RELIEF RESOURCES AND SUPPORTIVE INFORMATION

- Health & Wellness
- Housing
- Workplace Support
- Human Rights
- Education
- Beware of Scams
- Volunteering
- Utilities

HEALTH & WELLNESS

- Food Assistance
  - The Hunter College Food Policy Center of CUNY has created a series of Coronavirus NYC Neighborhood Food Resource Guides. Each edition includes listings of food pantries, soup kitchens, farmers' markets, grocery stores, meal distribution sites for children and seniors, and resources for immigrants and undocumented individuals.
  - Interactive food bank map for finding soup kitchens, food pantries, senior centers, or SNAP enrollment sites.
  - GrowNYC's 50 open-air Greenmarkets are open for business and observing social distancing and other best practices during the outbreak.
  - COVID-19 Community Economic Relief Fund established by The United Way to help with bills, rent and food. Call 1-866-211-9966 and provide your ZIP code.
  - NYC DOE’s "Find a free meal location near you" feature is available on the NYC Department of Education (DOE) website for families to search for the nearest meal hub. DOE is committed to making three free meals available daily for all NYC children. Families can learn the location of the nearest meal hub by also texting FOOD or COMIDA to 877-877.
  - Operation 5 Borough Food Drive – Fresh Direct
• FreshDirect is partnering with government, local organizations and businesses to give away 2,000 boxes of shelf-stable food daily across the five boroughs. To take advantage of these food packages, visit your borough president’s website for pickup locations (Link is embedded in the heading).

  o **GetFoodNYC Food Delivery**
    • Provides food for coronavirus (COVID-19)-vulnerable and food-insecure New Yorkers not currently served through existing food delivery programs. [Sign up here](https://getfoodnyc.org) or call 311.
  
  o **Food delivery for highly vulnerable residents** ([nyc.gov/getfood](https://nyc.gov/getfood))
  
  o **AccessNYC** +30 economic programs/benefits including food assistance.
  
  o The nonprofit [expensify.org](https://www.expensify.org) will reimburse SNAP participants $50 after they use their EBT card for approved purchases and submit a receipt. They are allocating these funds to help families in need purchase essential groceries during the COVID-19 outbreak. The money is directly deposited into the participant’s bank account. Visit [Expensify.org/hunger](https://www.expensify.org/hunger) for more information.

  o The ASPCA Pet Food Distribution Center in New York City
    • Provides dog and cat owners free access to food and supplies, including kitty litter.
    • To adhere to social distancing guidelines, food and supplies will be available by appointment only.
    • Pet owners should call the ASPCA Helpline at (800) 738-9437 for an appointment.
    • Distribution is subject to eligibility and availability.
    • Open to residents of New York City only; no same-day appointments; one-hour window for pick-up.
    • Please do not come early and call if you’re running late; bring a photo ID and be prepared to carry supplies! (DON'T bring pets!)

• **Food Safety information**
  

• [New York-Presbyterian’s Health Matters](https://www.nyp.org) provides information on how to protect your health and wellbeing during the coronavirus outbreak:
  
  o For information on depression, [click here.](https://www.nyp.org/content/dam/nyp/interfaces/nyp_OMS-www/common/health-matters/health-matters-2020-03/ph.txt)
o For information on the complications vaping can cause to those with COVID-19, [click here](#).

o For information on how to cope with and actually enjoy staying at home, [click here](#).

o For an explanation of why social distancing works to stop the spread of coronavirus, [click here](#).

o Call the NYS COVID-19 hotline at 1-888-364-3065 for information and answers on COVID-19. Assistance is available in over 100 languages.

- **Health Information and Health Insurance Matters**

  o The Department of Health provides [public health information and guidance here](#), and has implemented a Novel Coronavirus Hotline at 1-888-364-3065.

  o New York Presbyterian Hospital (NYP) COVID Hotline 646-697-4000 has been created to answer questions about COVID-19. This hotline is available as a public service to provide information only and not to diagnose, treat, or render a medical opinion. They have also developed the Coronavirus Frequently Asked Questions document available on the NYP Coronavirus website: [https://www.nyp.org/coronavirus-information](https://www.nyp.org/coronavirus-information)

  o [NYS Insurance Marketplace](#) enrollment period has been extend, the new deadline is **May 15th**. Consumers can apply for coverage through NY State of Health on-line at [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov), by phone at 855-355-5777, and working with [enrollment assistors](#). If you are without health insurance, you can apply here.

  o As directed by Governor Cuomo, all New York insurers will [waive cost-sharing for a COVID-19 testing](#) including Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans.

  o Governor Cuomo has issued a [directive regarding access and cost sharing for COVID-19 testing and treatment available here](#).

  o The Department of Financial Services has issued a [circular letter on COVID-19 for health insurers](#).

  o Immigrants may receive COVID-19 health care WITHOUT having to answer questions about their immigration status or lack of insurance coverage-- and the care will NOT be used in a “public charge” test (even if those services are funded by Medicaid). If you feel sick, use telehealth services or call ahead first wherever you get your health care; telehealth services keep everyone safer.
(Gov. Cuomo required insurance companies to waive co-pays for telehealth visits.) For more info, call the NYS COVID-19 hotline at 1-888-364-3065. Assistance is available in more than 100 languages.

- New York State launched a comprehensive coronavirus testing data tracker for the public. The website, www.ny.gov/covid-19tracker, which will be updated daily with the latest data, presents visualizations of statewide and county-level testing and results. The public can also access the testing data through Open NY at data.ny.gov, New York State's open data portal, which offers machine readable datasets in downloadable standard formats that can be sorted, searched, analyzed and applied to new uses.

- The New York City Department of Health and Mental Hygiene (DOHMH) has COVID-19 data with different population breakdowns for transparency. Please note, the numbers are constantly changing, and there is sometimes a lag:
  - Big City Emergency Managers Data Tracker
  - Case counts (including age, gender and borough breakdown)
  - Deaths (including age, gender and borough breakdown along with pre-existing conditions)
  - Hospitalizations (including age, gender, and borough breakdown)
  - Emergency Department Surveillance (date by age group)
  - Percent of patients testing positive by zip code

- **Sexual Health**
  - NYC Sexual Health Clinics Hotline is providing telemedicine services for STIs, including HIV. Call 347-396-7959 to talk to a health care provider about your sexual health-- open Monday to Friday from 9:00am to 3:30pm.
  - The New York City Department of Health and Mental Hygiene continues to offer emergency services at the Chelsea Sexual Health Clinic (303 Ninth Avenue), Monday thru Friday, 8:30am to 3:30pm. This clinic can see patients who:
    - Need HIV post-exposure prophylaxis (PEP)
    - Need emergency contraception (Plan B)
    - Were contacted by clinic staff for urgent follow-up
  - All other Sexual Health Clinics are closed until further notice.
  - Visit the clinic's website for up-to-date information on services
Mental Health & Safety

- ThriveNYC has compiled an [App Library](#) featuring apps and online tools to help you manage your health and emotional wellbeing.

- [NYC Well](#) is available 24/7 to provide a range of free mental health support for all New Yorkers, regardless of insurance coverage or immigration status. Call: 1-888-NYC-Well (692-9355); Text: “Well” to 65173 or Visit on the web: [nyc.gov/nycwell](http://nyc.gov/nycwell)
  - NYC Well’s website offers a number of wellbeing and emotional support applications (apps) that can help you cope.

- Find support for veterans and caregivers can access from home: [thrivenyc.cityofnewyork.us/mental_health_support_while_home](http://thrivenyc.cityofnewyork.us/mental_health_support_while_home)

- New York City is connecting older New Yorkers who are feeling isolated with volunteers to talk with over the phone. Call 212-AGING-NYC (212-244-6469) for the friendly visiting program.

- New York State is partnering with meditation app Headspace to provide free mindfulness, meditation and mental health resources to all New Yorkers. For more information visit [headspace.com/ny](http://headspace.com/ny).

- **Service Program for Older People**
  - Program is offering behavioral health care for older adults via:
    - Approved tele-health connection during the COVID-19 outbreak including psychotherapeutic and psychiatric services for adults age 55 and older
    - Rehabilitation support for adults with serious mental illness (age 55 and older)
    - Peer-led bereavement support groups for adults of all ages for a modest fee.
    - For more information, call 212-787-7120 x514 or visit [spop.org](http://spop.org).

- **Mental Health Resources for Elderly New Yorkers**
  - For those who are feeling isolated, NYC is connecting older New Yorkers with friendly volunteers to talk with over the phone. Call 212-AGING-NYC (212-244-6469) and ask about the Friendly Visiting Program.

- **Mental Health Care for Frontline COVID Workers**
The NYC COVID Worker Care Network is a mutual aid network of more than 2000 mental health workers, spiritual care providers, circle-keepers, and community builders supporting frontline COVID workers during this crisis. They facilitate individual support encounters, support groups, stress-reduction training, and grief rituals via Zoom or telephone encounters.

Any person working to support the fight against COVID-19 in New York is eligible to receive support - sign-up through the website by clicking here. Follow the Network at https://www.facebook.com/NYCCOVIDCare/ for updates, and reach out to info@nyccovidcare.org with questions.

- New Yorkers with Disabilities
  - New Yorkers can reach out on Twitter to @NYCDisabilities, 311 or visit http://nyc.gov/disability for more information. New Yorkers with hearing impairments can also connect via video phone at 646-396-5830.

- Mental Health Resource Pages
  - Anxiety and Depression Association of America (ADAA)
  - American Psychological Association

- Domestic Violence
  - Home is not a safe place for everyone. For immediate safety planning, shelter assistance, mental health support, and other resources, call NYC's 24-hour hotline: 1-800-621-4673.

@NYCagainstabuse @SafeHorizon

Find important information about how the Family Justice Centers are continuing to support survivors, and find other critical resources for survivors during the COVID-19 emergency

- The Family Justice Center in Manhattan is closed:
  - Victims and survivors can reach them at each of their MFJC staff virtually over the phone from Mondays to Fridays, 9 a.m. through 5 p.m. by calling its main line: 212-602-2800
  - They are providing case management, advocacy, criminal legal support, counseling and civil legal consultation to survivors via phone and video conference.
Contact information for other Family Justice Centers:

- NYC Family Justice Center, Queens: 718-575-4545
- NYC Family Justice Center, Brooklyn: 718-250-5113
- NYC Family Justice Center, Bronx: 718-508-1220
- NYC Family Justice Center, Staten Island: 718-697-4300

**HOUSING**

- Housing Assistance in New York City During COVID-19 Crisis
  
  o Tenants & Neighbors
    
    - Holding daily counseling and referral sessions for NYC tenants during the COVID-19 pandemic starting: Monday, March 30, 2020 at 11AM.
    - To discuss your housing questions, please call: 929-436-2866; Participant ID: 616-636-6635
    - Please feel free to contact us with questions @ 212-608-4320 ext.314 or wmercado@tandn.org
  
  o Department of Social Services (DSS) information and to request rental assistance.

  o Apply for Cash Assistance from Human Resources Administration
    
    - ACCESS HRA Mobile App

  o FAQs About NYS Eviction Moratorium (nysenate.gov)

  New York officials have suspended eviction proceedings state-wide indefinitely as of Monday evening, March 16.

  - Section 8 residents: HPD will be suspending any subsidy termination actions until further notice

  - Participants experiencing a rent hardship due to a decrease in income may contact HPD via DTRAI@hpd.nyc.gov or by fax at 212-863-5299.

  - NYCHA information:
    
    - NYCHA is suspending all termination actions while the City is under a state of emergency, but at a minimum, 60 days.
    - NYCHA encourages households experiencing a loss of income to visit the NYCHA Self-Service Portal.
    - Families who experience a complete loss of income may qualify for NYCHA’s Minimum Rent Exemption.
If you are a NYCHA resident with a recent loss of income and your household meets certain conditions, you may qualify for a rent reduction. Households that have experienced a complete income loss may qualify for the Zero Income Policy. For more information, see: Rent Hardship.

- Your landlord cannot evict you, kick you out, or ask you to leave your apartment for having COVID-19 or being under home-quarantine.
- Being under isolation or quarantine in a hospital or other facility does not change your tenancy – your apartment remains your primary residence.
- You will still need to pay rent during quarantine or any time in a medical facility, as is the case for any illness.

WORKPLACE SUPPORT

- **Employment**
  
  - The NYC Department of Consumer and Worker Protection (DCWP) has guidance for employees and employers about the different mandates under COVID-19: Update about Workplace Laws.
  - Complaints Related to COVID-19 Regulations
  
  - You may file a complaint for any of the following reasons:
    - You qualify for COVID-19 paid sick leave and your employer refuses to pay it
    - You are being directed to work at a non-essential business
    - Your employer has failed to pay your earned sick pay or paid time off
    - Your employer has failed to pay your earned wages or pay for all of the hours you worked
    - Your employer has threatened or fired you for reasons related to COVID-19
    - Your employer is forcing you to work when you are sick
    - You know about a business that is non-essential and is operating
  
  - The City's Workforce Career Center launched a virtual center to help New Yorkers prepare for and connect to jobs across New York City. Current employment opportunities include Stop & Shop, Fresh Direct, and PBM Guardian Industry Services, among others.

- **Leave Assistance**
o NYS Paid Family Leave provides eligible employees with paid time off to care for a family member with a serious health condition, assist with a newborn or assist loved ones when a military family member is deployed abroad. The policy also provides job protection, continued health insurance and protection from discrimination or retaliation. Paid Family Leave eligibility was recently expanded by the state to include employees who have dependent children in isolation or quarantine due to the novel coronavirus. Benefits were increased to equal 100% of an employee’s weekly wages, capped at $2,884.62 per week for those affected by the coronavirus outbreak. Employers and the employer’s insurance carrier should have the required forms to take leave, which must be submitted to the insurance carrier. Employees can find out if they’re eligible, as well as the required forms to download through the state’s Paid Family Leave website. Contact by phone: 844-337-6303 or visit the website at https://paidfamilyleave.ny.gov

o NYS Temporary Disability Insurance: Employers are required to provide employees with disability benefits for an off-the-job injury or illness to replace lost wages. While there is usually a seven-day waiting period for benefits, NYS has waived it for employees affected by the novel coronavirus outbreak. Benefits often cover 50% of an employee’s wages, but were increased to equal 100% of an employee’s weekly wages, capped at $2,884.62 per week, for those affected by coronavirus. Employees can find the forms to file a claim and where to file through the New York State Workers Compensation Board. Contact by Phone: 877-632-4996 or website: www.wcb.ny.gov/content/main/Workers/Workers.jsp

o New York State provides a Paid Sick Leave (PSL) insurance for eligible employees who have been ordered to be quarantined by order of an authorized agency. Benefit will depend on size of employer.

- Provides up to 60% of your pay, up to a maximum weekly benefit of $840.70.
- After receiving your full PFL benefit, you will receive disability benefits to match your full wages up to a maximum weekly disability benefit of $2,043.92, for a total of $2,884.62 per week.
- There is no waiting period for either benefit.
For more information visit here.

COVID-19 Paid Sick Leave
Application: [https://paidfamilyleave.ny.gov/if-you-are-quarantined-yourself](https://paidfamilyleave.ny.gov/if-you-are-quarantined-yourself)

If you are having trouble paying rent or paying rent on time due to quarantine or being hospitalized for COVID-19, or a family member being sick, here is important information:

- If you work in New York City for more than 80 hours per calendar year, and your employer has five or more employees, under the law, you earn five days (40 hours) of paid leave that you can use if you have a health condition or to care for a family member with a health condition. If your employer has less than five employees, you earn five days (40 hours) of unpaid leave. For more information and the types of workers covered, visit the [NYC Department of Consumer Affairs](https://www1.nyc.gov/site/dca/html/default.shtml).

- **Unemployment**
  - The federal CARE Act’s Pandemic Unemployment Assistance (PUA)
    - There are new and additional unemployment benefits available to those who are not typically eligible for unemployment insurance including self-employed/1099 workers, part time workers, and those who were not working for an extended period of time.
  - The new federal CARE law provides enhanced Unemployment Insurance (UI) benefits and PUA for New Yorkers ([labor.ny.gov/ui/cares-act.shtm](https://labor.ny.gov/ui/cares-act.shtm)). Workers who are filing for UI benefits can call 1888-209-8124 or visit [labor.ny.gov/unemploymentassistance.shtm](https://labor.ny.gov/unemploymentassistance.shtm). With the increase in UI claims, the New York State Department of Labor (DOL) has implemented new guidelines to help streamline the process.
    - Workers should file claims based on the first letter of their last name:
      - A-F on Mondays
      - G-N on Tuesdays
      - O-Z on Wednesdays
• Those who missed their filing day should file Thursday through Saturday
  ▪ Please note, filing later in the week does not affect the date of a claim
  ▪ Telephone hours have been extended to Monday-Thursday from 8 a.m. to 7:30 p.m., Friday from 8 a.m. to 6 p.m. and Saturday from 7:30 a.m. to 8 p.m.

  o "What Workers Need to Know" guide created by the Community Service Society (CSS):
    ▪ As noted above, the federal stimulus package expanded unemployment insurance to include more workers than are usually eligible for unemployment benefits along with an additional benefit amount.
    ▪ CSS's new guide contains additional information on:
      ▪ Unemployment Insurance Benefits
      ▪ Pandemic Unemployment Assistance
      ▪ Pandemic Emergency Unemployment Compensation
      ▪ Federal Emergency Paid Sick Leave and more

  o NYCHA Kiosk Access to Unemployment Insurance Services
    ▪ NYCHA kiosks are making it easy for residents to apply for unemployment benefits. The link to the Department of Labor has been added to the main menu of the kiosk, located on the right hand, under the tab named Unemployment Benefits.

  o NYS waived the 7-day waiting period for unemployment benefits for individuals who are out of work due to closure or quarantine. To file a claim call 1-888-209-8124 for New York State residents or visit the Department of Labor online.

  o General Information for NYC https://www1.nyc.gov/site/helpnownyc/get-help/individuals.page

• Organizations Assisting Workers and Businesses
The Restaurant Workers' Community Foundation

- This advocacy nonprofit created by and for restaurant workers has compiled information and links to resources that will help restaurants and workers deal most effectively with the COVID-19 Emergency.

COVID-19 and Freelance Artists

- An aggregated list of resources, opportunities, and financial relief options available to artists of all disciplines.

NYC Hospitality Alliance

- The NYC Hospitality Alliance has compiled a list of resources and relief efforts for operators and employees in the hospitality industry.

Paul, Weiss Coronavirus Relief Center

- Paul, Weiss created an online portal featuring federal, state, local and non-profit relief programs for businesses, employees and other individuals hit hard by the pandemic.
- More than 600 relief programs can be accessed on this portal, which will be updated on a regular basis.
- The site is searchable by jurisdiction, contains explanations of eligibility requirements, provides guidance on accessing benefits, and includes direct links and contact information for the appropriate agency or organization.

- Workplace Protections
  - Employers are prohibited from firing, suspending, or retaliating against a worker for raising or reporting concerns about safety or health hazards. To learn more about filing a complaint with the Occupational Health and Safety Administration (OSHA), click here.
  - New York State Dept. of Labor’s complaint form: here.

- Taxes
  - The tax filing deadline of April 15, 2020 has been postponed to July 15, 2020.
  - Due to the COVID19 crisis, all NYC free tax prep providers have suspended their services in NYC. In person services will resume at a later date, please visit www.nyc.gov/taxprep for updates.
  - In the meantime, filers can file online. Prepare and file your federal income tax return for free using tax preparation and filing software through IRS Free File.
Federal Tax deadline automatically extended to July 15. More information here.

- Taxpayers can defer federal income tax payments to July 15 without penalties and interest
- Taxpayers do not need to file any additional forms or call the IRS to qualify for this automatic federal tax filing and payment relief. Individual taxpayers who need additional time to file beyond the July 15 deadline, can request a filing extension by filing Form 4868 through their tax professional, tax software or using the Free File link on IRS.gov

Governor Cuomo issued an executive order to extend the state tax filing deadline for personal and corporate taxes to July 15, matching the new federal tax deadline. https://www.governor.ny.gov/news/no-20212-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency

**HUMAN RIGHTS**

- **Immigration**
  - Visit the Mayor's Office of Immigrant Affairs COVID-19 page for information about access to testing, treatment and other services.
  - CUNY Citizenship Now! will continue to provide legal services remotely until further notice. Applications are limited to green card renewals, citizenship, DACA and TPS. All other applications will resume when they reopen to the public. For general questions, call 646-664-9400.
  - Effective March 18th, Immigration and Customs Enforcement (ICE) announced that during the coronavirus epidemic, it will delay making arrests, except for individuals considered “public safety risk.”
  - Resources for Undocumented Workers in NY During the Coronavirus Crisis:
    - NYSYLC has created a fund for undocumented youth and families in the wake of coronavirus crisis. If you wish to apply for this fund, please email info@nysylc.org for more information.
    - RAISE NYC’s Undocu Workers Fund will support undocumented workers in the service industry who will not have the privilege to apply for unemployment benefits during the COVID-19 health crisis. The fund will be distributed to undocumented workers at restaurants in
Manhattan & Brooklyn. Email undocuworkersfund@gmail.com for more information.

- **Betancourt Macias Family Scholarship Foundation** – If you are undocumented yourself or have family members who are undocumented and have been impacted by the COVID-19 pandemic, click on [this link to fill out the request form](#).

- ROC United has listed national and city/state resources available to restaurant workers during the COVID-19 pandemic.

- The **Coronavirus Care Fund** was established by the National Domestic Workers Alliance to provide emergency assistance for home care workers, nannies and house cleaners to support them in staying safe and staying home to slow the spread of the coronavirus and to care for themselves and their families.

- Nueva Yorkinos has compiled a list of resources available during this crisis.

- National Domestic Workers Alliance (NDWA) have created a [National Domestic Workers Alliance Emergency Fund](#). At this time, the Coronavirus Care Fund application is open to domestic workers who have participated in NDWA activities, NDWA chapters, affiliate organizations, circles and current Alia users.

- **Restaurant Worker Community Fund** has funds available for restaurant workers in need of financial assistance. You can apply for financial assistance on their website.

  - **$150 Undocu Workers Fund**:
    - Eligibility:
      - Be undocumented;
      - Work in the food service industry in Manhattan or Brooklyn;
      - Have been unable to work at this time due to corona-related mandates;
      - Have a Venmo account/have access to a Venmo account through someone that you trust (family or employer);
      - Fund will be distributed via Venmo. All transactions will be private to not disclose the personal information of recipients.
The goal is to release funds on Fridays either weekly or bi-weekly depending on fundraising efforts.

- Email undocuworkersfund@gmail.com to apply. More information here.
  - Immigration Courts (until 4/13): NYC non-detained Immigration Courts (Broadway and Federal Plaza) are CLOSED until further notice. Buffalo non-detained hearings are cancelled. Courts at Varick Street and Elizabeth, NJ are closed until further notice.
  - USCIS (until 4/1): All appointments are cancelled (includes fingerprints and asylum interviews).
  - ICE: Contact your local office to find out if you need to appear for a check-in.
  - Federal Courts: Citizenship Oath Ceremonies cancelled.
  - ICE has cancelled all visitation for those in ICE detention.
  - Immigration enforcement in the communities continues.
  - More comprehensive information can be found at nyic.org and here.

**EDUCATION**

- **NYS Financial Aid**
  - New York State Financial Aid: The NYS Higher Education Services Corporate has allowed for COVID-19 impacted students who are adversely affected by the crisis to be held faultless or harmless for the term and has created a portal with additional information, which can be accessed here: COVID-19 Updates & FAQs for Students, Parents, Borrowers, and Lenders [https://www.hesc.ny.gov/coronavirus](https://www.hesc.ny.gov/coronavirus) TAP, Excelsior Aid and other topics are covered.

- **Federal Aid:**
  - Visit [StudentAid.gov/coronavirus](https://StudentAid.gov/coronavirus) for forthcoming details. For more information on all the efforts the Department of Education is taking to address the COVID-19 national emergency, visit [ed.gov/coronavirus](https://ed.gov/coronavirus).

- **Student Veterans**
  - Student Veterans will continue to receive their GI Bill benefits under S. 3503, which the President signed into law on March 21. See: [https://www.whitehouse.gov/briefings-statements/bill-announcement-](https://www.whitehouse.gov/briefings-statements/bill-announcement-)
• The law enables the VA to continue providing the same level of education benefits to students having to take courses online due to the coronavirus (COVID-19) outbreak. The law also gives the VA temporary authority to continue GI Bill payments uninterrupted in the event of national emergencies. This allows for continued payment of benefits even if the program has changed from resident training to online training.

• The GI Bill students will also continue receiving the same monthly housing allowance (MHA) payments they received for resident training until December 21, or until the school resumes in-person classes.

• Students receiving GI Bill benefits are not required to take any action. Benefits will continue automatically. The VA will work closely with schools to ensure accurately certified enrollments and timely processing. Updates will be provided to students via direct email and social media regarding VA’s effort to implement these new changes.

• Debt/Loans
  o New York State:
    ▪ Governor Andrew M. Cuomo and Attorney General Letitia James announced that — effective immediately — State authorities will temporarily halt the collection of medical and student debt owed to the State of New York and referred to the Office of the Attorney General (OAG) for collection, for at least a 30-day period, in response to growing financial challenges and consequences resulting from the spread of 2019 novel coronavirus, or COVID-19.
    ▪ The Office of the New York State Attorney General will accept applications for suspension of all other types of debt owed to the State of New York and referred to the OAG for collection. For more information, click HERE. COVID-19 Application for Suspension of

- Forbearance Update
  - All loans owned by the U.S. Department of Education (ED) will have interest waived. That includes Direct Loans, as well as Federal Perkins Loans and Federal Family Education Loan (FFEL) Program loans held by the Department.
  - Interest will not accrue on federally held student loans for at least 60 days, beginning on March 13, 2020. The Department may extend that period, depending on the status of the COVID-19 national emergency.
  - The Department of Education is permitting student loan borrowers to suspend their monthly student loan payment without penalty for at least 60 days, beginning on March 13, 2020. To request this forbearance, borrowers should contact their loan servicer online or by phone.
  - If you’re at least 31 days behind on your payments as of March 13, 2020, or become more than 31 days delinquent after that date, you’ll automatically be placed in an administrative forbearance to give you a safety net during the COVID-19 national emergency.
  - The administrative forbearance will last for at least 60 days from March 13, 2020. The Department of Education may extend that period, depending on the status of the COVID-19 national emergency. If the option for an administrative forbearance is extended, your loan servicer will communicate information about the extension to you.
  - The Department of Education will [halt $1.8 billion in collection actions and wage garnishments](https://www.ed.gov/news/press-releases) to provide additional assistance to borrowers. This flexibility will last for a period of at least 60 days from March 13, 2020.
• **Literacy**
  - All New York City, Brooklyn, and Queens Public Libraries are temporarily closed to the public through at least Tuesday, March 31.
  - **New York Public Library**
    - The NYPL has expanded its online offerings to those with library cards (which can also be obtained online). Learn more from their latest online newsletter.
    - Parents of pre-K to 3rd graders who miss story time at their local branch check out Bookflix, which offers read-alouds to learn about science, music, history, and more (also available in Spanish)
    - Adults might be interested in online access to Ancestry.com, JSTOR’s academic research database, and the New York Times archives.
  - **Audible.com**, the audiobook company, has also opened its children’s book library, in six languages, to the non-subscriber public.
  - **TIME for Kids will be launching a free digital library** for students, families and teachers around the world, including a complete collection of all 2020 editions of TIME for Kids and Your $, our financial literacy magazine for children. The featured issue at launch provides a special report on COVID-19, including interviews with health experts and a look at how this pandemic is affecting schools, the economy and more. Each week, this digital library will be updated with four grade-specific editions, including K-1, 2, 3-4, and 5-6.

**BILINGUAL AND CULTURALLY COMPETENT MATERIAL**

• **Resources for food Assistance**
  - Spanish [https://www1.nyc.gov/assets/dsny/contact/services/COVID-19FoodAssistance.shtml](https://www1.nyc.gov/assets/dsny/contact/services/COVID-19FoodAssistance.shtml)
  - 中文 [https://www1.nyc.gov/assets/dsny/contact/services/COVID-19FoodAssistance.shtml](https://www1.nyc.gov/assets/dsny/contact/services/COVID-19FoodAssistance.shtml)
• **Transgender and Non-Binary New Yorkers**

• **General**
  - Make the Road New York created a page dedicated to compiling resources, updates, and rights as they pertain to COVID-19. The information is available in both English and Spanish [here.](https://maketheroadnewyork.org/coronavirus)
  - The New York Immigration Coalition created a community resources page in English, Spanish, Arabic, Bengali, Korean, Mandarin, Haitian Creole, and Russian [here.](https://nyimmigrationcoalition.org/coronavirus)

**BEWARE OF SCAMS**

• Report price gouging to 311 or [NYC.gov/dcwp](http://nyc.gov). You can also file a complaint with the Office of the New York State Attorney General by filling out a complaint form [here.](http://ag.ny.gov/coronavirus)

• COVID-19 Consumer Warnings and Safety Tips: As the novel coronavirus (COVID-19) pandemic continues to impact the United States, phone scammers have seized the opportunity to prey on consumers. For more information, visit: [fcc.gov/covid-scams](http://fcc.gov/covid-scams)

• Guidance on Coronavirus Resources from AG's Office:
  [https://ag.ny.gov/coronavirus](http://ag.ny.gov/coronavirus)
  - New York Attorney General Letitia James ordered AllerAir Industries, Airpura Industries, and Sylvane Inc., companies that sell air purifiers, to immediately cease and desist marketing their products as tools that can prevent the spread and contraction of coronavirus disease 2019 (COVID-19). The companies have been misrepresenting to consumers that COVID-19 is primarily an airborne disease and that its air purifiers can effectively prevent people from contracting the virus by removing the virus particles from the air. Studies from countless health organizations worldwide have determined that the primary transmission of the virus is through respiratory droplets, not air transmission, making these claims deeply misleading to consumers.

**VOLUNTEERING**
• New Yorkers who have recovered from COVID-19 and had a positive test BEFORE March 7 should visit www.mountsinai.org to help save another New Yoker by donating plasma.

• New York Cares: follow this link to search for volunteer opportunities throughout the five boroughs, based on your availability and interest areas: https://www.newyorkcares.org/search/projects

UTILITIES

• Electricity
  o Con Edision has temporarily suspended service shutoffs for customers having payment difficulties (those relating to safety concerns will still take place)
  o National Grid has "suspended collections-related activities, including service disconnections," until the end of April.

• Phone, Internet, and TV
  o T-Mobile
    ▪ Mobile and Curbside Fulfilment:
      • Customers can make appointments through the store locator page on T-Mobile.com for curbside or mobile fulfilment (look for “Appointments Available”).
      • By simply checking in online, chatting live with an expert, and routing to the customer’s nearest T-Mobile store, T-Mobile can assist with service payments, activations, add-a-lines, upgrades, or many other essential needs.
    ▪ T-Mobile Connect:
      • In response to COVID-19, T-Mobile introduced T-Mobile Connect, its lowest prices smartphone plan ever, and added lower-cost options for Metro by T-Mobile to help ensure everyone has an affordable option to get and stay connected during these challenging times.
      o Spectrum and Optimum offer free internet services to NYC families even with debt. Read more here.
  o Optimum
  o Spectrum
• Spectrum will not disconnect service or assess late fees to customer accounts for 60 days.
• If a customer currently has a past due account, they need to inform customer service that they are experiencing hardship due to Coronavirus and they will automatically receive a 60-day grace period extension on their account.
• For new subscribers, the company has expanded its existing Spectrum Internet Assist program which provides low-cost Broadband Internet and Wi-Fi for eligible low-income households, to include 60-days of complimentary internet service** (with no installation cost) for new households with K-12 or college students. The offer was further expanded to also include educators. Call (844) 488-8395.
• **Please note customers who do not wish to continue service after the end of complimentary period must cancel their service or it will continue at cost.

  o **AT&T**
  
  • AT&T is promoting customer support for 60 days.
  • Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
  • Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
  • Waive domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.
  • Keep our public Wi-Fi hotspots open for any American who needs them.

  o **Verizon**
  
  • Verizon is offering free international calling to countries identified by the Center for Disease Control as level 3 impacted by the coronavirus effective March 18 through the end of April. This is available to wireless postpaid consumer and small/medium business customers, and landline home phone customers. Unlimited calling will be included for
mobile and landline calls, with the exception of Iran, Latvia, Lithuania and Slovenia provided 300 minutes of free calls per month. Effective 3/19, wireless prepaid customers will also receive a total of 300 additional minutes to call level 3 countries.

LEGAL ASSISTANCE

- New Yorkers in legal need can contact VOLS (Volunteers of Legal Service) for support through their projects:
  - Small businesses/VOLS Microenterprise Project: (347) 521-5704
  - Seniors/VOLS Elderly Project: (347) 521-5704
  - Older Veterans/VOLS Veterans Initiative: (347)-521-5725
  - Immigrant Youth/VOLS Immigration Project: (347) - 521 – 5722
  - Main VOLS Office:(212)-966-4400