Center.
Contact | 1-718-231-3400
- St. Luke's Senior Community Program - The Church is providing food assistance.
Contact | 1-212-716-6000 [Additional Information](#)
- City Harvest Stapleton Mobile Market (Staten Island) Contact | 1-646-412-0600
[Additional Information](#)
- The Salvation Army Stapleton Corps (Staten Island) Food Assistance.
Contact | 1-718-448-8480 [Additional Information](#)
- City Harvest Bed-Stuy Mobile Market - Food Assistance. Contact | 1-646-412-0600
[Additional Information](#)
- St. Philip's Christian Church (Brooklyn) - Food Assistance
Contact | 1-718-975-0613 [Additional Information](#)
- Northeast Brooklyn Housing Development Corporation - offering food assistance.
Contact | 1-718-453-9490, email: info@nebhdco.org [Additional Information](#)
- The Salvation Army Brownsville Corp (Brooklyn) -Food Assistance.
Contact | 1-718-345-7050, email: contactgny@use.salvationarmy.org [Additional Information](#)
- Urban Strategies Inc. (Brooklyn) - Food Assistance.
Contact | 1-718-919-3600, email: info@urbanstrategiesny.org [Additional Information](#)
- New York City Rescue Mission - Food assistance/hot meals.
Contact | 1-212-226-6214 [Additional Information](#)
- Bronx Bethany Community Corporation
Contact | 1-225-355-0702 [Additional Information](#)
- Meal delivery to individuals who cannot access food themselves due to COVID-19 emergency. Criteria is as follows: 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.
Contact | 311 [Additional Information](#)



- **Emergency Food Assistance Program - an additional resources for locating food assistance programs.**

Contact | 1-866-888-8777

[Additional Information](#)



- **Health Insurer to Waiver Cost Sharing Associated with Testing for Coronavirus.**

Contact | 1-212-681-4640.

[Additional Information](#)

- **NYState of Health & New York State Dept. of Financial Services - A special enrollment period open through April 15th for Uninsured New Yorkers.**

Contact | 1-855-355-5777

[Additional Information](#)

- **US Citizenship and Immigration Services (USCIS) - anyone seeking or using healthcare services related to COVID-19 will NOT be considered under the public charge rule, even if the services are Medicaid-funded.**

Contact | 1-212-788-7654

[Additional Information](#)

- **Grab & Go Medications- In addition to meals students and families can pick up medication or receive any standard medical services from Tuesday through Thursday during regular school hours. According to the D.O.E, school nurses and school-based health center staff will be on site.**

Contact | email: SFWebsitesuggestion@schools.nyc.gov

[Additional Information](#)

- **Single Stop NYS DOH Navigator Program and ABD Medicaid Program which provides enrollment services to eligible clients at various Single Stop partner sites within NY City.**

Contact | 1-855-355-5777 email: healthcare@singlestop.org

[Additional Information](#)

- **NYC Cares in partnership with Single Stop - A health care access program that guarantees low-cost and no-cost services offered by NYC Health + Hospitals to New Yorkers who do not qualify for, or cannot afford health insurance.**

Contact | 1-800-290-7189

[Additional Information](#)





- New York City Public Schools - "Grab & Go" Breakfast and Lunch at the entrances of all Department of Education (DOE) buildings on Thursday, March 19th and March 20th. New York City students can visit school locations from 7:30 a.m. to 1:30 p.m. each weekday at the main entrance of any school building. Breakfast and lunch meals will be offered at all schools -- and you don't have to go to your child's current school to receive a meal. The city said students can go to their nearest public-school location.

Contact | email: aeiser@bethlehemschools.org

- NYC Department of Education has set up a website providing remote learning resources, which includes information on how students can obtain iPads to learn at home

Contact | 311

[Additional Information](#)

- New York State Office of Children and Family Services.

Contact | 311/1-800-732-5207

[Additional Information](#)

- Charter Communications is offering free access to spectrum broadband and Wi-Fi for 60 Days for New K-12 and College Student Households and More.

Contact | 1-844-488-8395

[Additional Information](#)

- Governor's Program Bill Guarantees Job Protection and Pay for New Yorkers Quarantined as a Result of Novel Coronavirus. State Will Provide Two Weeks Paid Leave for Quarantined State Worker.

Contact | 1-518-474-8390

[Additional Information](#)

- NY State (NYS) -Waived the 7-day waiting period for Unemployment Insurance benefits for people who are out of work due to COVID-19 closures or quarantines.

Contact | 1-888-209-8124

[Additional Information](#)

- Department of Motor Vehicles - In responds to COVID-19, is now available by appointment only. The Process of some transactions and the provision of some services may be delayed.

Contact | 1-518-626-8990

[Additional Information](#)

- City Bikes - Free month-long bike membership for all essential workers.

Contact | 1-855-245-3311, email: herobikes@lyft.com

[Additional Information](#)





HOUSING

- Access HRA (Human Resources Administration) - The "One Shot Deal" - emergency assistance program helps people who can't meet an expense due to an unexpected situation or event. Emergency assistance is provided for, but not limited to, the following situations: Homelessness Eviction or dispossession Utility disconnection or pending shut off Fire disaster Domestic violence Circumstances that affect the health and safety of the individual or family.

Contact | 1-718-557-1399

[Additional Information](#)

- Department of Financial Services - New York State halt Mortgages and Foreclosures 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.

Contact | 1-800-342-3736, local calls can be made to 1-212-480-6400 or 1-518-474-6600. Email: consumer@dfs.ny.gov

[Additional Information](#)

- Housing Court Answers - Although evictions are paused, New York landlords can still file new eviction cases even though all new cases are being postponed for at least 45 days. Hotline for advice and resources below:

Contact | 1-212-962-4795



UTILITIES

- Utilities in New York have voluntarily agreed to this measure, according to the governor's office. No order from the Public Service Commission is expected.

Contact | 1-518-474-7080

[Additional Information](#)

- ConED - Service will not be shut off for non-payment. Waiving new late-payment fees. Contact | 1-800-752-6633

Telecommunications for the Deaf (TTY) 1-800-642-2308

[Additional Information](#)

- National Grid -Temporarily suspended collections and 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 re-evaluate their continued need.

Contact | 1-718-643-4050

[Additional Information](#)



- Orange & Rockland and Rockland Electric Company - Temporarily suspending any electric & gas service shutoffs involving customers having bill payment difficulties. This suspension covers their entire service area
Contact | 1-877-434-4100 [Additional Information](#)
- Internet- Xfinity WIFI- until further notice all Xfinity WIFI Public Hotspots are now open to everyone on the “xfinitywifi” SSID [Additional Information](#)

