

COVID-19 Resources

Updated as of May 8, 2020

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Health and Safety

New York State

New York State Department of Health has created a [COVID-19 tracker](#) for monitoring cases of the virus.

Continuing through May 15, 2020, New York Governor Andrew Cuomo has issued a statewide, 100% business shut-down. Only essential businesses can have workers on the job. This applies to 100% of the non-essential workers. Citizens are urged to stay home and not visit others. Special care should be taken around vulnerable people.

[Click here for the Governor's statement.](#)

[Click here for a fact sheet of New York State on PAUSE](#)

COVID-19 Information and Fact Sheets are available in many languages thanks to Harvard Health Publishing and the [COVID-19 Health Literacy Project](#).

Suffolk County Government Resources

[Suffolk County Department of Social Services Updates](#)

[COVID-19 Guidance and Services Specific to Suffolk County](#)

Nassau County Government Resources

[COVID-19 Guidance and Services Specific to Nassau County](#)

Self-Assessment Tool

Apple and the CDC have developed a self-assessment App and website that "*guides Americans through a series of questions about their health and exposure to determine if they should seek care for COVID-19 symptoms. The tool provides CDC recommendations on next steps including guidance on social distancing and self-isolating, how to closely monitor symptoms, recommendations on testing, and when to contact a medical provider.*"

Users can answer the questions as themselves or for a family member. You can download the free app from Apple's [App Store](#) or on [Google Play](#) or access the tool online at www.apple.com/covid19

Testing for Coronavirus

Call the New York State Coronavirus Hotline 1-888-364-3065

Take a screening assessment at www.Coronavirus.health.ny.gov.

Northwell Health is providing testing. Visit www.gohealthuc.com to schedule a virtual visit M-F8am/8pm; Sat/Sun 9 am-5 pm

Important information regarding drive-through testing:

Call for drive through testing at Stony Brook Hospital at 1-888-364-3065. You can't just show up and be tested, **you must be pre-approved** by calling 1-888-364-3065.

Updates on Testing Sites in Suffolk County – 4/27/2020

Suffolk County has COVID-19 testing sites in Huntington, Brentwood, Riverhead, Amityville, Wyandanch and now Coram. All require appointments by calling **845-553-8030**.

Updates on Testing Sites in Nassau County – 4/27/2020

New COVID-19 testing sites have been added in Freeport and Hempstead. For more information [click here](#).

This service is available for everyone, regardless of insurance or immigration status.

Please Note, you must have one of the following symptoms to be tested:

- o Temperature greater than 100.5 and not responsive to medications for fever
- o Severe shortness of breath, or persistent cough

All testing is by appointment only:

- o Please call 1-845-553-8030 or
- o Text “telemed” to 21000
- o Available from 10:00 AM to 3:00 PM, Monday through Friday

Medicaid Enrollment

Nassau-Suffolk Hospital Council continues to provide Medicaid enrollment assistance. They can be reached at **631-656-978; Press Option 2**. Staff working remotely will provide assistance and answer any questions people may have regarding utilizing insurance, understanding their benefits, finding specialists, etc.

Below are the Medicaid programs for which people may apply:

- Community Medicaid (including those with excess income and/or resources)
- Medicaid for home care services
- Medicaid for nursing home care or other services in an in-patient setting

- Medicaid for adults and children in need of waiver services (OPWDD, Traumatic Brain Injury, Bridges to Health and other HCBS programs, etc.)
- Medicaid for working people with disabilities who want to buy into the program
- Medicare Savings Program for those with Medicare that need help paying Part A, Part B, and/or prescription drugs
- Medicare enrollment assistance for those also eligible for Medicaid

For further information, visit www.coverage4healthcare.org. While in-person sites have been canceled for the time being, a reminder has been posted to the site regarding telephone assistance.

Vaccine Trials/Plasma Donation

STONY BROOK MEDICINE is seeking individuals who have recovered from a SARS-CoV2 positive illness (mild, moderate or severe COVID-19) for a randomized, blinded clinical trial of SARS-CoV2 convalescence plasma. Participants might qualify as plasma donors to treat hospitalized patients with COVID-19. This study has been granted both FDA and IRB approval to collect and assess for sufficient anti-viral antibody titers, and then administer convalescent plasma to hospitalized patients with COVID-19 infection. Potential plasma donors should meet the following criteria:

- 1) had a documented COVID-19 infection either by PCR, an antibody test, or a clear clinical diagnosis
- 2) have totally recovered and been free of symptoms for at least 14 days (ideally 28 days), and
- 3) meet standard FDA guidelines for blood/plasma donation.

Interested individuals who might be eligible can visit the IRB approved online survey link:
<https://www.stonybrookmedicine.edu/COVID>

American Red Cross

Red Cross is collecting convalescent plasma for creation of COVID-19 treatment. Read their [press release available here](#).

Smart 9-1-1

The Suffolk County Executive is encouraging all Suffolk County residents to sign up for **Smart 911** at <https://www.suffolkcountyny.gov/Departments/FRES/Smart911> or at www.smart911.com. **Smart911** is a service that helps 9-1-1 protect your family by providing more information to first responders. It is free!

Sign up for Covid-19 updates from Suffolk County by texting COVIDSUFFOLK to 67283

To get general information from Suffolk County call 311

The New York State Department of Financial Services has announced a special healthcare enrollment period for uninsured New Yorkers. Read more at <https://on.ny.gov/2Uej4fU>. For more information about the NY State of Health Marketplace, please visit: <https://nystateofhealth.ny.gov/> or call Customer Service at 1-855-355-5777, TTY: 1-800-662-1220 or find an enrollment assister.

Nassau County has set up a coronavirus hotline at 516-227-9570 for questions or concerns.

Suffolk County Dept. of Health has posted a collection of interim guidance fact sheets on COVID-19 at <https://suffolkcountyny.gov/Departments/Health-Services/Health-Bulletins/Novel-Coronavirus>

Updated Information on the Novel Coronavirus (COVID 19) from the Centers for Disease Control - [2019-corona virus-factsheet](#)

New Yorkers Can Call 1-888-364-3065 with Questions or Concerns about Travel and Symptoms

New York State Health Department Website - [NY.Gov/Coronavirus](#) - Provides Coronavirus Updates for New Yorkers and Guidance for Healthcare Providers

Centers for Disease Control and Prevention (CDC) has a web page for the virus as well: <https://www.cdc.gov/coronavirus>

New York State Health Commissioner Dr. Howard Zucker said, "As this situation continues to evolve, the State Department of Health remains in close contact with our federal, state and local partners to protect the health of all New Yorkers. It is important for people to take appropriate precautions, just as they should to protect themselves against the flu, and have confidence that we are prepared to handle this public health issue."

Symptoms of the novel coronavirus may include:

- Cough
- Sore throat
- Fever

While there is currently no vaccine for this novel coronavirus, everyday preventative actions can help stop the spread of this and other respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with people who are sick.
- Stay home when you are sick.

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Individuals who are experiencing symptoms and may have traveled to areas of concern, or have been in contact with somebody who has traveled to these areas should call ahead to their healthcare professional.

Food Assistance

COMMUNITY SOLIDARITY – provides groceries, fresh produce and warm vegan meals to low-income communities. All the food distributed is completely vegetarian and mostly organic.

All our food share locations are currently operating. However, due to the coronavirus pandemic, safety changes have taken place at Community Solidarity food share sites. **Check website for any future changes:** www.communitysolidarity.org. Please read the relevant information for local distribution and guidelines for how you can attain food.

1) Do not come to a food share if you are sick or you believe that you might have been exposed to someone with the coronavirus.

2) All distributions have been converted to one single file line. **All people coming for food at a Community Solidarity food share must keep a distance of at least 20 feet from the person in front and behind them (at all times).** Markers on the ground will indicate where you should stand.

3) **To reduce crowd sizes, all distributions will serve based on age groups. Age groups strictly enforced so DO NOT COME EARLIER!** Agency volunteers will take the word of most people for their age, do reserve the right to ask for proof of age in extreme situations.

4) All food at the Hempstead, Huntington and Farmingville locations will be distributed in Pre-made boxes. **Pre-made boxes of vegetarian, vegan, or gluten free vegetarian groceries will be available for drive through pickup as well - and we encourage you to use this option instead of waiting on-line.**

Please be aware that the agency is unable to make custom ordered grocery selections. The box of groceries you'll receive will contain a general selection of the produce that we'll be distributing that day along with bread and grocery items. If you have dietary restrictions that aren't met by vegetarian, vegan, or gluten-free vegetarian, or diabetic boxes, you can contact the agency at <https://communitysolidarity.org/contact> and we'll do our best to ensure that you receive groceries based on your dietary needs.

5) **DO NOT TOUCH THE FOOD!** Community members who come on our lines are not allowed to touch any food. Community members on line must inform volunteers what they want, and a volunteer will hand you the items you need (or place them in your trunk if you're using the drive-through).

5) **For the community's safety we will not serve anyone who appears to be sick.**

6) **We have been required by NYS to limit crowd size - for this reason we will prioritize drive-through pickups.** This is also why we are requiring all people coming on line for food to only arrive at the designated times to minimize the amount of people at our share at once. We will deny service to anyone that will not work with us on this endeavor.

7) **We ask that you don't bring any unnecessary people to our distributions.**

8) **Please wash and clean all food you receive from Community Solidarity food shares.**

Hempstead Food Share

Every Sunday - north end of W Columbia St, one block east of Main St.

3:15 pm - 4:30 pm All Ages Drive-Through Pickup

Coming via public transit or by foot (waiting in line)

3:15 pm - All people 65+

4:00 pm - All ages

Huntington Food Share

Every Tuesday - Fairground Ave & E. 6th St

8:10 pm - 9:00pm All Ages Drive-Through Pickup

Coming via public transit or by foot (waiting in line)

7:50pm - All people 80+

8:00pm - All people 70+

8:10pm - All people 60+

8:20pm - All ages

Farmingville Food Share

Every Thursday - intersection of Horseblock Rd. and Woodycrest Dr.

8:15 pm - 9:00 pm All Ages Drive-Through Pickup

Coming via public transit or by foot (waiting in line)

8:30 pm - All people 60+

8:45 pm - All ages

Wyandanch Food Share

Every Saturday-Located in the tiny parking lot across the street from the Martin L King Jr.

Health Center at 6 16th street in Wyandanch

Be advised premade boxes of groceries are not available at this location. Drive-through service is not available at this location.

11:50 am - All people 60+

12 noon - All ages

NYS Department of Health guidelines allow for serving any individual in need.

Long Island Cares, Inc. – The Harry Chapin Food Bank has a [food locator tool](#) on their website. They ask that you call the location nearest you before arriving for a pick-up.

Long Island Cares is also providing assessments for a mobile home delivery.

Please call 631-582-3663, ext. 109 or email them at

EMERGENCYRESPONSE@LICARES.ORG for an assessment. Please allow 24-48 hours for a response.

Island Harvest is providing support during the COVID-19 outbreak. To get help, or to volunteer, please call 631-873-4775 or visit islandharvest.org/covid. To find a food pantry near you, visit <https://www.islandharvest.org/find-help/find-a-food-pantry/>

USDA Summer Food Service Program information

[Click here for information on the USDA SFSP](#)

Grocery Delivery Service for Long Islanders 60+

[Umbrella](#) is coordinating grocery delivery for adults 60+ across Long Island. Individuals can place an order online at askumbrella.com or call **516-882-4498** to get matched with a local volunteer to shop on their behalf. There is a \$10 suggested contribution per order to help offset some of our overhead costs - but it is up to the individual to pay what they wish. No one is turned away. With questions about the service, please contact emma@askumbrella.com.

Enhanced SNAP Benefits

The New York State Office of Temporary and Disability Assistance (OTDA) has issued [emergency supplemental SNAP benefits](#) due to the COVID-19 pandemic.

Mental Health Support

COVID-19 Emotional Support Line

The COVID-19 pandemic has left many New Yorkers feeling anxious and stressed. Governor Andrew Cuomo has established an emotional support line through New York State's Office of Mental Health. More information on this resource may be found at

<https://omh.ny.gov/omhweb/covid-19-resources.html>

The following provides general information for the public, for mental health providers and for volunteer opportunities through the OMH.

Public Resources

OMH Emotional Support Line: 1-844-863-9314 *

The Emotional Support Line provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.

[Tips for Mental Wellness](#) ([Español](#) | [বাংলা](#) | [中文](#) | [РУССКИЙ](#) | [Kreyòl Ayisyen](#) | [한국어를](#))

How to cope with COVID-19 related stress and anxiety

[Mental Health Resources During an Emergency](#)

People often experience anxiety, fear, and helplessness during an emergency. Know the signs and get help.

Provider Resources

[Guidance on COVID-19](#)

Interim guidance for behavioral health providers licensed by OMH, including Telemental Health Guidance.

Families & Children

Social Security deadline EXTENDED for recipients who have dependent children

Social Security retirement, survivors, and disability insurance beneficiaries with dependent children and who did not file 2018 or 2019 taxes need to act by Tuesday, May 5, in order to receive additional payments for their eligible children. SSI recipients will need to take this action later this month; a specific date will be available soon. For more detailed information on this benefit and how to apply, [click here](#).

New York State Child Care Scholarship Program

Governor Cuomo announced that New York State will provide child care scholarships to all essential workers starting Monday, April 20. Essential workers include first-responders such as health care providers, pharmaceutical staff, law enforcement, firefighters, food delivery workers, grocery store employees and others who are needed to respond to the COVID-19 pandemic.

Child care costs will be covered with \$30 million from the Federal CARES Act funding to essential staff whose income is less than 300 percent of the federal poverty level – or \$78,600 for a family of four – and will be paid up to market rate for each region statewide.

Essential workers can use the funding to pay for their existing care arrangement. If an essential worker needs child care, they can contact their local child care resource and referral agency (CCRR) <https://ocfs.ny.gov/main/childcare/referralagencies.asp> to find openings. The New York State Office of Children and Family Services will administer the program. Learn more or fill out an application here (<https://ocfs.ny.gov/main/news/article.php?idx=2119>) . Like many of the other sources, funds are limited and will likely run out fast.

Updated Information on [Child Care Subsidies](#) from Suffolk County

[Virtual Breast Feeding Support Group](#)

Resources for Families with Children

Docs for Tots and Help Me Grow – Long Island are continuing to serve families uninterrupted during this time, and can help families living in Nassau and Suffolk Counties on Long Island. Help Me Grow – Long Island is always FREE and available Monday-Friday 9AM-5PM in English, Spanish, and Creole. Contact them by calling or texting 516-548-8924, faxing a referral to 516-217-1351, or emailing info@hmgli.org.

Those in need of diapers or other baby supplies, should contact Help Me Grow – Long Island by calling or texting 516-548-8924 and they will assess the caller to see if they qualify.

Do your children have questions about COVID-19?

[Here's some help](#) from Cornell Cooperative Extension Suffolk County

Domestic Violence Support

[Domestic Violence Resources](#) from Suffolk County during COVID-19 quarantine

National Deaf Hotline for DV/SA is Available

The National Deaf Hotline strives to make sure there is access for survivors, friends and family members to reach out anytime by providing services that run 24 hours and 7 days a week. The services are to support survivors of domestic violence and/or sexual assault within the Deaf, DeafBlind, DeafDisabled, and Hard-of-Hearing community.

- TheDeafHotline.org
- Phone number: 855-812-1001
- [Email: nationaldeafhotline@adwas.org](mailto:nationaldeafhotline@adwas.org)

The National Deaf Hotline is now visible through Instagram at @DeafHotline, sharing information about DV/SA awareness, education, and prevention for anyone who needs support.

Business Resources

Relief for Small Businesses

The *CARES Act* includes several programs and initiatives intended to assist small businesses including:

The Paycheck Protection Program (PPP) provides small businesses with interest-free, forgivable, loans for 2.5 times monthly payroll of up to \$10 million. Loans may be forgivable if employees are kept on payroll. Apply and learn more [here](#).

The Economic Injury Disaster Loan (EIDL) provides small business loans of up to \$2 million at 3.27% interest rates to cover payroll and other operating expenses. Apply and learn more [here](#).

The Emergency Economic Injury Grant provides an advance, which does not need to be repaid, of up to \$10,000 within 3 days of applying for an Economic Injury Disaster Loan. Apply and learn more [here](#).

For more information about these and other programs, refer to the link [here](#).

Small Business Loans

The US Chamber of Commerce has created a Coronavirus Emergency Loans Small Business Guide & Checklist to help small business owners and self employed entrepreneurs prepare themselves for filing for a loan through the CARES Act. [Click here for that guide](#).

Small Business Loans via the Small Business Administration (SBA)

Non-Profits are Eligible

- 'Paycheck Protection Loans' can cover payroll costs, interest costs, rent, and utilities
- The SBA will provide 100% federally-backed loans to eligible small businesses and 501(c)(3) non-profits with less than 500 employees. These will be issued through banks and other lenders. These loans will NOT require SBA pre-approval
- The loans will equal 2.5 times the monthly payroll costs
- The loans can be used for payroll, interest on mortgages, rent, and utilities. The interest rate through the lenders will not exceed 4%
- The SBA will administer the program through the states
- MOST IMPORTANT PIECE: Loans will be forgiven if the non-profit keeps staff on the payroll between March 1 and June 30. In effect, this makes the loan a general operating grant. Forgivable loans of this type can be taken out for as much as \$10 million

Probable process

- Once act is passed, SBA site (<https://www.sba.gov/>) will have an online application form
- Complete the form
- “Take” form to your bank (assume there might be a way of filing this electronically)
- Bank asks SBA for approval of loan
- Bank puts money in your account
- You use the money for 100% of payroll
- Loan is forgiven when you account for its use

US Small Business Administration

Economic Injury Disaster Loans provided to small businesses and homeowners following Superstorm Sandy will have payments deferred until January 1, 2021. The deferment is automatic; no action is required of loan recipients.

Employment & Income Support

Assistance Programs Available for Service Workers

The Bartender Emergency Assistance Program through USBG National Charity Foundation has an online application at <https://usbgfoundation.org/beap>

One Fair Wage Emergency Fund will provide cash assistance to restaurant workers, car service drivers, personal service workers and more. Online application at <https://ofwemergencyfund.org/help>

Assistance Programs Low Income Wage Earners

COVIDSUFFOLK: United Way of Long Island is assisting low-income wage earners who reside in Suffolk or Nassau County and are recently unemployed or have been furloughed due to the effects of COVID-19. Applicants must meet these [monthly eligibility guidelines](#). For more information, call 2-1-1 or visit unitedwayli.org/covid19help.

[Donate here.](#)

Coronavirus Aid, Relief, and Economic Security Act ("CARES Act")

Direct Payments to Americans

What people will get?

- Single people earning below \$75,000 will get \$1,200
- Married couples earning below a combined \$150,000 will get \$2,400
- Parents will receive \$500 for each child under age 17
- A reduced amount will be available for individuals and couples making more than \$75,000 and \$150,000 respectively. But there will be no payments for individuals earning more than \$99,000 or couples earning more than \$198,000

What is the small print?

- Eligibility is primarily determined by tax returns
- NOTE: Immigrants **without** valid Social Security numbers and “resident alien” status will NOT receive any payment. (Resident alien status means either a Green Card or the ability to prove a “substantial presence”). This **excludes** people who may have filed taxes under an ITIN individual taxpayer identification number) rather than an SSN
- Someone who did not file a tax return in 2018 (e.g. a student), must file a 2019 return to qualify
- Individuals receiving Social Security benefits are on file with the government and payments will be based on those records
- People who have filed income tax in 2018 and then moved, and have not yet filed for 2019, will face a delay

When will the money arrive?

- People who have previously received a tax refund through direct deposit will receive their money first (possibly within 3 weeks)
- People who received a tax refund through the mail will have a longer wait
- Payments may also be hampered because the impact of COVID-19 has reduced the capacity of the IRS

Unemployment compensation

Pandemic Unemployment Compensation (PUC)

- From today through to July 31, 2020, all regular UI and Pandemic Unemployment Assistance (see below) claimants will receive their calculated benefit **plus** an additional \$600 per week in compensation
- This is a flat amount to everyone currently on UI, and includes anyone receiving a partial UI payment
- This will be paid on a weekly basis
- PUC income will NOT impact Medicaid or CHIP eligibility
- PUC will be paid an additional 13 weeks after state UI benefits expire

- Although workers must be “actively engaged” in searching for work. The Act says “a State shall provide flexibility in meeting such requirements in case of individuals unable to search for work because of COVID-19, including because of illness, quarantine, or movement restriction.”
- The tradition waiting week is waived

Pandemic Unemployment Assistance (PUA)

- Provides emergency unemployment assistance to workers who are left out of regular state UI or who have exhausted their state UI benefits. Workers who are eligible for state UI are excluded from this program
- Those eligible for PUA include self-employed workers, including independent contractors, freelancers, people seeking part-time work, and those who do not have a long-enough work history to qualify for state UI benefits
- NOTE in most states, “gig” workers should qualify for regular UI because of the broad definitions of employment in so many state UI laws and should apply for regular UI
- Applicants will need to provide self-certification that they are (1) partially or fully unemployed, OR (2) unable and unavailable to work because of one of the following circumstances:
 - They have been diagnosed with COVID-19 or have symptoms of it and are seeking diagnosis
 - A member of their household has been diagnosed with COVID-19
 - They are providing care for someone diagnosed with COVID-19
 - They are providing care for a child or other household member who can’t attend school or work because it is closed due to COVID-19
 - They are quarantined or have been advised by a health care provider to self-quarantine
 - They were scheduled to start employment and do not have a job or cannot reach their place of employment as a result of a COVID-19 outbreak
 - They have become the breadwinner for a household because the head of household has died as a direct result of COVID-19
 - They had to quit their job as a direct result of COVID-19
 - Their place of employment is closed as a direct result of COVID-19

Not eligible

- Workers are not eligible for PUA if they can either telework with pay or are receiving paid sick days or paid leave
- Undocumented workers will not qualify
- **Unemployment Updates**
- **Important Information for Unemployment Insurance Claimants:**
- The Federal Government enacted the Families First Coronavirus Response Act, which includes extended unemployment benefits. New York has not qualified for these

extended benefits at this time, but we will continue to monitor the situation and leverage all federal resources to help New Yorkers survive the economic hardships associated with the novel coronavirus. If New York State DOES qualify for the extended benefits, New Yorkers do NOT need to do anything new. We will post additional information here as it becomes available. Please do NOT call our unemployment hotline with questions about extended benefits -- this helps us keep our phone lines available for your fellow New Yorkers who need to file new claims. Thank you for your understanding and patience.

- NYS is waiving the 7-Day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus COVID-19 closures or quarantines.
- If you are filing a new unemployment insurance claim, the day you should file is based on the first letter of your last name. If your last name starts with A - F, file your claim on Monday. For last names starting with G - N, file your claim on Tuesday. For last names starting with O - Z, file your claim on Wednesday. If you missed your filing day, file your claim on Thursday, Friday or Saturday. Filing later in the week will not delay your payments or affect the date of your claim, since all claims are effective on the Monday of the week in which they are filed.
- **Here is a [step by step process to file a claim online](#).**
- NYS Unemployment extending telephone filing hours as follows:
Monday through Thursday, 8 am to 7:30 pm.
Friday, 8:00 am to 6:00 pm.
Saturday, 7:30 am to 8:00 pm.

Governors' website for information on unemployment assistance

<https://www.ny.gov/services/get-unemployment-assistance>

Here is the link to the NYS Department of Labor with the announcement about signing up for benefits based on last name.

<https://applications.labor.ny.gov/IndividualReg/>

Bill Payment Assistance

National Grid has shared a statement regarding COVID-19 assistance for their most vulnerable customers. You may [read the statement here](#).

HEAP (Home Energy Assistance Program) Benefits are being extended through June 30, 2020. For more information and to determine if your household qualifies, [click here](#).

Update on Social Security Offices from Andrew Saul, Commissioner of Social Security

“Earlier this week, The White House issued national guidance regarding Opening Up America Again. We are evaluating this information as it relates to our agency and are continuing to

closely monitor the COVID-19 situation across the nation. In fulfilling Social Security's mission, when we reopen offices to the public, we will provide a safe environment for both the people we serve and our employees.

As we continue to develop our plans, our offices will remain closed to the public for face-to-face service, and our employees will continue to work remotely and provide services to the public. We will provide updates moving forward and post updated information on the status of our offices, by state, at www.socialsecurity.gov/coronavirus. Our agency will provide these updates directly, and please disregard other sources of information regarding the status of our offices.

We will continue to provide the vital service the public relies on. Please visit www.socialsecurity.gov/coronavirus for more information about our services during the pandemic."

Price Gouging Hotline

To report price gouging, call NYS Attorney General Consumer Protection Division 1-8001697-1220. In Nassau County report at www.pricegouging@nassaucountyny.gov.

Mortgage Payment Waivers

New York State is instructing banks and financial institutions to waive mortgage payments for the next 90 days, based on financial hardship of those not working or working only part-time due to the impacts of the Coronavirus.

News on Foreclosures & Other Debts

[News from the New York State Department of Financial Services](#)

[News from the Long Island Housing Services](#)

Income Taxes

[IRS.gov](#) has created a [Coronavirus Tax Relief webpage](#) with information for taxpayers and businesses affected by COVID-19. Federal taxes still must be filed by April 15, 2020, however those owing taxes will have until July 15, 2020 to pay. Those who will have trouble filing by April 15, 2020 are encouraged to request a six month extension.

New York State has not extended the income tax filing deadline of April 15 and has not provided any additional days to pay.

PSEG has suspended shut offs for non-payment and it is waiving late fees. It has also closed all customer service centers temporarily, but staff are working remotely, so customers can call 1-800-490-0025 or use their website psegliny.com.

National Grid has closed all customer centers until further notice. They are also temporarily suspending service disconnections through the end of April, at which time they will evaluate the need. Visit nationalgridus.com or call 1-800-930-5003 for more info.

Scam Alert

[COVID-19 Scam Alert](#) from Suffolk County

Social Security

The Social Security Administration provided a press release today with updates regarding benefit payments and other news related to COVID-19. [Access the press release here.](#)

For up to date news, please visit the agency's COVID-19 web page at www.socialsecurity.gov/coronavirus/

Social Security Administration

All Social Security Administration offices are closed for in-person services until further notice. Many services are still available online at www.ssa.gov or by calling 1-800-772-1213. Limited services are available by calling these local offices:

Freeport 1-866-964-0028

Mineola 1-866-758-1318

Melville 1-866-964-0165

Patchogue 1-866-771-1991

Riverhead. 1-888-397-9819

FROM SOCIAL SECURITY - Update on Services During COVID – 19 Pandemic From Andrew Saul, Commissioner of Social Security

“I want you to hear directly from me how the COVID-19 pandemic is affecting our services. The first thing you should know is that we continue to pay benefits. Be aware that scammers may try to trick you into thinking the pandemic is stopping your Social Security payments but that is not true. Don't be fooled.

To protect you and help stop the spread of this coronavirus, we cannot accept visitors in our offices at this time. There are several other ways you can get help. Many services are available online at www.socialsecurity.gov. If you have a critical need that you cannot address online, we can help you over the phone.

Please visit our COVID-19 web page at www.socialsecurity.gov/coronavirus/ to find out what services we are continuing and which ones we are suspending, how to contact us, and important information about deadlines we are extending to ease the burden on you and medical providers during this pandemic.”

Courts

NY COURT STATUS: If conditions warrant court closures, any change in operations will be posted at www.nycourts.gov or call 1-800-268-7869. For information regarding jury duty or a case in progress, please call 1-933-503-0447.

Transit Updates

Suffolk County Transit has updated guidelines for riders. See the [guidelines here](#).

The LIRR and NY Subway service is being scaled back 35% as of March 27th. Ticket counters are closed, no cash payments will be accepted on trains but vending machines remain open. There will be hourly and half-hourly service on most branches with additional trains at peak travel times. For updates, check <http://www.new.mta.info> or call 1-718-217-5477 from 6am-10pm (say “representative” to speak to an agent).

Department of Motor Vehicles Updates

[ALERT: All Licenses, Non Driver ID's, and Registrations with an expiration date of March 1, 2020 or later will be extended. However, vehicle inspection requirements remain unchanged.](#)

[ALERT: All DMV Offices are closed and road tests are suspended until further notice, and Traffic Violation Bureaus are adjourned through April 17th. All reservations have been cancelled. You can still do most transactions online.](#)

ALERT: As DMV responds to the impact of COVID-19, the processing of some transactions and the provision of some services may be delayed. Thank you for your understanding.

New York State Department of Motor Vehicles has instituted a reservation policy for all transactions that cannot be done online. Call 518-626-8990.

Drivers licenses and registrations with expiration of 3/1/20 or later are extended but inspection requirements are unchanged.

Road tests are suspended until further notice.

DMV's eight Traffic Violation Bureaus are adjourning hearings through April 17, 2020.

Bereavement Support and Burial Assistance

American Red Cross is Providing Crisis Counseling and Short-Term Case Management for Bereaved Individuals and Families affected by COVID-19

The American Red Cross across the regions of New York State have developed a program in response to COVID-19 to support individuals and families who have lost family members to death as a result of COVID-19. The program will link crisis counselors with families to provide emotional and spiritual support, as well as targeted short-term case management to assist with navigating through the challenging processes they might be faced with as a result of the death. This might include challenges with moving the family member's body through the hospital, nursing home, medical examiner and funeral home systems in this time when those systems may be overwhelmed and their processes may be different than they normally are. They may also include linkage to legal resources for estate, custody, immigration or other issues related to the death.

The following links to an online intake form can be submitted by a family member, a friend who thinks someone needs help, or an agency on behalf of the family. Those without online capabilities may call 585-957-8187, and a volunteer will assist them with the initial intake process. Intake forms can also be filled out by a friend who thinks someone who needs help, or an agency working on behalf of the family.

English: www.redcross.org/NYSCOVIDFamilySupport

Spanish: www.redcross.org/NYSCOVIDApoyoFamiliar

Suffolk County Department of Social Services Indigent Burial Assistance

Suffolk County Department of Social Services may be able to assist with the cost of burial for those who are unable to pay. Learn more about [indigent burial assistance](#).

Volunteer Opportunities

Get Involved

Are you a qualified health, mental health or related professional? Consider volunteering to support the State's COVID response.

***DISCLAIMER:** The Office of Mental Health's ("OMH") Emotional Support Line ("Line") is not licensed or unlicensed mental health care or treatment of any type regardless of what is discussed or who provides support. It is for emotional support purposes only. Use of the Line does not create any confidential provider-therapist relationship of any type. The Line is not a substitute for professional health care. If you believe you are experiencing a medical or behavioral health emergency, call your doctor or 911 immediately.

Volunteer Opportunities

Long Island Volunteer Center has set up a special COVID-19 link for organizations to list volunteer opportunities. Check LongIslandVolunteercenter.org periodically for any listings.

Supply Drive

Suffolk County has initiated a Supply Drive for critical Personal Protective Equipment (PPE) – specifically N95 masks, ear loop face masks, gowns and gloves from the construction industry, building trades, and others in organized labor and from the personal service industry, whose businesses will temporarily be closed.

Starting March 23, between the hours of 10:00 AM and 2:00 PM on weekdays, individuals will be able to drop off supplies at the Suffolk County Fire Academy located at 102 East Ave in Yaphank. Residents can email FRESfinance@suffolkcountyny.gov regarding a large donation of supplies or a potential vendor of opportunity.