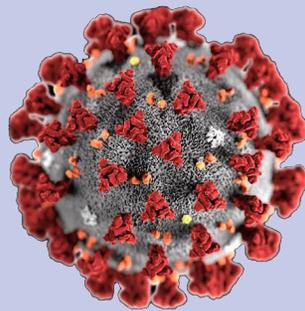




Coronavirus Resource Guide



Coronavirus has brought uncertainty and anxiety into our lives, workplaces, and homes.

As everyone continues to work tirelessly to support people we serve, we want to ensure you have information about the resources that may be available to you during this very challenging time.

The information provided in this booklet includes current Federal, State, and local resources known to the agency as of this week.

As new sources become known or existing sources change, we will continue to send out updates periodically.

General Information About COVID-19

If you don't have a doctor, the Suffolk County Patient Advocate Unit can help you find one by calling 631-854-0337 or emailing pau@suffolkcountyny.gov.

For updates on Suffolk County's response to coronavirus, signup for text alerts by **texting COVIDSUFFOLK TO 67283**.

For additional information for Suffolk County, visit the Suffolk County Government's website at <https://suffolkcountyny.gov/>.

Call New York State Department of Health's 24/7 coronavirus hotline at (888) 364-3065.

Government and Community Resources

Child Care

Beginning Monday, March 30, 2020, YMCAs across NY State are offering childcare for all categories of Essential Employees (including DSPs), and financial assistance is available. For more information, please contact the nearest YMCA in your neighborhood.

Domestic Violence Hotlines

- **L.I. Against Domestic Violence 631-666-8833**
- **L.I. Gay, Lesbian, Bisexual and Transgender Anti-Violence Project 631-665-2300**

Education

Due to the state mandated school closure, which has been extended until April 29th, all public and private school districts have been required to develop Distance Learning programs for their students. Visit your school district's website for further information, contact your child's teacher directly or call the school district's Superintendent's office. Your school district may also have technological devices to support your child's distance learning if they do not currently have access to an internet-enabled device.

Financial and Social Service Assistance

United Way Covid-19 Community Economic Relief Fund can provide assistance with bills, rent and food. Call **866-211-9966** and provide your zip code to receive a list of local agencies which may be able to assist.

Suffolk County Client Benefits Administration provides financial assistance and service-related programs to economically disadvantaged individuals, many of whom face multiple barriers to

economic independence. Through these services and programs, clients are encouraged to become independent and self-supporting. A simple, 10-minute prescreening from any computer with Internet access at any time, determines whether you are likely to qualify for Food Stamps, HEAP, the Earned Income Tax Credit, child dependent care credits, school lunch and other programs. Visit their website at **mybenefits.ny.gov** for more information and to apply for benefits.

HITE SITE Connecting New Yorkers with free and low-cost health and social services. Link: <http://hitesite.org/>

Food Assistance

Food Banks

- Long Island Cares 631-582-FOOD (631-582-3663) or visit their website licares.org
- Island Harvest 516-294-8528 or visit their website islandharvest.org
- Hunger Solutions NY 800-865-5542 or visit their website hungersolutionsny.org

Supplemental Nutrition Assistance Program (SNAP) to apply for benefits visit their website <http://nyc.gov/accesshra>

Senior Services (ages 60 or older): contact **Suffolk County Office for the Aging 631-853-8200** or visit their website www.suffolkcountyny.gov/aging to get information regarding home delivered meals, transportation and other supports for senior citizens

Health Insurance Coverage

NY State of Health: Special Enrollment Period Open Through April 15th for Uninsured Individuals **855-355-5777** or visit their website nystateofhealth.ny.gov

Community Health Advocates for New York **888-614-5400** or visit their website www.communityhealthadvocates.org

Housing Support

Long Island Coalition for the Homeless 631-464-4314

If you are at risk of **becoming homeless** during the coronavirus crisis, **call 311** for **temporary shelter and housing assistance**

Housing Preservation and Development Section 8 voucher program, if you are having trouble paying rent because of loss of income

- **Community Development Corporation 631-471-1215**
- **Town of Babylon Housing Assistance 631-893-1040**
- **East Hampton Housing and Community Development 631-267-7896**
- **Huntington Housing Authority 631-427-6220 ext. 18**
- **Town of Islip Housing Authority 631-589-7100**
- **North Fork Housing Alliance 631-477-1070**
- **Town of Southampton Community Development 631-287-5747**

Immigration

- Protecting Immigrant Families, Factsheet: Know Your Rights, Protect Your Health
- New York State Youth Leadership Council, Emergency Funds for Undocumented Youth and Families

Mental Health & Substance Use Support

Community Health Access to Addiction and Mental Healthcare Project (CHAMP) helpline 888-614-5400 provides help accessing addiction and mental healthcare.

New York State Mental Health Hotline: 888-863-9314

Division of Community Mental Hygiene Service: 631-853-8500

National Suicide Prevention Lifeline: 800-273-TALK (800-273-8255)

SAMHSA National Helpline: (800) 622-HELP / (800) 487-4889 (TDD), use the Behavioral Health Treatment Services Locator

Employee Connect Employee Assistance Program: 888-628-4824

TRANSIT

Suffolk County Transit bus service and LIRR are still running regularly, however schedules and service have been modified due to the COVID-19 outbreak. Some ferries are running on a modified schedule. For service updates or assistance planning your travel, call 511.

Unemployment & Additional State Benefits

New York State has waived the seven-day waiting period to file for unemployment benefits for those out of jobs due to COVID-19. To file: (888) 209-8124 or online at <https://labor.ny.gov/home/>

NY State Screening Tool Benefits for variety of programs, including utilities (HEAP) and food assistance (SNAP), Health Insurance, Tax Credits, and more. Link: <https://www.mybenefits.ny.gov/mybenefits/begin>

Additional Resource Materials

- U. S. Department of Labor, “Coronavirus Resources for Workers and Employers”
- U.S. Department of Labor, “Disaster Unemployment Assistance”
- New York State Department of Labor, “Unemployment Insurance”
- New York State Department of Labor, “Worker Adjustment and Retraining (WARN) Act”

UTILITIES

Electric

PSE&G LI has suspended service shutoffs for people having payment issues. Customer service centers have been temporarily closed. If you are experiencing outages call **800-490-0075**, by texting "OUT" to PSEGLI (773454) or by visiting their website **www.psegliny.com**. For customer service call **800-490-0025** or visit their website **www.psegliny.com**.

Gas

National Grid has suspended service shutoffs for people having payment issues. Customer service centers have been temporarily closed. Customer service centers have been temporarily closed. For customer service call **800-930-5003** or visit their website **www.nationalgridus.com**.

Water

Suffolk County Water Authority (SCWA) has suspended service shutoffs for people having payment issues. Customer service centers have been temporarily closed. Customer service centers have been temporarily closed. For customer service call **631-698-9500** or visit their website **www.scwa.com**.

Home Energy Assistance Program (HEAP) is a program that assists low income, elderly and vulnerable eligible households with grants to pay for their utility and heating costs. The program provides regular and emergency grants during the heating season to defray energy costs and ensure continued service during the winter months. The HEAP office also administers a cooling program in spring/summer season which provides air conditioning units to individuals who are deemed medically and financially eligible. In New York, contact 311 or apply online at <https://mybenefits.ny.gov/mybenefits/begin>

General Financial and Consumer Protection Information

Taxes

The IRS has extended the federal filing deadline for from April 15th, 2020 to July 15th, 2020. For information go to <https://www.irs.gov/coronavirus>

Banking & Credit Cards

The FDIC has information on its website to answer consumers' frequently asked questions about the impact of COVID19 on their banking relationships. Some information for specific local banks includes:

Bank of America - Customers who are unable to pay their bills or have an issue with their account should contact the client services team at the number listed on the bank of their credit or debit card. Additionally, customers can access help through both online and mobile app banking platforms. For more information and updates, visit Bank of America's coronavirus help page.

Capital One - Customers facing "financial difficulties" due to the coronavirus are urged to contact the bank directly through one of its many customer support lines. For more information and updates, visit Capital One's coronavirus help page.

JP Morgan Chase - Effective March 19, 2020, Chase is temporarily closing approximately 20% of its branches to help ensure the safety of customers and employees. In addition to its nearly 4,000 branches that will remain open, Chase encourages customers to utilize the tools available on the Chase mobile app and at chase.com. For more information and updates, visit Chase's coronavirus help page.

Citibank - Effective March 9, 2020 for "an initial thirty days," Citibank customers can contact the bank for assistance with: Waivers on monthly service fees, for both regular and small business customers. Waived penalties for early CD withdrawal, for both regular and small business customers. Fee waivers on remote deposit capture for small business customers. Some credit card customers may be eligible for credit line increases and collection forbearance programs. Some mortgage customers may be eligible for a hardship program through Cenlar FSB, the bank's service provider. For assistance, call Cenlar FSB at 855-839-6253 (Mon–Fri, 8:30 a.m.–8 p.m. ET or Sat, 8:30 a.m.–5 p.m. ET). For more information and updates, visit Citibank's coronavirus help page.

Wells Fargo - Customers experiencing hardship from the coronavirus disease can call 1-800-219-9739 to speak with a trained specialist about their options. This includes

customers of consumer lending, small business and deposit products. For more information and updates, visit Wells Fargo's coronavirus help page.

Consumer Complaints & Consumer Affairs

Price Gouging

If you spot a merchant raising prices on items like cleaning materials, hand sanitizer, toilet paper and basic food items report the illegal price gouging at (800) 697-1220 or file a complaint with NY State Attorney General at <https://ag.ny.gov/> or the NYS Office of Consumer Protection at <https://www.dos.ny.gov/consumerprotection/>