



Emergency Services Resource Guide

In response to the recent Coronavirus pandemic (COVID-19), Cypress Hills Local Development Corporation has created this guide to help Cypress Hills and East New York residents during this difficult time. Our organization plans to update this guide in real time to ensure our tenants, homeowners and small businesses have the most helpful and accurate information possible.

If you would prefer to speak to someone on the phone, we have set up a hotline number:

1-833-4-CYPRES or 1-833-429-7737

Emergency Services Resource Guide

Healthcare

[Coronavirus Disease 2019 \(COVID-19\) Updates](#)

[Telemedicine](#)

[NY State of Health Opens Special Enrollment Period](#)

<https://nystateofhealth.ny.gov/>

[Testing](#)

[Flu Shots](#)

[COVID-19 Vaccines](#)

Mental Health

[Mental Health Services in Cypress Hills/East New York](#)

[NYC and NYS Mental Health Services](#)

[National Mental Health Services and Hotlines](#)

Heating Assistance

Food Access

[SNAP](#)

[Pandemic EBT \(P-EBT\) benefits](#)
[Farmers Market Health Bucks](#)
[Food Pantries and Soup Kitchens \(Zip Codes 11207 and 11208\)](#)
[Meal Delivery for Seniors](#)

[Cash Assistance and Other Public Benefits](#)

[Housing](#)

[Mortgage Foreclosure](#)

[Tenants](#)

[Education/Remote Learning](#)

[Child Care](#)

[Debt Collection](#)

[Student Loan Payment Pause Extended Through May 1, 2022](#)

[Employment](#)

[Sick Leave](#)

[Small Business Assistance](#)

[NYC Small Business Continuity Loan Program](#)

[Immigration](#)

[Discrimination/Harrassment](#)

[Other Information](#)

Healthcare

To receive Coronavirus Alerts - You can also text COVID or COVIDESP (for Spanish) to 692-692 to receive the latest updates

Coronavirus Disease 2019 (COVID-19) Updates

Telemedicine

<https://www.nychealthandhospitals.org/getting-healthcare-from-home/>

NY State of Health Opens Special Enrollment Period

<https://nystateofhealth.ny.gov/>

Testing

[COVID-19 Testing Sites](#)

Free at-home test kits

Every home in the U.S. is eligible to order #4 free at-home COVID-19 tests. Orders will usually ship in 7-12 days. Order your tests now so you have them when you need them.
<https://www.covidtests.gov/>

Flu Shots

[Locations](#)

COVID-19 Vaccines

[Locations](#)

Mental Health

Mental Health Services in Cypress Hills/East New York

New York Psychotherapy And Counseling Center

2857 Linden Blvd., Brooklyn, NY

718-235-3100

CMLinden@nypcc.org

Institute for Community Living

David (646) 599-1329

NYC and NYS Mental Health Services

Brooklyn Center for Psychotherapy & New Directions

BCP Appointments: (718) 622-2000

ND Appointments: (718) 398-0800

NYC WELL

Contact for mental health and substance misuse services, 24/7, over 200 languages.

- Crisis and short-term counseling
- Children's Mobile crisis teams
- CALL: 1-888-NYC-Well (692-9355)
- TEXT: "Well" to 65173

Coping With Stress During Infectious Disease Outbreaks (PDF, March 19)

Other Languages: [繁體中文](#) | [簡體中文](#) | [Español](#) | [Русский](#) | [Kreyòl ayisyen](#) | [বাংলা](#) | [Italiano](#) | [العربية](#) | [יידיש](#) | [Français](#) | [فارسی](#) | [עברית](#) | [اردو](#) | [עֲלֹתָנִיקָה](#) | [হিন্দী](#) | [Tagalog](#) | [Tiếng Việt](#) | [Polski](#) | [한국어](#) | [日本語](#) | [नेपाली](#) | [ਪੰਜਾਬੀ \(India\)](#) | [ਪੰਜਾਬੀ \(Pakistan\)](#)

NYC HOPE For resources on dating, domestic, or gender-based violence

For safety planning and shelter assistance, NYC Family Justice Centers by phone, Monday to Friday, from 9:00am – 5:00pm.

Brooklyn: 718-250-5113

Queens: 718-575-4545

During evenings and weekends, call NYC's 24-hour hotline: 1-800-621-4673.

NYC National Alliance on Mental Illness

Free, confidential support between 10am and 6pm for people living with mental illness and their families. Public groups continue on conference lines.

212-684-3264

Student Mental Health Guide

National Mental Health Services and Hotlines

Crisis Text Line

Text "Got5" to 741-741

Safe Horizon (for people harmed by violence, crime or abuse)

24-hour hotline: 1-800-621-4673. Chat with a Safe Horizon advocate through [SafeChat](#). The latest information on hours and how to access this service is available here.

National Domestic Violence Hotline

1-800-799-7233

National Suicide Prevention Lifeline

1-800-273-8255

Self-Management And Recovery Training (SMART) Recovery

Online meetings at:

<https://www.smartrecovery.org/community>

<https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/>

Alcoholics Anonymous (AA)

Online meetings at:

<https://www.smartrecovery.org/community>

<https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/>

Narcotics Anonymous (NA)

Online meetings at: <https://newyorkna.org/covid-19-info-and-meeting-closures/>

Substance Abuse and Mental Health Services Administration (SAMHSA)

1-800-662-HELP (4357)

The Trevor Project

Free, confidential, 24/7 crisis support for LGBTQIA people struggling with suicidal ideation and mental health issues

1-866-488-7386

Heating Assistance

[Home Energy Assistance Program](#)

[Department of Social Services' HEAP office](#) for assistance

[ConEd Payment Plans and Assistance](#)

- ConEd offers payment plans and assistance programs that may help you bring down your energy bills.

Food Access

SNAP

Please contact CHLDC if you have any questions or need assistance applying for SNAP and using the Access HRA portal
Healthy@cypresshills.org,
(732) 860-8589

Pandemic EBT (P-EBT) benefits

<https://otda.ny.gov/snap-covid-19/>

Farmers Market Health Bucks

- Health Bucks are \$2 coupons that can be used to purchase fresh fruits and vegetables at all NYC farmers markets.
- For every \$2 spent at farmers markets using SNAP on an EBT card, you can get \$2 in Health Bucks up to \$10 per day.
- SNAP recipients are eligible to receive Health Bucks.
- Health Bucks are available year-round at NYC farmers markets that accept SNAP.
- Find a farmers market [here](#).
- [How People with SNAP Benefits Use Health Bucks](#).

Food Pantries and Soup Kitchens (Zip Codes 11207 and 11208)

- There is no income guideline for emergency food.
- **Before visiting any of the food pantries listed below, please contact them ahead of time to verify availability of resources.**
- Emergency Food Hotline at (866) 888-8777 or 311
- <https://www.foodbanknyc.org/get-help/>

Food Pantries

Unity Fellowship of Christ Church NYC
2578 Atlantic Ave
(718) 385-2406
Thursday 07:00PM-09:00PM

C.H.E.N.Y Coalition
279 Nichols Ave. Brooklyn, NY 11208
Fridays 12:30-3:00 PM

Presbyterian Church of The Crossroads
133 Elton St
646-321-7925
2nd and 4th Wednesday 10AM-12PM

Blessed Sacrament Church Brooklyn
198 Euclid Ave
(718) 827-1200
Wednesday 09:00AM-11:00AM

Caribbean American Steel Pan Education Center
363 Elton Street
Wednesday 10AM-2PM

Isaiah's Temple of Mt. Hope
862 Glenmore Ave
(718) 850-1499
Thursday 2PM-4PM

Pentecostal Rescue House of Prayer for All Nations, Inc.
2415 Pitkin Ave
(718) 277-7315
Tuesday 9AM-11AM

Open Door to Heaven Outreach Ministry Inc.
474 Shepherd Ave
(347) 822-0714
Saturday 09:30AM-11:00AM (1st & 3rd Saturday of the month)

Second St. Paul Church of Christ, Disciple of Christ, Inc.
1048 Sutter Ave
(718) 235-8922
Saturday 8AM-10AM

New Hope Family Worship Center
817 Livonia Ave
(718) 342-7907, (718) 342-1305
Saturday 10:00AM-12:00PM

Full Effect Gospel Ministries
900 New Lots Ave
(917) 494-0061
Wednesday 05:00PM-07:00PM

Las Maravillas Del Exodus
302 Elton St

(347) 551-1307
Wednesday 10AM-12PM

House of David, Pentecostal Apostolic Faith Church
747 Hendrix St
(516) 301-6306, (718) 649-5982
Wednesday 11AM-1PM

River Fund - Mobile Food Pantry
Corner of Linden Blvd & Crescent St
(718) 441-1125
Tuesday 09:00AM-10:30AM (2nd & 4th Tuesday of the month)

Soup Kitchens

Cornerstone SDA Church
138 Pennsylvania Ave
(718) 332-8335
Sunday 11:30AM-1:30PM

Invisible Hands

Volunteer-run home-delivery program servicing NYC and parts of NJ
Request a free delivery here:
<https://www.invisiblehandsdeliver.com/request-a-delivery>
InvisibleHandsDeliver@gmail.com
(732) 639-1579
Note: Does not accept EBT or SNAP because of challenges of using EBT/SNAP without a recipient present.

Meal Delivery for Seniors

- [Meals on Wheels](#)
 - [Eligibility Requirements](#)

[Gods Love we Deliver](#)

Live with a chronic or life-altering illness like cancer, Alzheimer's, renal failure, COPD, HIV/AIDS, or other serious condition
Must have difficulty grocery shopping and cooking.

Cash Assistance and Other Public Benefits

Good Shepherd Services' Single Stop

PJACC Single Stop: East New York
876 Schenck Avenue, Brooklyn, NY 11207
(718) 708-4910
Single Stop centers provide individuals and families with hands-on assistance in applying for public benefits.

Housing

Mortgage Foreclosure

- Contact Rene Arlain at reneaa@cypresshills.org or Rosalinda Gutierrez rosalindag@cypresshills.org
We are a HUD Approved Housing Counseling Agency. It is critically important to get advice and guidance before you stop paying your mortgage - speak to Rene or Rosalinda and talk to your servicer/lender. There are new and special payment and forbearance arrangements being put into place because of loss of income due to Coronavirus.
- [Mortgages serviced in New York State](#)

Tenants

- Rights of Tenants Living with Covid19:
 - <https://www1.nyc.gov/content/tenantprotection/pages/covid19-home-quarantine>
- HRA Rental Assistance [Access HRA online portal](#) to apply for benefits.
 - You can also download the [ACCESS HRA Mobile App](#) and upload your documents directly via the mobile app.
 - Here is a [summary sheet](#) of all HRA financial assistance benefits that individuals can apply for including rental assistance, food stamps, emergency grants for medical bills and other cash assistance needs.
- If you have any questions or need help applying for rental assistance, please contact Juanairis at Juanairisr@cypresshills.org. Please include your name, phone number and address in your email.

Education/Remote Learning

CUNY Emergency Relief Grants

CUNY has established the [**Chancellor's Emergency Relief Grant Program**](#) in response to the serious financial hardships many CUNY students and their families face as a result of the COVID-19 emergency. The program will provide one-time \$500 grants to qualifying CUNY students regardless of immigration status, including student parents, to help cover their basic living expenses as the pandemic and its economic consequences continue to unfold.

Child Care

[Cypress Hills Child Care Corporation](#)

Debt Collection

The New York State Attorney General's office is taking applications for the suspension of debt collection activity. To apply for a suspension of debt collection, [visit the Attorney General's website](#). Please note that the Attorney General has already temporarily halted medical and student debt collection, and there is no application necessary to pause that debt collection.

[Student Loan Payment Pause Extended Through May 1, 2022](#)

Employment

Sick Leave

New York State Paid Family Leave

Introduced in January 2018, New York's State's [Paid Family Leave \(PFL\) Program](#) provides workers with job-protected, paid leave to bond with a new child, care for a loved one with a serious health condition or to help relieve family pressures when someone is deployed abroad on active military service.

New York State Short Term Disability Coverage

New York State requires employers to provide disability benefits coverage to employees. These are for an off-the-job injury or illness. The New York state program provides [short-term disability benefits](#) through the Disability Benefit Law (DBL) and Paid Family Leave (PFL) wage replacement benefits to eligible employees who need time off from work for qualifying reasons.

To apply for any of these leaves, please complete the attached forms.

Family and Medical Leave Act (FMLA)

The Family and Medical Leave Act (FMLA) entitles eligible employees of covered employers like the Cypress Hills Local Development Corporation to take unpaid, job-protected leave for specified family and medical reasons. This [fact sheet](#) provides general information about which employers are covered by the FMLA, when employees are eligible and entitled to take FMLA leave, and what rules apply when employees take FMLA leave.

You may take **FMLA** leave to care for your spouse, child or parent who has a serious health condition, or when you are unable to work because of your own serious health condition. 4) pregnancy (including prenatal medical appointments, incapacity due to morning sickness, and medically required bed rest).

Job Seekers

<https://working.nyc.gov/opportunities/>

New employment opportunities - Small Business Administration (SBA) and Workforce1.

[Guidance for Jobseekers Impacted Due to COVID-19 - SBS](#)

[Access Training - SBS](#)

[Job Board – Cypress Hills Local Development Corporation](#)

[Find a Job - SBS](#)

Workers' Rights and Legal Services for Low Wage and Immigrant Workers

Useful Worker Benefits guide from Legal Aid NYC: [COVID-19 - NEW YORK SCENARIOS & BENEFITS](#)

The first page lays out several scenarios that workers might be facing (or have faced) and lays out their eligibility for the various relief/benefit programs and laws. The second page explains the requirements, restrictions, coverage and etc. of the programs/law. The last two pages are an explanation of public benefits that might be available.

Immigrant Eligibility for Public Programs During COVID-19 - [See guide](#) - Last updated April 6, 2020

Catholic Migration

The Coronavirus pandemic has had a devastating impact on workers. Catholic Migration Services provides critical legal services to low wage and immigrant workers. In addition to providing advice and legal representation on general employment matters, such as wage theft, they are now also providing advice to workers directly impacted by this pandemic, including those with workplace health and safety concerns and those who have recently lost their jobs. Their hotline is open! To speak with an attorney, call their hotline (877) 52-LABOR (52267) Monday through Friday from 9 a.m. to 5 p.m. ¡Hablamos Español!

Make the Road New York (Bushwick office)

(718) 418-7690

<https://maketheroadny.org/>

Small Business Assistance

If you have questions about any of these programs or need assistance, please contact Hugo Espinal at hugoe@cypresshills.org or call (929) 333-5825

NYC Small Business Continuity Loan Program

Businesses with fewer than 100 employees who have seen sales decreases of 25% or more will be eligible for zero interest loans of up to \$75,000 to help mitigate losses in profit. Eligibility Criteria for the NYC Small Business Continuity Loan Fund Businesses must:

- Be located within the five boroughs of New York City
- Demonstrate that the COVID-19 outbreak caused at least a 25% decrease in revenue
- Employ 99 employees or fewer in total across all locations
- Demonstrate ability to repay the loan
- Have no outstanding tax liens or legal judgements

As part of the applications, you will be required to demonstrate a revenue decrease by providing documentation such as: point-of-sales reports, bank statements, quarterly sales tax filings, 2019 tax returns, or CPA-certified profit & loss statements.

U.S. SBA Economic Injury Disaster Loan Program

[Small business owners in New York are currently eligible](#) to apply for a low-interest loan due to Coronavirus (COVID-19) through the U.S. Small Business Administration (SBA).

SBA's Customer Service Center: (800) 659-2955 disastercustomerservice@sba.gov
Applying through SBA is the first step in the process for getting grants and the large loans with loan forgiveness in the new Act. If your business is in need further assistance in the process, local Small Business Development Centers are here to help:
Brooklyn - SBDC at City Tech: 718.797.0187 sbdc@citytech.cuny.edu

<https://us.accion.org/resource/resources-for-small-businesses-impacted-by-the-coronavirus-covid-19-shutdown/>

Immigration

You should not be afraid to seek medical care because of your immigration status. There is no ICE presence in hospitals, and you do not need to disclose your immigration status when going to the emergency room to access services. They may ask for this information though for benefit enrollment purposes BUT you cannot be denied emergency services even if you cannot pay.

Remember that your home is a safe place. ICE cannot enter your home without a signed warrant by a judge. If you hear a knock at your door and you believe that it is ICE **DO NOT OPEN THE DOOR.** A good practice is to always ask who is behind the door before opening it. If you hear a knock and then hear “police” it very well could be ICE. Always ask to see a warrant.

See [Make the Road New York's 5-step Know Your Rights Infographic](#)

Make the Road New York (Bushwick office)

(718) 418-7690

<https://maketheroadny.org/>

Selected Immigration Legal Service Providers in New York City

Areas of legal service include: Adjustment of Status, Asylum applications, Deferred Action for Childhood Arrivals (DACA), Employment authorization, Family-based petitions, Habeas Corpus, Naturalization/Citizenship, Removal hearings, Special Immigrant Juvenile Status, T visas, Temporary Protected Status (TPS), U visas, Violence Against Women Act (VAWA) petitions

[Brooklyn Defender Services - Immigration Practice](#)

(718) 254-0700

[Brooklyn Legal Services \(Court St.\)](#)

718-237-5500

[Brooklyn Legal Services \(Fulton St.\)](#)

(718) 636-1155

[Directory of Legal Service Organizations in New York State](#)

New York State Immigration Hotline: 1-800-566-7636

Discrimination/Harrassment

If you are being harassed due to your race, nation of origin or other identities, call 311 or [file a complaint online](#).

[NYC Protections Based on Immigration Status and National Origin](#) (PDF)

Other Languages: [Español](#)

Digital Resources

Free WiFi at home

1. Comcast - offering Essentials internet service designed for low-income families free for 60 days for new qualifying customers. Visit <https://www.internetessentials.com/> for more information. Call 1-855-8-INTERNET for set up.
2. Spectrum - households with K-12 students can get free Spectrum Wifi for 60 days (including free installation for new customers). Call 1-844-488-8395 for set up.

Wifi via smartphone

1. Metro PCS, T-Mobile, Sprint, AT&T and Comcast are all lifting their unlimited data caps for cell phone subscribers for at least 60 days. Contact your cellphone provider for more information.
2. MetroPCS will allow you to add a free 10GB of mobile hotspot per month by adding an add on service available in the MyMetro app, [MyAccount](#) or by calling Care at 611.
3. T-Mobile and Metro by T-Mobile are providing customers an additional 20GB of mobile hotspot/tethering service for the next 60 days coming soon.

[Cyberbullying Guide](#)

Other Information

IRS - Tax Filing

[Grow Brooklyn](#)

Avoid Scams - Ignore online offers for vaccinations. There currently are no vaccines, pills, potions, lotions, lozenges or other prescription or over-the-counter products available to treat or cure Coronavirus disease" Administration for Community Living

[**Guidance on Coronavirus Resources and Warnings about Consumer Scams**](#)
from Attorney General Tish James

Family Support for Funeral Related Expenses

The New York City Department of Health & Mental Hygiene are providing information for families in need of financial, supplies, flower donations etc.. Please email Ms. Murray at CMURRAY12@schools.nyc.gov and cc Leiba Frans at [**LFrans@health.nyc.gov**](mailto:LFrans@health.nyc.gov) for information.

Burial Support Services - HRA

This service will provide up to \$1,700 in financial assistance towards qualifying burial expenses for deceased low income New York City resident family members or friends. This program is open to all low-income New Yorkers, you do not have to be receiving SNAP or Cash Assistance to apply.