



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #08-29-OPE

(This Policy Bulletin Obsoletes PB #07-152-OPE)

REVISION TO THE HELPING HANDS FOR PEOPLE IN NEED (PUB-4916) BROCHURE

Date: March 11, 2008	Subtopic(s): Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>See Forms M-90c, M-90d, and M-90e.</p>	<p>The purpose of this policy bulletin is to inform all Job Center and Non-Cash Assistance Food Stamp (NCA FS) Center staff that the Helping Hands for People in Need (PUB-4916) brochure has been revised.</p> <p>PUB-4916 contains information for applicants and participants on various resources that are available to assist their household. The brochure must be included in the Cash Assistance (CA) and NCA FS Application and Recertification kits.</p> <p>PUB-4916 has been revised to:</p> <ul style="list-style-type: none"> • rewrite information on sections labeled: Fatherhood Initiative, Medicaid, Child Health Plus and Child Support Enforcement. • add a section labeled “Help in Enrolling for Medicaid, Child Health Plus or Family Health Plus.” • change the telephone number of the Food Bank of Central New York to 1-866-839-7304. <p>PUB-4916 is available in Arabic, Chinese, English, Russian and Spanish.</p> <p>A sample of the revised form is attached.</p> <p>Center Directors must ensure that the original version of PUB-4916 and its multilingual equivalents are removed from circulation and recycled.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

Effective Immediately

Reference:

[GIS 08 TA/DC004](#)

Attachment:

PUB-4916 Helping Hands For People In Need (Rev. 1/08)

☞ Please use Print on Demand to obtain copies of forms.

State of New York
Eliot Spitzer, Governor



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

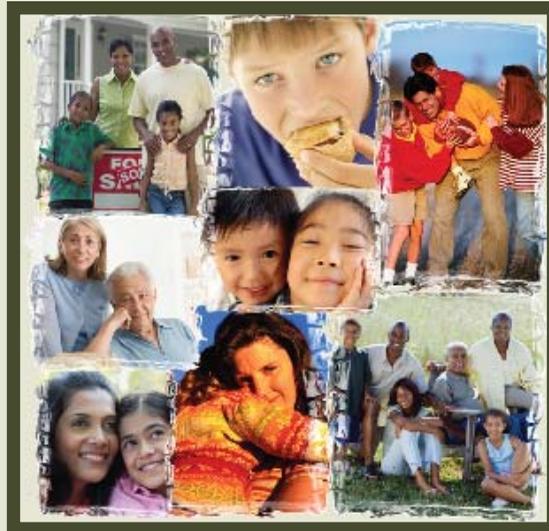
www.otda.state.ny.us

PUB-4916 (1/08)

For more information about resources for “working families” visit the Office of Temporary and Disability Assistance website at: 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

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 - 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

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

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, 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

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

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

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 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