

DT Family Resources for Food, Housing, & Support

Updated April 17, 2020

Food Resources

- [NYC Food Delivery Assistance](#)
- [Reserve your spot at a food bank for less wait and safer entry](#)
- [Food Bank NYC](#)
- [Comida Gratis](#)

Housing Information

- All Residential Evictions are Suspended Indefinitely - The New York City Department of Investigation has notified all City Marshals that all eviction proceedings are suspended indefinitely. Anyone with knowledge of City Marshals attempting to execute on warrants of eviction can report this activity by calling DOI's Bureau of City Marshals at 212-825-5953. Click here for more information.
- Resources for NYCHA and Section 8 Residents
 - Evictions: All residential evictions are suspended indefinitely. NYCHA's Office of Impartial Hearings at 803 Atlantic is closed through April 17, 2020. All cases scheduled for conference or hearing during this period will be automatically rescheduled. For NYCHA Section 8 Tenants, NYCHA is suspending all termination actions until at least May 15, 2020. For HPD Section 8 Tenants, all subsidy termination actions at 60 Gold Street are suspended until further notice. HPD will continue to pay the subsidy until a final determination is made. All tenant conferences and briefings that were scheduled will be postponed and rescheduled.
 - Loss of Income: Residents experiencing loss of income are encouraged to request a rent reduction. Both NYCHA and Section 8 residents can do this online, through the NYCHA self-service portal or by calling the Customer Contact Center 718-707-7771. Keep a record of when the request was made and submit all supporting documentation within 45 days by mail or, by appointment, at your management office.

- **Management Offices:** Management offices will remain open and staff can assist residents via phone, email or scheduled appointments to speak with staff from behind reception, for the safety of staff and residents.
- **Repairs:** Non-emergency repairs and planned outages have been temporarily suspended, including inspections and scheduled maintenance visits. Emergency repairs will continue. Call the Customer Contact Center to schedule a repair at 718-707-7771.
- **Seniors:** NYCHA outreach is ongoing to all senior households and households that are known to rely on life-sustaining equipment. Outreach includes calling and checking in with these households about COVID-19 concerns and assisting with connecting them to resources. NYCHA hired an outside vendor to conduct deep cleanings at senior and other developments. All DFTA senior centers are offering a variety of grab-and-go meals. Call your local senior center directly, or Aging Connect at 212-244-6469, to confirm the schedule for meal pick-up as days and hours will vary.

Parent Support Hotlines

- **NY Foundling:** 888-435-7553
Support by providing resources over the phone. The crisis nursery is closed.
- **Parents Helping Parents Stress Line:** 1-800-632-8188
Support for parents feeling overwhelmed, stressed, etc.
- **Child Help National Child Abuse Hotline:** 1-800-4-A-CHILD/1-800-422-4453
Parents can call to talk to a counselor about the stress they are under or young people can call to ask for help for themselves and talk to a counselor
- **Su Familia:** The National Hispanic Family Health Helpline: 1-866-783-2645
Spanish helpline for families that need support and information
<https://www.healthyamericas.org/help-line>
- **National Parent Helpline:** 1-855- 4A PARENT / 1-855-427-2736
Emotional support, resources, advice and more from a peer advocate
- **NYC Well:** 1-888-NYC-WELL (1-888-692-9355), Text WELL to 65173,
Chat at <https://nycwell.cityofnewyork.us/en/>
Free, confidential, 24/7 mental health support by speaking to a local counselor via phone, text, or chat in more than 200 languages.
- **National Domestic Violence Hotline:** 1-800-799-7233
Support for people with experiences of domestic violence. Resources for those quarantined with their abuser. <https://www.thehotline.org/>
- **National Suicide Prevention Lifeline:** 1-800-273-8255
Free, confidential, 24/7 support for people in mental health or suicide crises. Can call for yourself or on behalf of someone else. <https://suicidepreventionlifeline.org/>