

**LEGAL
SERVICES
NYC**

Justice for all New Yorkers

**EVICITION PREVENTION:
One Shot Deals Virtual Clinic**

TRAINING AGENDA



Introduction to LSNYC and overview of housing and One Shot Deals **(10 mins)**



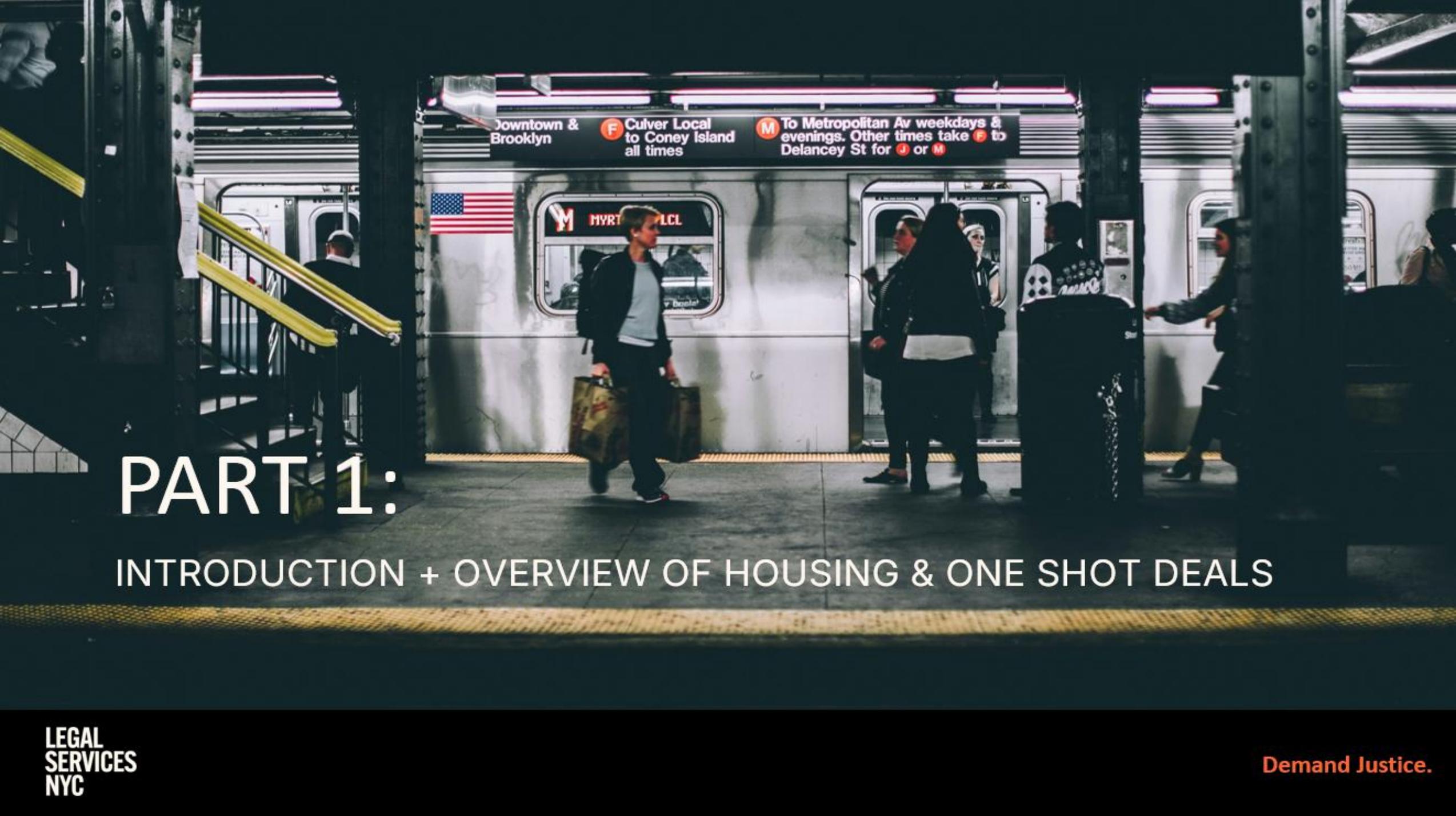
Applying online for One Shot Deals through Access HRA **(15 mins)**



Next Steps & working with LSNYC and our clients **(10 mins)**



Questions **(5 mins)**



PART 1:

INTRODUCTION + OVERVIEW OF HOUSING & ONE SHOT DEALS

We are community-centered legal advocates.

Legal Services NYC's (LSNYC) mission is to fight poverty and seek racial, social, and economic justice for low-income New Yorkers.

We help New Yorkers obtain the basic necessities of life, including housing, economic security, family and immigration stability, education, health care, and challenge the systemic injustices that trap people in poverty.



Using law as a tool for social change.



Our citywide force of over 700 staff helps more than 108,000 New Yorkers obtain the basic necessities of life each year, including housing, economic security, family and immigration stability, education, and health care, and challenges systemic injustices that trap people in poverty.

We serve all five boroughs



Bronx



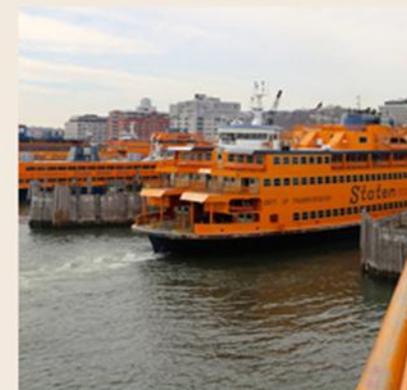
Brooklyn



Manhattan



Queens



**Staten
Island**

PROGRAM AREAS

Veterans

Benefits

Disability

Education

Immigration

Civil Rights

Community
Economic
Development

LGBTQ/HIV

Consumer

Housing

Employment

Family Law

OUR CLIENTS

Low-income New Yorkers, usually at or below 200% of poverty

Federal poverty line = about **\$15,060** for an individual

1.4 million New Yorkers live at or below 100% of the poverty line

3.5 million New Yorkers suffer a material hardship annually – *e.g.*, utility shut off, eviction, inability to pay bills

POVERTY CREATES LEGAL PROBLEMS

LEGAL
SERVICES
NYC

Low income people face legal challenges that others rarely experience, including:

- **Shelter.** Attorneys to fight evictions and secure repairs.
- **Food & Medicine.** Attorneys to access subsistence benefits .
- **Safety.** Need for a lawyer to obtain orders of protection and/or immigration relief.
- **Overlapping need.** One legal problem leads to more.

No right to counsel in most areas, and limited resources for free attorneys.

WHERE DO LOW-INCOME PEOPLE LIVE IN NYC?

Rent Regulated Apartments

- 45% of private units rent stabilized – almost **1 million units**
- 1.8% are rent controlled – almost **40,000 units**

Public Housing

- **396,581** residents
- **176,066** units
- When including Section 8, total = **590,216** people
- If NYCHA were a city, it would be the 32nd largest in the U.S.

What about everyone else?

NYCHA waitlist

- **166,000** families
- **Waitlist closed** for Section 8

Homeless population

- **92,000**

AFFORDABLE HOUSING IS DISAPPEARING

Landlords pushing low-income tenants
out of rent stabilized apartments

- Illegal evictions
- Harassment
- Refusing to make repairs

Public housing chronically underfunded



STRUCTURAL RACISM AND HOUSING COURT

- The vast majority of respondents in NYC evictions proceedings are people of color – historically without attorneys, while predominant white landlords nearly all had counsel
- Between 2017 and 2019, tenants living in majority Black zip codes were more than three times as likely to be evicted as tenants living in majority white zip codes
- Both attorneys of color and tenants of color often treated with implicit or explicit racism within the court system
- See October 2020 report by Jeh Johnson on racism in the NY Court System:
<http://www.nycourts.gov/whatsnew/pdf/SpecialAdviserEqualJusticeReport.pdf>

IMPACT OF LAWYERS

- Starting in 2014, NYC dramatically increased funding to fight evictions – from **\$6M** then to **\$104M** in 2019
- Right to counsel in housing court passed in 2017 – phasing in through 2022
- From **2013** to **2020 (pre-COVID)**
 - Filings against tenants dropped **30%**
 - Evictions declined **47%**
 - **84%** of represented NY tenants have remained in their homes
- San Francisco, CA and Newark, NJ have followed suit
- Current efforts to pass statewide right to counsel in NYS

ONE SHOT DEALS

- Emergency assistance used to pay rental arrears
 - Can also be used for other emergencies like damaged property after fire or utility arrears
- Used to prevent a client from being evicted for non-payment of rent
- Individuals can typically get up to one grant per year
- Client may need to pay the money back to HRA



PART 2:

OVERVIEW OF THE CLINIC & YOUR WORK

IN THE CLINIC YOU WILL



CALL THE CLIENT &
APPLY ONLINE



GATHER &
REVIEW DOCUMENTS



SEND ADVOCACY EMAIL TO
RAU WITH SUPPORTING
DOCUMENTS



FOLLOW UP WITH RAU IF
YOU HAVE NOT GOTTEN A
RESPONSE



TRACK OUTCOMES
& UPDATE LSNYC

APPLYING ONLINE

- You will complete the application on Access HRA (Human Resources Administration) website at: <https://a069-access.nyc.gov/accesshra/>
- Create a username and password for the client
- Identify & record a security question with client
- Complete the application
- Screenshot the confirmation page
- Submit supporting documentation and one page advocacy email
- Send follow up emails, if necessary

SUBMITTING SUPPORTING DOCUMENTS

- In some cases, LSNYC has gathered some of the supporting documents that you will need to apply
- In most cases, additional documents will be needed from the client
- If the client has a smartphone, they can send documents to HRA on their own via the Access HRA app
 - You will need to email supporting documents to RAU, so you still need copies
- Volunteers can also submit documents on the client's behalf using the AccessHRA app or by fax.

AFTER APPLYING ONLINE

1. A summary of what you did with the client
2. Client's log in information
3. A screenshot or pdf of the HRA application confirmation page
4. A list of any documents submitted to HRA on behalf of the client
5. Copies of any documents sent by the client or communications
6. Flag any problems, issues, or concerns
7. Indicate in the subject line if anything is urgent

Your launch email with client info will cc the LSNYC case file and your LSNYC mentor – be sure to include everyone from that initial email on your closing message.

EMAIL RAU

- The Rental Assistance Unit (RAU) is part of HRA, and makes determinations about OSDs
- Three business days after submitting the online application, email RAU Advocates at RAUadvocatescases@hra.nyc.gov including the supporting documents and with the cover advocacy email
- CC your LSNYC mentor and the LSNYC case file (from your launch email)
- If you have not received a response after 3-4 days, send a brief follow up email to RAU Advocates and RAU Inquiries at RAUinquiries@hra.nyc.gov. Continue to follow up about once a week with RAU (both emails)
- Note: HRA can close cases 30 days after submission date, so be sure to follow up in advance of 30 days to correct any issues!

TIPS FOR EMAILING RAU

- You should include client's case number in any email you sent to RAU
 - Note: **The confirmation number is not the case number!** You will need to log into the AHRA portal to look for the case number. It is longer, starts with 0s and usually ends with a letter
 - If case number isn't populating, you can use the client's SSN
- Supporting documents must be sent to RAU as pdfs, no zip files or jpegs
- Be mindful of file size! Try using reduced size pdfs. You will often have to send 2 emails to RAU to get all documents to attach.

OUTCOME

- Outcome likely within a few weeks of initial application submission
- Share immediately with LSNYC
- **If approved, congrats!** LSNYC will handle processing from here.
- **Simple follow up need** – e.g., missing one piece of info or a doc, please work with your mentor and the client to submit
- **If denial with complex follow up need**, LSNYC will take the case back to resolve



PART 3:

APPLYING ONLINE

ONLINE APPLICATIONS FOR ONE SHOT DEALS



Log In

English Español العربية 中文 한국어 Kreyol Ayisyen русский



Welcome to ACCESS HRA

Apply Now / Log In

New to AHRA? [Create Account](#)

 **SNAP (Food Stamps)**
 Apply
 Recertify
 Periodic Report
 Case Change

 **Cash Assistance (CA)**
 Apply
 Recertify
 One Shot Deal
 Special Grant

 **Medicaid**
 Print Renewal

 **Fair Fares NYC**
 Apply
 Renew

TIPS - Getting started

Public facing site. Make sure you are on the public facing Access HRA website: <https://a069-access.nyc.gov/accesshra/>

Consent. Obtain telephonic consent

Explain. Read and explain each step to the client, including disclaimer

ACCESS HRA (AHRA) ONLINE APPLICATIONS

Select cash assistance application to apply for a one shot deal

AHRA Benefits Additional Benefits

Cash Assistance + SNAP + Medicaid & One Shot Deal

Apply to get:

- **Cash Assistance** for money to help you with expenses or recertify for ongoing Cash Assistance Benefits;
- **SNAP (food stamps)** for help paying for food; and
- **Medicaid** for public health insurance coverage

Or apply for emergency help to get a:

- **One Shot Deal** for money to help you pay for rent or utilities you owe, or for help moving into a new apartment.



Apply

Learn More

CREATE AN AHRA ACCOUNT

Credentials: Username *or* email - **Client does not have to have an email address:**

- ex: FirstinitialLastnameLSNY2020

Password: Simple and strong

Security question: Create an answer

Document: record all of the above to send to LSNYC in summary email

If client already has an accessHRA account, use that!

New Application or Find My Case

New client, new benefit

- If client is making their first application for benefits, click Apply for Cash Assistance, Food Stamps, and Medicaid

Or existing client

- If client has an existing benefit, enter birthdate and either SS# or ID on benefits card to link to the case. Click name and case to complete connection.

Find My Case

Finish setting up your account below to continue. [Skip](#)

Please enter information for the person applying or EBT Cardholder (Case Head):

1 Date of Birth: Required

2 Select one: Required

Social Security Number (SSN)

ID Number (CIN)

ID Number (CIN)
(Ex: AA12345A):
Please enter your ID Number (CIN) exactly as it appears on your benefits card.



[Next](#)

CASH ASSISTANCE APPLICATION

**LEGAL
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Six Sections:

1. Getting Started
2. Application Registration
3. Household
4. Income
5. Resources
6. Expenses

Summary page at the end of each section to review and edit

Step 1- Getting Started

Select pending eviction or in housing court

Housing Needs

- No Place to Stay or Homeless
- Pending Eviction or in Housing Court
- Fuel or Utility Shutoff
- Moving Costs
- Storage Fees
- Fire or Other Disaster
- Emergency Repairs for an Appliance

Step 1- Getting Started

- Can skip these questions
- If client needs assistance with child support or another family problem, can provide other resources

Family Needs

Need Child Care

Need Foster Care

Need Child Support

Need to Establish Paternity

Urgent Family Problem

Step 1- Getting Started

General

Other

Other Emergency

Food Related

Have No Food

Income Related

Have No Job

Recently Lost Income

Step 1- Getting Started

Select One Shot Deal: One Time Emergency Payment

Select Application

What type of Benefits would you like to apply for today?

- Cash Assistance: CA (Public Assistance), SNAP (Food Stamps), and Medicaid
- One Shot Deal: One Time Emergency Payment (Ex. Utility Shutoff, Help with Rent, Storage Fees)
- Child Care without Cash Assistance (CILOCA)

Are you interested in applying for SNAP benefits as well?

No extra information is required.

Be informed!

- After you submit this online application, you will be required to complete an interview.

Step 1- Getting Started

Step 1 of 7 • GETTING STARTED

Cash Assistance Online Application Instructions



Applying for Cash Assistance has a few steps- you're about to start Step 1.

After you finish your online application, we'll give you more information about what's next.

- 1** Submit Online Application
You can [view the paper version of the application and related forms here](#).
[Click here to see frequently asked questions about the CA application.](#)
- 2** Complete Your Interview
- 3** Return Documents

You must be a resident of New York City. If you do not live in New York City, go to [MyBenefits](#)

Next

Step 2 – Application Registration

Key Factors:

- Who is the Head of Household?
- What is the client's preferred language?
 - Ask for both speaking and reading - may be different languages
- Address info?
 - Mailing vs residence address
 - Housing type
 - ex: homeless, shelter, rental
- Enter phone number, email address, text preference
 - ***REMEMBER: CLIENT DOES NOT NEED AN EMAIL ADDRESS

Step 3 – Household

[< Back](#)

Step 3 of 7 · HOUSEHOLD

Household



Did you know?

Nearly 90% of New York City Households who receive SNAP benefits have some form of income. Please report information about all members of your household so that we can process your application correctly.

Don't have all your information? Don't worry, you can meet with a benefit specialist during your interview to give this information.

Next

Step 3 – Household

All income + resources from everyone in the household must be reported, even if it will be disregarded.

The consequences for unreported income and/or resources are severe and could prevent future benefits. Changes to income, or new information about resources can be submitted online, and the hotline or case advocate can help.

Household – who is counted?

Who must be included in the household?

- Biological or adoptive parents living with their child(ren)
- Spouses living together
- Children under 22 living with parent(s)
- Children under 18 (except foster children) under parental control of HH member

Household – Key Factors

1. Residency
2. Preparing Meals at Home
3. Health Information
 - Blind or low vision
 - Daily activity
 - Outpatient drug or alcohol treatment
4. School Enrollment
5. Seasonal Farm Worker

Domestic Violence Referral

- Mandatory question, but client does not have to report domestic violence to HRA
- We can provide other resources that may be able to assist

[< Back](#)

Domestic Violence Referral

HRA Domestic Violence Liaisons (DVL) offers help to people affected by domestic violence.

Is a family member, partner, or ex-partner doing any of the following to you? **Required**

- Hitting, slapping, kicking, choking, or in any way hurting you?
- Making you feel like a prisoner or controlling what you do?
- Threatening to harm you, your children, your pet, or someone close to you?
- Stalking you, following you, or checking up on you?
- Shaming or belittling you, putting you down, or telling you that you are worthless?
- Forcing you to have sex when you don't want to or into sexual acts that you do not want to do?
- Making you afraid?

Even if you decide not to answer this question now, you may ask to see a DVL at any time.

Additional Household Members

- Information needed for *each Household Member*
 - relationship to head of household
 - prepare meals together?
 - demographics
- Non-custodial parent information

Cash Assistance Application Save & Exit

[< Back](#)

Step 3 of 7 - HOUSEHOLD

Household

Is there anyone else in your household? Required ?

Yes

No

Next

Additional Household Questions

Very important questions!

- Make sure that clients understand that they CANNOT Sell, transfer or give away property to get Cash Assistance or SNAP benefits
- Best practice to click on (?) beside list to receive additional info
- Warn clients these questions may be offensive!

Additional Household Questions

Step 3 of 7 - HOUSEHOLD

Household

Check the box for any question that applies. If you are unsure of how to answer, make your best guess.

Is anyone in the household...

- The parent of a child under 18 living somewhere else?
- A child with a step-parent who has or receives resources or income of any kind?
- In a hospital, nursing home, or other medical facility?

Has anyone in the household...

- Moved to New York City in the past two months from somewhere else in New York State?
- Sold, transferred or given away property to get Cash Assistance or SNAP benefits?
- None of these apply to my household.

Next

Additional Household Questions

Household

Check the box for any question that applies. If you are unsure of how to answer, make your best guess.

Is anyone in the household...

- Receiving Public Assistance benefits outside of New York City?
- Receiving HRA benefits or services now? [?](#)
- A dependent of someone who is or was in the US military?

Has anyone in the household...

- Ever been in the US Military?
- Received benefits for which they did not qualify that they have not repaid?
- Received HRA benefits or services in the past? [?](#)
- None of these apply to my household.

Next

Additional Household Questions

Step 3 of 7 · HOUSEHOLD

Household

Check the box for any question that applies. If you are unsure of how to answer, make your best guess.

Is anyone in the household...

In violation of probation or parole? [?](#)

Fleeing to avoid prosecution, custody, or confinement for a felony?

Has anyone in the household...

Ever been disqualified from receiving Cash Assistance or SNAP benefits because of fraud or intentional program violations (IPV)? [?](#)

Been convicted of lying about where you live in order to receive Cash Assistance in more than one state?

None of these apply to my household.

Next

Household Summary

Review Household

You have reported there are no other people in your household. You can add household members below.

Residence Address ^

Residence Address	Start Date	Homeless?	
		Yes	Edit

Mailing Address ^

Mailing Address			Edit
P.O. Box 123, Brooklyn, NY, 11217			

Household Summary

Is anyone in the household:

The parent of a child under 18 living somewhere else?

No

Child outside of Household:

A child with a step-parent who has or receives resources or income of any kind?

No

[Edit](#)

Step Parent Resources:

In a hospital, nursing home, or other medical facility?

No

Medical Institution:

An adult who is homebound or in need of a home-visit?

No

Homebound:

Has anyone in the household:

Moved to New York City in the past two months from somewhere else in New York State?

No

Other County:

Sold, transferred or given away property to get Cash Assistance or SNAP benefits?

No

[Edit](#)

Sold Property:

Step 4 - Income

Cash Assistance Application

Save & Exit

[< Back](#)

Step 4 of 7 • INCOME

Income



Reporting income for all adults is one the most important elements of the application. If you do not know the specifics you can always update the information during your interview.

Next

Step 4 - Income

- All income in household must be accounted for!
- Example of income:
 - Earned income: income from working
 - SSI or SSD
 - Child support
 - Unemployment income
 - Other income

Head of Household Income

Key Factor - Is the head of household working?

- If yes:
 - Employer demographics needed
 - Pay information: category of work, length of pay period, hours in pay period, gross (pre-tax) income for most recent month
- If no, but stopped working w/in last 30 days:
 - Recent job information
 - Last date worked, on strike?

Head of Household Income – cont.

- **Social Security or SSI Income**, including:
 - Supplemental Security Income
 - Social Security Disability
 - Social Security Retirement Income
 - Social Security Survivors Benefits
- **Unemployment Insurance Benefits**
 - HRA requires that clients who have lost work apply for UI.
- **Child Support Income**
- **Financial Support Contributions**

Final Step in this Section:

- All questions will be repeated for all additional household members, if any

Other Examples of Income

RETIREMENT

- Pension
- Annuity
- Railroad Retirement

BENEFITS

- Veterans' Benefits
- Sick or Disability Benefits
- Union or Strike
- Military Allotment
- Public or Cash Assistance
- Other Benefits from Another State

RENTALS or PROPERTY

- Rental Income
- Room and Board Income
- Payments from Property Sold

SAVINGS or FUNDS

- Dividends or Interest
- Trust Fund Payments

INSURANCE PAYMENTS

- Workers' Compensation
- Disability Insurance
- Health/Accident or No Fault Insurance Payments

OTHER

- Foster Care or Kinship Care
- Adoption Assistance
- Education Grants or Loans
- Alimony
- Money from a Charity
- College Work Study
- Volunteer Non-VISTA / AmeriCorps
- Volunteer in Service to America (VISTA)
- Other Income

Income Summary

Review Income

Employment Income ^

[+ Add New Employment...](#)

Self-Employment Income ^

[+ Add New Self-Employment...](#)

Recent Income ^

[+ Add New Recent Job...](#)

Income Summary

Social Security and SSI



 Add New SSI...

Unemployment Insurance Benefits



Child Support Income



 Add New Child Support Income...

Money From Another Person



 Add New Money From Another Person...

Income Adjustments

Key Factors:

- Step in where you can adjust the calculated income
- Important to go over the income with client to ensure that the amount of income is correct
- If client does not agree and states income is different, you can change here

The screenshot shows a web form titled "Monthly Household Income" with a blue header bar. The form contains the following sections:

- Monthly Household Income** (with a help icon)
- Monthly Employment Income:** Input field with "\$0.00".
- All Other Monthly Income:** Input field with "\$0.00".
- Total Calculated Income:** Input field with "\$0.00".
- Is your monthly income correct? Required**
 - Yes
 - No
- Actual Income This Month**

Please enter your household's actual total income **for this calendar month**, before taxes or anything is taken out of your checks. Be sure to count all income that you received in this calendar month, even if the job or benefit payment has stopped.
- Income This Month Required**

\$
- Next** (blue button)

Step 5 - Resources

Cash Assistance Application

Save & Exit

[< Back](#)

Step 5 of 7 - RESOURCES

Resources



Don't have all your information? Don't worry, you can meet with a benefit specialist during your interview to give this information.

Next

Step 5 - Resources

- Cash on hand, bank accounts, checking accounts for *each* member of the household
- Car ownership, inheritance, expected tax refund?
- Anyone in HH giving away any cash or sold, transferred any real estate, income or personal property *in last 36 months*

Cash & Bank Account Details

Cash Assistance Application Save & Exit

[< Back](#)

Step 5 of 7 · RESOURCES

Resources

Cash and Bank Accounts Details ?

What type of resource do they have? Required

Who does this belong to? Required

Denise

Dennis

What is the current amount or value? Required

\$

Does anyone in your household have any other resources to add? Required

Yes

No

Next

Resources – cont.

Does anyone in the household have any of the following? Required

- Yes
- No

INVESTMENTS

- Stocks or Bonds
- Mutual Funds
- Savings Bonds
- Life Insurance

PROPERTY or REAL ESTATE

- Own Home
- Real Estate or Other Property
- Car or Other Vehicle

RETIREMENT

- Pensions
- Annuity
- Retirement Accounts (such as 401K)

OTHER or EXPECTED

- Income Tax Refund
- Burial Funds/Trust/Space
- Lawsuit Settlement
- Inheritance
- Beneficiary of a Trust
- Sold/Given Away Any Cash or Property (Within 3 Years)
- Moved Funds to Trust (Within Last 5 Years)

Resources Summary

Review Resources

Cash / Checking Account / Savings Account ^

+ Add New Cash/Checking Account/Savings Account

Other Resources ^

+ Add New Resource

Next

Step 6 - Expenses

Cash Assistance Application

Save & Exit

[< Back](#)

Step 6 of 7 · EXPENSES

Expenses



Don't have all your information? Don't worry, you can meet with a benefit specialist during your interview to give this information.

Next

Step 6 - Expenses

- Utility Bills
- Air Conditioning Bills
- Rental/mortgage information

Utility Expenses

- Heating, electricity, water, trash removal, sewage/waste water treatment costs paid by client
- Include all expense details about utilities

Cash Assistance Application Save & Exit

[Back](#)

Step 6 of 7 · EXPENSES

Add your utility bill

What type of utility bill do you pay for?

Heating (electric, gas, coal etc.)

Electricity (non heat related)

Water

Trash Removal

Sewage/Waste Water Treatment

Gas for Cooking

Fuel for heating Water

Other Utility

Do you pay any other utility bills? Required

Yes

No

Next

Heating Details

Which type of utility is used to heat your home? Required

Has your household received a HEAP Payment higher than \$20 this month or in the past 12 months? (The HEAP Program helps New Yorkers pay the cost of heating their home.) ?

Expense Details

If you split this bill with someone (like a roommate), just tell us your share of the cost. If you pay this bill together with someone (like a spouse), tell us the amount you pay together.

How often?

How much?

\$

Do you get a bill separate from your rent? ?

Does anyone who does not live with you help you pay this bill?

Yes

No

Do you get a bill separate from your rent? ?

Does anyone who does not live with you help you pay this bill?

Yes

No

Do you get a bill separate from your rent? ?

Does anyone who does not live with you help you pay this bill?

Yes

No

Utility provider:

Are you behind in payments? Required

Yes

No

Do you pay any other utility bills? Required

Yes

No

Next

Utility Expenses

- Air Conditioning cost paid by client included here
- Include even if in arrears

Step 6 of 8 · EXPENSES

[< Back](#)

Air Conditioning Bills

Entering your bills may increase your benefit amount.

Do you pay for air conditioning, either in your electric bill or as a separate fee? **Required**

Yes

No

If someone pays your air conditioning bill, do not include it here.

Next

Rent & Mortgage Expenses

- Identify type of payment
- To whom - landlord or another tenant who pays the landlord?
 - How often?
 - How much?
- Does client get help?
- Are they behind in payments?
- For renters: Landlord name, address, phone

Cash Assistance Application Save & Exit

[< Back](#)

Step 6 of 7 · EXPENSES

Rent and Mortgage Bills

Does the household have any of the following rent and mortgage bills? Required ?

Yes

No

- Rent
- Mortgage / Mobile Home Loan
- Home Equity Loan
- Fire and/or Homeowner's Insurance
- Property Taxes
- Co-op / Condo Maintenance

Do not enter the expense if you do not pay the bill yourself, for example, your parents pay your landlord directly.

If your household is in arrears for any Rent and Mortgage Bills, please add the bill here.

[Next](#)

Child Support Expenses

- **This is only relevant for SNAP eligibility only, not CASH assistance**
- Legally obligated child support to someone outside the home, whether it is being paid or not
- Include for all household members
 - Do not include voluntary child support, only court-ordered or with a notarized agreement to pay

Child Support

Does anyone in your household pay legally obligated child support? **Required** 

Yes

No

Examples may include:

- Court ordered child support
- Notarized agreement
- Other written and signed agreement that makes you or someone in your household legally responsible for support payments.

Please note: Only include child support payments that are made to someone who doesn't live with you.

All in-person appointments have been cancelled; no negative action will be taken on your case. [To learn more, visit the OCSS website.](#)

These deductions will be applied for SNAP eligibility only.

Child Care or Dependent Care Expenses

- ***This is only relevant for SNAP eligibility only, not CASH assistance***
 - Who is being cared for?
 - Do they have a disability?
 - Who pays for it?
 - Why is it necessary?
- Acceptable reasons for childcare or dependent care:
 - Looking for or continuing to work
 - Complying with work regulations
 - Attending training that will lead to work

Child Care or Dependent Care Expenses

[< Back](#)

Child Care or Dependent Care

Does anyone in your household pay for the care of a child or adult? **Required** 

Yes

No

Examples may include:

- Child Care/Babysitting
- Dependent Adult Care

Do not enter a child or dependent care expense that is paid to someone who is applying for benefits with you.

These deductions will be applied for SNAP eligibility only.

Medical Bills

- **This is only relevant for SNAP eligibility only, not CASH assistance**
- Medical bills, paid or unpaid, from the last three months
- List for each household member separately:
 - Total amount
 - Did you have insurance or help paying it?
- Include any bills that **have not been covered by insurance or any agency**
 - ex. dentist, glasses, home attendant, therapy, rehab, hospitalization, postage for mail order prescriptions

Medical Bills – cont.

Does anyone else in the household have paid or unpaid medical bills within the last three months? Required 

-  As long as they have out-of-pocket costs not covered by insurance or a government program, you can check the box for anyone who has to pay for:
- Medical and dental care, including psychotherapy and rehabilitation services, provided by a state licensed practitioner or other qualified health professionals, including chiropractors and acupuncturists
 - Hospitalization or outpatient treatment
 - Prescription drugs, including the cost of postage for mail-order prescription drugs
 - Over-the-counter medication (including insulin) when approved by a licensed practitioner or other qualified health professional
 - Sickroom equipment (including rental), or other prescribed equipment, and medical supplies
 - Premiums you pay for health and hospitalization insurance
 - Dentures, hearing aids, and prosthetics
 - Purchase and maintenance costs of any animal specifically trained to serve the needs of disabled people, including the cost of food and veterinarian care
 - Eye glasses and contact lenses prescribed by an eye doctor
 - Reasonable cost of transportation and lodging to obtain medical care
 - Costs for an attendant, homemaker, home health aide, or housekeeper necessary due to age, infirmity or illness
 - Payments made on a loan's principal if the loan was used to pay a one-time medical expense
 - Lifeline or MedicAlert devices used to contact medical help in emergencies, if ordered by a licensed practitioner or other qualified health professional

Yes

No

Expenses Summary

Review Expenses

Please note that changing the amount of your bills does not increase your benefits.

Utility Bills



Add New Utility Bill

Air Conditioning Bills



Do you pay for air conditioning?
No

[Edit](#)

Rent and Mortgage Bills



Add New Rent and Mortgage Bill

Expenses Summary

Child Support



[⊕ Add New Child Support Bill](#)

Child/Dependent Care



[⊕ Add New Child Care or Dependent Care Bill](#)

Medical Bills



[⊕ Add New Medical Bill](#)

Step 7 – Emergency Grants

This will only populate additional questions if you identified an emergency need in the beginning of the application

Step 7 of 8 · EMERGENCY GRANTS

[< Back](#)

Grants for Other Needs



This section will ask if you need to apply for extra help with other costs.

Don't have all your information? Don't worry, you can meet with a benefit specialist during your interview to give this information.

Step 7 – Cash Assistance Application Summary

- **BEFORE SUBMITTING** review full application with client
- HRA will investigate to verify information on the application
- Client agrees to notify HRA of any changes in income, resources, household composition, child care situation, contact information.
- Penalties for intentionally misrepresenting income or resources begin with ineligibility for cash benefits for certain periods and increase up to disqualification, criminal investigation, and garnishment
- **You don't need a SSN to receive CA. You ⁷⁵need to have *applied for one*.**

FINAL STEPS

- Have you appointed a representative to complete this application?
 - NO
 - You are completing the application with consent of the client, not as an authorized representative.
- Voter registration
 - The client can register to vote as part of the Cash Assistance application.
- Reiterate consent and enter the client's initials to submit. Give the client the confirmation number.

Repayment Agreement

- One Shot Deals are technically loans
- Unclear on when HRA will require someone to pay the money back but there is always the possibility
- Better to owe HRA than the landlord because HRA can't evict
- If a client is required to pay the money back, they can reach out to HRA at 718-557-1399 to get the payments lowered

Repayment Agreement

Shelter Arrears Repayment Agreement

As a condition of eligibility for receiving this assistance to prevent eviction or foreclosure, I agree to repay the Human Resources Administration up to the amount of **\$20950.00** in twelve (12) maximum monthly installments of **\$1745.83**. It is possible the final arrears payment made to my landlord may be less than this amount. If it is less, the amount I need to repay will be reduced and I will be advised at that time.

Not all emergency grants require repayment. If you are eligible for a grant, the notice you receive will let you know whether or not you must repay.

I understand that each payment is due on the date indicated on the monthly bill I will receive from the Human Resources Administration.

I understand that the Human Resources Administration's Division of Accounts Receivable and Billing will send me a monthly bill. My check or money order must be made payable to the Human Resources Administration and must include my address and case number. I understand that payments must be mailed in the provided addressed postage-free return envelope to:

Human Resources Administration
Division of Accounts Receivable and Billing
150 Greenwich Street, 34th Floor
New York, NY 10007

If I am receiving shelter arrears assistance, I understand that I will not be eligible to receive another rent, mortgage or tax arrears payment to prevent eviction or foreclosure unless I have fully repaid any assistance received or I am repaying such assistance in accordance with the terms of this/these repayment agreement(s). I also understand that if I fail to repay this assistance in accordance with this/these agreement(s), the Human Resources Administration will enforce this repayment agreement by any method available to a creditor. This includes, but is not limited to, referring the matter to a collection agency, obtaining a judgment from a court, obtaining a lien on real property or garnishing wages, when appropriate. Additionally, I understand that regardless of the payment agreement, I cannot receive more than one shelter arrears payment in a five-year period, unless the Human Resources Administration has an exception policy and makes an exception.

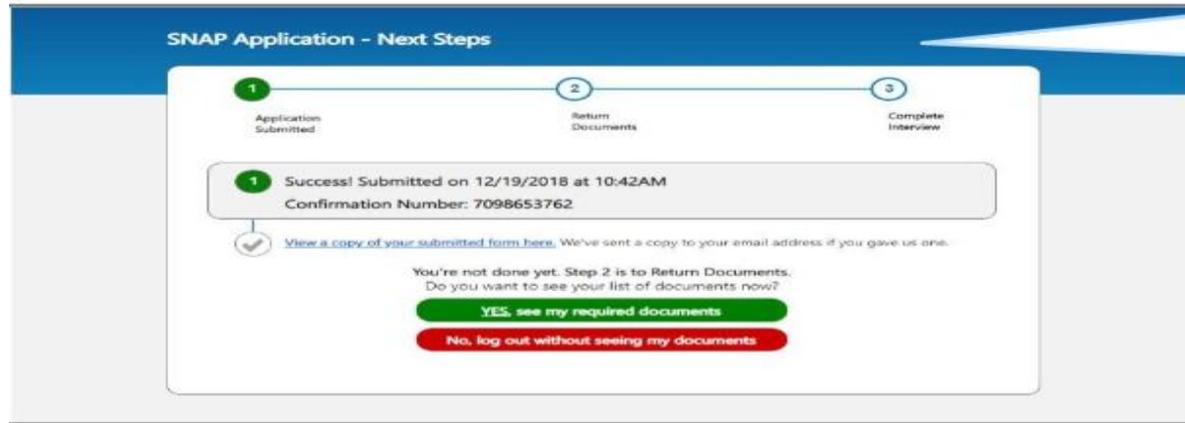
I understand that the Human Resources Administration also has the right to require that I sign a lien on my real property for receiving a rent, mortgage or tax arrears payment, or for receiving a shelter arrears payment authorized under the category of Emergency Safety Net Assistance. If a lien is taken, that portion, which represents this arrears payment, will be considered satisfied when the arrears payment has been repaid in full.

Later, if I become eligible for recurring Cash Assistance, any unpaid balance of this arrears payment will be suspended until I am no longer receiving recurring Cash Assistance. At that time, the unpaid balance again will become due to the Human Resources Administration under the terms of this agreement.

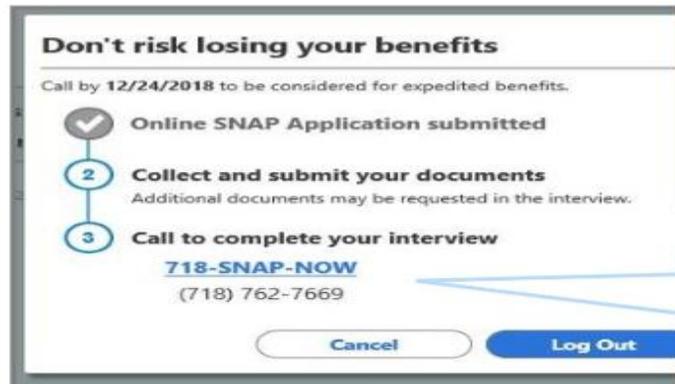
CONFIRMATION PAGE



HRA Benefits Online Applications



Confirmation Page
 The "Confirmation Page" is only shown after you submit your application and provides your confirmation number and the next steps in the application process.
 You will have the option to see all of your next steps at that time or log out and see this information later.



Next Steps
 If you answer "YES, see my required documents", your full next steps will be displayed.
 Please note that you can always return to this page by clicking "Next Steps" in the submission alert on your User Home page.

Don't risk losing your benefits
 If you answer "No, log out without seeing my documents", a popup will be displayed which gives you a high level summary of your next steps.



Verification Interview

- After the application is submitted, the client will be interviewed by an HRA representative over the phone and asked to verify information about themselves and others for whom they are applying.
- They should call HRA within three business days of the application being submitted to complete the interview
- This interview must happen to process application!
- They should be prepared to wait on hold for a long time

A person wearing a dark beanie with a patterned band, a light-colored jacket, and a dark backpack is walking away from the camera on a city street at night. The street is busy with cars, including a yellow taxi on the left and a black car in the middle ground. Pedestrians are visible in the background. The scene is illuminated by city lights, creating a bokeh effect in the background.

PART 4:

NEXT STEPS

AFTER APPLYING ONLINE

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NYC

Email LSNYC with:

1. a summary of what you did with the client
2. client's log in information
3. a screenshot or pdf of the HRA application confirmation page
4. a list of any documents submitted to HRA on behalf of the client
5. copies of any documents sent by the client or communications
6. flag any problems, issues, or concerns
7. indicate in the subject line if anything is urgent

Your launch email with client info will cc the LSNYC case file and your LSNYC mentor – be sure to include everyone from that initial email on your closing message.

ADVOCACY EMAIL



Email RAU 3 business days after application with advocacy letter and supporting documents.



Email should reiterate the key facts about your client and why they are eligible, in a compelling way – **but keep it short!** No more than one screen.



Remember to include case number (**not confirmation number**) and attach documents as pdf. Pay attention to file size!



Follow up with RAU 3-4 days after initial email if you have not gotten a response.



Continue to follow up with RAU by email about once per week.



Be mindful of 30 day deadline!

DOCUMENTS

Review

Review the list of documents on LSNYC resource page. Note these are the only documents you need

Gather

Work with the client to gather the documents

Updates

Keep LSNYC posted about which documents are needed

30 Days!

Remember the 30 day deadline

OUTCOME

- Outcome likely within a few weeks of initial application submission
- Share immediately with LSNYC
- **If approved, congrats!** LSNYC will handle processing from here.
- **Simple follow up need** – e.g., missing one piece of info or a doc, please work with your mentor and the client to submit
- **If denial with complex follow up need**, LSNYC will take the case back to resolve

ALL THE TOOLS YOU NEED

**LEGAL
SERVICES
NYC**

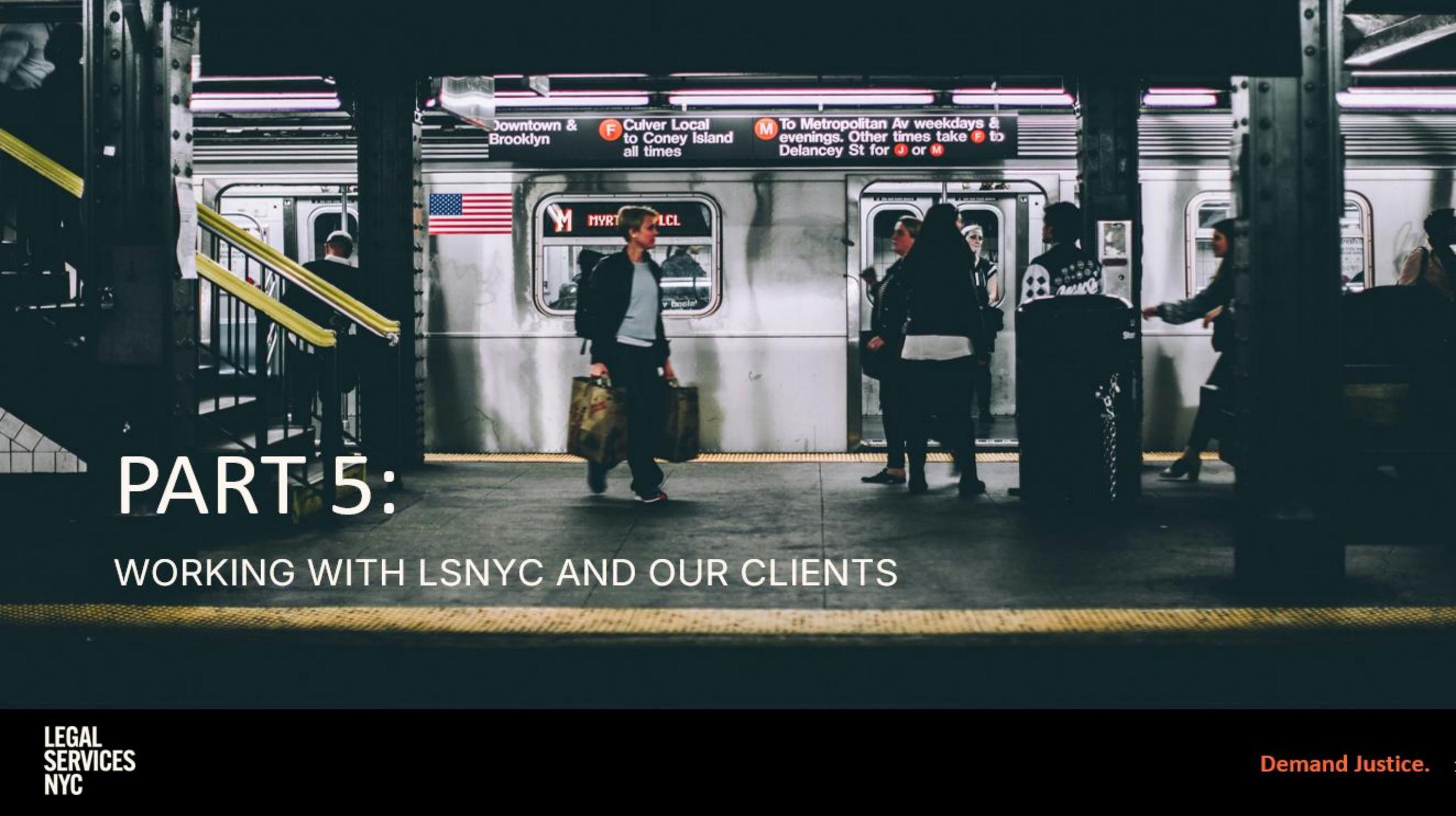
LSNYC has included everything you need to succeed on your case on our website: <https://www.legalservicesnyc.org/pro-bono-resources/benefits-resources/one-shot-deals-virtual-clinic/>
password: demandjustice

Includes roadmap to your case (please review before the clinic and as you go)

Sample documents and guides

LSNYC mentor will live-answer during clinic hours, and as soon as we can outside those hours

Launch email has links, cc's your mentor and case file, and reminders about the work



PART 5:

WORKING WITH LSNYC AND OUR CLIENTS

COMMON CHALLENGES

Communication drop off

- Phone may run out of minutes
- Wifi disruption
- Access to technology
- Intervening crisis
- Lost contact info

Missed / late appointments

- Didn't have subway fare
- Directions unclear
- Intimidated by security
- Intervening crisis
- Childcare
- Work

TIPS

- **Anticipate challenges & be proactive.**
- **Medium.** Talk about preferred form of communication in first meeting – WhatsApp, text, email, phone, letter, etc.
 - Make sure you identify a back up!
- **Follow up.** If you aren't hearing back, try multiple times and use multiple forms of communication. Don't be afraid to call!
- **Scheduling.** Let the client offer times to connect first, then check your schedule.
- **Accommodate disabilities.** If your client is a person with disabilities, plan ahead to accommodate them.
- **Check in regularly.** Even if case is in a holding pattern.
- **Documents.** Use technology to share when possible, send pre-paid envelopes when paper is necessary, help find notaries.

USING INTERPRETERS EFFECTIVELY

- **Who interprets?** Your firm will provide an interpreter who is on staff or will hire someone if needed.
 - Do **not** use family members or friends of the client
 - Do **not** use google translate or similar technology
 - **Only** use an interpreter who is 100% fluent
- **Preparation.** Your interpreter is an important part of your team. Talk to them about the case. Provide:
 - The same substantive training you viewed
 - Any forms or papers they will discuss during client meetings
 - Cultural competency about the work – e.g., trans issues, trauma, domestic violence

USING INTERPRETERS EFFECTIVELY

- **Consistency.** Use the same interpreter, if possible, throughout the case
- **Clarity.** Explain the role of the interpreter
- **Eye-contact.** Maintain eye-contact with client, not interpreter
- **Speech pattern.** Speak in short segments & pause so the interpreter can interpret
- **Accuracy.** Interpreters should attempt to provide accurate interpretation, and not try to reframe or engage in a side conversation with the client
- **Future communication.** Explain to client that if they call you will secure an interpreter as fast as you can but you may have to call back

WORKING WITH LSNYC

Keep us looped in on important developments

Tell us about any significant problems with the client

If client is in housing court, let us know about issues with judges, landlord's attorneys or payment deadlines

Keep us informed about the outcome of the case

Come to us for strategic questions

Depending on the type of case, we want more involvement – e.g., LSNYC attorney representing in housing court case

QUESTIONS?

IF ANY QUESTIONS COME UP DURING THE APPLICATION PHASE, PLEASE CONTACT YOUR LSNYC MENTOR!



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Demand Justice.