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## Frequently Asked Questions – NYC Cash Assistance Program

### What is this resource and how may it help?

Eligible New York City residents can receive need-based cash assistance through the City's Temporary Aid to Needy Families Program ("TANF"). The City also offers emergency grants of cash assistance to residents who are unable to pay rent because their work schedules have been reduced.

### Who has made this resource available?

The New York City Human Resources Administration.

### Who is eligible for this resource?

To receive cash assistance through TANF, a New York City resident must be living with the resident's minor child, or serve as the child's caretaking relative, and satisfy certain income and work requirements. Eligible families may receive up to 60 months (5 years) of cash assistance under TANF.

You may be eligible for a temporary, emergency cash grant if someone is added to your budget or if it will meet certain special needs. Situations that may make you eligible for additional cash assistance are located [here](#). Qualifying circumstances include:

- Homelessness;
- Paying back rent to prevent your eviction;
- Payment necessary to maintain or restore utility service(s); and
- Circumstances that affect you or your family's health and safety.

If you must move due to the current public health crisis, you may be eligible for help with moving expenses, security deposit voucher, broker's fees, or temporary storage for furniture and personal belongings.

### Are there any restrictions on the availability of this resource?

There are various restrictions on participating and remaining in the TANF program. You can determine your eligibility for TANF through this [link](#).

In most cases, eligible clients receiving temporary cash assistance are required to engage in work and/or educational activities. Clients participating in an approved program can receive transportation and child

care expenses in order to meet their requirements (but not expenses covering the cost of tuition, books, and fees for these programs). Available training and education programs can be found [here](#).

**How do I apply for this resource?**

Applicants for cash assistance can initially apply online, by mail, by fax, or in-person. The latter is not recommended in light of the outbreak and all in-person appointments with The New York City Human Resources Administration have been cancelled at this time with no negative actions to be taken on any cases.

To apply online, an applicant must create a NYC account [through this link](#).

The online application is available [here](#).

Apply by mail or fax using [this application](#) (complete the instructions for “Public Assistance”).

The application can be mailed or faxed to a Human Resources Administration Job Center listed in [this link](#) and designated with “\*\*”.

Applicants can also apply in-person by visiting a Job Center, but this is not recommended in light of the outbreak, and all in-person appointments have been cancelled at this time.

**If I have questions about this resource or how to apply for relief, who can I contact?**

Call 311 (212-NEW-YORK outside NYC).

Contact the Human Resources Administration [through this link](#).

**Is this resource available in other languages?**

The Human Resources Administration’s website offers translated resources in over 100 languages.