



## HASA Can Help

### PRIMARY SERVICES

- Public Assistance
- Food Stamps
- Medicaid
- Housing and Rental Assistance
- Home Care
- Homemaking Services

### APPLICATION ASSISTANCE

- Social Security Disability (SSD)
- Supplemental Security Income (SSI)
- Veteran's Benefits
- AIDS Drug Assistance Program (ADAP) Services
- AIDS Health Insurance Program (AHIP)

### LINKS TO CBO SERVICES

- ADL Skills Training
- Health and Behavioral Health Care
- Nutritional Programs
- Legal Assistance

HRA/DSS has signage and forms in 6 common languages in addition to English and provides free interpreter services to every client who requires it.

### EMERGENCY HOUSING

Clients who need emergency housing can visit their caseworkers to request same-day placement.

HASA has two types of emergency housing: Transitional Congregate and commercial Single Room Occupancy (SRO).

Both types of housing include fully furnished private rooms with private or shared bathrooms, and Transitional Congregates have additional communal areas and on-site supportive services.

Emergency housing is provided on a temporary basis. Clients placed in emergency housing are given assistance to find non-emergency housing.

### NON-EMERGENCY SUPPORTIVE HOUSING

Using state-of-the-art systems, HASA caseworkers and highly trained specialists assist clients to identify which type of housing is right for their individual or family needs:

- **Congregate Supportive Housing** offers a variety of housing models and intensive on-site social services to HASA residents.
- **The Scatter Site I Apartment Program** offers apartments that are leased in the CBO's name and have specialized supportive services.
- **The Scatter Site II Housing Placement Program** offers apartments leased in the client's name and helps clients to transition into independent living.

### VOCATIONAL REHABILITATION SERVICES

HASA clients may participate in a voluntary program that provides a wide range of activities that prepare them for work. Clients who chose to participate work with a Vocational Rehabilitation Counselor to identify barriers to employment, select vocational goals, and receive ongoing vocational support. Clients who chose to work are also eligible for the Work Opportunity Incentive Program that provides a safety net for the transition into the workforce.

### FAIR HEARINGS AND ADMINISTRATIVE APPEALS

Sometimes HASA clients don't agree with a decision made about their benefits. These clients can apply for a New York State Fair Hearing or request an Administrative Review if the New York State Fair Hearing process cannot address the issue.

### THE HASA HELPLINE

Clients can access the latest information on their social and financial cases by calling an automated telephone system called the HASA HELPLINE. This system allows clients to ensure that personal information is accurate and provides answers to general questions.

### TRANSPORTATION

HASA clients who are medically frail, non-ambulatory or handicapped can request transportation to and from emergency housing placements and to non-emergency supportive housing interviews. Clients with young children or special needs may also request transportation services.

To learn more about  
HRA/DSS's services,  
visit us at [nyc.gov/hra](http://nyc.gov/hra)  
or call 311



Michael R. Bloomberg  
Mayor

Human Resources  
Administration  
Department of  
Social Services

Robert Doar  
Commissioner

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PROGRAM  
OVERVIEW



Human Resources Administration  
Department of Social Services  
HIV/AIDS Administration Services

HIV/AIDS Services Administration (HASA)

## HASA Can Help You

**H**ASA's mission is to provide quick and easy access to necessary benefits and services for persons living with AIDS or clinical symptomatic HIV illness and their families.

### HASA SERVICES ARE AVAILABLE TO THOSE WHO:

1. Reside within the 5 boroughs of New York City, **AND**
2. Have ever been diagnosed with clinical symptomatic HIV as defined by NY State AIDS Institute,

**OR**

Have ever been diagnosed with AIDS as defined by the Centers for Disease Control and Prevention (CDC).

### BECOMING A HASA CLIENT

ServiceLine is the first stop for anyone wishing to become a HASA client. Most new clients are referred to HASA by a physician, health center, or community-based organization (CBO). People who have not been referred may still become HASA clients by visiting the ServiceLine in person.

**SERVICELINE: 212-971-0626**

**TTY 212-971-3081**

**Monday through Friday**

**9:00 am – 5:00 pm**

### HASA SERVICES ARE CLOSE BY

Clients are assigned to a specific caseworker at one of 12 neighborhood centers, located in all 5 boroughs, primarily based on where they live.

Caseworkers assist clients by identifying needs and resources, setting up direct linkages to necessary benefits and services, resolving issues, stabilizing living situations, and coordinating services with other agencies and CBOs.

