

For all urgent, emergency and crisis resources

"Emergencies" are life threatening, or potentially violent, situations that demand immediate response. In such instances, call the police 911.

Urgent Food Need

- Call the Emergency FoodLine at 866-888-8777. By calling the Emergency FoodLine you will be provided with hours of operation and directions to an emergency food program near you.
- Find the nearest [food pantry](#) (provide packaged goods) or [community kitchens](#) (serve hot foods)

Emergency Cash Need

You may be eligible for an [emergency cash grant](#) if it will meet certain special needs. For example:

- Your rent is past due and you need help prevent eviction
- Payment is needed to maintain or restore utility service(s)
- If you must move, you may be eligible for help with moving expenses, security deposit voucher, broker's fees, or temporary storage for furniture and personal belongings

Call HRA Infoline at 718-557-1399 or visit your local [HRA center locations](#) about getting a request form.

Housing Need

For immediate housing crisis and achieve housing stability, please visit [Homebase Services](#) which you may be eligible.

If you are at risk of eviction or entering shelter, you can apply for Rental Assistance program at over 20 [Homebase or Housing Assistance Program \(HAP\) offices](#) across the five boroughs of New York City.

Disaster Recovery Assistance

If you lost your home on fire or flood or are at risk of losing your home,

- Federal Housing Administration (FHA) can help to activate a mortgagee letter, call HUD FHA Resource Center at (800) 304-9320 or Email: RECOVERY@HUD.GOV
- Your lender can stop or delay initiation of foreclosure for 90 days. Lenders can also waive late fees for you as you may become delinquent on monthly payments due to the disaster.
- You can get immediate assistance such as medical, shelter and more, call FEMA Helpline (1-800-621-3362 / TTY (800) 462-7585
- Visit the website <https://www.hud.gov/info/disasterresources>

Child Abuse

- Call 911 if a child is in immediate danger
- Call 311 for mandated reports
- Call NY State Central Register (SCR) mandated reporter hotline 800-635-1522
- Call NYS Child Abuse Hotline at 800-342-3720

Domestic or gender-based violence or abuse

- Call 911 for immediate help,
- Call the NYC Domestic Violence Hotline at 800-621-4673 (HOPE)
- Call 800-810-7444 (TTY for hearing impaired)
- Call New York State Domestic & Sexual Violence Hotline at 800-942-69061-844-845-7269: Report sexual assault on a New York college campus to the New York State Police.
- Find a [Family Justice Center](#) in your borough get connected to services and support.

Crisis in Mental Health and/or Substance Misuse concerns

- Call 888-NYC-WELL (1-888-692-9355). It is free, confidential and available 24 hours per day/7 days a week.
 - 1-888-692-9355 (Español)
 - 1-888-692-9355 (Chinese)
 - 711 (TTY for hearing impaired)
 - Text WELL to 65173
 - Visit Website <https://nycwell.cityofnewyork.us/en/>

Available 24 hours a day, 7 days a week, 365 days

Help those who are Suicidal

- Call 911 and provide the person's information
- If needed, provide National Suicide Prevention Lifeline: 800-273-8255

Warning signs of suicidal emails or inquires

- Talking about wanting to die or killing themselves due to hardship going through
- Talking about feeling hopeless or trapped or in unbearable pain or having no reason to live
- Talking about frustration in life, not getting things together, having no valuable things, exhausting all ways of getting help or benefits or assistance from everyone or government and wanting to end their life.
- Thinking 'Why me? Why am I asking for help from the government?' (benefits stigma) and talking about killing themselves
- Talking about increasing use of alcohol or drugs