

HRA- Homelessness Prevention Administration



Human Resources
Administration
Department of
Social Services

Homebase

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

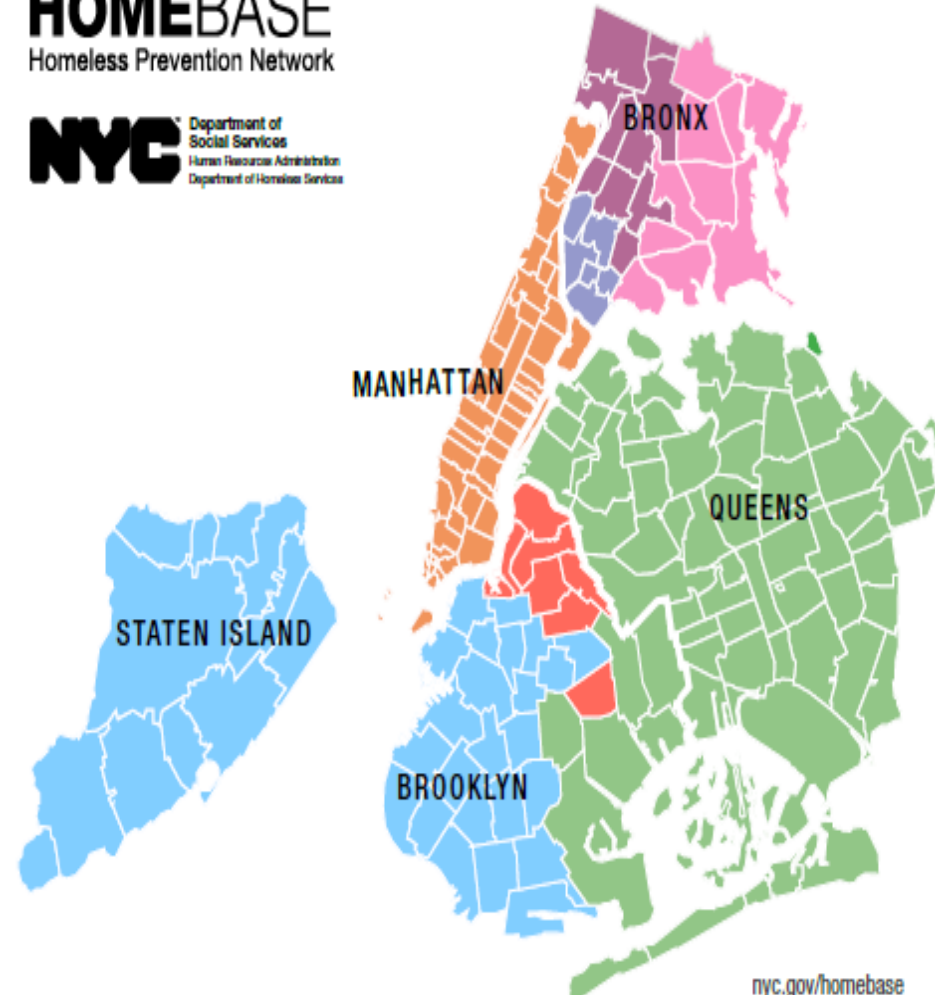
- Housing Advice and Assistance
 - If client does not meet full eligibility criteria they can be served at this level to provide guidance and referrals.
- Full Service
 - Clients who meet criteria for imminent risk of housing instability will be provided full array of HB services based on specific assessed 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

Homebase Provider	Borough	Address	Telephone
CAMBA	BK	1958 Fulton Street, 2nd Floor	718-408-5756 x37100
		1117 Eastern Parkway, 3rd Floor, side entrance	718-622-7323
		2244 Church Avenue, 4th Floor	718-408-5766
Catholic Charities Neighborhood Services	BK	3060 Fulton Street	929-234-3036
		560 Livonia Avenue	718-408-7181
		1900A Ralph Avenue	718-514-8034
RiseBoro	BK	145 East 98 Street, 2nd Floor	917-819-3200
		1875 Broadway, 1st Floor	929-297-0201
		90 Beaver Street	718-366-4300
		1475 Myrtle Avenue	347-295-3738
BronxWorks	BX	630 Jackson Avenue, 2nd Floor	347-704-0001
		1130 Grand Concourse, 3rd Floor	718-508-3100
Catholic Charities Community Services	BX	2155 Blackrock Avenue	718-414-1050
		890 Garrison Avenue	929-259-9430
		2901 White Plains Road, 2nd Floor	347-913-4694
		4377 Bronx Boulevard, 3rd Floor	347-947-3920
HELP USA	BX	1780 Grand Concourse	347-226-4540
		1860 East Tremont Avenue	718-299-8473
		1981 Sedgwick Avenue	718-215-6453
		815 Burke Avenue	646-905-5289
SUS- Urgent Housing Programs, Inc	MN	516 West 181st St, 4th Floor	917-492-1019
		2322 3rd Avenue, 3rd Floor	917-492-1019
Catholic Charities Neighborhood Services	QNS	161-10 Jamaica Avenue, 5th floor	718-674-1000
		1847 Mott Avenue	718-647-1015
CAMBA	SI	120 Stuyvesant Place, 4th floor, Suite 413	718-282-6473
		209 Bay Street	718-226-0496

HOMEBASE
Homeless Prevention Network

NYC Department of Social Services
Human Resources Administration
Department of Homeless Services



nyc.gov/homebase

7/16/2020



Human Resources Administration

Department of Social Services

Homebase Referral

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