HRA- Homelessness Prevention Administration
Homebase is a homelessness prevention program with 26 locations city-wide; targeting services to over 28,000 at-risk households a year at various stages of a housing crisis/transition:

- Community-Based Prevention and Rental Assistance
- Rikers Island Reentry
- Diversion at DHS Intake
- Aftercare Support

**Homebase Services include:**

- Eviction prevention
- Short term emergency funding*
- Assistance obtaining and maintaining public benefits
- Financial counseling
- Landlord and Family mediation
- Employment services/referrals
- Linkages to community resources
- Apartment search assistance
- Rental assistance eligibility and renewal

*Homebase is a payer of last resort. When clients are in need of financial assistance, HB will first refer them to HRA, or attempt to work with community based organizations to obtain funds.*
Homebase Eligibility

- Homebase serves families with children, adult families and single adults.
- All households are assessed for eligibility based on program requirements.
  - Income
  - Risk of homelessness
  - Benefits

- **Community Prevention**
  - The household’s total income must be at or below income threshold based on household type.

- **Aftercare**
  - All households eligible if exited from DHS Shelter with rental assistance subsidy or other subsidized housing (NYCHA, Section 8, etc) or community resident with rental assistance subsidy.

Clients who are found ineligible for Homebase services are referred to other community based organizations for assistance (i.e. rental arrears, housing, employment and budgeting).
Homebase Service Levels

• Housing Advice and Assistance
  – If client does not meet full eligibility criteria they can be served at this level to provide guidance and referrals.

• Full Service
  – Clients who meet criteria for imminent risk of housing instability will be provided full array of HB services based on specific assessed needs

• Intensive
  – Clients who meet criteria and demonstrate significant need for ongoing services, more intensive support, in order to ensure stable transition to community including connections to community based service providers, etc.
# Homebase Map

<table>
<thead>
<tr>
<th>Homebase Provider</th>
<th>Borough</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMBA</td>
<td>BK</td>
<td>1958 Fulton Street, 2nd Floor</td>
<td>718-408-5756 x37100</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1117 Eastern Parkway, 3rd Floor, side entrance</td>
<td>718-622-7323</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2244 Church Avenue, 4th Floor</td>
<td>718-408-5766</td>
</tr>
<tr>
<td>Catholic Charities Neighborhood Services</td>
<td>BK</td>
<td>3060 Fulton Street</td>
<td>929-234-3036</td>
</tr>
<tr>
<td></td>
<td></td>
<td>569 Livonia Avenue</td>
<td>718-408-7181</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1900A Ralph Avenue</td>
<td>718-514-8034</td>
</tr>
<tr>
<td>RiseBoro</td>
<td>BK</td>
<td>145 East 98 Street, 2nd Floor</td>
<td>917-819-3200</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1875 Broadway, 1st Floor</td>
<td>929-297-0201</td>
</tr>
<tr>
<td></td>
<td></td>
<td>90 Beaver Street</td>
<td>718-386-4300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1475 Myrtle Avenue</td>
<td>347-295-3739</td>
</tr>
<tr>
<td>BronxWorks</td>
<td>BX</td>
<td>630 Jackson Avenue, 2nd Floor</td>
<td>347-704-0001</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1130 Grand Concourse, 3rd Floor</td>
<td>718-508-3100</td>
</tr>
<tr>
<td>Catholic Charities Community Services</td>
<td>BX</td>
<td>2155 Blackrock Avenue</td>
<td>718-414-1050</td>
</tr>
<tr>
<td></td>
<td></td>
<td>890 Garrison Avenue</td>
<td>929-259-9430</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2901 White Plains Road, 2nd Floor</td>
<td>347-913-4694</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4377 Bronx Boulevard, 3rd Floor</td>
<td>347-947-3920</td>
</tr>
<tr>
<td>HELP USA</td>
<td>BX</td>
<td>1780 Grand Concourse</td>
<td>347-226-4540</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1860 East Tremont Avenue</td>
<td>718-299-8473</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1981 Sedgwick Avenue</td>
<td>718-215-6453</td>
</tr>
<tr>
<td></td>
<td></td>
<td>815 Burke Avenue</td>
<td>646-905-5289</td>
</tr>
<tr>
<td>SUS- Urgent Housing Programs, Inc</td>
<td>MN</td>
<td>516 West 181st St, 4th Floor</td>
<td>917-492-1019</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2322 3rd Avenue, 3rd Floor</td>
<td>917-492-1019</td>
</tr>
<tr>
<td>Catholic Charities Neighborhood Services</td>
<td>QNS</td>
<td>161-10 Jamaica Avenue, 5th floor</td>
<td>718-674-1000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1847 Mott Avenue</td>
<td>718-647-1015</td>
</tr>
<tr>
<td>CAMBA</td>
<td>SI</td>
<td>120 Stuyvesant Place, 4th floor, Suite 413</td>
<td>718-282-6473</td>
</tr>
<tr>
<td></td>
<td></td>
<td>209 Bay Street</td>
<td>718-226-0496</td>
</tr>
</tbody>
</table>
There are 3 easy ways to make a Homebase referral:

1. Use Homebase Map to find the Homebase office for that service area

2. Search via the Web: https://www1.nyc.gov/site/hra/help/homebase.page

3. Call 311 and ask for your local Homebase office

It is strongly encouraged to call the Homebase office before visiting. Clients should call to schedule an appointment to complete an intake assessment at the Homebase office.
HRA Emergency Assistance

We do everything we can to prevent vulnerable households from becoming homeless in the first place.

**Emergency Assistance:** One-time grants to cover rent arrears and prevent eviction. In fiscal year 2016, approximately 57,000 households received rent arrears (one shots) with an average grant of $3,600

**Other Emergency Assistance:** Help is available for other emergency needs, such as:
- Assistance with home energy or utility bills to keep heat and power on
- Brokers fees
- Storage fees
- Moving fees

**Emergency Food Assistance:** If a family is in an emergency situation and has no money to buy food, the family can apply for same-day SNAP benefits and possibly also qualify for expedited SNAP benefits within five days
To find information about all HRA services and programs please access:

http://www1.nyc.gov/site/hra/about/about-hra.page

• HRA’s guide to services booklet is available as an electronic file
• Choose the child support icon at the bottom of the page for information about child support including debt reduction

Homebase

www.nyc.gov/homebase or Search 311 Website: www.nyc.gov/311 or Call 311

• For information about Homebase services, workshops, location maps and contact information
• For general inquiries about Homebase services email can be sent to: prevention@hra.nyc.gov

You are strongly encouraged to call the Homebase office to schedule an appointment before visiting.

Rental Assistance questions: contact Rental Assistance Call Center 929-221-0043

ACCESSHRA

• To visit the Access HRA client website please go to www.nyc.gov/accesshra
• To visit the Provider Portal website please go to www.nyc.gov/hrapartners
• Click HERE for the Access HRA Guide for the client facing website
• Click HERE for the Provider Portal User Guide
AHRA – more information

- **Remote ACCESS HRA Training Options:**
  - The **ACCESS HRA Cash Assistance Webinar** will simulate the Cash Assistance (CA) application process via ACCESS HRA. You can sign up for an upcoming session by clicking [HERE](#).
  - The **ACCESS HRA SNAP Webinar** will simulate the SNAP application process via ACCESS HRA. You can sign up for an upcoming session by clicking [HERE](#).
  - The **ACCESS HRA General Overview Webinar** is a three-part presentation that offers an overview of the ACCESS HRA client facing website and Mobile App; and the Provider Portal the case management tool. You can sign up for an upcoming session by clicking [HERE](#).
  - The **ACCESS HRA Provider Portal Webinar** offers an in-depth presentation of the Provider Portal, the case management tool that allows participating organizations to view real-time case information for clients that have provided consent. You can sign up for an upcoming session by clicking [HERE](#).
HRA services and programs continued:

**Legal Support**
Office of Civil Justice- for questions related to legal support in housing court or immigration email can be sent to: CivilJustice@hra.nyc.gov
Please include the following info:
Tenant Name, Address, and Phone Number
Brief summary of the housing issue
If applicable, Court Index Number and Next Court Appearance Date

To report **Source of Income Discrimination** or for questions/information:

• Call 929-221-0043
• Email: soi@hra.nyc.gov

**HPD Center for New York City Neighborhoods:**
http://cnycn.org/
For homeowner’s experiencing housing instability such as foreclosure