

For more information visit:
otda.ny.gov
and click on
“Resources for Working Families”

Check your eligibility for a
wide range of work supports at:
myBenefits.ny.gov

Helping Hands for People in Need
is a TANF funded publication.



State of New York

New York State
Office of Temporary and
Disability Assistance

otda.ny.gov

Pub-4916 (Rev 12/11)

Helping Hands for People in Need



Resources available to strengthen your
household and make ends meet.

Nutrition Programs

Food Stamp Benefits help eligible individuals and working families purchase food. Eligibility and benefit levels are based on household size, income, certain expenses and other factors. The Food Stamp Program is supervised by the New York State Office of Temporary and Disability Assistance (OTDA) and administered by local departments of social services. All Food Stamp recipients are also eligible for free nutrition education to help them eat better for less money. To see if you may qualify, visit: myBenefits.ny.gov. For more information, and to find out where to apply, call **1-800-342-3009**. In an emergency contact your local department of social services for a food pantry in your area.

School Breakfast and Lunch Programs provide nutritionally balanced meals to school children for free or at a minimal cost. Families may apply for free or reduced priced meals by submitting a Household Income Application, which is provided by the school. If you are currently in receipt of cash assistance or Food Stamp Benefits, your children are eligible for free meals. You may submit an application for free meal benefits with your TANF or Food Stamp case number, or send your letter of certification to your child's school.

Women, Infants and Children (WIC) is a supplemental food program administered by the New York State Department of Health that provides nutrition education, breastfeeding promotion and support, and nutritious foods, including milk, whole grains, fruits and vegetables, to low-income pregnant, post partum or breastfeeding women, and infants and children up to age 5. For more information, call the Growing Up Healthy hotline at **1-800-522-5006** or visit health.ny.gov/wic

Tax Credits

The Federal and State Earned Income Tax Credits (EITC) are refundable tax benefits for working people with low or moderate incomes. Taxpayers may qualify to receive a combined Federal and State EITC of up to \$7,476 if their income is less than \$49,078 (based on 2011 income levels). New York City residents may qualify for an additional City credit.

The Federal Child Tax Credit and Additional Child Tax Credits are tax benefits offered by the federal government for taxpayers raising dependent children under the age of 17. The Empire State Child Tax Credit is a refundable credit for full-year New York residents with children ages 4-16.

The Federal Child and Dependent Care Credit is a tax benefit offered by the federal government. The **New York State Child and Dependent Care Credit** helps more low-income families because, unlike the federal credit, it is refundable. New York City residents may qualify for an additional refundable City Credit. For more information, call the United States Internal Revenue Service at **1-800-829-1040**, or visit irs.gov, or call the New York State Department of Taxation and Finance at **(518) 457-5181**, or visit tax.ny.gov or visit myBenefits.ny.gov.

Home Energy Assistance Program

The Home Energy Assistance Program (HEAP) assists low-income New Yorkers in paying their heating bills. HEAP also provides assistance with furnace repair and/or replacement and home weatherization. HEAP payments vary depending on household income and the type of heat used. You may be eligible for regular HEAP benefits even if you have money in the bank or other financial resources. To apply, contact your local department of social services or your county office for the aging. For more information, call **1-800-342-3009** or visit otda.ny.gov/programs/heap. To see if you may qualify, visit: myBenefits.ny.gov



Health Programs

Medicaid is a federal and state health insurance program for low-income individuals and families who cannot afford to pay for medical care. The program is available to New York residents who meet requirements for income limits and, if applicable, resource limits, and citizenship or immigration status. For information on how you can apply for Medicaid, call your local department of social services, or call **1-800-541-2831**. In New York City, you can contact the Human Resources Administration by calling **1-718-557-1399** or **1-877-472-8411**. Visit health.ny.gov/health_care/, click on “**Medicaid**.”

Child Health Plus (CHPlus) is a federal and state health insurance program for children who are New York State residents and under 19 years old who are ineligible for Medicaid due to immigration status or family income. CHPlus coverage is provided through managed care organizations. For more information, and to find out where to apply, call **1-800-698-4543** or visit health.ny.gov/health_care/, click on “**Child Health Plus**.”

Family Health Plus (FHPlus) is a federal and state health insurance program for uninsured, low-income adults ages 19 through 64, who are not eligible for Medicaid. The program is available to New York State residents who meet requirements for income and citizenship or immigration status. FHPlus coverage is provided through managed care organizations. For more information, and to find out where to apply, call **1-877-934-7587** or visit health.ny.gov/health_care/, click on “**Family Health Plus**.”

Job Placement Services

In New York State, the **Food Stamp Employment and Training Program** provides work preparation and support services for recipients of Food Stamp Benefits to help them gain skills necessary for becoming self-sufficient. All local departments of social services offer job search at a minimum; some offer work experience, on-the-job training, vocational training, education, job readiness and job skills training. For more information contact your local department of social services.

New York State’s One-Stop Career Centers provide services through a network of local one-stop centers and affiliate sites. To find the location nearest you, visit: labor.ny.gov/workforcenypartners/osview.asp

Additional information about finding a job and career development can be found on the New York State Department of Labor’s home page at labor.ny.gov

Housing Assistance

Public Housing, is available for eligible low-income families, the elderly and persons with disabilities.

Housing Choice Vouchers (Section 8) provides rental assistance for eligible families. Contact the public housing agency in your town or county for local guidelines. For more information, [visit hud.gov](http://visit.hud.gov)

To find available permanent housing visit nyhousingsearch.gov

If you are homeless and need assistance, please contact your local department of social services.

Domestic Violence

Domestic violence affects the entire community. If you or someone you know is being abused and would like more information on what can be done to keep yourself, your family or neighbors safe, call **1-800-942-6906**, or visit opdv.ny.gov

Social Security Disability Insurance and Supplemental Security Income

The Social Security Disability Insurance and Supplemental Security Income (SSI) programs are administered by the United States Social Security Administration, and only individuals who have a disability and meet medical criteria may qualify for benefits under either program. To apply for Social Security Disability Insurance or SSI benefits, call **1-800-772-1213**, or visit socialsecurity.gov

Child Support Enforcement

The child support program helps strengthen families by placing the responsibility for supporting children on those parents with the financial resources to provide such support. The program assists parents in establishing paternity, and obtaining, modifying and enforcing financial and medical support obligations. For more information, call **1-888-208-4485**, or visit childsupport.ny.gov

Child Care

New York State offers child care subsidies, to low-income families and families receiving Temporary Assistance to make safe, quality child care accessible and affordable. Child care subsidies are provided by local social services districts to enable a parent or caretaker: to work or engage in other work-related activities; to enable a teen parent to attend high school or equivalent training; to enable a parent or caretaker to attend educational programs. Additionally, child care subsidies may also be provided when a parent or caretaker is physically or mentally incapacitated; or because the parent or caretaker has family duties away from the home. For more information about the child care subsidy program, contact your local department social services or visit ocfs.ny.gov and click on “Child Care.”

Refugee and Immigrant Assistance

OTDA provides services and assistance to certain immigrant populations, including refugees, asylees, victims of human trafficking, and other immigrants through its Bureau of Refugee and Immigrant Assistance. To obtain assistance with immigration or citizenship matters, call the New York State Immigration Hotline **1-800-566-7636**. To find a list of service providers, visit otda.ny.gov/programs/bria

Veterans’ Benefits

If you ever served on active duty in the United States Armed Forces you may be entitled to state or federal benefits. You may be eligible for monetary benefits in the form of service connected compensation and/or non-service connected disability pension payments through the U.S. Department of Veterans Affairs. In addition, you may be entitled to health care benefits, educational benefits, employment assistance, substance abuse and mental health services and burial benefits. For assistance, please call the NYS Division of Veterans’ Affairs for the Veterans Counselor nearest you, **1-888-838-7697** or visit veterans.ny.gov