1. WHO IS CASH ASSISTANCE FOR?

1. People with low or no income.
   How much depends on how many people are applying on your case, how much income you have and where it comes from, and how much money you have (like cash and savings).

2. Usually, you have to be at least 18 to apply for your own benefits.
   If you’re 16 or older and don’t live with your parents, you might be able to apply on your own. Otherwise, your parent or guardian can apply to receive benefits for you.

   Refugees, asylees, U- and T-Visa recipients, Cuban or Haitian entrants, and others qualify. Immigrants without legal status may not qualify, but may be able to get benefits for children or other people they live with who have legal status.

See the back cover to find out where you can get more info.

2. WHO APPLIES?

Your cash assistance case can include just you, or other people. You can apply with anyone you live with.

Children 18 and over can ask to be taken off the case (and may qualify for their own case).

If you live with a spouse or children under 18, they have to apply with you.

3. PAYMENTS

Twice a month, your benefits will be added to an EBT card that HRA gives you.

Rent assistance payments are sent to your landlord twice a month on the same dates you get your cash payments.

3. extra grants

4. CHILD SUPPORT

If you get child support, the payments will go to HRA instead of you.

HRA should send you:

— up to the first $200 of support they receive for one child
— up to the first $200 of support for 2 or more children

If HRA doesn’t receive the child support payment, you won’t receive this payment.

Payments show up as cash on your EBT card, in addition to your normal benefits.

If you think HRA made a mistake, you can ask them to review your child support payments. For more information, visit: childsupport.ny.gov/dca/desk_review.html

5. WHERE TO APPLY

You’ll need to go to an HRA Center to apply. To find one:

CALL 311
WWW.NYC.GOV/HRA
718.557.1399

NYC Info
HRA Online
HRA Info

Find out how to apply!
**HOW TO KEEP YOUR BENEFITS**

### 1. THE WORK PROGRAM

All adults on your case between the ages of 18 and 60 may have to do a certain number of work activities every week, as part of the Work Program.

- **Paid Work**
- **Training Programs**
- **School**
- **College**
- **Internships/Externs**
- **Work-Study Hours**

#### WHAT COUNTS AS WORK ACTIVITIES?

- Paid work
- Training programs
- School
- College
- Internships/exterms
- Work-study hours

#### COLLEGE CREDIT

HRA now accepts both 2- and 4-year college as work activity.

#### WHO DOESN’T NEED TO DO WORK ACTIVITIES?

- People who are sick, injured, or have a disability and are unable to work
- High school students in 11th or 12th grade
- Pregnant women due to give birth in 30 days
- Parent or person responsible for an infant under 3 months old
- Main person who takes care of a sick or disabled person in your house

#### MEDICAL EXEMPTIONS

If you’re unable to work or disabled, you could be “exempt” from work requirements.

- If you’re receiving Social Security Disability Income, you’re exempt from HRA requirements.
- If you have a disability, you may be exempt from HRA work requirements.
- If you’re pregnant, you may be exempt from HRA work requirements.

#### REQUEST AN ACTIVITY

You can ask HRA to arrange for you to do a specific training program. The list of approved educational and training activities at work is here.

- **Training Programs**
- **School**
- **College**
- **Internships/Externs**
- **Work-Study Hours**

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### 2. HOW TO AVOID SANCTIONS

If HRA thinks you’re not meeting its work requirements, they can cut back your benefits. These are called “sanctions,” and here’s how you can avoid them.

#### SHOW UP TO ALL APPOINTMENTS ON TIME

If you miss an appointment, your benefits might get reduced.

- **Examples of Good Excuses That Could Keep You From Getting Sanctioned:**
  - Something that keeps you home
  - A family member’s hospitalization

#### GET PROOF OF WHERE AND WHY YOU MISSED THE APPOINTMENT

If you miss an appointment, your benefits might get reduced.

- **Examples of Good Excuses That Could Keep You From Getting Sanctioned:**
  - Something that keeps you home
  - A family member’s hospitalization

#### GET YOUR EVIDENCE PACKET

**Contact the Office of Administrative Hearings**

- **Mail:** Otda.ny.gov/hearings/request
- **Fax:** 718.722.5010
- **Phone:** 718.722.5012

#### ON THE DAY OF YOUR HEARING

- **Bring proof**
- **Bring documents**

#### AFTER YOUR HEARING

- **Read the judge’s written decision online**
- **Get help understanding the decision**
- **Follow up**

### 3. APPOINTMENTS

You’ll need to go to appointments throughout the year to keep your benefits. It’s really important to show up to missed appointments can mean reduced or canceled benefits.

- **Concall**
- **Prevent a sanction**
- **Concall documents**
- **Prevent a sanction**
- **Prevent a sanction**
- **Concall documents**

### 4. NOTICES

HRA will send you notices in the mail for a lot of different things. It’s really important to pay attention to these and make sure you respond.

- **Concall**
- **Prevent a sanction**
- **Concall documents**
- **Prevent a sanction**
- **Concall documents**

### 5. FAIR HEARINGS

When you disagree with something that has happened, you should talk to an HRA worker about it. If you disagree with an HRA action about your case.

- **Request a Fair Hearing**
- **Go to your hearing**
- **Get the judge’s written decision online**
- **Get help understanding the decision**
- **Follow up**

### 6. QUESTIONS & ANSWERS

**If you need help understanding the decision**

- **Get the judge’s written decision online**
- **Get help understanding the decision**
- **Follow up**

### 7. HOW TO CONTINUE TO GET YOUR BENEFITS

- **Bring proof**
- **Bring documents**

### 8. GETTING YOUR EVIDENCE PACKET

**Contact the Office of Administrative Hearings**

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- **Fax:** 718.722.5010
- **Phone:** 718.722.5012

### 9. ON THE DAY OF YOUR HEARING

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### 10. AFTER YOUR HEARING

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MAKING POLICY PUBLIC
Is a program of the Center for Urban Pedagogy (CUP). CUP partners with policy advocates and graphic designers to produce foldout posters that explain complicated policy issues, like this one. makingpolicypublic.net

COLLABORATORS
CUP: Christine Gaspar, Clara Ameny, Ingrid Haftei
Urban Justice Center’s Safety Net Project: Denise Miranda Esq., Edwin Ortiz, Helen Strom
All Other Services: Kevin Wade Shaw, Joel Stillman

THE CENTER FOR URBAN PEDAGOGY (CUP) is a nonprofit organization that uses the power of design and art to increase meaningful civic engagement. welcometocup.org

ALL OTHER SERVICES is a civic-minded graphic design studio. All Other Services develops visual and strategic direction for brands, institutions, and advocacies that positively impact communities. allotherservices.info

URBAN JUSTICE CENTER
THE SAFETY NET PROJECT protects due process rights and provides direct legal services for low and no-income New Yorkers while engaging the greater community in casting a wider, finer safety net for economic justice and human dignity. safetynetproject.org

BIG THANKS TO

Support for this project was provided by the Nathan Cummings Foundation; the National Endowment for the Arts; A Blade of Grass; North Star Fund; and public funds from the New York City Department of Cultural Affairs in partnership with the City Council.

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