



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-36-OPE (This Policy Bulletin Obsoletes PB #08-29-OPE)

REVISIONS TO HELPING HANDS FOR PEOPLE IN NEED (PUB-4916)

Date: April 27, 2011	Subtopic(s): Forms
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform staff that the Helping Hands For People in Need (PUB-4916) brochure issued by the New York State Office of Temporary and Disability Assistance (OTDA) has been revised.</p> <p>PUB-4916 informs applicants/participants residing in New York State about various resources, social services, and work support programs 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 was redesigned with new graphics and the content updated, reorganized, and rewritten, as follows:</p> <ul style="list-style-type: none"> • The cover caption now states: “<u>Resources available to strengthen your household and make ends meet</u>” • The back of the brochure now includes the following statement: “<u>Check your eligibility for a wide range of work supports at: myBenefits.ny.gov</u>” • The sections titled, “Food Stamp Benefits”, “School Breakfast and Lunch Programs,” and “Women, Infants and Children” have been consolidated under a new section now titled, “<u>Nutrition Programs.</u>” • The section on “<u>Tax Credits</u>” has been expanded to include the Federal Child and Dependent Care Credit and New York State Child and Dependent Care Credit. • Four separate sections detailing health-related services have been consolidated under a new section titled, “<u>Health Programs.</u>”

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 Fax* or fax to: (917) 639-0298

- Sections on “Food Banks”, “Fatherhood Initiative”, “Homeless Housing and Services”, and “Social Security Disability Insurance and Supplemental Security Income” are no longer included in the brochure.

The Cash Assistance Application Kit Forms (**M-90c**), the Cash Assistance Recertification Kit Forms (**M-90d**), and the NCA Food Stamp Application/Recertification Kit Forms (**M-90e**) have been revised to indicate that the Helping Hands For People in Need (**PUB-4916**) brochure is currently available in English only.

Samples of **PUB-4916** and Forms **M-90c**, **M-90d**, and **M-90e** are attached.

Effective Immediately

Attachments:

PUB-4916	Helping Hands For People In Need (Rev. 11/10)
M-90c	Cash Assistance Application Kit Forms (Rev. 4/27/11)
M-90d	Cash Assistance Recertification Kit Forms (Rev. 4/27/11)
M-90e	NCA Food Stamp Application/Recertification Kit Forms (Rev. 4/27/11)

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

For more information visit:
www.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

www.otda.ny.gov

Pub-4916 (Rev 11/10)

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 administered by the New York State Office of Temporary and Disability Assistance (OTDA) and local departments of social services. All Food Stamp recipients are also eligible for free nutrition education to help them make sound nutritional choices on a limited income. To see if you may qualify, visit: www.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 participant-centered 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 www.health.ny.gov/prevention/nutrition/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 \$7,366 if their income is less than \$48,362 (based on 2010 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 www.irs.gov; or call the New York State Department of Taxation and Finance at **1-800-225-5829**, or visit www.nystax.gov or visit www.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 www.otda.ny.gov/main/programs/heap. To see if you may qualify, visit: www.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 www.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 www.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 www.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: www.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 www.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 www.hud.gov

To find available permanent housing visit www.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 www.opdv.state.ny.us/victims

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 www.ssa.gov/d&s1.htm

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 newyorkchildsupport.com

Child Care

New York State offers many resources, including subsidies, to low-income families to make safe, quality child care accessible and affordable. Child care subsidies are provided by local departments of social services 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; because a parent or caretaker is physically or mentally incapacitated; or because family duties away from home necessitate a parent or caretaker relative’s absence. For more information, contact your local department of social services or visit www.ocfs.state.ny.us 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 **1-800-566-7636**. To find a list of service providers, visit www.otda.ny.gov/main/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 www.veterans.ny.gov

Cash Assistance Application Kit Forms

Forms included in the Cash Assistance Application Kit:

Item	Title	Form Number	Agency
1	Statewide Common Application	LDSS-2921*	State
2	Revised Assignment of Support Rights Language for LDSS 2921	Attachment 1****	State
3	Food Stamp Change Report Form	LDSS-3151*	State
4	New York State What You Should Know About Your Rights And Responsibilities	LDSS-4148A*	State
5	New York State What You Should Know About Social Services Programs	LDSS-4148B*	State
6	New York State What You Should Know If You Have An Emergency	LDSS-4148C*	State
7	Notice Of Responsibilities And Rights For Support	LDSS-4279****	State
8	Domestic Violence Screening Form	LDSS-4583*	State
9	Domestic Violence Palm Card	LDSS-4583A**	State
10	DFR Legal Residence Statement	LDSS-4733	State
11	Domestic Violence Information for all Temporary Assistance Applicants	LDSS-4905*	State
12	It's Tax Time. Go Get Your Refund!	Palm Card*	DCA
13	New York State How To Complete The Temporary Assistance (TA) - Medical Assistance (MA) - Medical Savings Program (MSP) - Food Stamp Benefits (FS) - Services (S), including Foster Care (FC) - Child Care Assistance (CC) Application	PUB-1301*	State
14	How To Use Your Benefit Card To Get Food Stamp and/or Cash Benefits	PUB-4596*	State
15	Keep the Heat On With HEAP Pamphlet	PUB-4735**	State
16	Helping Hands For People In Need	PUB-4916	State
17	Notice to All Applicants	EXP-75Q***	FIA
18	Electronic Benefit Transfer (EBT) for Metrocards	FLY-69*****	FIA
19	Absent Parent Questionnaire	M-384k*	FIA
20	Your Interview with the Office of Child Support Enforcement	M-384t**	FIA
21	Child Care Guarantee Informational	M-528m	FIA

*Denotes forms that are available in multiple languages. Job Center staff must include the appropriate foreign language version of the forms in the foreign language version of the CA Application Kit.

**Available in English and Spanish only.

***Multiple languages are contained on one form.

****Denotes forms that must be manually printed until made available on the OTDA website. Only available in English at this time.

***** Distribute until close of business on June 30, 2011.

Cash Assistance Application Kit Forms

Forms included in the Cash Assistance Application Kit:

Item	Title	Form Number	Agency
22	Child Care Guarantee Informational	M-528m	FIA
23	Attention: Applicants/Participants	W-116U ***	FIA
24	Important: Using Common Benefit Identification Cards (CBIC) for Medical Services	W-126E *	FIA
25	Services for Victims of Sexual Assault	W-131 **	FIA
26	Cash Assistance Additional Allowances	W-137C *	FIA
27	Notice of Benefits and Services Available from the HIV/AIDS Services Administration (HASA)	W-139E **	FIA
28	Troubled? Frustrated? Angry? Don't Take It Out On Your Children!	W-273A **	FIA
29	Did You Know That The City of New York Will Pay for Your Child Care For Your Children Under 13 and For Children With Special Needs?	CS-273E **	ACS
30	Notice to Applicants and Participants Regarding Third-Party Health Insurance	W-290 †	FIA
31	What To Do If You Have Been Sexually Assaulted	BRC-100B **	Mayor's Office
32	Welfare Fraud (BFI Bureau of Fraud Investigation)	BRC-151M *	BFI
33	Guide to Work Supports	BRC-504 **	FIA
34	Are You Disabled?	BRC-681A *	FIA
35	Interpretation Services Notice for the Application/Recertification Kits (Insert)	W-515W ***	FIA
36	Eligibility Verification Review Questionnaire	W-532T **	FIA
37	Cash Assistance & Child Support	W-549D **	OCSE
39	Child Care Fact Sheet and Planner	CS-574EE **	ACS
40	Language Questionnaire	W-680FF *	FIA
41	Notice to Applicants/Participants	W-904DD *	FIA
42	Essential Persons	W-912KK **	FIA
43	Explanation of the Medicaid Buy-In Program For Working People with Disabilities (MBI-WPD)	MAP-252 *	MAP
44	Child/Teen Health Program (C/THP) Fact Sheet	MAP-1096 *	MAP
45	Your Guide To Public Health and Eligibility	MAP-2020N	MAP

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Cash Assistance Recertification Kit Forms

Forms included in the standard Cash Assistance Recertification Kit:

Item	Title	Form Number	Agency
1	Food Stamp Change Report Form	LDSS-3151 *	State
2	Recertification Form For: Temporary Assistance (TA) – Medical Assistance (MA) – Medicare Savings Program (MSP) – Food Stamp Benefits (FS)	LDSS-3174 * ¹	State
3	Revised Assignment of Support Rights Language for LDSS-3174	Attachment 2 ****	State
4	New York State What You Should Know About Your Rights And Responsibilities	LDSS-4148A *	State
5	New York State What You Should Know About Social Services Programs	LDSS-4148B *	State
6	New York State What You Should Know If You Have An Emergency	LDSS-4148C *	State
7	Notice Of Responsibilities And Rights For Support	LDSS-4279 ****	State
8	Domestic Violence Information for all Temporary Assistance Applicants	LDSS-4905 *	State
9	How to Complete the Temporary Assistance (TA) – Medical Assistance (MA) – Medical Savings Program (MSP) – Food Stamp Benefits (FS) Recertification Form	PUB-1313 *	State
10	Helping Hands for People in Need	PUB-4916	State
11	Explanation of the Medicaid Buy-In Program For Working People with Disabilities (MBI-WPD)	MAP-252 *	MAP
12	What To Do If You Have Been Sexually Assaulted	BRC-100B **	Mayor's Office
13	Welfare Fraud (BFI Bureau of Fraud Investigation)	BRC-151M *	BFI
14	Guide to Work Supports	BRC-504 **	FIA
15	Are You Disabled?	BRC-681A *	FIA
16	Electronic Benefit Transfer (EBT) for Metrocards	FLY-69 *****	FIA
17	Attention: Applicants/Participants	W-116U ***	FIA
18	Important: Using Common Benefit Identification Cards (CBIC) for Medical Services	W-126E *	FIA
19	Services for Victims of Sexual Assault	W-131 **	FIA
20	Cash Assistance Additional Allowances	W-137C *	FIA

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¹ Included in the kit for homebound interviews and when POS is down.

***** Distribute until close of business on June 30, 2011.

Cash Assistance Recertification Kit Forms

Forms included in the standard Cash Assistance Recertification Kit:

Item	Title	Form Number	Agency
21	Notice of Benefits and Services Available from the HIV/AIDS Services Administration (HASA)	W-139E **	FIA
22	Notice to Applicants and Participants Regarding Third Party Health Insurance	W-299 *	FIA
23	Interpretation Services Notice for the Application/Recertification Kits (Insert)	W-515W ***	FIA
24	Language Questionnaire	W-680FE *	FIA
25	Notice to Applicants/Participants	W-904DD *	FIA
26	Essential Persons	W-912KK **	FIA

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SAMPLE

Cash Assistance Recertification Kit Forms

Recertification Kits for households with children include the forms on the first two pages and those listed below. Do not include the forms on this page for households without children.

Item	Title	Form Number	Agency
1	Enrollment Form for Provider of Legally-Exempt Family Child Care and Legally-Exempt In-Home Child Care	OCFS LDSS-4699**	State
2	Employment of Minors Form	OCFS LDSS-4699.1**	State
3	Employment of Minors Information	OCFS LDSS-4699.1A	State
4	Legally-Exempt In-Home Child Care Provider Agreement Form	OCFS LDSS-4699.2**	State
5	Parental Responsibilities When Employing a Legally-Exempt In-Home Child Care Provider	OCFS LDSS-4699.2A	State
6	Enrollment Form for Provider of Legally-Exempt Group Child Care	OCFS LDSS-4700**	State
7	Did you know that The City of New York Will Pay For Your Child Care for your children under 13 and for children with special needs?	CS-273E	ACS
8	Child Care Fact Sheet and Planner	CS-574EE**	ACS
9	Recertification Absent Parent Questionnaire	M-384d*	FIA
10	Child Care Guarantee Informational	M-528m	FIA
11	Cash Assistance & Child Support	W-549D**	OCSE

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¹ Included in the kit for homebound interviews and when POS is down.

NCA FS Application/Recertification Kit Forms

Forms included in the NCA FS Application/Recertification Kit:

Item	Title	Form Number	Agency
1	Domestic Violence Palm Card	LDSS-4583A **	State
2	Food Stamp Benefits Application/Recertification	LDSS-4826 *	State
3	How To Complete The Food Stamp Benefits Application/Recertification	LDSS-4826A *	State
4	It's Tax Time. Go Get Your Refund!	Palm Card *	DCA
5	How To Use Your Benefit Card To Get Your Food Stamp and/or Cash Benefits	PUB-4596 *	State
6	Helping Hands For People In Need	PUB-4916	State
7	Child/Teen Health Program (C/THP) Fact Sheet	MAP-1096 *	MAP
8	Notice to All Non Cash Assistance FS Applicants at POS Centers	EXP-75AA **	FIA
9	Food Stamp Documentation Guide	W-129G *	FIA
10	Services for Victims of Sexual Assault	W-131 **	FIA
11	Interpretation Services Notice for the Application/Recertification Kits (Insert)	W-515W ***	FIA
12	Finger Imaging Notice	W-519 *	FIA
13	Language Questionnaire	W-680FF *	FIA
14	What To Do If You Have Been Sexually Assaulted	BRC-100B **	Mayor's Office
15	Guide to Work Supports	BRC-504 **	FIA
16	Are You Disabled?	BRC-681A *	FIA

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NCA FS Center staff must include the appropriate foreign language version of the forms in the foreign language version of the NCA FS Application/Recertification Kit.