My kid(s) and I live in a Tier II shelter/facility. We get welfare. We don't have a working kitchen. We are given three meals per day.

**What is the special needs allowance every two weeks?**

- **$31.50** for 1 person
- **$63.00** for a family of 2 people
- **$94.50** for a family of 3 people
- **$126.00** for a family of 4 people
- **$157.50** for a family of 5 people
- **$189.00** for a family of 6 people

**Pregnancy Allowance:** With proof of four months of pregnancy, pregnant women may get an additional $25 every two weeks.

**Can we get carfare? Yes.**

Homeless families living in shelters can receive either $32 each week for work program carfare OR $35.75 every two weeks for apartment search carfare.** You are entitled to only one of these kinds of carfare. You receive the carfare on your EBT card.

**Only issued if your shelter checks your apartment search activity.**

**Not Getting the Right Amount?**

**Why am I not getting the special needs allowance for my family size?**

- HRA may be taking out or “recouping” money it paid out for rent or utility payments that you owed or for some other reason.
- There may be an Office of Child Support or employment sanction on your case.
- Your family may not receive the special needs allowance amount if anyone in your family is an undocumented immigrant or receives Social Security, SSI, wages, unemployment benefits, or other income.
- HRA may have made a mistake and your family is owed money.
- Some other reason.

**What should I do if I am not getting the right amount or don’t agree with HRA’s decisions in my case?**

- Call HRA at 212-331-4640, ask the representative to explain the amount you are getting, and if needed, file a complaint with the representative. Write your complaint number down. Call back if HRA does not fix the problem.
- Request a State fair hearing by calling 1-800-342-3334 or 518-474-8781.
What is the personal needs allowance every two weeks?

- **$22.50** for single person
- **$45.00** for family of 2 people
- **$67.50** for family of 3 people
- **$90.00** for family of 4 people

**Pregnancy Allowance:** With proof of **four months of pregnancy**, pregnant women may get an additional $25 every two weeks.

**Can we get carfare?** Yes.

**Heads of household** living in shelters can receive either **$32 each week for work program carfare or $35.75 every two weeks for apartment search carfare**.** You are entitled to only of these kinds of carfare. You receive the carfare on your EBT card.

**Only issued if your shelter checks your apartment search activity.**

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I am homeless and I live in a:

- singles shelter that serves three meals per day
- shelter for pregnant women that serves three meals per day
- domestic violence shelter that serves three meals per day

What should I do if I am not getting the right amount or don’t agree with HRA’s decisions in my case?

- Call HRA at 212-331-4640, ask the representative to explain the amount you are getting, and if needed, file a complaint with the representative. Write your complaint number down. Call back if HRA does not fix the problem.
- Request a State fair hearing by calling 1-800-342-3334 or 518-474-8781.
My kid(s) and I live in a shelter. We get welfare. We have a kitchen and cook our own meals.

**What is the basic cash grant every two weeks?**

- **$91.50** for 1 person
- **$145.75** for a family of 2 people
- **$194.50** for a family of 3 people
- **$250.75** for a family of 4 people
- **$309.35** for a family of 5 people
- **$357.10** for a family of 6 people

**Pregnancy Allowance:** With proof of four months of pregnancy, pregnant women can get an additional **$25** every two weeks.

**Can we get carfare? Yes.**

Homeless families living in shelters can receive either **$32 each week for work program carfare** OR **$35.75 every two weeks for apartment search carfare.**

**You are entitled to only one of these kinds of carfare.** You receive the carfare on your EBT card.

**Only issued if your shelter checks your apartment search activity.**

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**Not Getting the Right Amount?**

**Why am I not getting the basic cash grant for my family size?**

- HRA may be taking out or “recouping” money it paid out for rent or utility payments that you owed or for some other reason.
- There may be an Office of Child Support or employment sanction on your case.
- Your family may not receive the basic grant amount if anyone in your family is an undocumented immigrant or receives Social Security, SSI, wages, unemployment benefits, or other income.
- HRA may have made a mistake and your family is owed money.
- Some other reason.

**What should I do if I am not getting the right amount or don’t agree with HRA’s decisions in my case?**

- Call HRA at 212-331-4640, ask the representative to explain the amount you are getting, and if needed, file a complaint with the representative. Write your complaint number down. Call back if HRA does not fix the problem.
- Request a State fair hearing by calling 1-800-342-3334 or 518-474-8781.
My kid(s) and I live in a shelter/motel. We get welfare. We have no working kitchen. We are not given any meals or food that meets our medical need.

What is the basic cash grant, including a restaurant allowance,* every two weeks?

- $141.50 for 1 pregnant woman or 1 child-only case
- $227.75 for 1 adult and 1 child under 18
- $227.75 for 1 adult and 1 child age 18 in high school
- $326.50 for 1 adult and 2 children under 18
- $209.75 for 2 adults (includes child 18 and over)
- $290.50 for 3 adults (includes children 18 and over)

*Restaurant Allowance: Restaurant allowance is based on additional $32 for adults/ $50 additional for children and pregnant women.

Pregnancy Allowance: With proof of four months of pregnancy, pregnant women may get an additional $25 every two weeks.

Can we get carfare? Yes.

Homeless families living in shelters can receive either $32 each week for work program carfare OR $35.75 every two weeks for apartment search carfare.** You are entitled to only one of these kinds of carfare. You receive the carfare on your EBT card.

**Only issued if your shelter checks your apartment search activity.

Not Getting the Right Amount?

Why am I not getting the basic cash grant with restaurant allowance for my family size?

- HRA may be taking out or “recouping” money it paid out for rent or utility payments that you owed or for some other reason.
- There may be an Office of Child Support or employment sanction on your case.
- Your family may not receive the basic grant amount if anyone in your family is an undocumented immigrant or receives Social Security, SSI, wages, unemployment benefits, or other income.
- HRA may have made a mistake and your family is owed money.
- Some other reason.

What should I do if I am not getting the right amount or don’t agree with HRA’s decisions in my case?

- Call HRA at 212-331-4640, ask the representative to explain the amount you are getting, and if needed, file a complaint with the representative. Write your complaint number down. Call back if HRA does not fix the problem.
- Request a State fair hearing by calling 1-800-342-3334 or 518-474-8781.