



What You Need to Know About Your Cash Assistance Benefits During COVID-19 Outbreak

WILL MY ELIGIBILITY AND RECERTIFICATION INTERVIEWS CHANGE?

During the COVID-19 outbreak, Cash Assistance (CA) initial eligibility and recertification interviews will be done by phone as opposed to in-person or “face-to-face.” Phone interviews for eligibility will continue until April 11, 2020, and phone interviews for recertification will continue until May 15, 2020.

WHAT IF I PREFER TO HAVE AN IN-PERSON INTERVIEW?

If you request an in-person interview, you must be given one.

WHAT IF I HAVE AN EMERGENCY?

If you have an emergency, local offices will provide you with resources on the same day your application is submitted, and a face-to-face appointment may be needed in emergency situations.

WHAT IF I HAVE ALREADY SCHEDULED A FACE-TO-FACE RECERTIFICATION INTERVIEW?

Local offices will contact you if you have already scheduled a face-to-face recertification interview and tell you that the interview may be done by phone. However, if your recertification interview has not yet been scheduled, the local office will notify you by mail of the date and time of your telephone interview.

WHAT HAPPENS AFTER MY PHONE RECERTIFICATION INTERVIEW?

After your phone recertification interview, local offices will mail you a form requesting all necessary documents.

WHAT IF I AM HOMELESS OR LIVING IN EMERGENCY HOUSING?

If you are homeless and/or living in emergency housing, local offices with call-in numbers may do interviews by phone, reduce the frequency, or suspend them through May 15, 2020. You will still have to give proof of emergency need. Finally, all local offices are expected to stay open during regular business hours Monday through Friday, and they must continue to meet emergency needs.

WHO CAN I CONTACT IF I HAVE A QUESTION?

You can call Mobilization for Justice’s Government Benefits Project at 212-417-3732 on Mondays and Wednesdays from 10:00 a.m. to 12:00 p.m. and Fridays from 1:00 p.m. to 3:00 p.m.

DISCLAIMER: This fact sheet gives general information for NYC Residents; it is NOT legal advice.

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