



490 Riverside Drive
New York, NY 10027
Main: 212-870-6700

Alexandra A. Pimentel
Director of Social Services and Outreach
Office: 212-870-6753
Email: apimentel@trcnyc.org

The Riverside Church Social Services Ministry **Direct Aid Program Eligibility & Financial Assistance Guidelines**

The Riverside Church Social Services Ministry is committed to serving every individual with dignity, compassion, and respect. Our Direct Aid Program is designed to help stabilize households experiencing temporary financial hardship while connecting applicants with additional resources that promote long-term well-being. Eligible applicants must reside within **Manhattan Community Districts 9, 10, or 12**, generally covering West 96th Street through Inwood, including the neighborhoods of Morningside Heights, Manhattanville, Hamilton Heights, Harlem, Washington Heights, and Inwood.

Not sure if you live within our service area? Please contact our office, and we will be happy to verify your eligibility based on your address.

Eligibility Requirements

Applicants must:

- Live within The Riverside Church's geographic service area (**West 96th Street through Inwood**)
- Be experiencing a documented housing or utility emergency
- Demonstrate the ability to maintain future rent and/or utility payments
- Provide all required documentation
- Complete an intake appointment and eligibility assessment

Financial Assistance Guidelines

Rental Assistance

- Rental arrears are generally limited to **\$5,000 or less**.
- Applicants must pursue other available assistance (such as HRA One-Shot Deal, Homebase, Catholic Charities, Met Council, etc.) when applicable.
- Applicants may be required to provide documentation of pending or approved assistance from other agencies or charitable organizations.

Utility Assistance

- Utility arrears are generally limited to **\$2,500 or less**.
- A current bill or shut-off notice is required.
- Applicants may be required to establish a payment agreement with the utility provider before assistance is approved.



Immigration Assistance

Limited assistance may be available for certain immigration-related filing fees and associated application costs. Eligibility is determined on a case-by-case basis, subject to available funding and supporting documentation.

Repeat Assistance

Applicants who have previously received financial assistance through *The Riverside Church Direct Aid Program* may generally be required to wait **two (2) years** before receiving additional financial assistance. Exceptional circumstances may be reviewed on a case-by-case basis and are subject to program guidelines and available funding.

Required Documentation

- Photo ID
- Proof of current address and lease (if applicable)
- Proof of emergency (eviction notice, Housing Court documents, utility shut-off notice, etc.)
- Current rent ledger or utility bill
- Proof of household income
- Proof of current month's rent and/or utility payment, when applicable
- Documentation of other pending, approved, or received financial assistance, if applicable
- Additional documentation may be requested based on the applicant's individual circumstances

How to Apply

If you are seeking assistance with rental arrears, utility arrears, or certain immigration-related filing fees and associated application costs, please contact the **Director of Social Services & Outreach, Alexandra A. Pimentel**, at **212-870-6753** or by email at apimentel@trcnyc.org to schedule an intake appointment.

Direct Aid Program intake appointments are conducted on **Wednesdays only** and may be scheduled virtually or in person.

Geographic Service Area (Manhattan Community Districts 9, 10, and 12)

Eligible ZIP Codes:

10023, 10024, 10025, 10026, 10027, 10030, 10031, 10032, 10033, 10034, 10037, 10039, 10040

Not Eligible:

10028, 10029, 10035, 10036, 10038

Important Information

- Applicants may also receive referrals to other community resources, public benefits, housing counseling, legal services, employment programs, or other supportive services as appropriate.
- Financial assistance is provided on a case-by-case basis and is subject to program eligibility guidelines and funding availability.
- The financial limits listed above are general program guidelines and do not represent guaranteed award amounts.
- Completing an intake or submitting documentation does not guarantee financial assistance.

The Riverside Church reserves the right to request additional documentation and make final eligibility determinations based on program guidelines, individual circumstances, and available funding.