



NEW YORK STATE SENATOR  
Roxanne J. Persaud

## Senator Roxanne J. Persaud Persaud Hosts Informative Webinar on Navigating SNAP & HEAP Benefits

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### Senator Roxanne J. Persaud Hosts SNAP & HEAP Webinar

Brooklyn, NY — On Monday, November 18, 2024, Senator Roxanne J. Persaud hosted an informative webinar titled *"Conversations with Senator Persaud: Navigating SNAP & HEAP Benefit Programs,"* in partnership with the New York City Department of Social Services, the Human Resources Administration (HRA), and the New York State Office of Temporary and Disability Assistance (OTDA). The online event provided essential information on how to apply for

SNAP (Supplemental Nutrition Assistance Program) and HEAP (Home Energy Assistance Program) benefits, eligibility requirements, and other important details for New Yorkers in need of assistance.

Senator Persaud opened the session by addressing the critical role these programs play in supporting vulnerable communities. "We want to ensure that all New Yorkers are aware of the resources available to them, especially as we approach the colder months. Navigating public benefits can be challenging, and it's important to have the information and tools needed to access the support people need," Senator Persaud said.

The webinar provided a comprehensive overview of the application processes, eligibility criteria, and other key features of both programs. Participants were able to ask questions and receive direct guidance from representatives of the NYC Department of Social Services, HRA, and OTDA.

#### **Resource Information Shared in the Webinar:**

For those who were unable to attend or need further assistance, the following resources were shared during the session:

- **Summer EBT Hotline:** 1-833-452-0096
- **EBT Hotline:** 1-888-328-6399
- **SNAP Program Information:** <https://otda.ny.gov/programs/snap/>
- **How to Protect Your EBT Card:** <https://otda.ny.gov/policy/gis/2024/24DC075.pdf>
- **Restaurant Meals Program:** <https://otda.ny.gov/programs/rmp/>
- **HEAP Program Information:** <https://otda.ny.gov/programs/heap/>

#### **How to Apply for HEAP in NYC:**

- **Online:** Apply through the *ACCESS HRA* website or mobile app (available for free on the iTunes Store and Google Play Store).
- **By Mail or Fax:** Download the HEAP application from the OTDA website or ACCESS NYC, then mail to:

*New York City Home Energy Assistance Program*

P.O. Box 1401, Church Street Station

New York, NY 10008

Or fax your application to: 917-639-2900

You can also request an application be mailed to you by calling: 718-557-1399

- **In Person:** Visit a local HEAP office to apply. You can find the nearest office by visiting the OTDA website.