

What Are My Rights?

Fair Hearing Rights

You have a right to a Fair Hearing if you have been denied TA, SNAP, HEAP, Child Care Benefits, if your benefits have been discontinued, suspended or reduced, or if you disagree with the decision of the local department of social services.

The Right to Apply for Emergency Temporary Assistance

If you are already getting Temporary Assistance and an emergency comes up, tell a worker right away. If you are not getting Temporary Assistance, fill out an application and tell a worker that you have an emergency. You have the right to be interviewed about your emergency on the same day.

The Right to Apply for All Benefits and Services

To find out if you are eligible to receive TA, SNAP and/or HEAP you need to file an application with your county Department of Social Services or, if you live in one of the five boroughs of New York City with your local job center. You can apply online at myBenefits.ny.gov or fill out the application form and file it at your local department of Social Services. If you live in one of the five boroughs of New York City you may apply online at access.nyc.gov.

Right to Screening and Special Services if Experiencing Domestic Violence

Services are available to family or household members, with or without children, to help them with physical or emotional abuse, or threats of physical abuse or emotional abuse.

There is no income limit to get these services.

You can call a 24-hour hotline for information about emergency shelter, support groups, and counseling. These services will help keep you and your children safe.

To get information and referrals to your local domestic violence services provider you may call the following numbers, toll-free, 24 hours a day:

In New York City call 1-800-621-HOPE (1-800-621-4673)

In any other area of New York State call the NYS Domestic Violence Hotline at 1-800-942-6906 (Spanish-speaking call toll free 1-800-942-6908).

Right to Ask About Child Care

Child-care assistance helps a parent(s)/caretaker(s) who needs care and supervision for their child(ren) when the parent(s)/caretaker(s) is not available to care for their child(ren). Child-care assistance helps a parent(s)/caretaker(s) to pay some or all of the cost of child-care services.

You may apply by calling or visiting your local department of social services and ask for an application package. If you live in New York City and are on TA or applying for TA, call or visit your local Job Center. If you are applying only for child-care assistance, call the New York City information helpline at 311.

Right to Free Language Services

Free language assistance services are available.

Right to an Adequate Written Notice

If the local social services district finds you ineligible for the program and benefits you need, or decides that you should get less of them, you will get a notice telling you about your application and your benefits and if your benefits are denied or reduced, or your case is closed.

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