

# Find help in NYC with food, money, housing, work and more on ACCESS NYC

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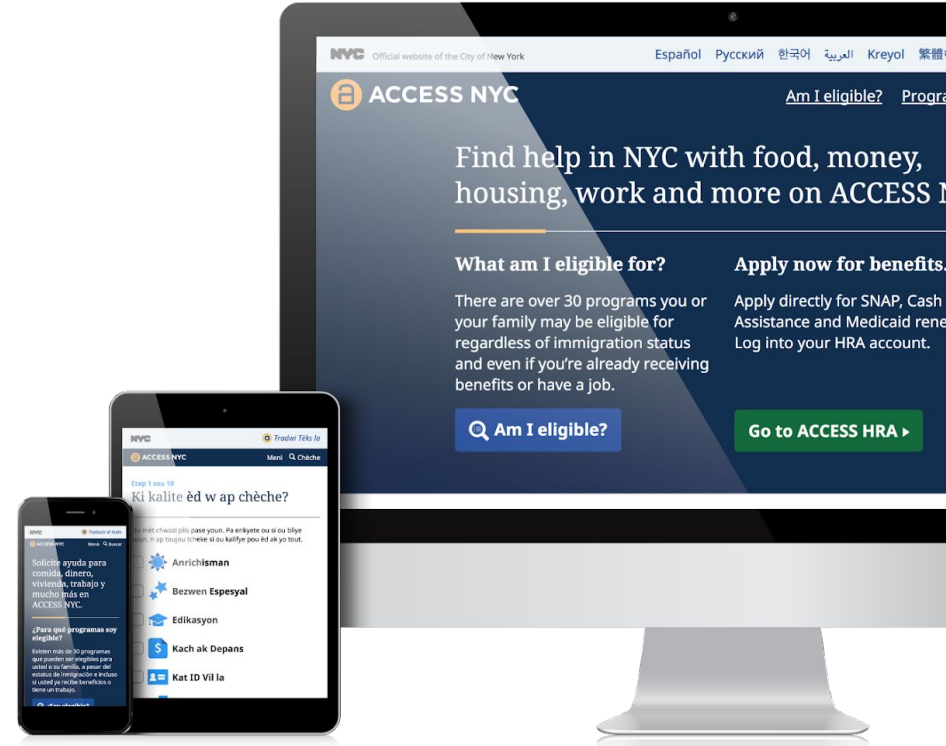
Overview training

**Last updated:** March 21, 2022

## ACCESS NYC ([nyc.gov/accessnyc](https://nyc.gov/accessnyc))

is a public facing website maintained by the Mayor's Office for Economic Opportunity that provides New Yorkers with a mobile-friendly method to:

- **Determine Eligibility:** screen for eligibility for City, State, and Federal level benefits and programs
- **Programs Guides:** learn about the program and how to apply
- **Find help:** find local help for programs and benefits

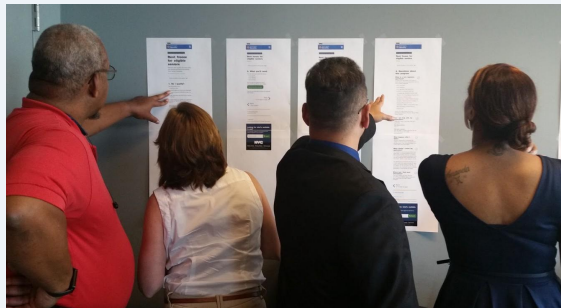


## ACCESS NYC was rigorously tested to ensure usability



### End Users

Optimized to ensure end users can navigate and understand the benefits they are eligible for



### Benefit Navigators

Verified with benefit navigators to ensure that they can assist clients with ACCESS NYC and confirm useful information



### Design Community

Tested with the design community to ensure usability and to align with best design practices

### **ACCESS NYC and its team does not:**

- administer the programs on its page, (therefore we cannot answer specific questions about a person's case)
- enroll New Yorkers in these programs and benefits
- make the final determination for program eligibility for any individual
- Have information on every City public benefits and services

### **ACCESS NYC does:**

- centralize information for many of the City's public benefits and services
- contain information about every way to apply to each individual program
- provide up-to-date information about each program by working with program liaisons to ensure quality information and accurate eligibility criteria
- continuously add new information and programs throughout the year

## ACCESS NYC is written in plain language

New York City residents who are seeking assistance in the process of completing and submitting their application may contact the agency using the telephone number listed below.



If you need help with your application, call the agency using the number below.



Refer to the Rules page for additional information regarding your right to a timely determination and your right to appeal a determination if you disagree.



Visit the Rules page for more information about your rights to a quick decision and to try to change that decision if you disagree.



New Resource NYC is a City program created on April 1, 2020 by this agency. It helps low-income New Yorkers find resources.



New Resource NYC helps low-income New Yorkers find resources.



### Services

Alternative services will be provided by the agency. These include assistance over email and scheduled interviews over the telephone as well as limited drop-in hours for those in need of immediate help.



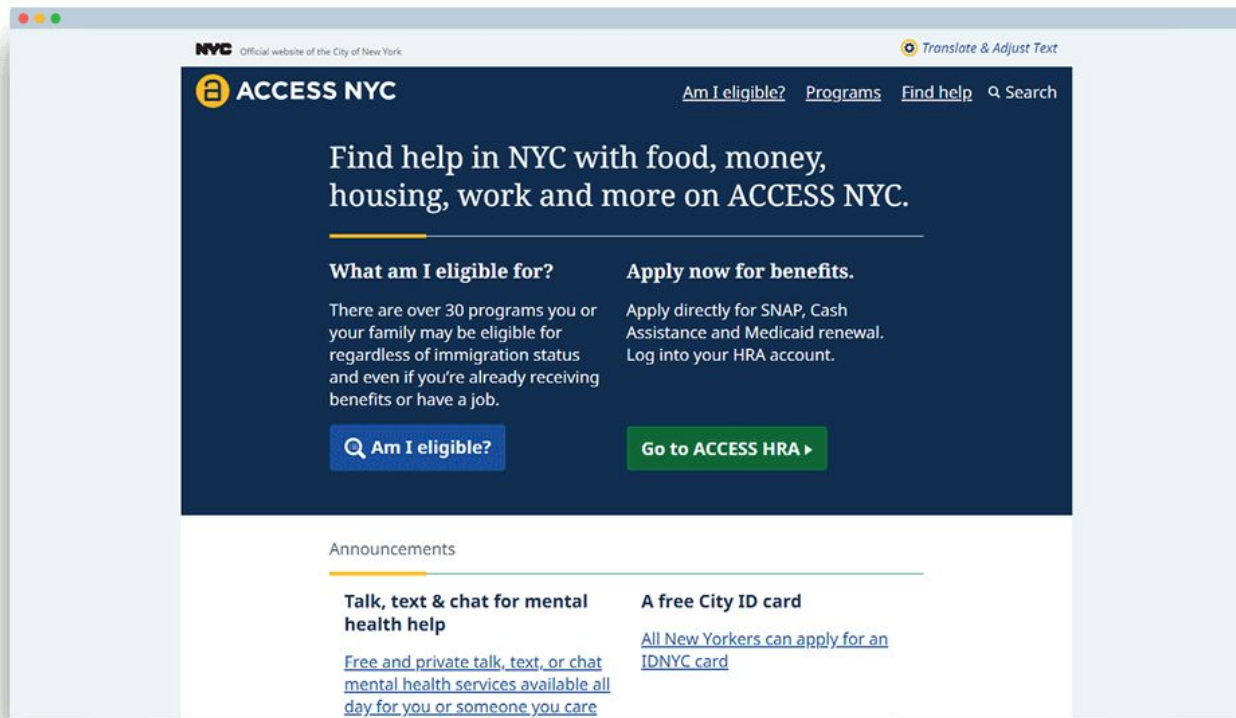
### Changes in Services

The agency will provide alternative services. These include:

- Help over email
- Scheduled telephone interviews
- Limited drop-in hours for those who need immediate help



**ACCESS NYC is written, translated, and rigorously quality checked in 11 languages with native language speakers**



## ACCESS NYC has three main features



### **Am I eligible?**

screen for eligibility for City, State, and Federal level benefits and programs



### **Programs**

learn about the program, who it's for, what documents you need, and how to apply



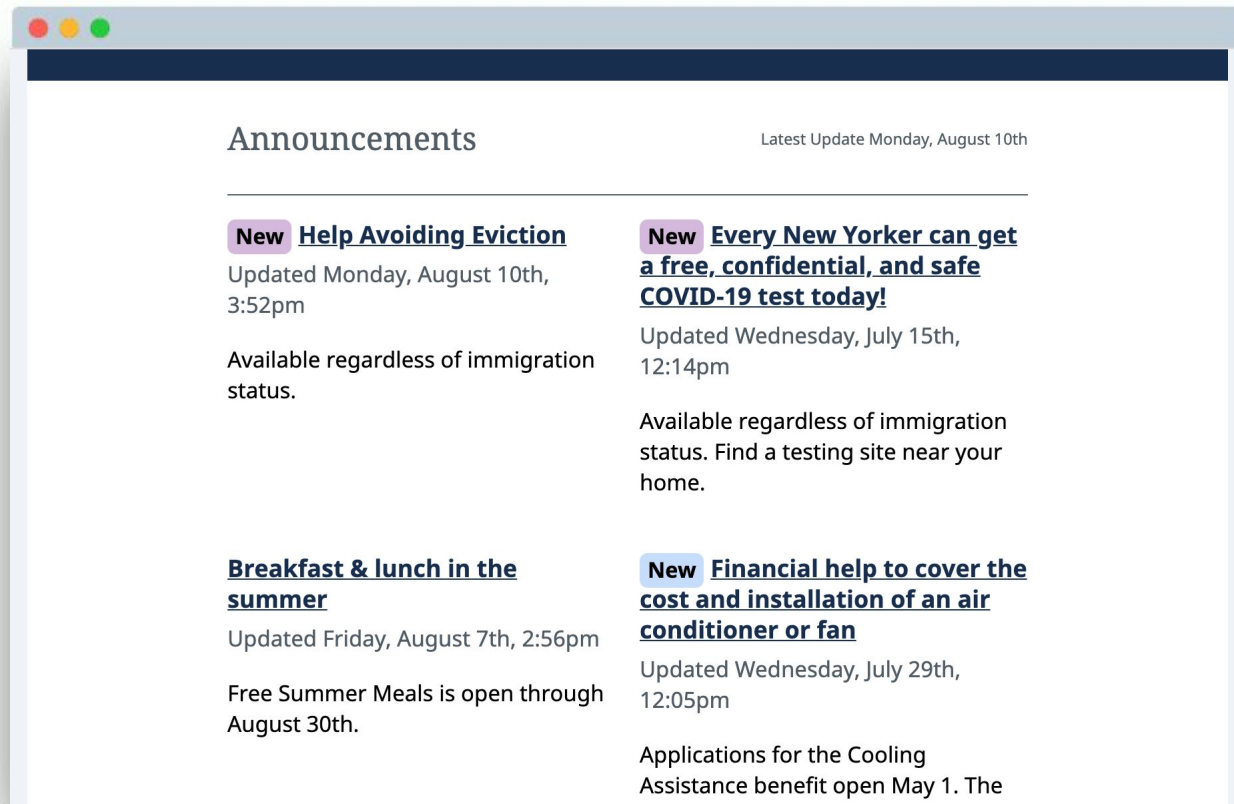
### **Find help**

Find locations that can help you enroll and connect to programs

*[likely these data points have changed due to COVID-19, always call before going]*

The **homepage** includes:

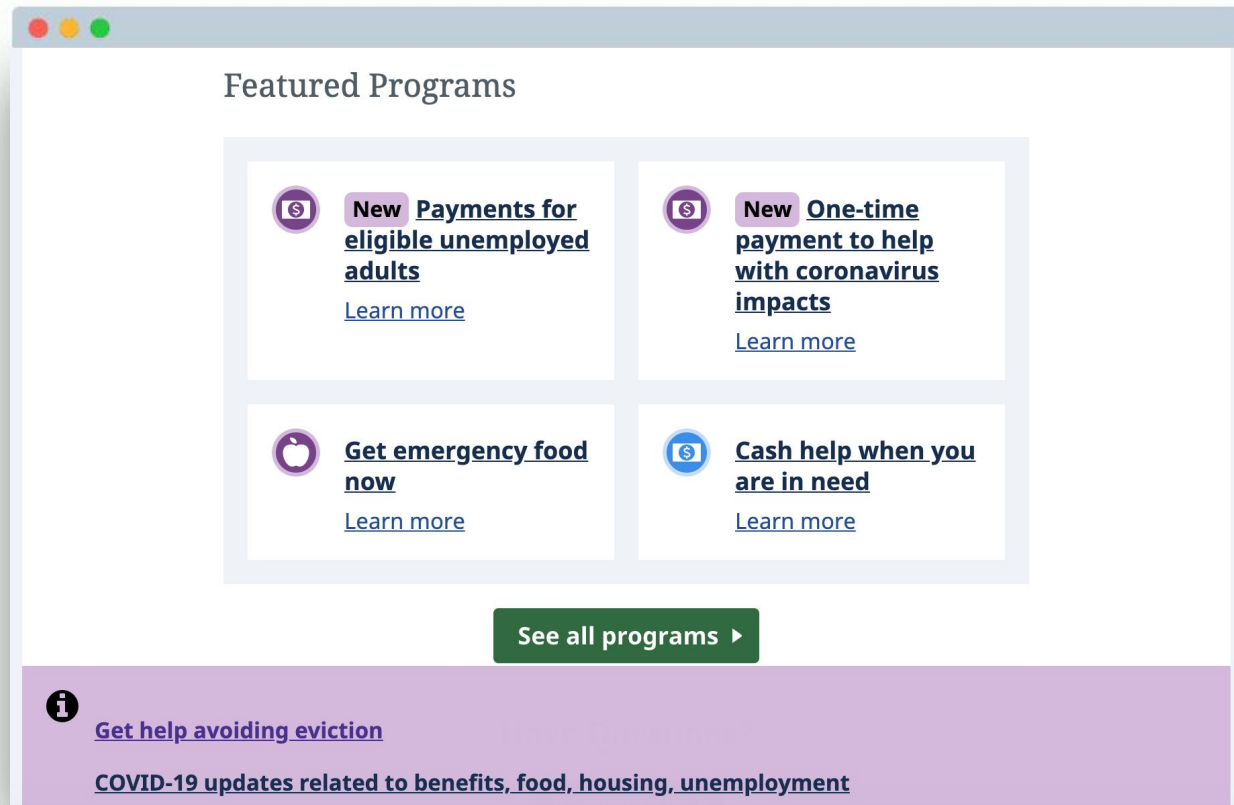
- eligibility screener
- link to access hra
- announcements
- featured programs
- timely resources and announcements





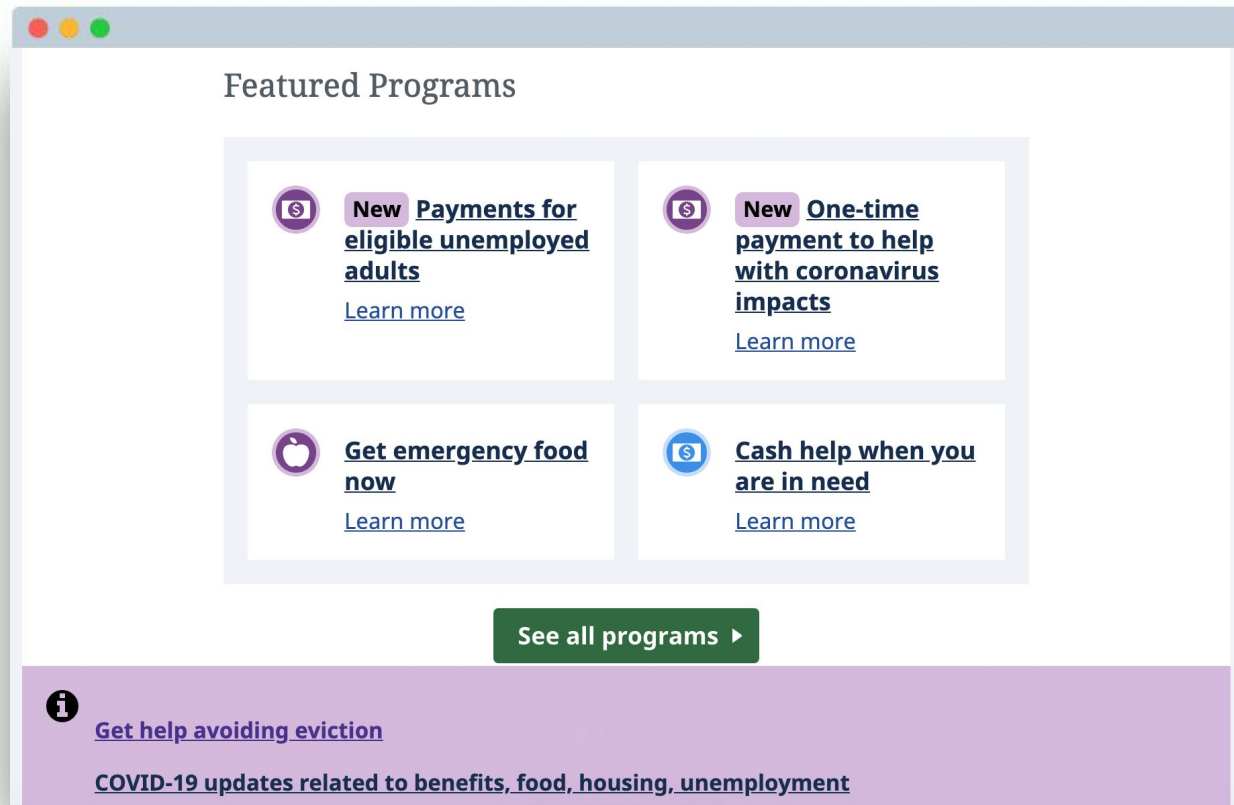
Other resources in the **footer** include:

- newsletter sign up
- applications & forms link
- COVID-19 updates link
- resources for all immigrants link



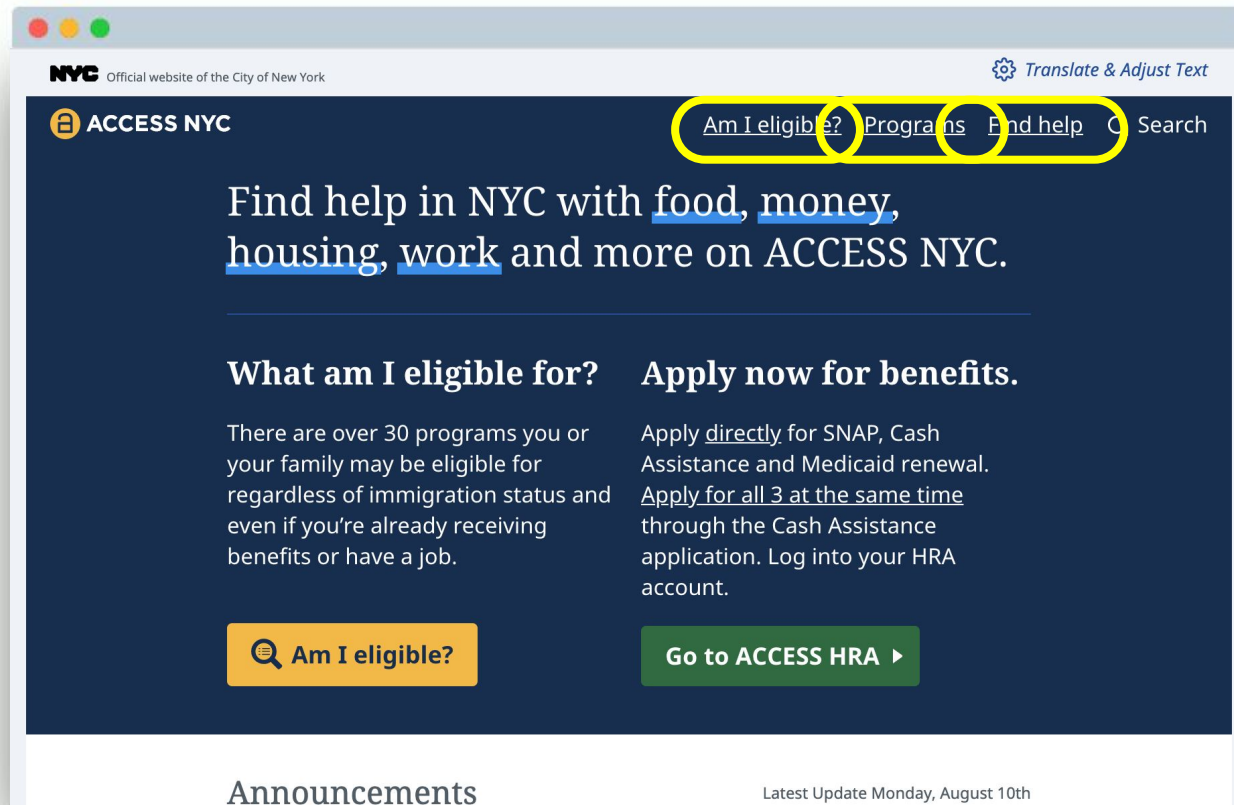
## Follow along

[nyc.gov/accessnyc](https://nyc.gov/accessnyc)



The **main navigation** contains three features:

- eligibility screener
- program guides
- “find help” map



The **eligibility screener** asks the user for information on:


- income
- expenses
- household makeup
- housing arrangement

to determine eligibility for programs.

The screenshot shows the ACCESS NYC website's 'Am I eligible?' page. At the top, there's a header with the NYC logo and 'Official website of the City of New York'. To the right, there are language links: Español, Русский, 한국어, العربية, Kreyol, 繁體中文, Français, polski, اردو, and বাংলা. Below the language links is a text size adjustment control. The main header features the ACCESS NYC logo and navigation links: Am I eligible?, Programs, Find help, and a search icon. A blue information box states: 'Results only indicate potential eligibility based on information provided. Discover additional programs and services that are available to anyone regardless of status in the [Programs directory](#) by filtering for "Immigrants".' The main content area is titled 'Step 1 of 10' and asks 'What kind of help are you looking for?'. Below this, a message says: 'It's OK to pick more than one. Don't worry if you forget one, we'll still check if you may be eligible for help with all of them.' There are six checkboxes with corresponding icons and labels: 'Cash & Expenses' (dollar sign icon), 'Child Care' (teddy bear icon), 'City ID Card' (ID card icon), 'Education' (graduation cap icon), 'Enrichment' (sun icon), and 'Family Services' (family icon).

## Follow along:


[nyc.gov/accessnyc/eligibility](https://nyc.gov/accessnyc/eligibility)


 Results only indicate potential eligibility based on information provided. Discover additional programs and services that are available to anyone regardless of status in the [Programs directory](#) by filtering for "Immigrants".


Step 1 of 10


What kind of help are you looking for?


It's OK to pick more than one. Don't worry if you forget one, we'll still check if you may be eligible for help with all of them.


☐  **Cash & Expenses**

☐  **Child Care**

☐  **City ID Card**

☐  **Education**

☐  **Enrichment**

☐  **Family Services**

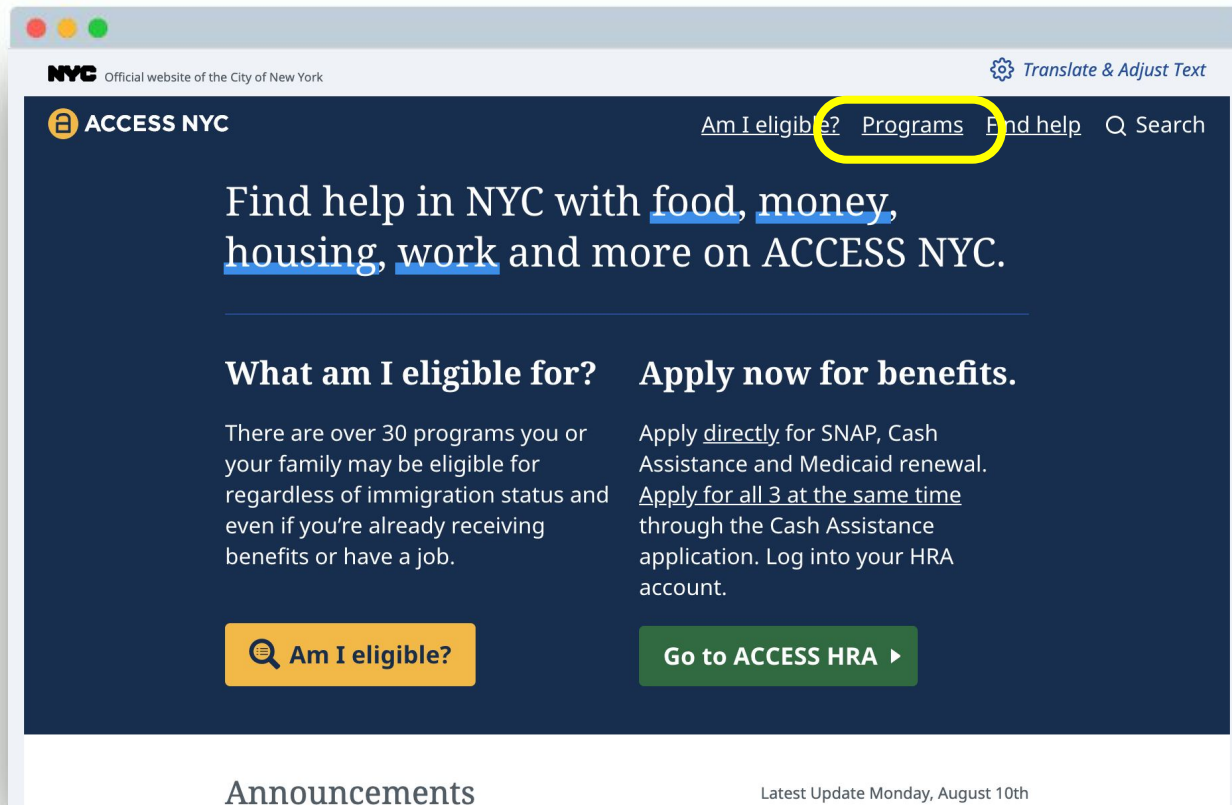
3/21/2022

13

The **program guides** contain information on:

- what the program is and how it works
- High-level eligibility criteria
- what documents are needed to apply
- all methods on how to apply (in mail, in person, online, etc)

for **50 City, State, and Federal level programs.**



## Child Care (6)

- EarlyLearn
- Head Start
- Childcare Vouchers
- **NYS Paid Family Leave\***
- **Living For the Young Family Through Education (LYFE)\***
- **NYC Child Care Connect (NYC CCC)\***

## Education (3)

- Pre-K for All
- 3K for All
- **We Speak NYC\***

## Cash & Expenses (20)

- Cash Assistance
- Cooling Assistance Benefit
- Child and Dependent Care Tax Credit
- Child Tax Credit (CTC)
- NYS Unemployment Insurance

- Earned Income Tax Credit (EITC)
- Fair Fares NYC (FFNYC)
- Home Energy Assistance Program (HEAP)
- Disabled Homeowners' Exemption (DHE)
- School Tax Relief Program (STAR)
- Senior Citizen Homeowners' Exemption (SCHE)
- Veterans' Property Tax Exemption
- NYC Free Tax Prep
- Lifeline
- Financial Empowerment Centers
- **Economic Impact Payments\***
- **Excluded Workers Fund\***
- **FEMA Covid Burial Assistance\***
- **One Shot Deal\***
- **Affordable Connectivity Program (ACP)\***

## People with Disabilities (3)

- **Safe and Sick Leave\***
- **Family and Community Engagement Centers (FACE)\***
- **Access-A-Ride Paratransit Service\***

**\*bolded programs are not currently screened for on ACCESS NYC**

## Work (7)

- Workforce1 Career Centers (WF1CC)
- Learn & Earn (Formerly: In-School Youth)
- NYCHA Resident Economic Empowerment & Sustainability (REES)
- Senior Employment Services (SES)
- Summer Youth Employment Program (SYEP)
- Train & Earn
- **WorkingNYC\***
- **Text 2 Work\***

## Health (7)

- Health Insurance Assistance
- Medicaid for Pregnant Women
- Home Care Services Program (HCSP)
- COVID-19 Vaccines
- **NYC Well\***
- **NYC Care\***
- **HIV/AIDS Services Administration (HASA)\***

## Housing (18)

- Public Housing
- Section 8 / Housing Choice Voucher Program
- Disability Rent Increase Exemption (DRIE)
- Senior Citizen Rent Increase Exemption (SCRIE)
- Emergency Rental Assistance Program (ERAP)
- **Homebase\***
- **Veterans Affairs Supported Housing (HUD-VASH)\***
- **NYC Tenant Resource Portal\***
- **National Flood Insurance Program (NLIP)\***
- **Family Homelessness and Eviction Prevention Supplement (FHEPS)\***
- **Family Type Homes For Adults (FTHA)\***
- **Runaway and Homeless Youth Drop-In Centers\***
- **Homeless Intake Shelters & Drop-In Centers (DICs)\***
- **Center For NYC Neighborhoods (CNYCN)\***
- **NYC Housing Connect\***
- **HomeFirst Down Payment Assistance\***
- **One Shot Deal\***
- **NYC Mitchell-Lama\***

\*bolded programs are not currently screened for on ACCESS NYC



## Family Services (8)

- Family Benefit Planning Program (FPBP)
- NYC Nurse-Family Partnership (NYC NFP)
- NYC NY Connects
- **Growing Up NYC\***
- **NYC Family Justice Centers (FJCs)\***
- **Adult Protective Services (APS)\***
- **Child Support Services\***
- **Action NYC\***

## Food (4)

- Supplemental Nutrition Assistance Program (SNAP)
- Commodity Supplemental Food Program School Food (CSFP)
- Women, Infants and Children (WIC)
- **Emergency Food Assistance Program (EFAP)\***

## City ID Card (1)

- IDNYC

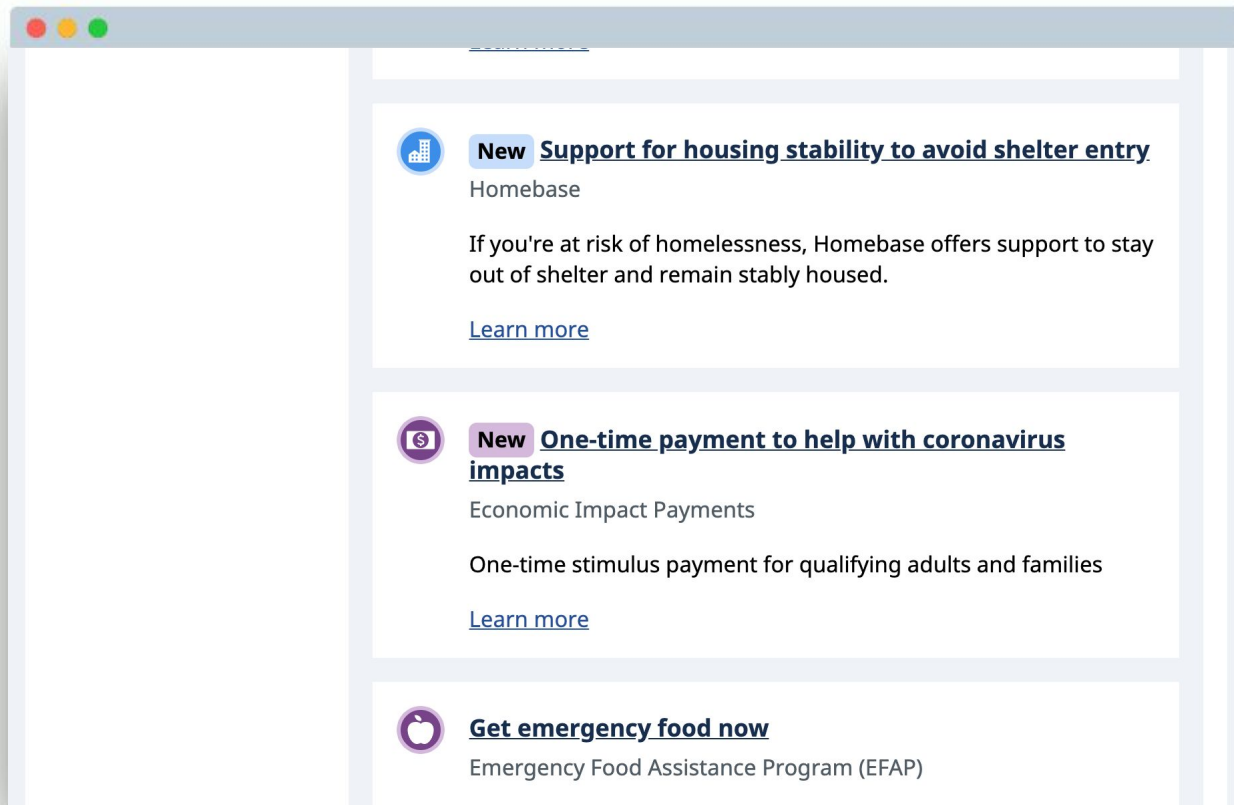
## Enrichment (1)

- Comprehensive After School (COMPASS)

The **programs guide landing page** is filterable by:

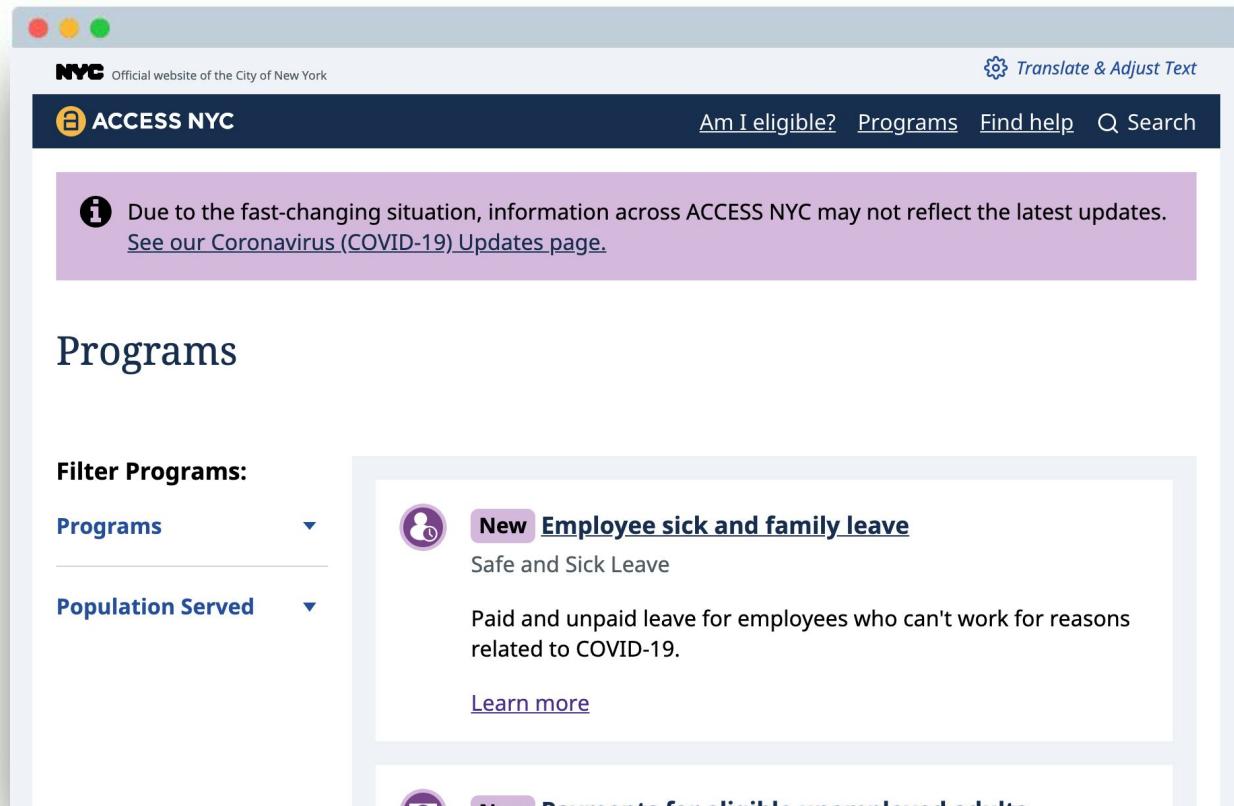
- type of program (food, health, work, etc.)
- population served (seniors, veterans, immigrants, etc.)

programs under COVID-19 are highlighted in purple, while everyday programs are in blue.



## Follow along

<https://access.nyc.gov/programs/supplemental-nutrition-assistance-program-snap/>

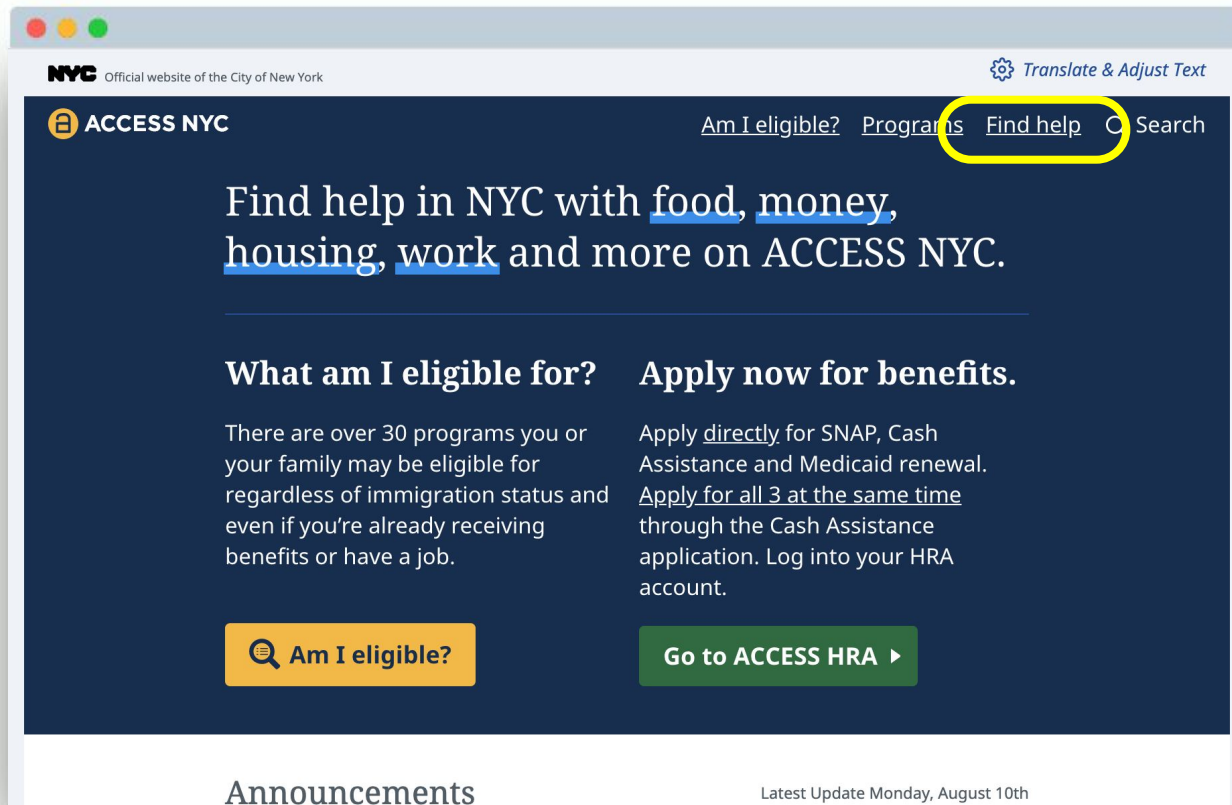


The **find help** feature allows a user to search for local help in their community by asking:

- the user's address (or zipcode)
- what type of assistance they are looking for

results will display government (blue) and CBO (green) offices.

**NOTE:** Always call beforehand to check for availability.

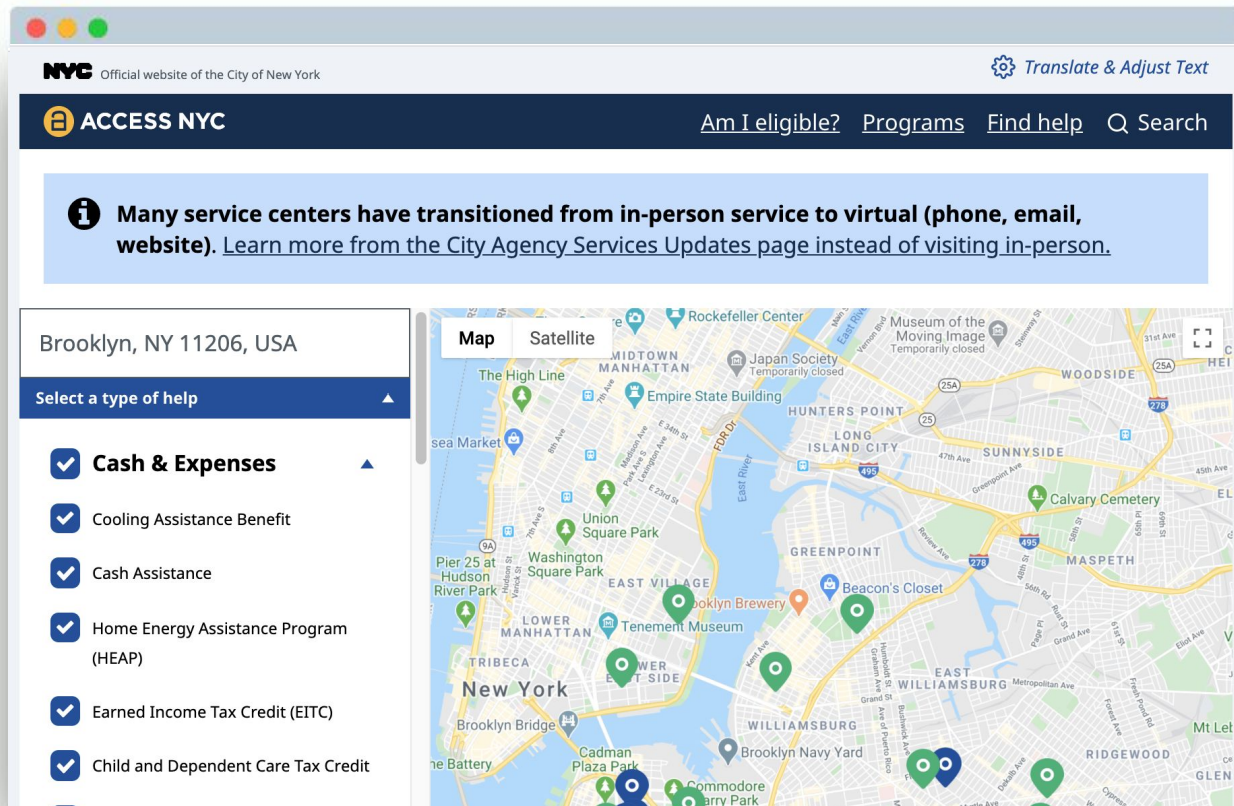


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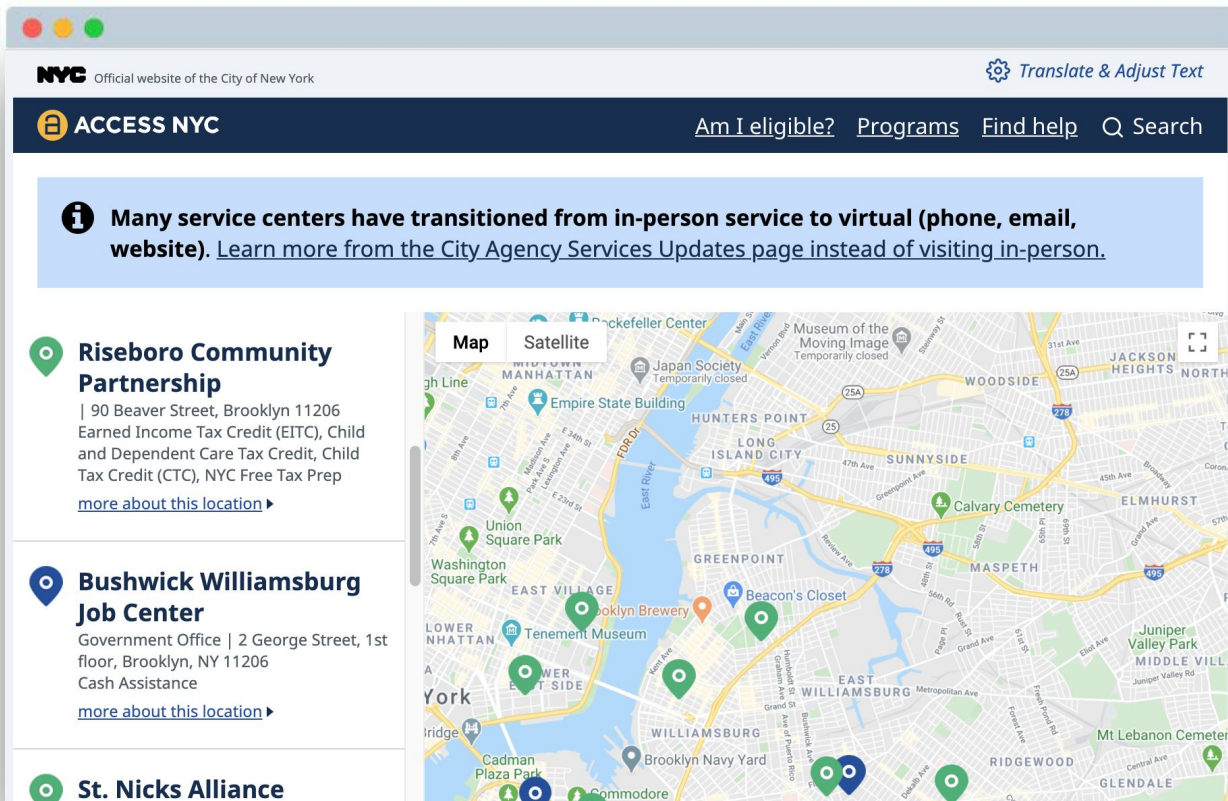
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## Follow along

<https://access.nyc.gov/locations/?lat=40.7047738&lng=-73.9418603&programs=15568%2C6859%2C6871%2C6868%2C6875%2C6861%2C6909&count=25>



**NYC** Official website of the City of New York Translate & Adjust Text

**ACCESS NYC** Am I eligible? Programs Find help Search

**i Many service centers have transitioned from in-person service to virtual (phone, email, website). Learn more from the City Agency Services Updates page instead of visiting in-person.**

**Riseboro Community Partnership**  
 | 90 Beaver Street, Brooklyn 11206  
 Earned Income Tax Credit (EITC), Child and Dependent Care Tax Credit, Child Tax Credit (CTC), NYC Free Tax Prep  
[more about this location](#)

**Bushwick Williamsburg Job Center**  
 Government Office | 2 George Street, 1st floor, Brooklyn, NY 11206  
 Cash Assistance  
[more about this location](#)

**St. Nicks Alliance**



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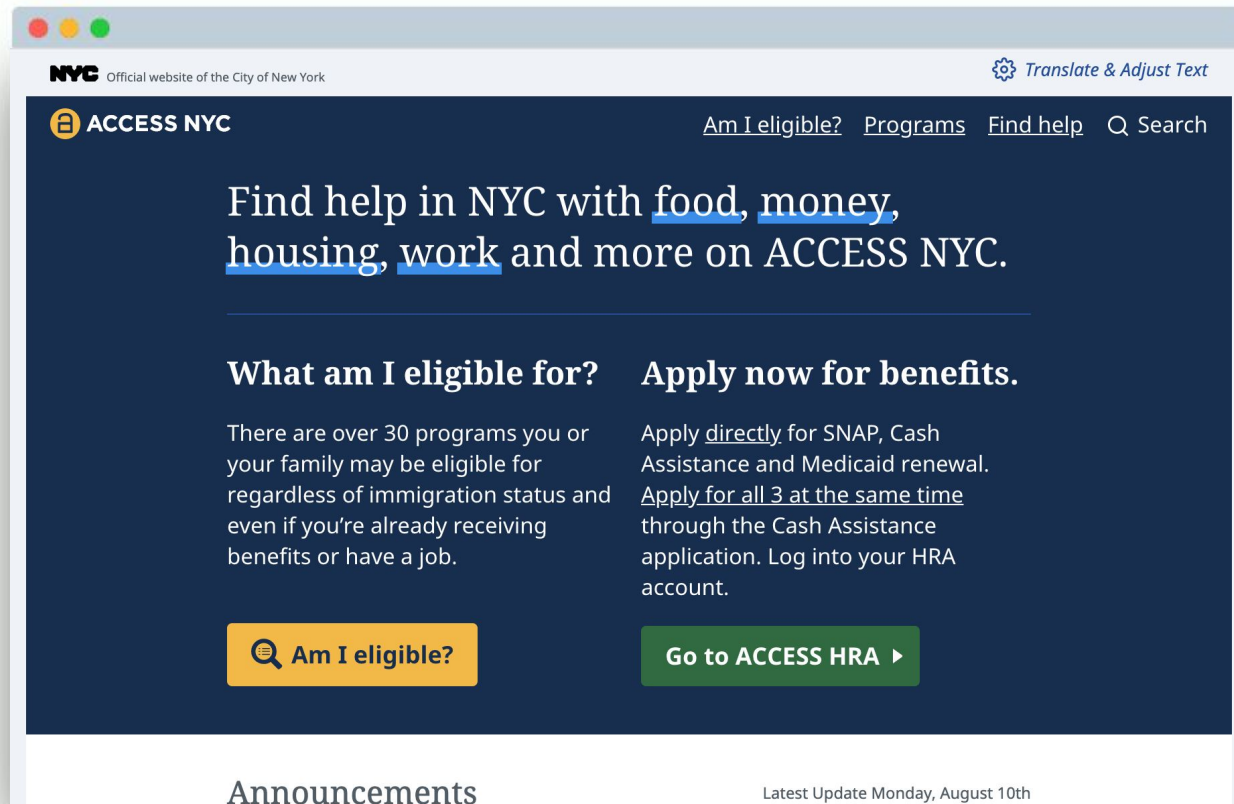
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Other resources in **footer**:

- newsletter sign up
- resources for all immigrants
- applications & forms
- COVID-19 updates



Sign- up for our  
[newsletter](#)

Find out about:

- Deadlines
- Events
- New Programs
- New Content
- & more





**Contact:**

[accessnyc@nycopportunity.nyc.gov](mailto:accessnyc@nycopportunity.nyc.gov)

