

# **An Overview of Assistance Programs, Resources and Economic Supports for Child Welfare Staff**

*Thursday, July 30, 2009*

## **Handout Materials**



New York State  
Office of Temporary and Disability Assistance,  
New York State  
Office of Children and Family Services  
and  
PDP Distance Learning Project

**AN OVERVIEW OF ASSISTANCE PROGRAMS,  
RESOURCES AND ECONOMIC SUPPORTS FOR CHILD  
WELFARE STAFF**

**July 30, 2009**

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**Eligibility Criteria for Assistance Programs**

	<b>FA</b>	<b>SNA</b>
<b>Eligibility Criteria</b>	<p>Households must include:</p> <ul style="list-style-type: none"> <li>• A minor child living with a parent or caretaker-relative, <b>or</b></li> <li>• A woman with a medically verified pregnancy, regardless of the expected date of delivery.</li> </ul> <p>Exceptions to FA eligibility:</p> <ul style="list-style-type: none"> <li>• Continued absence of a child who is absent from the household with good cause for 45 days or more, <b>or</b></li> <li>• Beyond one month after FA eligibility ends due the absence of an eligible grantee or the last child on the case is between 18 and 19 years old and leaves school.</li> </ul> <p>Note: This assistance program is appropriate for non-parent caretakers who are related to the child/ren in their care.</p>	<ul style="list-style-type: none"> <li>• Adults without dependent children.</li> <li>• Individuals younger than age 18 without a dependent child who have no adult relative.</li> <li>• Aliens who are eligible for temporary assistance, but are ineligible for federal reimbursement.</li> <li>• Individuals who have exceeded the 24-month state time limit for cash assistance but are: <ul style="list-style-type: none"> <li>• Exempt from work requirements or HIV positive, <u>and</u></li> <li>• Not determined unable to work due to the abuse of drugs and/or alcohol.</li> </ul> </li> <li>• Families who have exceeded their 60 month limit and do not meet a FA exemption, but do meet a SNA exemption</li> </ul> <p>Note: This assistance program is appropriate for non-parent caretakers who are non-relatives of the child/ren in their care.</p>
	<b>FS</b>	<b>MA</b>
<b>Eligibility Criteria</b>	<p>Household must include:</p> <ul style="list-style-type: none"> <li>• Parents and children under age 22.</li> <li>• Spouses.</li> <li>• Children, under 18 living under the parental control of a non-parental adult in the household who provides 50% or more of the cost of the minor's living needs.</li> <li>• Individuals who routinely purchase and prepare meals together.</li> </ul>	<p>Individuals:</p> <ul style="list-style-type: none"> <li>• Who cannot afford to pay all of their medical care.</li> <li>• Who meet certain income, resource, age, or disability requirements.</li> <li>• Who receive Supplemental Security Income (SSI).</li> <li>• Who have high medical bills</li> </ul>

**Emergency Assistance Desk Aid**

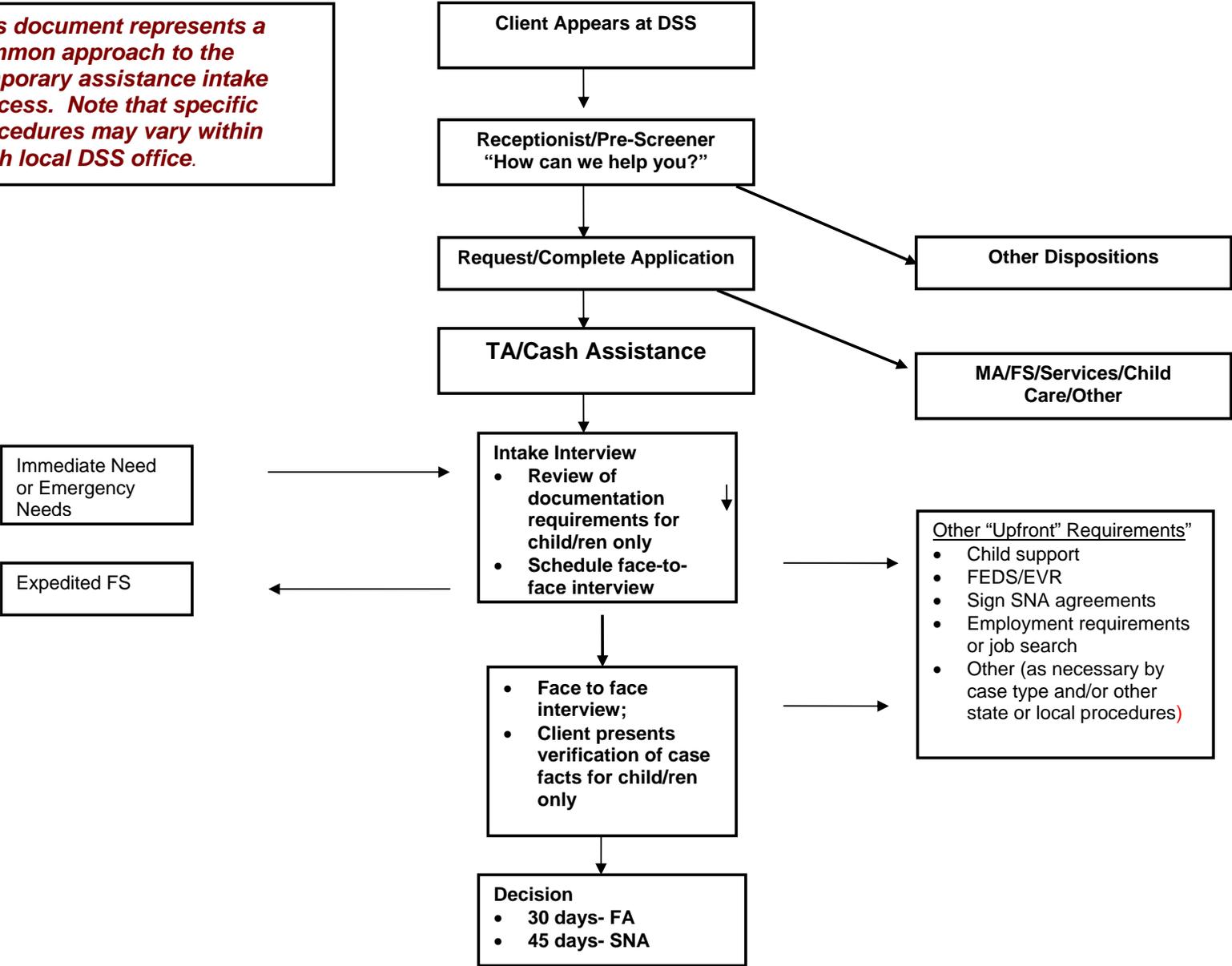
	EAF	ESNA	EAA
<p><b>Eligibility Criteria</b></p>	<p>The following 9 factors must <b>all</b> be present:</p> <ul style="list-style-type: none"> <li>• The household must contain a minor child* <i>or</i> a woman with a medically verified pregnancy <b>and</b></li> <li>• The child must be currently living with an adult related by blood, marriage, or, adoption, <b>and</b></li> <li>• The child, parent, or other eligible relatives are without immediately accessible resources to meet needs, <b>and</b></li> <li>• The gross available income of the family on the day of application is at or below 200% of the federal poverty level for that household, <b>and</b></li> <li>• The child is facing destitution or requires emergency assistance to provide living arrangements for him or her in a home, <b>and</b></li> <li>• The emergency did not arise because of a refusal without good cause to accept employment or training for employment <b>and</b></li> <li>• The emergency did not arise from the mismanagement of a TA grant and will not duplicate a TA grant already made <b>and</b></li> <li>• The assistance must not duplicate TA for which a person is eligible or would be eligible, but for a program sanction <b>and</b></li> <li>• The emergency could not have been foreseen by the individual and was not under his/her control, or the family has a discrete situation that if not resolved will require on-going assistance. **</li> </ul>	<ul style="list-style-type: none"> <li>• There is an identified emergency need, <b>and</b></li> <li>• The individual or household has no income or immediately available resource to meet the emergency need, <b>and</b></li> <li>• The individual or household has gross income not exceeding 125% of the current federal income poverty line, <b>and</b></li> </ul> <p>Note: If the emergency is fuel/utility related or is the result of a fire, flood or other like catastrophe the individual or household's gross income can exceed 125% of the federal poverty line.</p> <ul style="list-style-type: none"> <li>• The emergency need cannot be met under EAF, FA, recurring SNA, HEAP or EAA, <b>and</b></li> <li>• The individual is not sanctioned or disqualified.</li> </ul> <p>ESNA shelter payments can only be made under <b>all</b> of the following additional conditions:</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to pay future shelter expenses.</li> <li>• Signed repayment agreement for the full amount of the shelter arrears payment within 12 months.</li> <li>• No subsequent assistance to pay shelter arrears unless the applicant is current on payments</li> <li>• Suspension of unpaid balances if individuals who signs repayment agreements later become eligible for recurring PA.</li> </ul>	<ul style="list-style-type: none"> <li>• Must be determined eligible for or in receipt of SSI <b>and</b></li> <li>• Have an emergency need that cannot be met by the monthly regular SSI check such as the following:</li> <li>• Replacement or repair of clothing, furniture, food, fuel, and shelter lost as a result of a burglary, theft or vandalism or as a result of fire, flood, or other catastrophe</li> <li>• Replacement of stolen, lost, or mismanaged cash (proceeds of SSI check only)</li> <li>• Replacement of lost, stolen or un-received SSI checks</li> <li>• Household moving expense</li> <li>• Establishment or maintenance of a home</li> <li>• Repair or replacement of essential household heating, cooking, refrigeration, water supply, plumbing, and sanitation equipment</li> <li>• Rent/Security deposits</li> <li>• Broker's fees</li> <li>• Storage of furniture and belongings</li> <li>• Payment for goods and services already received</li> <li>• Chattel mortgages and conditional sales contracts</li> <li>• Nutritional requirements</li> </ul>

\*Minor child is defined as being under 18 years of age *or* being age 18, not yet 19, and enrolled full time in secondary school or its equivalent.

\*\*The sudden and unforeseen provision is not required to be met for utility or diversion payments.

# INTAKE FLOW CHART

*This document represents a common approach to the temporary assistance intake process. Note that specific procedures may vary within each local DSS office.*



**DOCUMENTATION REQUIREMENTS**

LDSS-2642 (Rev. 8/05)

Applicant/Recipient Name		Case Name		<b>Eligibility Factor</b>	<b>To prove this factor, provide one of the following:</b>	<b>Eligibility Factor</b>	<b>To prove this factor, provide one of the following:</b>	<b>Eligibility Factor</b>	<b>To prove this factor, provide one of the following:</b>
Date	Time of Interview	Case Number							
LOCAL DISTRICT NAME AND ADDRESS:				<input type="checkbox"/> <b>Social Security Number</b> (For Temporary Assistance, Food Stamp Benefits and Medical Assistance <b>only</b> , you do <b>not</b> have to provide proof of your Social Security Number (SSN) unless the SSN you give does not match with SSA's records or cannot be verified by the agency.)	Social Security Card Official correspondence from SSA A Social Security Number is not required for aliens who are seeking Medical Assistance for emergency treatment only or are Medical Assistance-only applicants who are pregnant.	<input type="checkbox"/> <b>Unearned Income (con't)</b> <input type="checkbox"/> Workers' Compensation <input type="checkbox"/> Education grants and loans <input type="checkbox"/> Interest/dividends/royalties <input type="checkbox"/> Private pension/annuity <input type="checkbox"/> Other	Award Letter Check stub Statement from school Statement from bank Award letter Statement from bank or credit union Statement from broker/agent Current award letter Current benefit check Official correspondence from source of income	<input type="checkbox"/> Other	
You must provide proof of the eligibility factors checked. Your worker must receive this proof no later than _____. If your worker does not receive this proof, your application may be denied or your assistance may be discontinued. (If you cannot obtain these items by the above date, call _____ to find out what other forms may be used to verify your eligibility.)									
<b>Eligibility Factor</b>		<b>To prove this factor, provide:</b>		<b>✓↕ TWO of the following</b> (If you are applying for Food Stamp Benefits or Medical Assistance <b>only</b> , you need to bring <b>only</b> one form for each eligibility factor checked.)					
		<b>✓↕ ONE of the following</b>		<b>OR</b>					
<input type="checkbox"/> <b>Identity</b> You must prove who you are.		Photo I.D. Driver's license U.S. passport Naturalization Certificate Hospital/Doctor's Records Adoption paper		Statement from another person Validated Social Security Number Birth/Baptismal Certificate					
<input type="checkbox"/> <b>Marital Status</b> You must prove if you are married, divorced, separated, or widowed.		Marriage/Death certificates Separation agreement Divorce decree Social Security records VA records		Statement from clergy Census records Newspaper notice Statement from another person					
<input type="checkbox"/> <b>Residence</b> You must prove where you live.		Statement from landlord Current rent receipt or lease Mortgage records		Statement from another person Current mail School records					
<input type="checkbox"/> <b>Household Composition/Size</b> You must prove who is living with you.		Statement from non-relative Landlord School records		Statements from other persons					
<input type="checkbox"/> <b>Age</b> You must prove the age of each person applying for assistance, where appropriate.		Birth certificate Baptismal certificate Hospital records Adoption records Naturalization certificate Driver's license		Insurance policy Census records School records Statement from another person Physician statement Official correspondence from SSA					
<input type="checkbox"/> <b>Absent Parent</b> If the parent of any child in your home is not living with you, you must prove this		Death certificate Survivor's benefits Hospital records VA or military records Divorce papers Proof of remarriage		Newspaper notice Insurance company records Institutional records Agency case records and burial payment files Statement from another person					
<input type="checkbox"/> <b>Absent Parent Information</b> You must provide any information you have: name, address, Social Security Number, birth date, employment		Pay Stubs Tax returns Social Security or VA records Monetary determination letters ID. cards (health insurance) Driver's license or registration		WORKER NAME  APPLICANT/ RECIPIENT SIGNATURE		DATE  DATE		TELEPHONE NUMBER ( )  TELEPHONE NUMBER ( )	

## Resources for Non-Parent Caregivers

### **New York State Kinship Navigator**

The NYS Kinship Navigator Program provides information and referral services to assist caregivers and the children in their care. A caregiver residing anywhere in New York can call a toll free number or go to a website to find information about the services that are available in or near their county. Trained specialists are also available to assess caregiver's needs and develop a plan of action. The Kinship Navigator Program can be reached, toll-free **1-877-454-6463 (1-877-4KinInfo)** Monday thru Friday from 9:30 am to 4:30 pm, or online via the Internet at <http://www.nysnavigator.org/>.

### **New York State Handbook for Relatives Raising Children (86 pages of information and resources)**

The handbook, which is titled "Having a Voice and a Choice", discusses the following subjects:

- how a child may come into a relative's care;
- the role of the Department of Social Services;
- legal arrangements, such as informal care, direct placement, legal custody, temporary or permanent guardianship, foster care and adoption;
- the types of financial assistance available to relatives;
- health care provision and coverage for children in a relative's care;
- the child's education; and
- other resources, with many links for further information.

The handbook can be found online at

<http://www.otda.state.ny.us/main/publications/4957.pdf>

### **New York State Kinship Caregiver Program**

The NYS Kinship Caregiver Program has been created to form a statewide network of community-based supportive programs that promote household stability and permanency through services for kinship caregivers and their kin. The Program includes 13 community-based programs, located in different parts of the State that provide services to help kinship caregivers who are raising their kin. Families providing informal kinship care, kin who are legal guardians or custodians of a child, as well as those providing kinship foster cares, are eligible to be served by these programs. The following is a list of the 13 community-based programs:

<b>Organization/Agency</b>	<b>Program Name Counties Served</b>	<b>Contact Information</b>
Catholic Charities Of Buffalo	Catholic Charities of Buffalo Kinship Caregiver Program Located in Erie County Also serves Niagara, Allegany, Chautauqua and Cattaraugus Counties	Kate Hacker 716-856-4494 <a href="mailto:Kate.hacker@ccwny.org">Kate.hacker@ccwny.org</a> 525 Washington St. Buffalo, NY 14203-1796
Catholic Charities of Diocese of Rochester, Inc	Kinship Caregiver Resource Network Located in Monroe County	Jennifer Taylor 585-232-1840 ext. 354 <a href="mailto:jtaylor@cfcrochester.org">jtaylor@cfcrochester.org</a> 30 N Clinton Ave Rochester, NY 14604
Catholic Charities Support Services	Kinship Care Located in Albany County Also serves Rensselaer and Schenectady County	Rene Benson 518-449-2001 <a href="mailto:ReneeB@ccalbany.org">ReneeB@ccalbany.org</a> 100 Slingerlands St. Albany, NY 12202
Child Care Coordinating Council	Kinship Care Program Located in Clinton County Also serves Franklin County	Nancy Buckpitt – Clinton <a href="mailto:Kepa@primelink1.net">Kepa@primelink1.net</a> Denise Skilff – Franklin <a href="mailto:kiskff@adelphia.net">kiskff@adelphia.net</a> 518-561-4999

Cornell Cooperative Extension of Orange Co. Comm Campus	Hudson Valley Regional RAPP Program Located in Orange County Also serves Ulster and Dutchess County	Denyse Variano <a href="mailto:Dav4@cornell.edu">Dav4@cornell.edu</a> Brenda Reynolds <a href="mailto:Br23@cornell.edu">Br23@cornell.edu</a> 845-344-1234
The Family Center	Family Ties Located in New York City Serves all Five Boroughs	Marya Gilborn 212-766-4522 x114 <a href="mailto:Mgilborn@thefamilycenter.org">Mgilborn@thefamilycenter.org</a> 315 West 36 <sup>th</sup> St., 4 <sup>th</sup> Floor NYC, NY 10018
Family Enrichment Network	Kinship Caregiver Program Located in Broome County	Deborah Faulks 607-723-8313 x821 <a href="mailto:dfaulks@familyenrichment.cc">dfaulks@familyenrichment.cc</a> 24 Cherry St Johnson City, NY 13790
Liberty Resources, Inc	Kinship Caregiver Program Located in Oswego County	Donna Carini - Syracuse 315-425-1004 x221 <a href="mailto:Dcarini@liberty-resources.org">Dcarini@liberty-resources.org</a> Priscilla Heilveil – Fulton <a href="mailto:Pheilveil@liberty-resources.org">Pheilveil@liberty-resources.org</a>
Mid-Erie Counseling & Treatment Services	NYS Kinship Caregiver Program Located in Erie County	Diana Kachurka 716-895-7167 x106 <a href="mailto:Kachurka@Mid-Erie.org">Kachurka@Mid-Erie.org</a> 1526 Walden Avenue, Suite 400 Cheektowaga, NY 14225
National Committee of Grandparents for Children's Rights	Long Island Kincare Connection Located in Suffolk County Also serves Nassau County	Brigitte Castellano 631-444-3160 <a href="mailto:Abcast@optonline.net">Abcast@optonline.net</a> Stony Brook University L2, Room 093 Stony Brook, NY 11794-8231
NY Council on Adoptable Children, Inc. (COAC)	Kinship Connections Located in New York City Serves all Five Boroughs	Joann Buttarro 212-475-0222 <a href="mailto:jbuttarro@coac.org">jbuttarro@coac.org</a> 589 Eighth Ave, 15 <sup>th</sup> Floor New York, NY 10018
Presbyterian Senior Services	PSS Kinship Caregivers Program Located in New York City Serves the Bronx and Manhattan	Katherine Martinez 718-620-1262 x1211 <a href="mailto:KmartinezA@pssusa.org">KmartinezA@pssusa.org</a> 2095 Broadway New York City, NY 10023
Volunteer Counseling Services of Rockland (VCS)	Enhanced Relatives as Parents Program Located in Rockland County	Rosa Serrano-delgado 845-634-5729 <a href="mailto:rserranodelgado@vcs-inc.org">rserranodelgado@vcs-inc.org</a> 77 South Main St New City, NY 10956

State of New York  
David A. Paterson, Governor



New York State  
Office of Temporary and  
Disability Assistance  
David A. Hansell, Commissioner

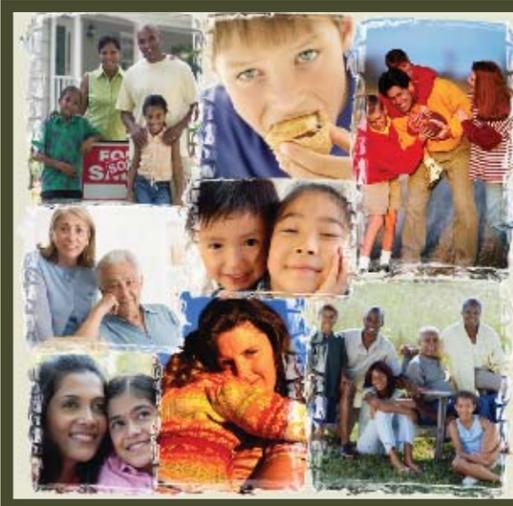
[www.otda.state.ny.us](http://www.otda.state.ny.us)

PUB-4916 (4/08)

For more information about resources for "working families" visit the Office of Temporary and Disability Assistance website at: [www.otda.state.ny.us](http://www.otda.state.ny.us)

*"Helping Hands for People In Need"  
is a TANF funded publication*

## HELPING HANDS FOR PEOPLE IN NEED



*New York State understands that  
sometimes it is difficult for working  
families to make ends meet.*

*This brochure contains information  
on the various resources available  
to strengthen your household.*

### FOOD STAMP BENEFITS

Food Stamp Benefits assist eligible individuals and working families to purchase food. Eligibility and benefit levels are based on household size, income, assets and other factors. The Food Stamp Program is federally funded through the U.S. Department of Agriculture and administered in New York by the Office of Temporary and Disability Assistance (OTDA) and local social services offices. Available benefits are provided through an electronic benefit card that works just like a regular debit card. All Food Stamp recipients are eligible for **free** nutrition education to help them make sound nutritional choices on a limited income. For more information and to find out where to apply call toll-free: **1-800-342-3009**.

### SCHOOL BREAKFAST AND SCHOOL LUNCH PROGRAMS

These programs provide nutritionally balanced meals to school children for free or at a minimal cost. Families may apply for the programs by submitting a Household Income Application which is provided by the school. The school is then responsible for certifying the student for free, reduced-price, or paid meals. If you are currently in receipt of Cash Assistance or Food Stamp Benefits, your children are automatically eligible for free meals.

### FOOD BANKS

New York State Food Banks provide safe and nutritious food to food pantries, soup kitchens and shelters. Food banks in your area can provide you with a list of programs to access free emergency food.

Food Bank of Northeastern New York:

**1-518-786-3691**

Food Bank of Western New York:

**1-716-852-1305**

Catholic Charities Food Bank of the Southern Tier:

**1-607-796-6061**

Long Island Cares:

**1-631-582-3663**

Food Bank for New York City:

**1-212-566-7855**

Food Link: **1-585-328-3380**

Food Bank of Central New York: **1-866-839-7304**, and

Food Bank for Westchester: **1-914-923-1100**.

### EMPLOYMENT PLACEMENT SERVICES

In New York State, the Food Stamp Employment and Training Program provides employment and training services for recipients of Food Stamp Benefits to help them toward self-sufficiency. At a minimum all districts offer Job Search and Job Readiness Training. Other districts offer work experience, on-the-job training, vocational training, education and job skills training. Individuals who are interested in receiving these services should contact or visit their local social services office. In addition, New York State's Workforce New York One-Stop System provides services through a network of local One Stop Centers and affiliate sites. Services include labor market information; current job listings; job search, résumé preparation and interviewing techniques; a computer resource room for job search activities; assessment of skills and aptitudes; employment counseling and training and education programs. To find the nearest service location and local contacts visit the Website: [www.workforcenewyork.org/onestops.htm](http://www.workforcenewyork.org/onestops.htm)

Additional information about finding a job and career development may also be found on the NYS Department of Labor's home page: [www.labor.state.ny.us](http://www.labor.state.ny.us) - link to "Career Services"

### HOME ENERGY ASSISTANCE PROGRAM

The Home Energy Assistance Program (HEAP) assists low-income New Yorkers in paying 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 county social services office or your county office for the aging.

For more information call **1-800-342-3009** or visit the Website at: [www.otda.state.ny.us/main/heap](http://www.otda.state.ny.us/main/heap)

## HOUSING ASSISTANCE

Local Public and Indian Housing Authorities administer housing assistance programs such as:

**Public Housing** which provides low-cost apartments and townhouses for eligible low-income families, the working poor and the elderly.

**Section 8 Housing** which provides vouchers to eligible low-income and working families, so they can rent code compliant housing. A rental subsidy is paid directly by the housing agency to the landlord on behalf of the participating family. The tenant pays the difference between actual rent charged and the amount subsidized by the program. There is a limited amount of Section 8 housing assistance available. Therefore, it is important for anyone interested in these programs to get his/her name on a waiting list as soon as possible. Contact the Public Housing Authority in your town or county for more information.

## FATHERHOOD INITIATIVE

The NYS Strengthening Families through Stronger Fathers initiative bridges the gap between employment programs, welfare programs and child support policies through a first in the nation Earned Income Tax Credit (EITC) for non-custodial parents and the establishment of five separate pilot programs aimed at promoting responsible fatherhood. For more information please visit the website: [www.dads.ny.gov](http://www.dads.ny.gov)

## EARNED INCOME TAX CREDIT

If you have earned income and have taken care of a qualifying child for more than half the year, you may be eligible to receive the Earned Income Tax Credit (EITC) from New York State as well as from the federal government. To claim the credit, you must file both federal and state income tax forms. Everyone's circumstances are different, but you may qualify to receive a combined Federal and State EITC up to \$6,000 if your income is under \$39,783. For more details, check [www.irs.gov](http://www.irs.gov), call the IRS toll-free at **1-800-829-1040**, or visit your nearby Volunteer Income Tax Assistance (VITA) site.

## MEDICAID

Medical assistance or Medicaid is available to help people who cannot afford to pay for all of their medical care. For information on how you can apply for Medicaid call your local social services office, whose phone number can be found in the "Blue Pages" of your phone book. In New York City, you can contact the Human Resources Administration by calling **1-718-557-1399**. Residents of the five boroughs of New York City may also call toll-free at **1-877-472-8411**. Pregnant women and children can apply at many clinics, hospitals, and Prenatal Care Assistance Program offices. If you are in a facility operated by the New York State Office of Mental Health, contact the patient resource office. If you are in a facility certified by the New York State Office of Mental Retardation and Developmental Disabilities, contact the revenue and reimbursement office. For information on how you can apply for Medicaid call your local social services office, whose phone number can be found in the "Blue Pages" of your phone book or call the helpline at **1-800-541-2831**.

## CHILD HEALTH PLUS

Child Health Plus (CHPlus) is a public health insurance program for children under 19 years old whose family income is too high to qualify for Medicaid. CHPlus coverage is provided through managed care organizations. To get more information, call the Child Health Plus helpline toll-free at **1-800-698-4543**.

## FAMILY HEALTH PLUS

Family Health Plus (FHP) is a New York State health insurance program for adults with limited income who do not have health insurance. It offers comprehensive health care coverage through managed care plans to single adults and couples without children, and parents who are financially ineligible for Medicaid. To be eligible for FHP, individuals must be age 19 through 64, ineligible for Medicaid and meet certain other eligibility criteria. To get more information, call the Family Health Plus helpline toll-free at **1-877-934-7587**.

## HELP IN ENROLLING FOR MEDICAID, CHILD HEALTH PLUS OR FAMILY HEALTH PLUS

If you would like someone to assist you in applying for Medicaid (Adult and Child), Family Health Plus or Child

Health Plus, there are enrollers in your community who can help. These enrollers will help you fill out the application, collect the necessary documents, and select a health plan. In many cases, assistance is available during evenings and weekends. To learn the nearest location where application assistance is available, please call **1-800-698-4KID (1-800-698-4543)**, or check the list on [www.nyhealth.gov](http://www.nyhealth.gov)

## WOMEN, INFANTS AND CHILDREN

Women, Infants and Children (WIC) is a special supplemental food program that provides nutritious foods, milk, juice, formula and other items to low-income pregnant or breastfeeding women, as well as infants and children up to age 5. To get more information, call the Growing Up Healthy hotline toll-free at **1-800-522-5006**.

## CHILD CARE

New York State offers many resources including subsidies to low-income families to make safe quality child care accessible and affordable. You should contact your county social services office for information. To find out more, visit the Website: <http://www.ocfs.state.ny.us>

## 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 custodial parents in establishing paternity, and obtaining, modifying and enforcing financial and medical support obligations. Child support services are available free of charge to anyone who applies. For additional information on child support services, you may call **1-800-846-0773** or visit [www.newyorkchildsupport.com](http://www.newyorkchildsupport.com)

## DOMESTIC VIOLENCE

Domestic violence affects the entire community. If you or someone you know is being abused and you would like more information on what you can do to keep yourself, your family or neighbors safe, call toll-free **1-800-942-6906** or visit the Website: [www.opdv.state.ny.us/victims](http://www.opdv.state.ny.us/victims)

## HOMELESS HOUSING AND SERVICES

OTDA administers an array of programs to address problems related to homelessness in New York. Several of the programs provide essential services to homeless persons to stabilize their housing situation and increase levels of self-sufficiency. If you are homeless and need assistance, please contact your local social services office.

## SOCIAL SECURITY DISABILITY INSURANCE AND SUPPLEMENTAL SECURITY INCOME

The Supplemental Security Income (SSI) Program provides monthly cash benefits to elderly, blind, and disabled individuals with limited income and resources. OTDA is responsible for determining certain aspects of eligibility for Social Security Disability Insurance and SSI programs. To apply for Social Security Disability Insurance or SSI benefits, call toll-free **1-800-772-1213**.

## VETERAN'S BENEFITS

If you ever served in the United States Armed Forces and were discharged under honorable conditions, you are a veteran. In addition to healthcare, substance abuse and mental health services, burial benefits, educational benefits, and employment assistance, 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. Contact the NYS Division of Veterans' Affairs toll-free **1-888-838-7697** or visit their Website at: [www.veterans.state.ny.us](http://www.veterans.state.ny.us) to locate a State Veteran Benefits Counselor nearest you.

## BUREAU OF REFUGEE AND IMMIGRANT ASSISTANCE

OTDA provides services and assistance to certain immigrant populations, including refugees, asylees, victims of human trafficking, and other immigrants. To obtain assistance with citizenship matters, call toll-free **1-800-566-7636**. To obtain any of the other services or assistance described above, call **1-518-402-3096**. To find a list of service providers visit the Website: [www.otda.state.ny.us/main/bria](http://www.otda.state.ny.us/main/bria)

