



NEW YORK STATE SENATOR

Brad Hoylman-Sigal

Senator Hoylman Presents: COVID-19 Important Numbers

BRAD HOYLMAN-SIGAL April 16, 2020

GENERAL

General Inquiries: 311

- For access to most NYC resources, including seeking assistance for SNAP benefits for seniors or those with disabilities. Can be used to report violations of social distancing requirements.
- 24-hour hotline. In case of emergency, call 911.

HEALTH

NYS Department of Health COVID-19 Hotline: 1-888-364-3065

- For questions about COVID-19, your health, and the NYS response to the pandemic.
- 24-hour hotline.

MENTAL HEALTH

NYS Office of Mental Health Emotional Support Hotline: 1-844-863-9314

- For free and confidential support with increased anxiety due to the coronavirus emergency.

- Daily, 8 AM - 10 PM. In case of emergency, call 911.

ThriveNYC Mental Health Services: 1-888-NYC-Well (692-9355) or text “Well” to 65173

- For crisis counseling, peer support, short-term counseling, mobile crisis teams, and connection to ongoing mental health and substance misuse services.
- 24-hour hotline. In case of emergency, call 911.

UNEMPLOYMENT

NYS Department of Labor: 1-888-209-8124

- To file an unemployment claim over the phone. To file online, visit:
<https://unemployment.labor.ny.gov/>
- Monday to Friday, 8 AM - 7:30 PM; Saturday & Sunday, 7:30 AM - 8 PM.
- Because of a high volume of calls, the Department of Labor is requesting New Yorkers file on specific days of the week:
 - If your last name begins with the letters A-F, file on Mondays
 - If your last name begins with the letters G-N, file on Tuesdays
 - If your last name begins with the letters O-Z, file on Wednesdays
 - If you missed your day, you can file Thursday through Sunday

FOOD

NYC Emergency Food Hotline: 866-888-8777 or 311

- Call for urgent food and hunger needs to be provided with hours of operation and directions to the nearest food pantries and community kitchens.
- For regular assistance paying for food, please consider applying for SNAP benefits.

CONSUMERS

NYS Division of Consumer Protection Price Gouging Hotline: 800-697-1220

- To report price gouging in our community.
- Representatives are available Monday to Friday, 8:30 AM to 5 PM.

NYS Attorney General's Information & Complaint Helpline: 1-800-771-7755

- To report employers, businesses, or others are in violation of state laws or executive orders issued by the Governor regarding COVID-19.
- Liaisons available Monday to Friday, 9 AM - 5 PM.

Education Debt Consumer Assistance Program (EDCAP): 1-888-614-5004

- For guidance navigating student loans.
- Monday to Friday, 9 AM – 5 PM.

NYS Department of Financial Services Consumer Hotline: 800-342-3736

- To report issues with your insurance company.
- Monday to Friday, 8:30 AM - 4:30 PM.

Human Resources Administration (HRA) Infoline: 718-557-1399

- Call for detailed information about your SNAP or cash cases. For new applications, apply online at the HRA website. If you are a senior or living with a disability you may request assistance by calling 311.
- Monday to Friday, 8 AM - 5 PM.

SMALL BUSINESS

- Small Business Administration (SBA) New York District Office: 212 264 2454
- For questions about federal small business relief loans.
- An SBA representative will return your message.

CIVIL RIGHTS

- NYS Division of Human Rights: 1-888-392-3644
- To report bias or discrimination against you or someone you know.
- A representative will return your message within 48 hours.

New York State Court System Coronavirus Hotline: 833-503-0447

- To seek guidance and information on specific questions about your juror service, a case already in court, or starting a court case.
- Representatives available 24/7

TRANSIT

- MTA Customer Service Line: 511
- For information about how service has been impacted by the pandemic.
- Daily, 6 AM - 10 PM. Automated service available 24/7.

MTA Paratransit Access-a-Ride Service: 877-337-2017

- To request a ride on a case by case basis (online applications have been suspended)
- Call the day before your desired travel date, 7 AM - 5 PM.

SENIORS

NYC Department for the Aging Connect Hotline: 212-244-6469 or 311

- To speak to a specialist and learn more about city services and resources for seniors, including free meal delivery.
- Monday – Friday, 8:30 AM – 5:30 PM.

DOMESTIC VIOLENCE

NYC Domestic Violence Hotline: 1-800-621-4673 (HOPE)

- For free and confidential assistance if you are experiencing domestic violence.
- 24-hour hotline. In case of emergency, call 911.

HOUSING

Met Council on Housing Tenant Hotline: 212-979-0611

- For professional advice regarding your rights as a tenant.
- Monday, 1:30 - 8 PM; Tuesday, 5:30-8 PM; Wednesday, 1:30 – 8 PM; Friday, 1:30 – 5 PM.

DONATIONS

NYC PPE Donation Hotline: 1-833-692-0040 or 311

- To donate personal protective equipment (PPE) or other supplies.

- 24/7

INSURANCE

Community Health Advocates Insurance Helpline: 888-614-5400

- For assistance navigating your existing health insurance.
- Monday to Friday, 9 AM – 4 PM