FAC/BWI/NHN
COVID-19 (Coronavirus)
Information & Resource Guide

Updated 7/20/20

Information on FAC, BWI, and NHN Programs

Following guidance from the CDC, the World Health Organization, and local health officials, Fifth Avenue Committee (FAC), Brooklyn Workforce Innovations (BWI), and Neighbors Helping Neighbors (NHN) are taking action to reduce the potential for exposure to the virus for both our staff and the communities that we serve. To protect the health of all, we’ve closed all offices to the public, ensured that our essential worker staff are following recommended safety protocols, suspended in-person services, classes, and meetings and are scheduling appointments by phone or video conference wherever possible:

- Our benefits and entitlements access (including Unemployment and SNAP), legal and financial counseling services are all being offered via phone sessions. To internally refer a participant/beneficiary/tenant call or directly instruct the participant/beneficiary/tenants to schedule an appointment, call 347-844-0220.
- Tenant advocacy services for tenants facing hardship are being provided via phone sessions. To internally refer a participant/beneficiary to access services email eandrade@fifthave.org and cc amejia@nhnhome.org or instruct them to access services directly by calling FAC at 718-237-2017 or NHN at 718-686-7946.
- Housing Counseling services for first-time homebuyers and homeowners facing challenges are being provided via phone sessions. To access services, contact NHN at 718-237-2017 x159 or homeownership@fifthave.org.
- Our Adult Education and Literacy classes are being provided online. For more information, call 718-624-3475.
- Affordable Housing Lottery applicants who have been contacted by FAC and need to submit paperwork must do so via email, fax, or mail.
- Gowanus Wi-Fi Mesh offers free Wi-Fi Mesh access locally in Gowanus, Brooklyn. Go here to see a map with coverage area.
- Census 2020 has begun and FAC is supporting through online, phone, and text outreach. You can fill out the Census form by visiting my2020census.gov to fill out the Census online, or by phone at 844-330-2020 (English) or 844-468-2020 (Spanish).
- BWI has adjusted its training schedules and application processes for its sector-based workforce training programs. Go to www.bwiny.org to learn more.
- BWI is supporting graduates of its training programs who may be experiencing challenges. To access supports, beneficiaries must contact the program they graduated from. Go to www.bwiny.org for program phone numbers.
- Tenants in FAC managed properties should continue to submit repair requests via the 24-Hour Service Line by calling 718-499-2094. Note that only emergency/essential repairs are being done at this time to limit going into tenants’ apartments.
Resource Guide

***To get the latest developments regarding Coronavirus (COVID-19) in NYC text COVID to 692-692, or for updates in Spanish, text COVIDESP to 692-692.

***If you are being harassed due to your race, nation of origin, or other identities, call 311 or file a complaint online with the NYC Department of Human Rights.

Reopening Guidance

- **NYC Phase Four Reopening** - NYC entered Phase 4 of reopening on Monday, 7/20.
  - Phase Four of Reopening Includes: low risk outdoor arts & entertainment (including zoos, gardens, etc.), sports (without fans), media production (film, music, television productions allowed to be at 50% capacity on set, with no limits on outdoor filming)
  - What is NOT reopening in Phase Four: indoor cultural institutions, NY Aquarium, malls, gyms, movie theaters
- **New York State COVID-19 website** - Up-to-date information on policy updates that pertain to New York State residents and information about the state's regional phased reopening plan.
  - NY State Data - Find data on the number of new cases, percentage of positive tests, regional statistics, and more.
- **NYC COVID-19 Citywide Information Portal** - Find numerous resources for individuals, businesses, and nonprofits.
- **New York Coronavirus Hotline** - NY State has established a phone line for employees to report their employer if they believe they are not following proper PPE, hygiene, and social distancing guidelines. Employees can call 888-364-3065.
- **Restarting NYC Businesses** - Find out when and how you can safely reopen your non-essential business. Find guidance and resources to safely reopen your bar or restaurant. Get free face coverings and find non-medical PPE for you and your employees. Apply for a grant if your business has suffered physical damage from looting. Call the Restart Hotline for business owners at: 888-SBS-4NYC (888-727-4692).
- **Self-Certify to be an Outdoor Dining Restaurant** - This application is for food establishments seeking permission to place outdoor seating in front of their establishment on the sidewalk and/or roadway. You do not need to apply to place outdoor seating on private property.

Testing & Face Coverings

- **Find a Test Site Near You** - Find testing sites in NYC and NY State. Please call the testing site or your health care provider before you go for testing. Testing is available to everyone.
- **COVID-19 Antibody Screening for NYC Residents** - Schedule an appointment for COVID-19 antibody (serology) testing. Testing is available only to NYC residents 18 years of age and over in all five boroughs. If you do not have internet access, schedule an appointment by calling 888-279-0967.
- **NYC Face Coverings** - Find information on face coverings and where to get free face coverings in NYC.

Housing

- **Renters**
  - **COVID Rent Relief Program** - The COVID Rent Relief Program will provide eligible households with a one-time rental subsidy that will be sent directly to the household’s landlord. Applicants will not need to repay this assistance. Visit the website to see if your household is eligible and to apply. Applications are accepted from 7/16 - 7/30.
  - Governor Cuomo extended NY State’s moratorium on residential and commercial evictions until 8/20/20 for tenants who qualify for unemployment benefits or who are experiencing financial hardship due to COVID-19. Additionally, on 6/30/20, Governor Cuomo signed into law the Tenant Safe Harbor Act which
“Provides that no court shall issue a warrant of eviction or judgment of possession against a residential tenant that has suffered a financial hardship for the non-payment of rent that accrues or becomes due during the COVID-19 covered period.”

- Read more here and see the “Legal Assistance” section in this resource guide if you need legal help. Call 311 and ask for the tenant helpline if you are a tenant with questions about your rights and changes to NY State’s eviction moratorium or who may be experiencing harassment (lack of repairs, illegal lockouts, or rent overcharges).

  - Anyone with knowledge of City Marshals’ attempting to execute on warrants of eviction can report this activity by calling DOI’s Bureau of City Marshals at (212)-825-5953.
  - COVID-19 Guidance & Resources for NYCHA Community & NYCHA Journal - Information on NYCHA’s response to COVID-19, guidance for public housing and section 8 participants on rent hardships, services updates, and more in multiple languages.
  - NYC HPD COVID-19 Updates - For housing resources and HPD service updates, see the sections for tenants, Section 8, and Mitchell-Lama. For additional resources, visit the Housing Resource Center.
  - The Mayor’s Office to Protect Tenants has a legal assistance helpline for NYC tenants who are being harassed by their landlords or threatened with eviction. Tenants should call 311 or fill out the MOPT web form to connect with the helpline. They also created a fact sheet about the rights of tenants affected by COVID-19.
  - National Housing Conference’s COVID-19 Housing Resource Center - Information for renters, homeowners, property managers, homeless service providers, and more.
  - Consumer Financial Protection Bureau’s (CFPB) Mortgage and Housing Assistance during the Coronavirus National Emergency - If you're concerned about how to pay your rent due to the coronavirus national emergency, read information on this website on what to do now and what your options are for rent payment relief.

- Homeowners

  - Mortgage Relief Options and Protections - A federal law put in place two protections for homeowners with federally or Government Sponsored Enterprise (GSE) backed mortgages (FHA, VA, USDA, Fannie Mae, Freddie Mac). Learn more about these options and if they're right for your situation. If you don’t have a federally or GSE-backed mortgage, you still may have relief options through your mortgage loan servicer or from NY State. Find out who owns or services your mortgage.
  - Property Tax and Interest Deferral (PT AID) program - The NYC Department of Finance recognizes that an unexpected event or hardship may make it difficult for you to pay your property taxes. If you qualify for the Property Tax and Interest Deferral (PT AID) program, you can defer your property tax payments, or pay only a small percentage of your income, so that you can remain in your home.
  - NYC HPD COVID-19 Updates - For housing resources and HPD service updates, see the section for property owners/landlords. For additional resources, visit the Housing Resource Center.
  - CNYCN’s Homeowner Resources - Find resources about foreclosure prevention help, mortgage payment relief, and more.
  - National Housing Conference’s COVID-19 Housing Resource Center - Information for renters, homeowners, property managers, homeless service providers, and more.
  - Consumer Financial Protection Bureau’s (CFPB) Mortgage and Housing Assistance during the Coronavirus National Emergency - If you're concerned about how to pay your mortgage due to the coronavirus national emergency, read information on this website on what to do now and what your options are for mortgage payment relief.

Unemployment Insurance

  - Unemployment Insurance - Unemployment Insurance is temporary income for eligible workers who lose their jobs through no fault of their own. File your claim the first week that you lose your job.
- Pandemic Unemployment Assistance (PUA) - PUA is a federal program that provides support for Americans who are unable to work due to the Coronavirus pandemic, but do not qualify for traditional Unemployment Insurance (UI).

Utilities

- **Gas & Electric**
  - Cooling Assistance Benefit - The Cooling Assistance Benefit helps eligible households buy and install an air conditioner or fan up to a cost of $800.
  - Con Edison - Con Edison has made a number of changes to their service in response to COVID-19: customers will not lose power now because of trouble making payments; your service will not be shut off for non-payment; waiving new late-payment fees; no fees for making payments with credit cards or debit cards; work will only be done for emergencies, safety-related inspections, and upon request for critical issues, including turning on service; meter readings have been suspended. For more information, see the website or call (800) 752-6633.
  - National Grid - National Grid has temporarily suspended collections-related activities, including service disconnections. These policies will remain in effect in alignment with the respective executive orders issued in MA, NY, and RI, and will be evaluated on their continued need. More information on payment assistance programs in general can be found here. Additionally, services such as manual meter reads, new gas service lines, main replacement, gas service upgrades, and meter changes are paused until further notice. For more information, see the website.
  - HRA Home Energy Assistance Program (HEAP) - Apply for the Home Energy Assistance Program (HEAP) grant.

- **Internet**
  - Comcast - COVID-19 updates for Comcast customers.
    - Through 12/31/20, eligible new customers can sign up to receive 60 days of free Internet Essentials service.
    - Through 12/31/20, Xfinity WiFi hotspots located in businesses and outdoor locations across the country are available to anyone who needs them for free – including non-Xfinity internet subscribers. Find a hotspot here.
  - Optimum - COVID-19 updates for Optimum customers.

- **Technology Help**
  - Senior Planet’s Tech Resources - Find resources and videos describing how to get online, use devices and online platforms, and more. Also, find upcoming events online/by phone for workouts and stretching, how to use technology, virtual museum tours, and more.
  - Connected NYCHA: Older Adults - A project delivering 10,000 internet-connected devices to older NYCHA residents during COVID-19.

Food

- NYC DOE free meals for all New Yorkers - 3 free meals are available Monday through Friday (from 7:30 - 11:30 AM for families and children, and 11:30 AM - 1:30 PM for adults) for all New Yorkers at more than 400 meal hubs across the NYC. To find a location, use the website lookup tool or text “NYCFOOD” or “COMIDA” to 877-877. Find a list of Kosher and Halal meal hubs on the website.
- Pandemic Electronic Benefit Transfer (P-EBT) Food Benefits - This summer, every NYC public school student will receive $420 in Pandemic Electronic Benefit Transfer Food Benefits (P-EBT), a federal program to help families buy food while students are not in the classroom due to COVID-19. Learn how to share your P-EBT.
- ACCESS HRA - Apply for the Supplemental Nutrition Assistance Program (SNAP/food stamps) and cash assistance.
ACCESSNYC - City-run portal for NYC residents to determine their eligibility for more than 30 economic programs and benefits, including food programs such as SNAP and WIC

NYC Neighborhood Food Resource Guides - Hunter College’s Food Policy Center created a food resource guide for every NYC neighborhood. Each resource guide includes information related to food access within the community, such as the location and hours of food pantries, meals for students and seniors during this time, delivery services for people with disabilities, and resources for immigrants.

Foodbank NYC - Search the map to find a soup kitchen, food pantry, senior center, or SNAP enrollment site near you. The map lists providers with “grab and go” meals and pantry bags to minimize the risk of exposure.

NYC Soup Kitchens and Food Pantries - Find soup kitchens and food pantries by borough.

Emergency Food Hotline - If you are in need of emergency food access, please call the Emergency Food Hotline at (866) 888-8777 or dial 311. You will be provided with hours of operation and directions to the nearest food pantries and community kitchens.

NYC Department for the Aging - Senior centers are currently closed for congregate programming and meals are being delivered. Call your local senior center with questions about how to receive delivered meals. You can also call Aging Connect at 212-AGING-NYC (212-244-6469) or 311.

Invisible Hands - Request a delivery through Invisible Hands. Volunteers are delivering groceries and supplies to the most at-risk community members facing COVID-19.

HungerFree NYC - The "Neighborhood Guides to Food and Assistance” cover all neighborhoods in NYC by zip code and are available in multiple languages.

Home-delivered meals program - NYC is assisting New Yorkers during the COVID-19 crisis by delivering meals to those who cannot access food themselves. The application for food delivery assistance is here. To deliver the meals, the NYC Taxi & Limousine Commission will be hiring licensed TLC drivers. The application to become a driver in the programs is here.

Citymeals on Wheels - Apply to receive meals if you are 60 years of age or older, unable to prepare nutritious meals or have no one to do so for you, are physically or mentally incapacitated and in need of some assistance, and are able to live safely at home if services are provided to you.

Meals on Wheels - In response to the coronavirus crisis, this program is giving home-delivered meals to the elderly. The meals are nutritious and shelf stable.

Free dog and cat food - NYC pet owners affected by COVID-19 can get free dog and cat food through the ASPCA's NYC pet food distribution center. NYC residents can call the ASPCA Helpline at 1-800-738-9437 for information and appointments.

Health

Information on COVID-19

- Centers for Disease Control and Prevention - Up-to-date information on COVID-19.
- World Health Organization - Up-to-date information on COVID-19.
- National Institutes of Health - Up-to-date information on COVID-19.
- NYC Health COVID-19 website - Factsheets, NYC case data updates, prevention tips, and more City website links.

Health Insurance

- ACCESS HRA - Apply for Medicaid.
  - ACCESSNYC - City-run portal for NYC residents to determine their eligibility for more than 30 economic programs and benefits.
- NY State of Health - New Yorkers without health insurance can apply through NY State of Health through 8/15/20. You must apply within 60 days of losing coverage. Because of loss of income, New Yorkers may also be eligible for Medicaid, the Essential Plan or Child Health Plus.
- GetCoveredNYC - GetCoveredNYC helps New Yorkers enroll in health insurance with dedicated specialists who can assist you in your language.
Option 1: Complete the online form
Option 2: Call 311
Option 3: Text CoveredNYC (SeguroNYC en Español) to 877-877

- **Department for the Aging Health Insurance Assistance** - Do you have questions about Medicare? Confused about which plan is right for you? The Health Insurance Information, Counseling, and Assistance Program (HIICAP) is a free Department for the Aging resource for questions about Medicare programs.

- **NYC Care** - NYC Care is a health care access program that guarantees low-cost and no-cost services to New Yorkers who do not qualify for or cannot afford health insurance. All NYC Care services are provided through NYC Health + Hospitals. Note: NYC Care is not an insurance plan. It is a health care access program that guarantees services offered by NYC Health + Hospitals to New Yorkers who do not qualify for insurance or are unable to afford insurance.

**Mental Health**

- **National Suicide Prevention Lifeline** - Call 1-800-273-8255. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

- **NYC Well** - NYC’s free, confidential support, crisis intervention, and information and referral service for anyone seeking help for mental health and/or substance misuse concerns, available 24 hours a day, 7 days a week. NYC Well is staffed by trained professionals who can help you find the services that best meet your needs.

  - Call NYC Well at 1-888-NYC-WELL (1-888-692-9355)
    - English: Press 2
    - Español: Press 3
    - 中文: Press 4
    - 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.

  - Text WELL to 65173
    - English: When prompted text 1
    - Español: When prompted text 2
    - 中文: When prompted text 3

  - If you need support and prefer to chat, [click here to chat now.](#)

- **New York State Office of Mental Health Emotional Support Line** - Call 1-844-863-9314. The Emotional Support Line provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.

- **New York State Crisis Text Line** - Text GOT5 to 741741. New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7.

- **Trans Lifeline** - Call 877-565-8860. Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.

- **Mission: VetCheck** - During the COVID-19 crisis, veterans are making supportive check-in calls to other veterans through Mission: VetCheck. A collaboration between the NYC Department of Veterans’ Services, the Mayor’s Office of ThriveNYC, and veteran-serving organizations, these calls provide veterans with information about how to access vital public services, including free meals, COVID-19 test sites locations, and mental health resources. Request a check-in for yourself or someone you know, sign up to volunteer, and view resources for veterans on the website.

- **At-Home Mental Health Resource List Google Document** - Resources for managing stress and anxiety, accessing teletherapy and support groups, and other forms of support.

**Survivors of Domestic Violence**
Childcare & Educational Resources

- **Childcare**
  - Regional Enrichment Centers - Regional Enrichment Centers are open across every borough, with sites in almost every school district and near transit and healthcare hubs. If you are an essential worker in need of childcare, enroll on the website.

- **Educational Resources**
  - NYC Schools - Find up-to-date information on NYC schools, resources for learning at home, and the form to request a remote learning device.
    - To request a remote learning device, submit the request form online. DOE is prioritizing devices for students who will be participating in DOE summer school.
  - Activities for Students during school closures - NYC DOE’s supplementary learning resources for students.
  - Early Childhood Learning resource page
  - Discover at Home resource page - Find museums and zoos, arts and crafts, theater, physical activity, and activities and educational enrichment for all.
  - Academic Subjects resource page - Find English and language arts activities, access books, social studies activities, math activities, science activities, computer science activities, activities and educational enrichment for all.
  - Dial-a-Teacher - Access a homework help line for students, run by classroom teachers. Visit tutor.dialateacher.org, fill out the form, and get a call from a teacher. Students in 1st-5th grade can use this service, Mondays through Thursdays, 4 - 7 PM, when school is in session.
  - Scholastic Learn From Home
  - New York Public Library Free Online Tutoring
  - STEM Online Courses from Mouse
  - Brooklyn Public Library Remote Resources
  - New York Public Library Remote Resources
  - Common Sense Media: Free Online Activities
  - Amazing Educational Resources
  - Amazon Audible Audiobooks

- **Educational Resources for Parents**
  - Resources for Parents during COVID-19 School Closures in English, Spanish / Español, Mandarin / 中文
- Parent translation and tech assistance - Parent Volunteers NYC is a group of parents who have organized to provide language and technology assistance to fellow parents.

- Free tutoring - College students are providing free tutoring assistance to NYC K-12 students from low-income households, homeless students, undocumented students, English language learners, students with special educational needs and/or disabilities, and any others who face disproportionate barriers to accessing education during this pandemic.

- NYC Summer School 2020 - Information regarding NYC’s remote summer school.

Financial Help for Individuals & Small Businesses

- Government Supports

  - New York Forward Loan Fund - Apply for the New York Forward Loan Fund (NYFLF). NYFLF targets NY State’s small businesses with 20 or fewer full-time equivalent (FTE) employees, nonprofits, and small landlords that have seen a loss of rental income.

  - NYC’s Department of Small Business Services - View resources and sign up for upcoming webinars.

  - US Small Business Administration (SBA) Paycheck Protection Program - Apply for an SBA loan that helps businesses keep their workforce employed during the COVID-19 crisis.

  - US Small Business Administration (SBA) Economic Injury Disaster Loan Emergency Advance - This loan advance will provide up to $10,000 of economic relief to qualified small businesses and U.S. agricultural businesses that are currently experiencing temporary difficulties.

  - US Small Business Administration (SBA) Express Bridge Loans - Enables small businesses who currently have a business relationship with an SBA Express Lender to access up to $25,000 quickly.

  - US Small Business Administration (SBA) Debt Relief - The SBA is providing a financial reprieve to small businesses during the COVID-19 pandemic.

  - NY State Department of Labor Shared Work Program - The program allows employers to keep trained employees and avoid layoffs by allowing staff members to receive partial Unemployment Insurance benefits while working reduced hours. The Shared Work Program helps keep trained, productive employees on the job during temporary business downturns, meaning New York businesses can gear up quickly when conditions improve, and New York workers get to stay on the job. Full-time, part-time and seasonal employees are eligible.

  - Coronavirus Tax Relief and Economic Impact Payments - The IRS is offering tax help for taxpayers, businesses, tax-exempt organizations and others – including health plans – affected by COVID-19.

  - Coronavirus and Forbearance Info for Students, Borrowers, and Parents - US Department of Education Federal Student Aid website with student loan information related to the CARES Act. To provide relief to student loan borrowers during the COVID-19 national emergency, federal student loan borrowers are automatically being placed in an administrative forbearance, which allows you to temporarily stop making your monthly loan payment. This suspension of payments will last until 9/30/20, but you can still make payments if you choose. Read the borrower Q&As to learn more.

  - Brooklyn Chamber of Commerce - Find information and guidance by industry about NYC reopening and resources for small businesses.

  - Bring Back Brooklyn Fund - This Fund will provide no-interest, recovery loans of $500 - $30,000 to help local small businesses recover from COVID-19.

  - Federal Reserve Main Street Lending Program - The Federal Reserve has announced that it is establishing a Main Street Lending Program to support lending to small and medium-sized businesses that were in sound financial condition before the onset of the COVID-19 pandemic. The Program will operate through three facilities: The Main Street New Loan Facility (MSNLF), the Main Street Priority Loan Facility (MSPLF), and the Main Street Expanded Loan Facility (MSELF).

- Relief Funds & Other Supports
Councilmember Lander and Assemblymember Carroll, the Greg Perlman and Michael Clark Small Business Angel Fund at the Hebrew Free Loan Society and The Change Reaction Small Business Loan Fund - Offering zero-interest loans for small business and independent contractors in the 39th Council district or 44th Assembly district.

Move Humanity Forward - Financial help for individuals impacted by COVID-19 and seeking financial assistance.

Emergency Funds for Undocumented Youth and Families During COVID-19

- Relief Funds for Workers
  - Emergency COVID Relief for Sex Workers in New York
  - National Domestic Workers Alliance Care Fund
  - NYC Low-Income Artist/Freelancer Relief Fund
  - One Fair Wage Emergency Coronavirus Tipped and Service Worker Support Fund
  - Service Workers Coalition
  - Cinema Workers Solidarity Fund
  - Arts Administrators of Color Network
  - Artist Relief

- Relief Funds for Restaurant Workers & Bartenders
  - RWCF’s Restaurant Workers COVID-19 Crisis Relief Fund
  - Restaurant Opportunities Centers United Crisis Relief Fund
  - LEE Initiative Restaurant Workers Relief Program
  - Hot Bread Kitchen Emergency Relief Fund
  - The James Beard Foundation Food and Beverage Industry Relief Fund
  - Another Round Another Rally Relief Fund

- Relief Funds for Nonprofits
  - Brooklyn COVID-19 Response Fund - Brooklyn Community Foundation launched the Brooklyn COVID-19 Response Fund to provide immediate and longer-term resources to vulnerable residents across Brooklyn.
  - Robin Hood COVID-19 Relief Fund - Created to give grants to provide resources to support nonprofits that are on the front lines of this work and can move swiftly to serve affected communities.
  - The NY Women’s Foundation COVID-19 Response & Recovery Fund - Providing $1,000,000 in grants to organizations helping women, transgender, gender nonconforming, non-binary (TGNCNB) individuals, and their families most impacted by COVID-19.

Volunteer, Donations, & Mutual Aid

- Volunteer
  - New York Cares - New York Cares is working with city agencies and community partners to assess our response to those most impacted by COVID-19. If you would like to volunteer with projects addressing COVID-19, please sign up.
  - NYC’s Medical Reserve - Retired or non-practicing healthcare professionals can sign up for NYC’s medical reserve.
  - Invisible Hands - Sign up to volunteer through Invisible Hands. Volunteers are delivering groceries and supplies to the most at-risk community members facing COVID-19.

- Donations
  - Donate medical supplies to New York City or New York State.
  - Have a prepaid MetroCard you aren’t using? Sign up here to give your MetroCard to an essential worker.
  - Transportation Alternatives Bike Match - If you have a bike to donate or need a bike, fill out the form, and they will match you.
- Mask Match - Send your masks (N95, P95, R95, KN95, all surgical masks, and homemade masks) directly to healthcare workers on the front lines without leaving your home.
- The New York Blood Center - If you’re healthy and able to visit a donor center or blood drive, you can make an appointment to donate blood.
- Fund for Public Health NYC: Epidemics Fund - All funds raised through the Epidemics Fund will be directed towards critical emerging needs identified by the Health Department to fight the COVID-19 outbreak.

• Mutual Aid
  - NYC Mutual Aid Groups - Find a mutual aid group for your neighborhood in NYC. You can request assistance or sign up to volunteer.
  - NYC United Against Coronavirus - Citywide mutual aid effort made up of local neighborhood groups of volunteers. This resource guide provides contacts and resources to childcare, food, relief funds, housing, utilities, mental health support, organizing and advocacy efforts, and more. Translations are available in:
    - Español (spanish)
    - 한국어 (korean)
    - 繁體中文 (mandarin - traditional)
    - 日本語 (japanese)

Undocumented People

- New York State Youth Leadership Council Resource Guide - This is a live document of resources in NYC around COVID-19 support efforts, prioritizing resources open to undocumented people. Find resources in English, Spanish, and Portuguese.
- National Immigration Law Center’s Immigrant Eligibility for Public Programs During COVID-19 - Explains which federal public programs immigrants are eligible for, as well as the implications of each program for the public charge rule.
  - The USCIS website has more info about the public charge rule during COVID-19.
- Protecting Immigrant Families - Has a comprehensive guide with additional information for immigrant communities and resources in multiple languages.
- ActionNYC - ActionNYC is for every immigrant New Yorker. It offers free, safe immigration legal help in a network of trusted community organizations and schools. ActionNYC provides the following services: Free legal screenings to find out if you qualify for any immigration benefit, free legal help from an experienced attorney or accredited representative for a range of cases, including: citizenship, green card applications and renewals, Deferred Action for Childhood Arrivals (DACA), Temporary Protected Status (TPS). You must make an appointment to receive services. To make an appointment, call 1-800-354-0365 between 9AM - 6PM, Monday - Friday or call 311 and say “ActionNYC”
- CUNY Citizenship Now! Legal Hotline - CUNY Citizenship Now! provides free, high quality, and confidential immigration law services to help individuals and families on their path to U.S. citizenship. Call 646-664-9400 and leave a message, or text 929-334-3784.

Legal Assistance
- **New York Legal Assistance Group (NYLAG) Resources, Policy Changes, New Court Procedures, and Practice Area Updates** - Find legal resources and the free NY COVID-19 Legal Resource Hotline at 929-356-9582 is available 10am-1pm on Monday-Friday.

- **The Legal Aid Society** - Clients in need of assistance can call 212-577-3300. Indicate you need legal assistance and your call will be forwarded to an operator who will assist you.

- **Brooklyn Legal Services** - Current clients should contact their advocate directly. If you are not a current client and are seeking help with a legal issue, call (718)-487-2300 Monday through Friday from 9 AM - 5 PM. You can also email info@bka.org for assistance. If you leave a message or send an email, include your name, phone number, email address (if you have one), and a brief description of your legal issue or question.

- **New York State Court System’s Coronavirus Hotline** - Call (833) 503-0447, available 24/7.

- **NYC Financial Justice Hotline** - If you are a low-income NYC resident with a lawsuit, judgment, frozen bank account, wage garnishment, or other debt collection issue, please call our main number, 212-680-5100, dial extension 200, and leave a voicemail with your name, phone number, and a brief description of your situation, including whether you have a frozen bank account or wage garnishment. You may also email hotline@neweconomynyc.org with the same information.

- **VOLS Legal Hotline** - VOLS harnesses the power of New York City’s legal community and neighborhood-based groups to provide free, civil legal services when and where they are needed most.
  - Main VOLS Office: (212) 966-4400
  - Small Businesses/VOLS Microenterprise Project: (347) 521-5729
  - Senior/VOLS Elderly Project: (347) 521-5704
  - Older Veterans/VOLS Veterans Initiative: (347) 521-5725
  - Immigrant Youth/VOLS Immigration Project: (347) 521-5722
  - Unemployed Workers/VOLS Unemployed Workers Project: (347) 521-5720

- **Housing Court Answers** - Call (212) 962-4795. Housing Court Answers hotline will be operating from Monday through Friday 9 AM - 5 pm. They can assist with housing court and housing court procedures, landlord & tenant rules and regulations, enforcement of housing code violations, referrals for free legal help, referrals to community organizations that help with housing problems.

- **Know Your Rights During COVID-19** – The National Lawyers Guild created a know your rights guide focused on criminalization, militarization, and other forms of state power.

### Multilingual Resources

- **Collections of Multilingual Resources**
  - [NYC Department of Health COVID-19 Website](#)
  - [COVID-19 Health Literacy Project (30+ Languages)](#)
  - [Comprehensive information on COVID 19 (50+ languages)](#)
  - [Switchboard – Office of Refugee Resettlement (30+ Languages)](#)
  - [Resources in Indigenous Languages & Dialects](#)
  - [Protecting Immigrant Families: Know Your Rights](#)
  - [New York Immigration Coalition: COVID-19 Community Resources](#)

- **Español**
  - [CDC en Español](#)
  - [WHO en Español](#)
  - [Guía de Recursos e Información Para Inmigrantes Hispanohablantes en Nueva York](#)
  - [Guía de Recursos durante COVID-19 de la Senadora Ramos](#)
  - [COVID-19 Recursos Para Enfrentar La Crisis en Nueva York](#)
  - [PHIPPS: Recursos Para COVID-19](#)
  - [Hesperian’s Guide to the Virus](#)
Resources from Elected Officials

- **Councilmember Brad Lander’s Resource List** - Resource list and recordings of previous community support calls compiled by District 39 City Councilmember Lander's office. To sign up for email updates click [here](#).
- **NYC Comptroller Scott Stringer’s Resource Center** - Resource center compiled by NYC Comptroller Stringer's office.
- Senator Kristen Gillibrand’s COVID-19 Funding Guidebook can be downloaded [here](#).
- Senator Chuck Schumer’s COVID-19 Resource Page can be found [here](#).