Connections 2014

A guide for formerly incarcerated people in New York City

Nineteenth Edition

edited by Sarah Ball

New York
Public
Library

Connections 2014

Single copies of *Connections* are available free of charge to incarcerated and formerly incarcerated people throughout New York State, as well as to staff members of agencies and others who provide services to them. Send all requests to:

Correctional Library Services
The New York Public Library
455 Fifth Avenue, 6th floor
New York, NY 10016

Connections is also available online at:

www.nypl.org/sites/default/files/12g-221_connections-final2.pdf

© The New York Public Library, Astor, Lenox and Tilden Foundations, 2014

All rights reserved

The name “The New York Public Library” and the representation of the lion appearing in this work are registered marks and the property of The New York Public Library, Astor, Lenox and Tilden Foundations.

Nineteenth edition published 2014

ISBN: 978-0-87104-793-9

On the cover
TIGER
Sarah Ball, Correctional Services Librarian
Pencil on paper, 2013

About This Directory

The purpose of *Connections* is to help match pre-release and recently released prisoners with helpful resources available to them in New York City.

Every agency listed in *Connections* has been personally contacted in order to provide you with current and relevant information. Where listings could not be verified by phone, the organization websites were accessed to cull basic program and contact information. **Please be advised that the moment *Connections* hits the street, it is out of date. Organizations change constantly and it's up to you to ask questions to the agency you contact for the most up to date information on services.**

We've tried to standardize all the addresses so it will be easier for you to know where to write for more information. All agencies in Manhattan are written as "New York, NY," Bronx as "Bronx, NY" and so on. In Queens, the US Post Office recognizes neighborhood names as proper addresses on any mail, so we include names of Queens neighborhoods in our listings in *Connections*.

Connections contains only a selective listing of resources in New York City. By reading this guide, we hope you are encouraged to explore further and to become aware of possibilities you might otherwise have overlooked. We have added agencies and services in *Connections* that we found relatively easy to contact, hoping that you will not be discouraged by wrong numbers or excessive phone transfers. As always, if you feel we have missed including a particularly valuable resource in *Connections*, let us know. If you represent an agency that would like to be included in *Connections*, please contact us.

Due to annual budget reductions, our print run is expected to shrink every year. Therefore, if you are an agency working with formerly incarcerated people we ask you use the online pdf version of *Connections* (see below) with clients when possible rather than requesting bulk shipments of the book. If you have the means to do your own print run of *Connections*, we would be glad to provide you with the printable file. Additionally, if you have the means to translate *Connections* into another language, we would be happy to work with you.

Connections can be found online:

http://www.nypl.org/help/community-outreach/correctional-services

Many people have written asking for publications similar to *Connections* that cover areas of New York State outside of the City. We know of nine such guides:

Making Moves: Handbook for Ex-Offenders Returning to the Rochester and Monroe County Area, 2012. Extension Outreach Department, Monroe County Library System, 115 South Avenue, Rochester, NY 14604. Online at:
www3.libraryweb.org/central.aspx?id=78&terms=making+moves

Connections: A Guide to Transitional Services in Erie County 2011 (English and Spanish). Buffalo & Erie County Public Library, Institutional Services, 1 Lafayette Square, Buffalo, NY 14203. Online at:
www.buffalolib.org/content/institutional-services

The Pioneer Library System publishes two **Community Connections** directories: Ontario/Wayne Counties (2010) and Livingston/Wyoming Counties (2011). Contact Outreach Services, Pioneer Library System, 2557 State Route 21, Canandaigua, NY 14424, specifying which county you are returning to. Online at:
www.pls-net.org/outreach/community

Finding Your Way Reentry Guide (2012), Cayuga, Cortland, Seneca, Tioga and Tompkins counties. Dual language, English and Spanish.Online at:
www.flls.org/outreach/exoffenders.htm#reentryguide

Hudson Valley Connections 2010 for Columbia, Duchess, Greene, Putnam & Ulster Counties. Contact the Outreach Services Department, Mid-Hudson Library System, 103 Market Street, Poughkeepsie, NY 12601. Online at:
www.midhudson.org/hvconnections

Coming Back to Ulster County 2007-2008. Restorative Justice Group of the Unitarian Universalist Congregation of the Catskills, 320 Sawkill Road, Kintson, NY 12401. Online at:
www.uucckingston.org/comingback.html

On Your Own 2012-2013 (10th edition), Capital District. Center for Law and Justice, Pine West Plaza, Building 2, Washington Avenue Extension, Albany, NY 12205. Online at:
www.cflj.org/resources-and-publications/resources/

Westchester Connections (2004) - several years old. Use with caution. Westchester Council on Crime and Delinquency, P.O. Box 3300, Mount Vernon, New York 10553
Online at: **www.wccdnys.us/publications.htm**

For those returning to Rockland County there is an excellent guide from 2012 - write to: The Rockland County Reentry Taskforce, County of Rockland Department of Probation, 11 New Hempstead Road, 2nd Floor, New City, NY 10956, or download it here:
www.informationrockland.com/content.aspx?resource

Acknowledgments

Connections was first published in 1982 by Stephan Likosky, former Correctional Services Librarian (Retired) for The New York Public Library. It has been updated by Sarah Ball, current Correctional Services Librarian and also by Katrina Ortega, Emily Jacobson, Peter Kilkelly, Kevin Saw, Joshua Peach, Alison Pratt, Caitlin Quinn and other dedicated people. Significant work on past editions was done by Nicholas Higgins, without whom this current edition would not be possible. Much support and learning was gained from NYPL's affiliation with the New York Reentry Education Network (NYREN). The staffs of NYREN member organizations consistently provide insight into the needs of our patrons and the exciting changes in the NYC service provider community. The design and typography was created by Kara Van Woerden. Special thanks go to Cindy Martinez and the Library's Office of Publications and Graphic Design for their fine work in producing the booklet. A huge thanks to the BookOps and Logistics teams who are responsible for its distribution.

Funding for *Connections* was derived from grants to serve

City/County and State Correctional Facilities from the New York State Education Department, Division of Library Development.

The cover art of *Connections* is by Sarah Ball, Correctional Services Librarian. Ms. Ball is awed by the transformation possible in all living things. The illustration work in *The Job Search* was drawn by Drew Hodges, a graduate of the School of Visual Arts.

We would like to thank all of the many individuals who have written to us in response to *Connections 2013*. We would also be interested in hearing your reactions to *Connections 2014*. Write to: Correctional Library Services, The New York Public Library, 455 Fifth Avenue, New York, NY 10016.

Contents

Introduction 8

Organizations for Formerly Incarcerated People 11

Finding a Job 25

Education 48

Housing 61

Financial Assistance 75

Health 82

Counseling and Family Services 97

Addictions 108

Legal Services 123

Women 134

LGBT: Lesbian, Gay, Bisexual & Transgender People 145

People with Disabilities 151

Consumer Affairs 160

Social and Cultural Resources 166

Transportation 173

The Job Search 175

Index 255

Yet birth, and lust, and illness, and death are changeless things, and when one of these harsh facts springs out upon a man at some sudden turn of the path of life, it dashes off for the moment his mask, and gives a glimpse of the stranger and stronger face below.

- Sir Arthur Conan Doyle

Introduction

When *Connections* was first published it was 1982. Steve Likosky, The New York Public Library's first prison librarian, published a 42-page booklet listing groups in New York poised to help individuals in times of transition and crisis. In response to the growing numbers of people affected in many ways by the criminal justice system, the network of support systems in New York has grown and evolved. This expanded network of support is represented in this book.

In 1982, when the need for *Connections* became clear to The NYPL, the total US inmate population was at 500,000. By 1990 that number doubled to around 1 million. By 2010 it doubled once more. By the end of the year in 2010 there were 2,266,800 adults incarcerated in federal and state prisons, and county jails (this does not include adolescents in the system) plus almost 5 million adults on probation or on parole.

Every community is affected by incarceration. Every community includes families strained by incarceration and individuals alienated by it. Fortunately, the justice involved community in New York has an amazing wealth of resources to ease the strain of justice involvement and rebuild healthy paths. Accessing those resources can be overwhelming, but also, life-changing. We hope *Connections* is a trustworthy place to start.

A message to the incarcerated individual: Upon release you will suddenly have control over the sounds in your environment, the food on your fork, the time in your day. You will cherish and use your freedom. While you prepare to live by your own will and inclination, use your time to craft your path. Do not stop learning. You are certainly learning about yourself and about human nature. Learning will be the backbone of your path to a more balanced life.

Learning can take many forms and though your options are limited while incarcerated, there are books, conversations, plants, the sky, your body. Keep a journal. Study a language. Write letters. Exercise. Meditate. Read a cookbook, cover to cover. Make an ally out of every person who shows genuine care for your success. And, more importantly, help someone else.

Learning can also take a more structured form. Enroll in every program that passes your way. Ask about your opportunities to pursue a degree or achieve your GED. Your education can be one of the most important factors in creating a successful, rewarding journey. Your chance of going back to jail or prison within the next three years goes down 43% if you participate in education programs while still incarcerated. In fact, your participation in education will decrease your chance of re-incarceration by more, the more you do.

After you get your Associate's degree at a two-year college, you have only a 13% chance of returning to jail. Get your Bachelor's and it goes down to 5%. After you have your Master's degree, you have less than a 1% chance you'll return to jail.[1] Let's compare this to thousands of men and women around the country. For the majority of people leaving prison, there is a 43% chance they will again be incarcerated in their lifetime. Almost half. This is a number to be noticed. This number speaks about a cycle; a pattern that can be seen. Many people personally know the circumstances, the pressure and the feeling of that cycle.

Now, picture yourself as someone who will pursue more education after your release. That person you are imagining will quickly acquire new experiences, meet new people, gain skills and develop new ideas. New ideas are crucial and inevitable in times of change. Let some of those new ideas be about the people around you, about their capacity and willingness to help. And let some of those new ideas be about you.

In November of last year, Mike Tyson spoke at The New York Public Library. Yes, the controversial boxing legend gave a talk at none other than the public library, for hundreds of interested library goers. He said something important about his self image. "In my deep heart I never think I was a great fighter. But, I'm an incredible student. I'm an astronomical student, that I can project greatness without being great. And that's why I succeeded so much. It can be believed and it doesn't necessarily have to be true. But I can project that belief into the minds of others."

Open yourself to the possibility that you are capable of greatness and goodness and progress. The arc of your life that you are approaching

the end of is one part of a continuous coil. It began long before you and will reach forever forward in time. Around every corner, recognize the patterns and the possibilities that surround you. Remain aware, value learning and share the knowledge you gain.

A message to service providers, community leaders, educators and librarians: You undoubtedly notice a building energy around reentry work, justice system reform and community collaboration. This energy is building as a reaction to the growing problem of mass incarceration. It is equally growing as an acknowledgement of collective, reciprocal and innovative solutions.

We are so proud that The New York Public Library is part of the change occurring. We are proud that we can intervene before, during and after incarceration to advance mutual and cooperative learning. Your organization and the services you provide undoubtedly call for constant learning for your participants and staff alike.

So, we ask you to do one thing. Please remember your public library as a place to always increase your scope of teaching and learning. We subscribe to the idea that for every problem, there is a library solution. The library is a means to many ends and can always fulfill a need at no cost. When you use the library, speak up about the needs of your participants and staff always. And please, broadcast your efforts and achievements in every direction. We hope to see you soon.

NOTE to the Reader: For your convenience, two symbols are used in this edition. ☺ means that when we called the number listed during open hours, a live person answered the phone. Ⓝ next to the name of an organization denotes membership with the New York Reentry Education Network (NYREN). NYREN member organizations have demonstrated an especially strong commitment to the long term educational success of people returning home from jail and prison. Learn more at: www.reentryeducationnetwork.org

[1]Fine, M., Torre, M.E., Boudin, K., et al. Changing Minds: The Impact of College in a Maximum Security Prison. The Graduate Center of the City University of New York, 2001.

The only difference between the saint and the sinner is that every saint has a past, and every sinner has a future.

— Oscar Wilde

Organizations for Formerly Incarcerated People

Adjustment back to the community is a difficult process. Fortunately, various groups exist to make that transition a little bit easier. Some of the organizations, such as The Fortune Society, are operated largely by formerly incarcerated people and provide a wide range of important services. Other groups focus on one area: job assistance, counseling, helping people living with HIV/AIDS. In any case, DON'T DO IT ALONE. Find a person you can connect with, a person who's been through it all, and who can lend a sympathetic ear as well as give meaningful advice on problems specific to someone coming back to the City from prison or jail.

THE FORTUNE SOCIETY Ⓝ

29–76 Northern Blvd., Long Island City (Queens), NY 11101
Telephone: 212.691.7554
www.fortunesociety.org

Fortune works to create a world where all who are incarcerated or formerly incarcerated can become positive, contributing members of society. We do this through a holistic, one-stop model of service provision that includes: Alternatives to Incarceration (ATI), drop-in services, employment services, education, family services, health services, housing services, substance abuse treatment, transitional services such as the Rikers Island Discharge Enhancement (R.I.D.E.) program, recreation, and lifetime aftercare.

Our service model is based on more than forty years of experience working with people with criminal records. We've found that without a solid foundation in core skill areas, too many of these individuals resort to the self-destructive choices that result in crime and incarceration. Our continuum of care, informed and implemented by professionals with cultural backgrounds and life experiences similar to those of our clients, helps ensure their success.

Fortune serves approximately 3,000 men and women annually via three primary New York City-area locations: our service center in Long Island City, and both the Fortune Academy (a.k.a. "the Castle") and Castle Gardens in West Harlem. Our program models are frequently recognized, both nationally and internationally, for their quality and innovation.

We invite you to contact us by phone or email, or to simply drop by our Long Island City Headquarters. Walk-in hours for potential or returning clients are Monday through Friday 8:00am-4:00pm. Release planning that connects them to Fortune's services and others in the community.

Letters of Reasonable Assurance guarantee that The Fortune Society will be able to provide you with reentry services upon your release from jail or prison. You can request one by sending a letter to the following address:

Edward Hosek
c/o The Fortune Society
29-76 Northern Boulevard
Long Island City, NY 11101
RE: Letter of Reasonable Assurance

Fortune publishes a journal called the *Fortune News* (free to incarcerated people upon request). No legal services are offered at Fortune. Fortune serves people 16 and over.
Spanish also spoken.

The Fortune Society's Housing Program provides stable and affordable housing for homeless, formerly incarcerated individuals.

The heart of Fortune's housing program is our residential facilities in West Harlem: the Fortune Academy and Castle Gardens. The Academy, which is fondly referred to as "the Castle" because of its appearance and scenic location overlooking the Hudson River, provides emergency and longer-term housing for 62 formerly incarcerated individuals. Castle Gardens – our new mixed-use, green, supportive and affordable residential community and service center – provides supportive and affordable housing and essential services at the same site, creating long-term housing solutions for homeless people with histories of incarceration and their families, as well as low-income individuals and families from West Harlem and the greater New York area. Fortune also operates several scattered site programs, an initiative through which we have developed relationships with NYC landlords and management companies in order to identify safe, affordable apartments for clients who are ready to live on their own.

THE OSBORNE ASSOCIATION Ⓝ

809 Westchester Avenue, Bronx, NY 10455
Telephone: 718.707.2600

175 Remsen Street, Suite 800, Brooklyn, NY 11201
Telephone: 718.637.6560

25 Market Street, 6th Floor, Poughkeepsie, NY 12601
Telephone: 845.345.9845
www.osborneny.org

The Osborne Association assists defendants, formerly incarcerated people on probation and parole, prisoners, and their families. It offers a wide range of educational, vocational, support and health services inside and outside New York courts, prisons and jails, including court advocacy, intensive outpatient substance abuse services, walk-in harm reduction services, intensive HIV/AIDS case management and support for families.

Osborne's Prevention and Treatment Services provides support groups and low-threshold treatment, in English and Spanish, for those at risk for or coping with substance abuse, HIV/AIDS, hepatitis, tuberculosis, quitting smoking, and other health concerns. Acupuncture and medical testing are available on-site, and help accessing health insurance is provided. Assistance in accessing benefits, housing, and health care is provided. Individuals wishing to access any of these services will be matched with a caseworker. Osborne's El Rio program is a community-based addiction recovery and relapse prevention program for individuals mandated to treatment by the courts or community corrections agencies.

Osborne's Workforce Development programs offer comprehensive employment and training services to people with criminal records, including vocational and educational assessments, career counseling, job readiness workshops, resume preparation, skills enhancement (including GED prep and hard skills training), job search and placement assistance in the **Green and Food Services** sectors, with follow-up support to assist participants to adjust to workplace demands. Ask about the **CHEF** program for formerly incarcerated people wishing to enter the food services industry.

Parenting education classes, children's visiting centers, women's empowerment program and other family based programs are offered to help couples and families maintain relationships when a partner or parent is incarcerated. Check with the Transitional Services Center to determine if Osborne programs are available in your facility. For information on Osborne's **Family Resource Center** in Brooklyn, see the *Counseling and Family Services* chapter of this directory.

Upon written request, Osborne provides prisoners with letters of reasonable assurance. Spanish also spoken. Osborne's buildings are accessible to people with disabilities. Call ahead to determine what ID and documents to bring to your first visit. Call Mon.–Fri. 9–5.

EXODUS TRANSITIONAL COMMUNITY

2271 Third Avenue, 2nd Floor, New York, NY 10035
Telephone: 917.492.0990
www.etcny.org

Exodus began as a grassroots organization built on the notion that individuals released from prison cannot be released into mainstream society without any resources to support their transition. Participants set goals and develop plans to achieve those goals in employment, education, family/relationships, spirituality, health/physical fitness, and community involvement. Staffed mostly by formerly incarcerated people, Exodus provides intensive career training and placement services as well as life management training and support.

Support groups include the Addictive Personality Group and The Alternatives to Domestic Violence Program. The Exodus Fatherhood Initiative assists men who wish to strengthen family bonds over the course of a 12 week program cycle. Community mentors provide guidance with job hunting, transitional housing, community resources and general support.

Exodus will provide letters of reasonable assurance. You are also encouraged to come to a weekly orientation which starts on Mondays at 9 a.m. You will be able to learn about services and begin the re-entry program, where Exodus will begin addressing your needs and goals toward a path of success. Call ahead Mon.–Fri. 9–5 for more info.

GETTING OUT AND STAYING OUT (GOSO) Ⓝ

91 East 116th Street, New York, NY 10029
Telephone: 212.831.5020
www.gosonyc.org

Getting Out and Staying Out is dedicated to drastically reducing the recidivism rate for 18–24 year old men through purposeful education and directed employment. 80% of GOSO participants stay out of prison.

GOSO participants interact with the staff and volunteers of GOSO at three locations: Rikers Island, Upstate, and at GOSO Office.

During the young man's first visit to our office, we determine his immediate housing, counseling, and treatment needs. As appropriate, we refer the young man to agencies that can provide him with the comprehensive services he may need to establish stability in his life. These services might include mental health, drug treatment, anger management, and emergency housing.

NETWORK SUPPORT SERVICES

240 East 123rd Street, New York, NY 10035
Telephone: 347.820.9225
www.networkssi.org
Network Support Services is a support program for individuals returning from New York State correctional facilities. The program focuses on re-entry services in the following areas: Mentoring, job training/placement referrals, job readiness skills, educational assistance and health services referrals, including substance abuse treatment. Network Support Services offer group and/or individual therapy to people dealing with re-entry stress, alcohol or substance abuse issues and anger management problems. Weekly support meetings at five sites are led by formerly incarcerated men and women, all of whom are trained in the Network format. Call Mon.–Fri. 9–5 or write for more information.

DOWNTOWN BROOKLYN NEIGHBORHOOD ALLIANCE - LAZARUS, DOUGLASS, TUBMAN COMMUNITY

Prison Re-entry Program
415 Atlantic Avenue, Brooklyn, NY 11217
Telephone: 718-797-2184 ☺
www.thedbna.org
We are a community-based organization with comprehensive prison re-entry and prison ministry programs. The Lazarus, Douglass, Tubman Community offers a variety of services, including, but not limited to: assisting returning citizens and their families; inside-the-wall correspondence; holiday gifts for children of incarcerated parents; repairing rap sheets; recovery coaching; alternatives to recovery; substance abuse counseling; case management; voter registration education; monthly organizing meetings; metro cards; and, referrals to outside agencies.

LANDING STRIP SUPPORT MEETINGS (ALTERNATIVES TO VIOLENCE PROJECT, NY STATE)

AVP/NY MAIN OFFICE
27 William Street, Auburn, NY 13021
Telephone: 800.909.8920 or 315.604.7940
www.avpny.org
The Alternatives to Violence Project is a grassroots, volunteer program dedicated to reducing violence in our lives, in our homes, in our schools, in our prisons, in our streets and in our society. The **Alternatives to Violence Project** provides a space for us to practice transforming conflict into win-win outcomes. No one loses. Conflict becomes an opportunity for greater understanding, an opportunity to deepen relationships.

AVP offers experiential workshops that take place in prisons, schools and communities. Workshops are typically 23 hours over three days. Community workshops typically begin on a Friday afternoon or evening and run through the weekend. Call or write to find a workshop in your area. AVP offers three levels of workshops: Beginner, Advanced, and a special training for facilitators.

Manhattan Landing Strip Support Meetings take place twice a month at 15 Rutherford Place, New York, NY 10003.

CENTER FOR ALTERNATIVE SENTENCING AND EMPLOYMENT SERVICES (CASES) Ⓝ

346 Broadway, 3rd Floor, New York, NY 10013
Telephone: 212.732.0076
www.cases.org
CASES is an alternative-to-incarceration (ATI) organization providing security and supervision to over 10,000 people each year. Their focus is on re-integration into society, addressing the economic, educational, health and other social factors that underlie repeated criminal behavior.

The Day Custody Program is a sentencing alternative for people with multiple misdemeanor convictions. It involves three days of jail in Manhattan, performing community service and receiving services

and referrals, with follow-up. The Nathaniel Project is a two-year ATI program for people diagnosed with mental illness who have been sentenced for a felony. Many more programs are offered including services for court involved youth. In the case of technical parole violators who have been re-incarcerated, CASES works to restore parole status and connect individuals to services. Participation in CASES program is court-mandated: individuals are encouraged to inform their counsel about the alternative sanctions CASES provides.

CASES also offers other programs that are non court mandated such as the Civic Justice Corps, YMI Justice Scholars and Justice Corps. Those programs offer Pre-GED and GED classes, GED testing every 2 months, Lunch, daily metro cards, Career Development and internships.

For more information call or visit their website. Accessible to people with disabilities. Call Mon.- Fri. 9 - 5.

exalt youth

175 Remsen Street, Suite 1000, Brooklyn, NY 11201
Telephone: 347.381.8100
www.exaltyouth.org
exalt youth is an internship program for court-involved youth aged 15-19. The five month involvement includes internship training followed by an internship, for which the youth receives a stipend. After completion of the program, the young man or woman remains involved with exalt, which can provide services for court and for school. Can be referred by a judge, parole officer, or self-referred. Must have Social Security. Call 9-7, Spanish also spoken.

EXPONENTS, INC.

151 West 26th Street, 3rd Floor, New York, NY 10001
Telephone: 212.243.3434
www.exponents.org
Exponents is a non-profit dedicated to improving the lives of individuals affected by drug addiction, HIV/AIDS, and other illnesses, as well as incarceration. ARRIVE is their two-month recovery program offering life skills building, training and support services. The Second Chance Initiative is a mentoring program designed to assist with the transition from incarceration to the community. Exponents offers many more programs aimed at getting you back on your feet with such things as housing, medical care, addiction treatment, etc. Reach out to this wonderful organization with any questions. Can provide letters of reasonable assurance. Spanish also spoken. Hours are Mon.–Fri., 9–7.

CENTER FOR COMMUNITY ALTERNATIVES Ⓝ

25 Chapel Street, 7th Floor, Brooklyn, NY 11201
Telephone: 718.858.9658
www.communityalternatives.org
For adults and adolescents, The Center for Community Alternatives serves people who are involved in the criminal and juvenile justice systems. It provides ATI programs, referral, education, and support services for HIV positive people, as well as an HIV/AIDS harm-reduction program specifically for women. CCA provides client-specific planning and defender-based advocacy. The many services CCA offers also includes a therapy program for children of incarcerated parents. Can also provide referrals and assistance accessing housing entitlements. An employment service for women includes employment readiness training and placement. Call Mon.–Fri. 9–5; Manhattan office open Mon.–Thu. 9–7. Spanish spoken.

COMALERT - KINGS COUNTY DISTRICT ATTORNEY'S OFFICE

210 Joralemon Street, 3rd Floor, Brooklyn, NY 11201
Telephone: 718.250.3281 ☺
www.brooklynda.org/barrier_free_justice/ca/comalert.htm
Part of the Brooklyn DA's office, COMALERT is a re-entry program for Brooklyn residents on parole or probation, offering a wide variety of services under one roof: drug and alcohol counseling, job training, literacy instruction, GED and college preparation, and more. Referrals to assistance with transitional housing and job placement are available, plus help accessing medical care and health insurance. Must be referred by your parole officer. Ask about **Girls Re-entry Assistance Support Project (GRASP)**. GRASP is a faith based mentoring and services initiative for young women aged 13-18 returning to Brooklyn or Staten Island. Call Mon.–Thu. 9–8; Fri. 9–5. Spanish also spoken For GRASP, contact Deborah Lashley at 718.250.3804.

COMING HOME PROGRAM

Center for Comprehensive Care, Morningside Clinic St. Luke's
390 West 114th Street, 3rd Floor New York, NY 10025
Telephone: 212.523.6500
www.centerforcare.org
For individuals coming home from prison/jail, or for people who are already home **who have any chronic illness**. The Center provides Primary Health/Med Care, OB/Gyn, Mental Health Treatment, Dental Care, Case Management and Social Services, Legal Services, Support Groups, Yoga/Massage/Acupuncture and much more. Call for an appointment. No medical insurance required.

BOWERY RESIDENTS' COMMITTEE INC. SPAN PROGRAM (BRC)

500 Bergen Avenue, Bronx, NY 10455
Telephone: 718.590.1235
www.brc.org/programs_gateway_services.php
Provides outreach, referrals and discharge planning to people recently discharged from New York State or New York City correctional facilities, specializing in services to people who received mental health care treatment while incarcerated. The Discharge Planning team connects individuals with medical and support services and helps them access entitlements. Medication Grant Program Cards, which can be used at many pharmacies in New York City, are dispensed to individuals in need of medication who qualify. To access the Medication Grant Program you must report to SPAN within seven days of release; for SPAN's comprehensive discharge planning services you must report within thirty days. For New York City residents 18 and over only. Drop in or call for more information; SPAN cannot answer personal letters.

For services in other boroughs, call:
MANHATTAN SPAN at 212.732.7906
BROOKLYN SPAN at 718.625.9736
QUEENS SPAN at 718.786.7573

HOWIE THE HARP ADVOCACY CENTER THE S.T.A.R. PROJECT

2090 Adam Clayton Powell Jr. Boulevard, 12th Floor,
New York, NY 10027
Telephone: 212.865.0775
www.communityaccess.org/what-we-do/hth-peer-advocacy-ctr
The S.T.A.R. Project offers two programs for people with mental illness who have a history of incarceration. The Forensic Peer Specialist Program trains participants to be peer counselors, while the Assisted Competitive Employment Program targets those with work experience and offers eight weeks of job-readiness training for work in the human services field. Call or walk in Mon.–Fri. 9–5, or write for pamphlet.

BLACK VETERANS FOR SOCIAL JUSTICE, INC.

665 Willoughby Avenue, Brooklyn, NY 11206
Telephone: 718.852.6004 ☺
www.bvsj.org
Assists veterans and their families in areas such as housing, employment, VA benefits, and upgrading discharges. Makes referrals to shelters. Must have DD214 military discharge papers (can assist veterans in acquiring this documentation). Call Mon.–Fri. 9–5 or write for more information. Spanish also spoken.

FRIENDS OF ISLAND ACADEMY Ⓝ

255 West 36th Street, 6th Floor, Manhattan 10018
Telephone: 212.760.0755
www.friendsny.org
A community-based organization that serves young people ages 16–24 who have been involved with the criminal justice system and are returning to New York City. Among its many services are counseling, leadership training, alternative education (including GED preparation,) a pre-employment workshop, and job placement. FOIA offers fatherhood programs for both young men (16– 24) and adults (25 and older). Must be referred. Call for more information, Mon.–Fri. 9–5. Spanish also spoken.

CMO NETWORK

East New York Office: 653 Schenck Avenue, Brooklyn, NY 11207
Bronx Office: 283 St. Ann's Avenue, Floor 1, Bronx, NY 10454
Calvary Church Office: 61 Gramercy Park North, New York, NY 10010
Telephone: 646.597.8433
www.cmo-network.org

At CMO Network, we focus not on prisoner re-entry, but on reintegration: that is, reintegration with family, the workforce, and the community. We empower our participants to overcome the many barriers in the road to successful reintegration by teaching them how to obtain employment, to become financially stable, to protect themselves legally, and to avoid the thinking and behavior that got them into trouble in the first place.

CMO Network utilizes a holistic reintegration approach, providing group support meetings in anger management and substance abuse prevention; employment readiness; legal empowerment; money management and other services such as assistance with housing, education, benefits, and parole mediation. **Contact: Damon Moore, Director of Programs & Community Outreach.**

THE RIVERSIDE CHURCH - PRISON MINISTRY

490 Riverside Drive, New York NY 10027
Telephone: 212.870.6854
www.theriversidechurchny.org/getinvolved/?prison

Volunteers of the Riverside Church advocate for prison reform and run outreach programs for people in prison and their families. Services provided by the Riverside Church include leading worship services in state prisons in New York, supplying inmates with educational materials, leading bible study groups for former inmates and collecting Christmas presents for the children of the incarcerated among others.

The Riverside Church also runs the Family Advocacy for People in Prison program. Family advocacy is a support group in which relatives and loved ones of the incarcerated can talk about the difficulties they face in an open and safe environment.

Family Advocacy for People in Prison meets at The Riverside Church on the first Friday of every month at 6:30pm.

HARLEM COMMUNITY JUSTICE PROGRAM (HJCP)

2090 Adam Clayton Blvd (at 125th Street), 3rd floor, New York, NY 10027
Telephone: 212.932.9009, ext. 7126 (Senior Case Manager) or 212.932.9009, ext. 7129 (Job Developer) ☺
www.childrensvillage.org/nyc-based-programs/hjcp/

HJCP's mission is to recruit and serve court-involved young adults to re-enter society equipped with the skills and confidence to become productive, independent and contributing members of our community. HJCP believes there are four keys to success: education, work, life-long relationships and social responsibility. We strive to relay these keys to our clients.

The Harlem Community Justice Program is a free program, which specifically serves young men and women aged 16-24. The program consists of 2 annual cycles, each lasting 6 months. The program allows for a maximum of 24 participants per cycle. Each participant makes a 6 month commitment to the program with a 6 month follow-up period. Each participant is somehow affiliated in a court-related offense, whether it be an ACS case or a participant recently released from incarceration and currently on probation. Forty percent of our participants are on probation and many of them are awaiting trial and/or adjournment. All of our participants have the common goal of making positive changes in their lives and getting on the right path. We, at HJCP help them attain those changes. By the end of their 6 month participation, our goal is to have them firmly established in an educational setting (i.e. GED classes, college courses) and/or a job Upon entrance into the program , we hold an intensive orientation that maps out the goals of the program, how we will achieve them, the rules and finally the stipends that recognize their achievements through the course of the program.

Our strategy is to help these young people assess how they can help themselves improve their lives through comprehensive interviews with HJCP case managers, educational consultants and job developers. The staff identify target goals and develop an "individual service plan"

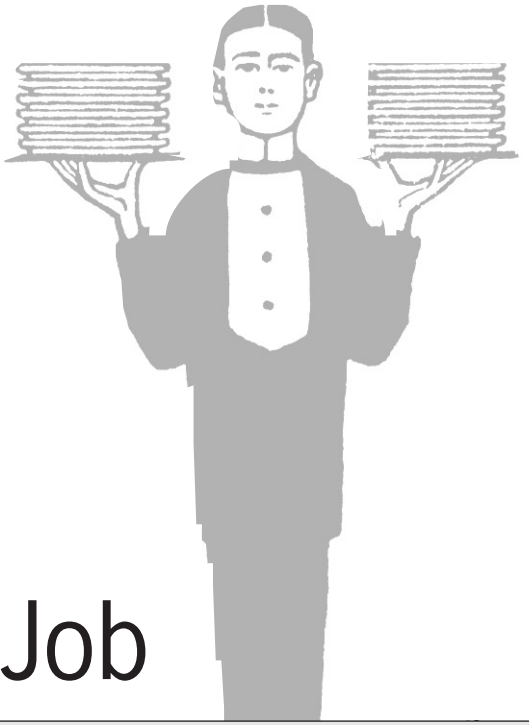
that identifies individual needs. These include educational advancement opportunities, scholarships, training, work-readiness workshops, internships with local businesses and job placement services. In addition, case managers will address and assist participants in linking them to outside resources for mental health counseling, housing, transportation and other social services. HCJP has community linkages and relationships with hundreds of local and city-wide social service agencies.
If you or anyone you know would be interested in our program, please call either number listed above.

FORGING AHEAD FOR COMMUNITY EMPOWERMENT AND SUPPORT (FACES)

317 Lenox Avenue, 10th Floor, New York, NY 10027
Telephone: 212.663.7772
www.facesny.org
The HIRE Project (Health Initiatives for Reentry Ex-offenders) is a pre-release discharge planning program that exists for incarcerated people soon to be released who are HIV-positive. Provides information, counseling, and referrals on issues related to HIV and AIDS. Applicant must be a New York City resident, be HIV positive, and have an M11Q form. FACES provides housing for individuals and families affected by HIV/AIDS. The FACES Legal Services Department offers advocacy and legal representation to people living with HIV/AIDS who require assistance with entitlement, AIDS related discrimination, housing, domestic relations, living wills, and health care proxies. The department also provides clients with legal education seminars which prepare them to advocate for themselves with government entities, medical service providers, employers and landlords. In addition, the department provides training and updates on HIV/AIDS related legislation and regulations to service providers. Write to the Client Services department for more information. Call Mon.–Fri. 9–5. Spanish also spoken.

I was wrong when I said I never promised anyone. I promised me.

— Kermit the Frog



Finding a Job

Finding a job can be a big challenge. It often requires lots of hard work, time, and patience. Many people find employment or job counseling to be an important first step. An employment counselor can be expected to help you evaluate your skills and past job experience, fill out sample job application forms, and suggest places where you can look for jobs. An employment counselor will also look over your resume and give you helpful hints on how to handle yourself in job interviews.

There are many sources for job information. The city's three public library systems feature job centers where current job listings, civil service information, books on how to write resumes and much more can be found. Employment agencies, which may or may not charge fees, offer job placement, as do placement services, which do not charge fees and are usually attached to a city, state, or federal agency, or to a school, college, or job-training program. Union offices are another important source of information. On the Internet are job search websites both general and very specific, where you can search for jobs by trade and location and submit an application or your resume online. Of course, there are the classified ads (help wanted ads) that appear in the daily and Sunday papers and in certain trade periodicals. Lastly, don't underestimate the importance of notifying your friends, neighbors, and relatives that you are in the market for a job. A personal connection is often very helpful when an opening occurs.

NOTE: When you leave prison you will, in most cases, be "income eligible" for registration into any number of special programs to help you in job preparation, training, or placement. Take advantage whenever you can.

SOCIAL SECURITY CARDS

As of August 13, 2012, if you live or receive mail in the Bronx, Brooklyn, Manhattan or Queens you must visit a Social Security Card Center to apply for a new or replacement Social Security Card. Call 800.772.1213 Monday-Friday, 7-7
Say "replace a Social Security card" to get assistance. Say "help" at anytime to speak to a customer service representative. You can also go to www.ssa.gov to find a Social Security Office. You can apply by mail by requesting and filling out a paper application. Included in the application must be an original picture ID proving your identity, and proof that you are a U.S. citizen (or ID showing valid immigration documentation).

WORKING PAPERS

All NYC public school students between the ages of 14 and 17 must have working papers in order to apply for a job. For information, call the **New York City Department of Education** at 718.935.2000. If you are in school simply ask your guidance office for a working papers application. If you are not enrolled in school, just go to the nearest high school and ask for an application. They are required by law to provide you with an application.

THE NEW YORK PUBLIC LIBRARY, JOB SEARCH CENTRAL (JSC) / CAREER AND EDUCATION INFORMATION SERVICE (CEIS)

Provides information to all populations on all aspects of career development. The collection includes civil service exam study guides, resume and cover letter handbooks, vocational encyclopedias, directories of potential employers, guidebooks and DVDs for people re-entering the workforce and much more. Computers in JSC can be used for exploring job search websites. Services and programs include career development workshops, lectures and training in online job searching. *You will be able to receive one-on-one support to address whatever job search issue you would like to discuss. Service is free.* Start planning your job search strategy with a JSC librarian, or begin with the organized and updated list of job-search and job information websites prepared by our staff.

JOB SEARCH CENTRAL (JSC)
Science, Industry & Business Library, 188 Madison Avenue at 34th Street, New York, NY 10016
Telephone: 212.592.7044
www.nypl.org/locations/tid/65/node/40820
Please note you must have an active email account to sign up for a job coaching session. Appointments can be made online or call and leave your name, telephone number and email address. Mon., Fri., Sat. 11–6. Tue., Wed., Thu. 10–8.

CAREER AND EDUCATION INFORMATION SERVICE (CEIS)
Bronx Library Center, 5th Floor, Room 506, 310 East Kingsbridge Road
Bronx, NY 10458
Telephone: 718.579.4244
www.nypl.org/locations/tid/12/node/209764
Our free job search services are scheduled by appointment.

Please call or email our Career Coach, Robyn Saunders: 718.579.4260 or robynsaunders@nypl.org Please leave your name, phone number, and e-mail. Mon.–Sat., 9–9.

BROOKLYN PUBLIC LIBRARY, BUSINESS AND CAREER LIBRARY

280 Cadman Plaza West, Brooklyn, NY 11201
Telephone: 718.623.7000 ext. 1264
http://www.bklynpubliclibrary.org/locations/business/events/
Provides information on careers, vocational training, and federal and state civil service jobs. Materials available include classified job listings and books on career planning, job preparation (resumes, interviewing, career change, etc.) and certification. Typewriter and proctoring service available. Classes are offered on job-searching using the Internet. *BPL also provides one-one-one job readiness help at several locations. Please visit the BPL website for a list of participating Brooklyn branches.* Mon., Fri. 10–6. Tue.–Thu., 10–8. Sat. 10–5.

QUEENS LIBRARY, JOB INFORMATION CENTERS

Central Branch: 89-11 Merrick Boulevard, Jamaica, NY 11432
Telephone: 718.990.0746 ☺ TDD: 718.990.0809
Open Mon., Wed., Thu. 10–9. Tue. 1–9. Fri. 10–6, Sat. 10–5:30. Sun. 12–5.

Flushing Branch: 41-17 Main Street, Flushing, NY 11355
Telephone: 718.661.1218 (call to setup appointment)
Open Mon., Wed., Thu. 10–9. Tue. 1–9. Fri. 10–6. Sat. 10–5:30.
www.queenslibrary.org
The Job Information Centers located in the Central Library and Flushing Library of the Queens Library system offers a variety of services for people who are unemployed, underemployed or searching for a direction. There are books, periodicals, and newspapers arranged for easy selection. Some items may be used only in the library, others are available for borrowing. All of these resources are available whenever the Central Library or Flushing Library are open.

Resources for your resume, job search, or continuing education needs can be found at the Job Information Center (JIC) at the Central Library. To make an appointment for a resume review, please call the Central Library JIC at (718) 990-0746

The Centers produce the Job Search Resources Series, on-line guides to selected resources in popular careers. These are intended as introductions for job seekers and will help you get started now with online resources and also guide you to the library's holdings. A self-scored career interest evaluation for adults, the Career Exploration Inventory (CEI), can help you select from a variety of careers. It is administered to groups on a regular basis. You must call to register.

The Centers also sponsor workshops by career guidance professionals throughout the Queens Library system on resumé writing, job interview skills, and job search techniques, in English and Spanish.

NEW YORK DIVISION OF WORKFORCE DEVELOPMENT WORKFORCE 1

www.nyc.gov/html/sbs/wf1
Workforce 1 Career Centers offer help in determining your skills and connecting to employers who have job openings. They offer career counseling, resume and cover letter assistance and job placement services. Each week WF1 hosts "Recruitment Events" where you can meet employers who are looking to fill positions. There is nothing quite like it in the City. Referrals to GED, adult basic education, and ESOL classes are provided. Job training vouchers are also available. For more information, call 311 and ask for "Workforce 1," or contact the Center in your borough listed below:

Bronx
400 East Fordham Road, Bronx, NY 10458
(Entrance on Webster)
Telephone: 718.960.2458

Bronx — Hunts Point
1029 East 163rd Street, 3rd Floor, Bronx, NY 10459
Telephone: 718.542.6777

Brooklyn
9 Bond Street, 5th Floor, Brooklyn, NY 11201
(Between Livingston and Fulton Streets)
Telephone: 718.246.5219

Brooklyn — Central Library Career Center (by appointment only)
10 Grand Army Plaza, 2nd Floor, Brooklyn, NY 11238
Telephone: 347.765.2250

Brooklyn — Sunset Park Library Center (by appointment only)
5108 4th Avenue, Lower Level, Brooklyn, NY 11220
(between 51st and 52nd streets)
Telephone: 347.296.8063

Upper Manhattan
215 West 125th Street, 6th Floor, New York, NY 10027
(Between 7th and 8th Avenues — also known as Adam Clayton Powell Jr. Boulevard & Frederick Douglass Boulevard)
Telephone: 917.493.7054

Midtown Manhattan (by appointment only, also serves Veterans)
1250 Broadway, Suite 810, New York, NY 10001
(at 32nd Street between 5th and 6th Avenues)
Telephone: 646.358.4747

Queens
168–25 Jamaica Avenue, 2nd Floor, Jamaica 11432
(Between 168th and 169th Streets)
Telephone: 718.557.6755

Healthcare Center
80 Vandam Street, New York, NY 10013
Telephone: 718.730.7500

Queens Industrial & Transportation Center
168–46 91st Avenue, 2nd Floor, Jamaica, NY 11432
Telephone: 718.577.2194

Staten Island
120 Stuyvesant Place, 3rd Floor, Staten Island 10301
(Between Wall and Hyatt Streets)
Telephone: 718.285.8388

NEW YORK CITY DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT, YOUTH EMPLOYMENT PROGRAM (DYCD)

156 William Street, 6th Floor New York, NY 10038
Telephone (YouthConnect): 800.246.4646
www.nyc.gov/dycd
This City department offers youth programs in vocational training, GED preparation, assistance finding jobs and shelter. DYCD's Out-of-School Youth (OSY) program is for 16-21 year-old young adults who are not connected to school or work, or who need assistance upgrading their job skills. The Summer Youth Employment Program (SYEP) is a seven- or eight-week program offering part-time work experience at various locations including hospitals, libraries, and senior centers for 14-24 year olds. The application period extends from late March into April. Call YouthConnect to learn exact application dates and where to pick up applications. Mon.–Fri. 9–7.

CENTER FOR URBAN COMMUNITY SERVICES, SINGLE STOPS

(East Harlem) 198 East 121st Street, 5th Floor, New York, NY 10035
Telephone: 212.801.3300. ☺ Hours: Thu. 9–6pm
(Bronx) 1510 Southern Blvd. Bronx, NY 10460. Hours:
Telephone: 347.833.4914. ☺ Hours: Mon.–Thu., 9-4:30pm
(Central Harlem) 521 West 126th Street, Basement of St. Mary's Church, New York, NY 10027
Telephone: 212.749.8900. ☺ Hours: Mon. 1–6pm
www.cucs.org/services/access-to-public-benefits-a-referrals/37-community-based-single-stops
Offers FREE, friendly and confidential services to low income New Yorkers in the following areas: benefits screening, food stamp and medicaid enrollment, financial counseling, legal counseling, social services, free diapers for families in need, and much more. Call or drop by. Also located at RMSC and EMTC Rikers Island.

STRIVE INTERNATIONAL Ⓝ

240 East 123rd Street, 3rd Floor, New York, NY 10035
Telephone: 212.360.1100 ☺
www.strivenewyork.org
A four-week work-readiness program with a no-nonsense approach, helping participants empower themselves and providing them with marketable skills to enter the workplace. The attitudinal training component aims to create a simulated work environment where excuses are unacceptable and participants are encouraged to view themselves as marketable adults and not as victims. STRIVE has placed graduates in entry-level and growth-opportunity positions in the manufacturing, construction, retail, non-profit, office administrative, custodial, food service and other industries. Work program participants can also take part in other STRIVE initiatives, such as the fatherhood support program. Must be 18 or older. Call Mon.–Fri. 9–5. Walk in Mon.–Fri. 9–2. Spanish also spoken.

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO) Ⓝ

32 Broadway, 15th Floor, New York, NY 10004
Telephone: 212.422.4430
www.ceoworks.org
CEO provides a highly structured employment program. The program offers transitional minimum-wage jobs to meet the immediate employment needs of formerly incarcerated individuals. Those work crews provide light maintenance, grounds keeping and demolition for various state and local government offices.

CEO participants learn how to develop their resumes, search for full-time unsubsidized jobs and how to discuss their background during an interview. Pre-employment trainings include Warehouse Operations, including learning how to operate a forklift; obtaining OSHA and scaffolding certifications; and computer literacy. CEO also offers GED training and the opportunity to learn the skills of plumbing and electricity at the CEO Academy in The Bronx. Intake and Orientation are held every Friday at 32 Broadway in New York City beginning at 7AM**.** You must have a Referral Form (signed by your PO) or your Release Papers with Special Conditions and a government issued, unexpired photo ID to get a seat in orientation class on Fridays. You can begin working after a 5-day orientation as long as you submit to us: the referral form signed by your PO; your photo ID; your release papers and your original Social Security card. If you are not a US Citizen, you must have your Green Card. If you do not have all your documents, CEO can help you get them. Call for more information. Spanish also spoken. Mon.–Fri. 9–5.

STREETWISE PARTNERS

594 Broadway, Suite 510, New York, NY 10012
Telephone: 646.705.0029
www.streetwisepartners.org
Connects underemployed/unemployed New Yorkers who are looking for work with mentors who are achieving success in professional fields. Helps job-seekers develop office and computer skills, be prepared for the interview, learn how to network, and much more. Must commit to thirteen consecutive weekly sessions. Application to the program can be done online. For other eligibility requirements check the website or call and leave a message. Mon.–Fri. 9–5.

GOODWILL INDUSTRIES

Goodwill Industries of Greater New York & Northern New Jersey
4-21 27th Avenue, Astoria, NY 11102
Telephone: 718.728.5400, Mon.–Fri. 8:30–4:30
http://www.goodwillnynj.org/services/workforce-development
Goodwill's extensive Employment Services department includes general programs to help people find jobs and specialized vocational programs for people with disabilities and disadvantages, people moving from welfare to work, new immigrants, formerly incarcerated people, and youth. An especially valuable Goodwill service is the following:

GoodTemps
111 East 59th St, 10th Floor, New York, NY 10022
Telephone: 212.986.9566
www.goodtemps.org

Based in midtown Manhattan, GoodTemps is a contractual temporary staffing service, specializing in short- and long-term employment and temp-to-hire opportunities. Our reach includes all five boroughs of New York City, Westchester, Nassau and Suffolk Counties, and Northern New Jersey. GoodTemps is a significant source of jobs for a diverse population, including persons with disabilities, seniors and those with barriers to employment. Positions vary from office/clerical to professional, from labor to retail, technical and more.

NEW YORK STATE DIVISION OF VETERANS' AFFAIRS

Main Office:
2 Empire State Plaza, 17th Floor
Albany, NY 12223
Telephone: 888.VETSNYS (838.7697), Mon.–Fri. 9–5
Local Office:
245 West Houston Street, Suite 205, New York, NY 10014
Telephone: 212.807.3170
www.veterans.ny.gov
State Veteran Counselors assist veterans and their families with any matter related to veteran benefits. Bring DD214, a copy of your birth certificate, Social Security card, proof of address, and proof of income, if any. Assistance is also available in obtaining a copy of your DD214. There are many offices located in each borough — an office finder is also available on their website.

AMERICA WORKS, INC.

228 East 45th Street, 16th Floor, New York, NY 10017
Telephone: 212.599.5627
www.americaworks.com
A non-profit organization providing companies with candidates for entry-level positions. They target people receiving public assistance, including food stamps, helping them obtain employment in the private sector by providing services such as job training, work readiness, skills building, job placement and other support. Call for orientation dates and times, and other information. **Comprehensive veterans services.** Spanish also spoken.

HOPE PROGRAM

1 Smith Street, 4th Floor, Brooklyn, NY 11201
Telephone: 718.852.9307
www.thehopeprogram.org
"The best kept secret in Brooklyn." At HOPE, students are trained to compete in today's tough job market. Additionally, an array of on-site support services is provided including: mental health therapy, legal counseling, food and clothing, and assistance in obtaining housing, childcare, medical and transitional work benefits. Students must attend an information session before being invited into the intensive training program. Must be drug and alcohol free and age 18 or over. Call to register for an information session. Mon.–Thu. 9–7:30. Fri. 9–5.

BROOKLYN WORKFORCE INNOVATIONS

621 Degraw Street, Brooklyn, NY 11217
Telephone: 718.237.2017
www.bwiny.org
Brooklyn Workforce Innovations helps jobless and working poor New Yorkers establish careers in sectors that offer good wages and opportunities for advancement. BWI offers four sector-based training programs and one general job readiness certification program: **Brooklyn Networks** *for careers in voice and data telecommunications cable installation;* **Brooklyn Woods** for careers in skilled woodworking and green cabinetmaking; **The "Made in NY" PA Training Program** for careers in TV and film production; **New York Drives** for entry on a career path while earning a NYS driver's license; and **Red Hook on the Road** for careers in commercial driving. An affiliate of the Fifth Avenue Committee, BWI is positioned to offer a wide range of referrals for your needs. Call for more information on orientation dates and qualification details about these unique and valuable job training programs.

EMPLOYMENT PROGRAM FOR RECOVERED ALCOHOLICS/EPRA

261 West 35th Street, 9th Floor, New York, NY 10001
Telephone: 212.947.1471 ☺ or 866.947.1504
www.eprany.org

Provides vocational training and career counseling. Services include job placement, readiness training, evaluation and assessment of work experience. Evening and weekend programs provide follow-up to help clients deal with workplace issues. Must be 18 years old or over, unemployed, and have stable housing. Must be in treatment or recovery. Hours are Mon.–Fri. 9–5., except holidays when they are open 9–1. **Participants must arrive before 9am to be admitted to program** (please arrive by 8:45). Call or write for more info. Spanish also spoken.

THE DOE FUND Ⓝ

Ready, Willing & Able — Harlem
2960 Frederick Douglass Boulevard, New York, NY 10039
Program Director, Nazarene Griffin
Telephone: 212.690.9839
Must arrive before 9 am.

Ready, Willing & Able — Pathways
520 Gates Avenue, Brooklyn, NY 11216
Program Director, Nadia Sadloski
Telephone: 718-416-4924
www.doe.org
The Doe Fund offers two employment programs. Ready, Willing and Able is a drug and alcohol free residential job training program aimed at homeless people. It includes job training skills, housing, food, clothing, substance abuse counseling, educational opportunities, job preparation classes, and job placement services. Must be ready, willing, and physically and mentally able to work and maintain a drug-free lifestyle. Homeless assessment number is required. Random drug testing takes place. Ready, Willing and Able: Pathways is for those who are recently paroled. Pathways is a 6-month transitional, non-residential work and education program.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)

Bushwick/Bed Stuy
25 Thornton Street, Brooklyn, NY 11206
Telephone: 718.387.1600 ☺ TDD/TTY: 1.800.662.1220
www.obtjobs.org

Adult Employment Services, Sunset Park
783 Fourth Avenue, Brooklyn, NY 11232
Telephone: 718.369.0303 ☺ TDD/TTY: 1.800.662.1220
An employment training center for adults and youth with sites in Sunset Park and Williamsburg, providing basic education, GED preparation, job training, placement, and follow-up services. Specialized classes vary and currently include a young adult internship program, for ages 17 to 24, a certified electronic health records program for ages 21+, and medical administrator program for ages 17 to 21. Call the Thornton Street site for further information.

CAMBA

Offices throughout Brooklyn
Main Office:
1720 Church Avenue, 2nd Floor, Brooklyn, NY 11226
Telephone: 718.287.2600 ☺
TDD/TTY: 800.662.1220
www.camba.org
Serves low-income populations, people without homes or at risk of homelessness, immigrants, people living with HIV or AIDS and other groups. They help people and families become self-sufficient, stabilize and expand the Brooklyn economy by working with local merchants and entrepreneurs, and encourage the economic development of Brooklyn. Offers employment, education, health-related, housing, legal, social services, business development, and youth services in various languages. Call or walk in Mon.–Fri. 9–5.

PARTNERSHIP FOR THE HOMELESS

Older Adults Services
305 Seventh Avenue, 13th Floor, New York, NY 10001
Telephone: 212.645.3444

Family Resource Center
100 Pennsylvania Avenue, 2nd Floor, Brooklyn, NY 11207
Telephone: 718.875.0027 ☺
www.partnershipforthehomeless.org
Assists formerly homeless men and women achieve self-sufficiency through employment training, education, and placement in jobs.

The Workforce Development Project at the Family Resource Center assists parents (re-entering the workforce with counseling, referral to education and job training programs, independent living skills training, soft skills training and job search help. Older clients participate in the Senior AIDES Program, working at subsidized jobs in non-profit and public sector workplaces to gain the experience needed to move into permanent positions. For more information, call Mon.–Fri. 9–5.

PUERTO RICO FEDERAL AFFAIRS ADMINISTRATION

135 West 50th Street, 22nd Floor, New York, NY 10020
Telephone: 212.252.7300
www.prfaa.com
Provides information to Puerto Ricans on how to obtain birth certificates, identification papers and other important documents. Their website includes a "FAQ & Services" section answering many questions Puerto Ricans may have about how to obtain documents. Services and website in English and Spanish. Mon.–Fri. 8:30-5:30.

DRESS FOR SUCCESS AND CAREER GEAR

Dress For Success (212.532.1922 or 212.684.3611, **www.dressforsuccess.org**) for women and **Career Gear** (212.577.6190, **www.careergear.org**) for men are two programs that help low-income job-seekers by providing suitable clothing for job interviews. Must be referred by a participating agency. (Member agencies include a number of homeless shelters and job-training programs.)

FEDERAL BONDING PROGRAM

New York State Department of Labor, Division of Employment Services

Lower Manhattan Workforce1 Career Center
1 Hudson Square
75 Varick Street, NY 10013
Telephone: 212.775.3736 ext. 3035 (bonding coordinator)
www.labor.ny.gov/businessservices/services/fbp.shtm
For certain jobs employers require that their employees be "bonded." This is a type of insurance that protects the employer against any type of dishonest act (larceny, embezzlement, forgery, etc.) that might occur. Because private insurance companies often cannot bond people who have drug or criminal records, the federal government has initiated a **Federal Bonding Program** that can bond a person for up to $25,000. An employer's commitment to hire the applicant is required in advance.

Computer Literacy

Learning to use the Internet is becoming a necessary step today in coping with the world around us. It helps us to search for a job, find information on just about any topic imaginable, meet new people based on common interests, correspond with family and friends, educate ourselves, become better informed about health issues, find out where and when a movie is playing, reserve a library book, look up business information or government forms, make travel plans and so much more.

For many of us, the idea of learning to use the computer can be intimidating, especially if we have had little or no exposure, have never learned to type, or see ourselves as technologically inept. What if something goes wrong? What if I erase something important by mistake? And if I don't know how to use the Internet in 2014, isn't it too late for me? But as anyone who has attended an Internet instruction class in a public library in New York City can tell you, there are many people from all walks of life who are learning to use the Internet today as adults. People who were once determined never to use a computer are taking classes because they find they cannot avoid using the Internet to get routine tasks done, and also because they can't resist what they have heard and read about the Internet: informational web pages, video and music sharing systems, social networking, and news and radio from around the world. People coming home from prison can be both curious and nervous when it comes to the Internet, wondering about what they have missed while they were away and worrying about what it will be like catching up.

The best way to get used to the Internet if you are a beginner is by practicing and exploring fun, less urgent topics at first, such as music and sports — then it doesn't matter if something goes wrong and you have to start over. In the beginning you can always ask for

help at the reference desk of your local library, just as you might ask for help finding a book. In the meantime, build up your skills surfing the web, and enjoy as you learn.

All three public library systems (The New York Public Library, serving Manhattan, the Bronx, and Staten Island; Brooklyn Public Library; Queens Library) offer free courses. Below you will find a description of the computer training programs offered by the three public library systems. Take advantage. It's never too late to begin!

THE NEW YORK PUBLIC LIBRARY

The New York Public Library offers a series of free computer training workshops in different branch libraries. Skill levels vary from beginner to advanced and classes are geared to all age groups, with some courses conducted in Spanish or offering a Spanish translator. Sample classes include: Basic Internet, Introduction to E-mail, Computer Basics, Introduction to Word, Microsoft Office, Health Information, Job and Career Information, Viruses & Spam, Buying a Computer, and genealogy research. For beginners, Mouse Basics and Introduction to Computers are a good way to start. Walk into any branch library for information on schedules, locations, and how to register for the classes, or visit their website for a schedule:
www.nypl.org/events/classes/computer-classes

BROOKLYN PUBLIC LIBRARY

Visit any branch of the **Brooklyn Public Library** (BPL) and ask to see their calendar of upcoming free workshops, which include Computer Basics, Internet Searching and Introduction to Microsoft Word. Every branch of the Brooklyn Public Library has personal computers for public use.

BPL's computer classes are listed on their online calendar:
www.brooklynpubliclibrary.org/calendar

They also offer an Internet Basics Guide online at
www.brooklynpubliclibrary.org/only-bpl/internet-basics-guide

QUEENS LIBRARY

The Queens Library has ongoing free instruction in computer skills at its Central Library Cyber Center, 89-11 Merrick Boulevard, Jamaica. Call the Center at 718.990.0769 for a current schedule and registration information. Courses include: Introduction to Excel, Introduction to the Internet, Jobs Online, and Introduction to Word Processing.
www.queenslibrary.org/services/computers-wifi/computer-classes

Internet Resources

A wealth of useful information for formerly incarcerated job-seekers can be found on the web pages of the **National H.I.R.E. Network**, established by the Legal Action Center. Though not a job placement service, the goal of this organization is to increase the number and quality of job opportunities available to people with criminal records by changing public policies, employment practices, and public opinion. Visit www.hirenetwork.org, scroll down, and then click on "Individuals" under "Resources & Assistance" for information on RAP sheets, one's rights as a formerly incarcerated person when applying for jobs, and a list of helpful agencies by state. Click on "Publications," scroll down and click on "Working Ahead" (for juveniles only), then on "Chapter Two (Know the Score)" and "Chapter Three (Career Planning)" for access to information on how to restore one's rights and the Federal Bonding Program, helpful ideas on filling out job applications, creating resumes, conducting effective interviews, and much more. In the "Publications" section of the website you can also find the New York State Occupational Licensing Survey, which provides information about trade licenses and the statutory restrictions people with criminal records can face when applying for them.

www.labor.ny.gov/home/
Under the "Individuals" menu, click "Find A Job." Search for job openings in private companies as well as publicly-funded organizations. You can also search by Job Code and Military Occupational Code. Information is provided on apprenticeship training and much more.

www.careerzone.ny.gov
The New York State Department of Labor's CareerZone. Click on "Assess Yourself" and answer some questions, and you will be taken to a list of occupations that seem most fitting for you. Included are job descriptions, with the skills and education needed, typical wages, and job outlook. Click on "Guest Tools" and you will find help in writing resumes and cover letters and a valuable guide to employment opportunities and job resources on the Internet.

www.bls.gov/ooh
The **Occupational Outlook Handbook** is an authoritative resource for career information. Here you will find descriptions for specific occupations: what workers do on the job, working conditions, the training and education needed, expected earnings, and expected job prospects. This resource is also available as a reference book in most New York City public libraries.

www.indeed.com
Collects job postings from all the other job search websites and puts them all into one spot. Use this job search site first to save some time. You can also post your resume.

www.nyc.gov
This is the official website for the City of New York. On the page www1.nyc.gov/jobs/exams you will find information on getting a job working for the City. You will find the schedules for the civil service exams for professional, clerical, skilled trade, health, transportation, and public safety positions.

www.linkedin.com
Networking site where you can post a professional resume and connect with colleagues, coworkers, friends and business contacts. This is one of the most-used job search social networking sites.

www.snagajob.com
Search part-time and full-time hourly jobs, mostly entry-level, in retail, food service, marketing and customer service.

www.idealist.org
Search job listings in the nonprofit sector, covering virtually all careers. Also includes volunteer opportunities.

Starting Your Own Business

DEPARTMENT OF CONSUMER AFFAIRS

The Department of Consumer Affairs (DCA) licenses more than 70 different categories of businesses — including home improvement contractors, dry cleaners and laundries, tow truck operators, employment agencies, and electronics stores. For information on licenses and permits, filing a complaint, ordering a publication, and much more, visit their website at: **www.nyc.gov/dca**

DIVISION OF MINORITY & WOMEN OWNED BUSINESS DEVELOPMENT

The Division of Minority & Women Owned Business Development
633 Third Avenue, 33rd Floor, New York, NY 10017
Telephone: 212.803.2414
www.esd.ny.gov/MWBE.html
The Division promotes the participation of minority and women-owned businesses in the NYC procurement process.

See also National Hispanic Business Information Clearinghouse: **www.hispanicbic.org**

NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES - NYC BUSINESS SOLUTIONS

The New York City Department of Small Business Services
www.nyc.gov/sbs

NYC Business Solutions
www.nyc.gov/smallbiz

NYC Business Solutions Centers offer a suite of services to help you start, operate, and expand your business in New York City. Regardless of the size or stage of your business, NYC Business Solutions can help you access resources that meet your needs as your business continues to grow and expand. NYC Business Solutions

can help you develop a business plan, access business courses, find financing, hire workers, train employees, navigate government regulations, access government incentives programs, and obtain Minority Women-owned Business Enterprise certification for free.

For more information about starting a business, please visit the NYC Business Solutions website (above) to download helpful guides and checklists or speak with your Transitional Services Coordinator to obtain copies of these resources.

Please call 311 and ask for "NYC Business Solutions" upon your return to New York City to access NYC Business Solutions services or call the NYC Business Solutions Center in your borough:

Bronx Center
400 East Fordham Road, 7th Fl. (entrance on Webster Avenue),
Bronx, NY 10458
Telephone: 718.960.7910

Brooklyn Center
9 Bond Street, 5th Floor
Brooklyn, NY 11201
Telephone: 347.296.8021

Queens Center
168-25 Jamaica Avenue, 2nd Floor
Jamaica, NY 11432

Lower Manhattan Center
110 William Street, New York, NY 10038
Telephone: 212.618.8820

Upper Manhattan Center
361 West 125th Street , 2nd Floor, New York, NY 10027
Telephone: 212.749.0900 ext. 125

Staten Island Center
120 Stuyvesant Place, 3rd Floor
New York, NY 10301
Telephone: 718.285.8400

Washington Heights Center
560 West 181st Street, 2nd Floor
New York, NY 10033
Telephone: 212.749.0900 ext. 126

SCORE SMALL BUSINESS COUNSELING

SCORE is a non-profit national network of 10,500 retired and working volunteers who provide free business counseling and advice as a public service to all types of businesses, in all stages of development, from idea to start-up to success. It offers e-mail advice online, face-to-face small business counseling, and low-cost workshops. SCORE is a resource partner with the U.S. Small Business Administration. Visit **www.scorenyc.org** and search for a counselor by topic or by state. A list of counselors you can contact will appear with a short biography of their qualifications.

SCORE is offering a new Veteran's Entrepreneurship program. For more information call 646.493.4838

In New York City there are several SCORE offices:

SCORE Services at NYPL's SIBL Library
188 Madison Avenue (at 34th Street), New York, NY 10016
Telephone: 212.592.7033
Hours: Mon. 11–5, Tue.–Thu. 10–7, Fri. and Sat. 11–3

NYC SCORE Chapter 1000
Headquarters offering seminars and resources (books and videos):
26 Federal Plaza, Room 3100, (Use Duane Street entrance),
New York, NY 10278
Telephone: 212.264.4507
www.scorenyc.org
Mon.–Fri. 10–2

SCORE Services at Brooklyn Public Library
280 Cadman Plaza, Brooklyn, NY 11201
Telephone: 718.623.7010
Mon. and Fri. 10–2, Tue.–Thu. 1–4

SCORE Lower Manhattan Business Solutions Center
110 William Street (2nd Floor) New York 10038
Telephone: 212.618.8757
Tue. and Thu. 10–2

SCORE Staten Island
c/o Independence Community Bank
1550 Richmond Road, Staten Island, NY 10304
Telephone: 718.727.1221
www.score476.org
Tue. and Thu. 9–Noon

SCORE Bronx BOEDC Branch
198 East 161st Street, Bronx, NY 10451
Telephone: 718.590.3948
Tue. and Thu. 10–2

SCORE Harlem — BRISC
290 Lenox Avenue (at 125th Street), New York, NY 10027
Telephone: 212.876.2246
Thu. 10–2

SCORE Bronx: Lehman SBDC
250 Bedford Park Boulevard West, Bronx, NY 10468
Telephone: 718.960.8806
Wed. 10–2

Call branch for an appointment.

BUSINESS OUTREACH CENTER NETWORK

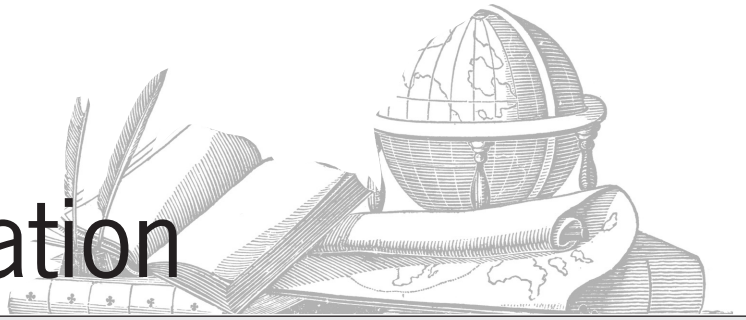
Central Office
85 South Oxford Street, 2nd Floor, Brooklyn, NY 11217
Telephone: 718.624.9115
www.bocnet.org
Offers comprehensive small business counseling and services ranging from business plan development to licensing and permit information. Several offices throughout the metropolitan area. Call or write for more information.

PROJECT ENTERPRISE

199 Lincoln Avenue, 1st Floor
Bronx, NY 10454
Telephone: 917.819.3182
www.projectenterprise.org
The mission of Project Enterprise is to support and develop entrepreneurs and small businesses in under-resourced communities in New York City. By providing access to business loans, business development services, and networking opportunities, these entrepreneurs are able to increase their standard of living, create jobs for their communities, and build financial assets. They offer micro loans, counseling, networking and much more. You must attend a free information session in Harlem, Brooklyn, The Bronx, or Queens.

Somewhere, something incredible is waiting to be known.

— Carl Sagan



Education

A wide variety of opportunities exist for continuing education in New York City. A range of literacy programs help adults learn to read and improve their reading, usually on a one-to-one basis. Vocational Training programs are designed to prepare students for entry-level positions in a number of different industries. Alternative Degree programs allow a person to work toward a degree without necessarily having to attend classes. There are innumerable college-level programs in which you can enroll, either as a part- or full-time student, and there are organizations that can help you explore what college options are available and the right choice for you.

As with exploring employment opportunities, good counseling can be of great help. Counselors can help you choose an educational program and help make you aware of possible funding sources such as scholarships, grants, and special loans.

Literacy, GED & ESOL

In the case of Adult Literacy classes, there are three levels: **Beginning** programs help adults learn to read and write. **Intermediate** programs help those who read below a sixth-grade level improve their reading and writing skills. **Advanced** programs assist people who read at a sixth- through eighth-grade level. Sometimes literacy programs are called **Adult Basic Education (ABE)** programs. Advanced adult literacy programs can be called pre-General Educational Development **(pre-GED)** programs and include reading, writing, math, social science and other subjects.

THE NEW YORK PUBLIC LIBRARY CAREER AND EDUCATIONAL INFORMATION SERVICE

See page 27-28

BROOKLYN PUBLIC LIBRARY, BUSINESS AND CAREER CENTER

See page 27-28

QUEENS LIBRARY, ADULT LEARNER PROGRAM AND NEW AMERICANS PROGRAM

91-14 Merrick Boulevard, 6th Floor, Jamaica, NY 11432
Telephone: 718.480.4222 / 718.990.0894
www.queenslibrary.org
The Adult Learner Program provides services, referrals, resources, and life-long learning opportunities to the changing communities of Queens. ESOL, Pre-GED, GED, Adult Literacy, Youth Literacy, Family Literacy, Health Literacy classes, and more. Call Mon., Wed., and Thu. 10-8:30, Tue. 1-8:30, Fri. 1-5:30, Sat. 10-1 and 2-5; or visit any branch of the library for locations, schedules and registration information.

New Americans Program
89-11 Merrick Boulevard, Jamaica, NY 11432
The Queens Library New Americans Program offers free lectures and workshops in the most widely spoken immigrant languages of Queens. Topics include: new immigrants' acculturation, such as citizenship and job training info, advice on helping children learn, and info on available social services. Also provides free readings, concerts and workshops celebrating the literary, performing and folk arts of immigrants from Asia, Africa, Europe, Latin America, and the Caribbean. The Program provides books by mail in seven languages to Queens residents and a Directory of Immigrant Serving Agencies. Call 718.990.0894 Mon.–Fri. 9:30-5:30.

OPTIONS COLLEGE COUNSELING - GODDARD RIVERSIDE COMMUNITY CENTER

352 West 110th Street, New York, NY 10024
Telephone: 646.758.6550
www.goddard.org/our-programs/education-college-access/options/
Offers one-to-one assistance with SAT preparation, choosing and applying to college, financial aid, scholarships and internships, essay-writing and portfolios. Also offers a resource center with up-to-date materials and internet access. Call Mon.–Fri. 9–5 for an appointment.

THE HARLEM CENTER FOR EDUCATION EDUCATIONAL OPPORTUNITY CENTER

2161 Second Avenue, New York, NY 10029
Telephone: 212.348.2762
www.harlemctred.com/eoc
Offers free tutoring sessions in math, essay-writing, GED, financial aid, college and job application assistance, career counseling to adults over age 19. Call Fri. 9:30–5:30 or write for more information.

THE NEW YORK PUBLIC LIBRARY, CENTERS FOR READING AND WRITING (CRW)

Main Office: 310 East Kingsbridge Road, Bronx, NY 10458
Telephone: 718.579.4244
www.nypl.org/events/classes/crw
www.nypl.org/events/classes/esol
www.nypl.org/node/62459 (en Español)
The Centers for Reading and Writing (CRW) help adults who have difficulties reading and writing improve their communication skills. The Centers are welcoming neighborhood settings that help new readers and writers become comfortable with library services. All services are free for students registered in the program.

CRWs provide instruction in small groups, facilitated by volunteer tutors who are recruited, trained, and guided by professional staff members. The Centers have books, newspapers, magazines, and computer programs designed for new readers.

In addition to the CRWs, the Library offers free classes in English for speakers of other languages (ESOL) at many branches of The New York Public Library. Registration and classes are available three times a year during the Fall, Winter, and Spring. To join, you must attend an information session, at which you can register for classes.

BROOKLYN PUBLIC LIBRARY - ADULT LITERACY, PRE-GED AND ESOL

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.230.2191
www.bklynpubliclibrary.org/only-bpl/adult-literacy#learncenter
www.bklynpubliclibrary.org/only-bpl/literacy/ged-preparation
www.bklynpubliclibrary.org/only-bpl/literacy/english-classes
Offers Pre-GED classes, ESOL classes, Foundation in Basic Skills, Writing Development Program, Technology-Assisted Learning, New Reader Collection, Professional Development Resource Collection, Computer Basics Workshops, Book and Materials Collection and Pre-GED for Young Adults. Sessions are held at several learning centers across Brooklyn.

Free ESOL/Civics classes for adults 17 and older whose first language is not English. The Library offers beginner and intermediate classes. In BPL ESOL classes, you practice listening, speaking, reading and writing English for everyday needs. English classes are taught by experienced teachers.

Free English classes meet two days per week for a total of 6 hours in libraries throughout Brooklyn. Evening, daytime and weekend classes are available. Visit the website, phone Mon.–Fri 9–5, or go to any branch of the library for locations, schedules and registration information.

CITY UNIVERSITY OF NEW YORK (CUNY) ADULT LITERACY AND GED PROGRAM Ⓝ

Telephone: 646.664.8016 ☺
www.literacy.cuny.edu
Provides services in Adult Literacy, GED preparation and English for Speakers of Other Languages. Basic education classes provide instruction in reading and writing. Classes are held at 14 CUNY campuses throughout the five boroughs. Some sites also offer mathematics instruction, basic education programs in the native language, and special courses in health, family literacy and work preparation. Visit the website or call Mon.–Fri. 9–5 for more information.

LITERACY PARTNERS Ⓝ

30 East 33rd Street, 6th Floor, New York, NY 10016
Telephone: 212.725.9200
www.literacypartners.org/programs
Provides GED, ABE, Pre-GED, and ESOL classes for adults ages 16 and over. Also offers financial literacy and health literacy sessions. Classes are held in the Bronx and Manhattan. Visit the website or call Mon.–Fri. 9–5 for locations, schedules, and registration information.

NEW YORK CITY DEPARTMENT OF EDUCATION, OFFICE OF ADULT AND CONTINUING EDUCATION

http://schools.nyc.gov/ChoicesEnrollment/AdultEd
The Office of Adult and Continuing Education offers free day, evening, and Saturday Adult Literacy and GED test preparation classes for adults 21 or older. All classes are taught by certified teachers. Classes are held at schools and community institutions throughout the five boroughs. Students can take classes at any site regardless of which borough they live in. Also offers Career and Technical Classes (CTE) to adults 21 and over with or without a high school diploma. Call 718-638-2635 (central office) or visit website for locations.
Use the list below to find your nearest office and call Mon.–Fri 9–4, or call 311 for general information.

Bronx Adult Learning Center
3450 East Tremont Avenue, Room 323, Bronx, NY 10465
Telephone: 718.863.4057

Brooklyn Adult Learning Center
475 Nostrand Avenue, Room 109, Brooklyn, NY 11216
Telephone: 718.638.2635

P.S. 157
850 Kent Avenue, 5th Fl
Brooklyn, NY 11205
Telephone: 212.789.2223

Alternative Education Complex
500 8th Avenue (entrance at 269 West 35th Street), 10th floor
New York, NY 10018
Telephone: 212.868.1650

Queens Adult Learning Center
27-35 Jackson Avenue, 3rd floor, Long Island City, NY 11101
Telephone: 718.361.9480

Educational Services
90-01 Sutphin Boulevard, Jamaica, NY 11435
Entrance is on 90th Avenue - Rufus King Avenue
Telephone: 718.557.2567

NEW YORK STATE DEPARTMENT OF EDUCATION GED TESTING OFFICE

PO Box 7348, Albany, NY 12224-0348
Telephone: 518.474.5906
www.acces.nysed.gov/ged
Provides information about the GED test, including the application process, eligibility criteria, documentation requirements, test sites

and test schedule. The test application can be downloaded and printed from the website. The office, in Albany, can be reached Mon.–Fri. 8–4:30.

IMPORTANT ANNOUNCEMENT !!!!!!!!!
A new GED test series will begin on January 1, 2014. After this date scores from tests previously taken will be invalid and will not be combined with new test scores. If you have taken the GED test from January 1, 2002 to the present, you must retake and pass the 2014 test.

DIANE ARMSTRONG FAMILY LEARNING CENTER

Goodwill Industries of Greater New York & Northern New Jersey
4-21 27th Avenue, Astoria, NY 11102
Telephone: 718.777.6440
www.goodwillnynj.org/services/services-provided/youth-services/family-learning-center
Provides free English as a Second Language instruction. Toddlers can learn and play in an enriched Discovery Room while their parents are in class. Also offers Beacon after-school programs for children ages 5–12 and mentoring program for children ages 13–18. Contact Anthony Whittaker, Director of Mentoring and Family Literacy Center. Call 718.361.9480 to register for classes.

CHINESE-AMERICAN PLANNING COUNCIL (CPC) WORK FORCE DEVELOPMENT DIVISION

150 Elizabeth Street, New York, NY 10012
Telephone: 212.941.0920
www.cpc-nyc.org/employ.htm
Offers job training classes for hospitality careers, and offers literacy classes. Free classes conveniently held in mornings, afternoons and evenings in Manhattan and Brooklyn. Provides 7 levels of classes to ensure level appropriate instruction from beginners to more advanced students. Small class sizes (under 25 students) for personalized attention and individual help. Job development, workshops and support also available. Call Mon.–Fri. 9–5 for more information.

PER SCHOLAS INSTITUTE FOR TECHNOLOGY

804 E. 138th Street., Bronx, NY 10454
Telephone: 718.991.8400
www.perscholas.org
Free competitive 15 week IT training program. Graduates receive ongoing professional and job development services, and can convert their training into 10 college credits. Graduates have a 80% job placement rate. This program is designed for unemployed or underemployed people ages 18-55. Must possess high school diploma or GED and basic reading and math skills. Orientations 9am Mon.–Thu. No appointment necessary, but BE ON TIME. Call for further eligibility information Mon.–Fri. 9–5.

Other training programs *are offered by organizations listed in the Finding a Job chapter. Vocational training programs for women can also be found in the chapter* ***Women****.*

Continuing Education

CITY UNIVERSITY OF NEW YORK (CUNY) Ⓝ

1114 Avenue of the Americas, 15th Floor, New York, NY 10036
Telephone: 212.997.2869
www.cuny.edu
City University of New York (CUNY) is the nation's leading urban public university serving more than 540,000 students at 24 colleges and institutions in NYC. CUNY's open admissions policy ensures that any person who has a high school diploma or equivalency from a NY State School is eligible for admission into any of its community colleges. Specific eligibility requirements exist for admission into its senior colleges. Contact CUNY at the above address or telephone number to request course schedules for particular colleges. CUNY also offers Adult Education: ESL and Pre-GED, GED and College Transition Prep. Visit CUNY's Welcome Center at the address listed above, Mon.–Thu 9–6, Fri. noon–5, and ask to speak with a College Admissions Counselor. Various languages spoken. Accessible to people with disabilities. Due to high call volume, they recommend you

contact the Help Desk for Students via email for quickest response: aonline@mail.cuny.edu

THE COLLEGE INITIATIVE Ⓝ

The College Initiative (CI)
29-76 Northern Boulevard, Long Island City, NY 11101
Or write: College Initiative, PO Box 966, New York, NY 10116
Telephone: 347.669.2864 ☺
www.collegeinitiative.org
CI is a college bridge program helping people with any level of criminal justice involvement begin or continue their college education at CUNY, SUNY and private colleges. CI offices are located at The Fortune Society in Long Island City, Queens. Services for CI students include: bi-weekly orientation sessions; one-on-one academic counseling; assistance completing college applications and financial aid forms; free college preparation and readiness courses to prepare for college; access to undergraduate and graduate programs for non-traditional students. Serves men and women in the NYC metropolitan area who have a GED or High School Diploma and any level of criminal justice involvement. Website has additional information including orientation schedule and contacts to other re-entry organizations.

FUTURE NOW Ⓝ

Bronx Community College
Gould Residence Hall, 5th Floor
2155 University Avenue, Bronx, New York 10453
Telephone: 718.289.5852
www.bcc.cuny.edu/futurenow
FUTURE NOW offers free GED preparatory classes through the NYC Department of Education's GED PLUS Program for students ages 17-20. These classes are a great opportunity for students to move ahead in their education, explore their abilities and plan their future careers.

Future Now offers free college enrollment and ongoing support upon completion of the GED. Services include college preparatory classes, peer mentoring, internships and individual tutoring through the Robin Hood Foundation.

All students who successfully enrolled into college become immediate members of Club I.M.P.A.C.T. (Improving My Progress at College Today), a striving student-led organization that provides support to peers of students while they complete their college education.

Henkels and McCoy (H&M) offers free computer assembly and application training; national certification in customer service; career counseling; and work readiness training. The program offers alternative learning methods such as their "build-to-keep" component. A key component of this program is that each participant assembles a state-of-the-art computer and, after meeting pre-established goals, the student is allowed to keep the computer he or she built.

H&M also offers job placement services to participants upon request. Placement sites are determined based on the participant's educational attainment and interests. All participants receive continuing services and support while employed.

COLLEGE & COMMUNITY FELLOWSHIP Ⓝ

475 Riverside Drive, Suite 1626
New York, NY 10115
Telephone: 646.380.7777 ☺
www.collegeandcommunity.org
This outstanding organization provides assistance to formerly incarcerated women earning undergraduate and graduate degrees. Their services include mentoring, help choosing courses, and help with entrance/financial aid applications. Works to provide a supportive community of staff and students who are familiar with the challenges of attaining educational goals after incarceration. Financial assistance available to those who maintain a 2.5 GPA after 12 college credits. As of June, 2012 CCF participants have been awarded 223 college degrees over the last 12 years! Call Mon.–Fri. 9–5 or visit the website for more information.

STATE UNIVERSITY OF NEW YORK (SUNY)

Center for Student Recruitment
33 West 42nd Street, Lower Mezzanine, New York, NY 10036
Telephone: 212.364.5821 ☺
www.suny.edu
Consists of 64 academic institutions throughout New York State including universities, undergraduate colleges, technology colleges and community colleges. Also offers online degree and certificate programs. The SUNY Application Viewbook describes the 64 campuses and the programs they offer and can be downloaded or ordered from the Web site. The Recruitment Center provides one-on-one and group counseling on college selection and financial aid, assists with the admissions application and maintains a computer lab for completing and submitting your online application. Call or visit the Center Mon.–Fri. 8:30–4:30.

Financial Aid

U.S. DEPARTMENT OF EDUCATION FEDERAL STUDENT AID

Telephone: 800.433.3243
TTY: 800.730.8913
www.fafsa.gov
FAFSA is the Free Application for Federal Student Aid, the application required for most federal, state and college financial aid programs. Website describes eligibility requirements and gives step-by-step instructions for completing FAFSA. *Funding Education Beyond High School: The Guide to Federal Student Aid*, is available in English or Spanish from the website or can be requested from the Federal Student Aid Information Center, P.O. Box 84, Washington, DC 20044.

NEW YORK STATE HIGHER EDUCATION SERVICES CORPORATION

99 Washington Avenue, Albany, NY 12255
Telephone: 888.697.4372 or 518.473.1574
www.hesc.org
Administers TAP and other NYS grants and scholarships. Website provides links to a variety of financial aid resources and additional planning information.

HISPANIC SCHOLARSHIP FUND

Northeast Office
299 Broadway, Suite 1310, New York, NY 10007
Telephone: 212.608.8884
www.hsf.net
Provides scholarships to Hispanic U.S. citizens and permanent residents enrolled full time in a degree-granting college. *Destination University: A Guide to College for Students and Their Families* is available in English and Spanish by request. You can access scholarship information, applications, and a downloadable copy of the guide Online.

AMERICAN INDIAN COLLEGE FUND

8333 Greenwood Boulevard, Denver, CO 80221
Telephone: 800.776.3863 or 303.426.8900
www.collegefund.org
Awards approximately 5,000 scholarships annually to students at tribal colleges and universities. Website provides handbooks on financial management. Also has links to Tribal Scholarship Program and other scholarship opportunities.

ASIAN & PACIFIC ISLANDER AMERICAN SCHOLARSHIP FUND (APIASF)

2025 M Street NW, Suite 610, Washington, DC 20036
Telephone: 877.808.7032 or 202.986.6892
www.apiasf.org
APIASF has awarded more than $60 million to deserving students since 2003. Website includes links to several other Asian community organizations that offer scholarships.

UNITED NEGRO COLLEGE FUND

1805 7th Street, NW
Washington, DC 20001
Telephone: 800.331.2244
www.uncf.org
Awards 10,000 students from low and moderate income families each year with scholarship and internship programs so they can afford college tuition, books, and room & board. Their website describes scholarships, fellowships and internships and includes applications.

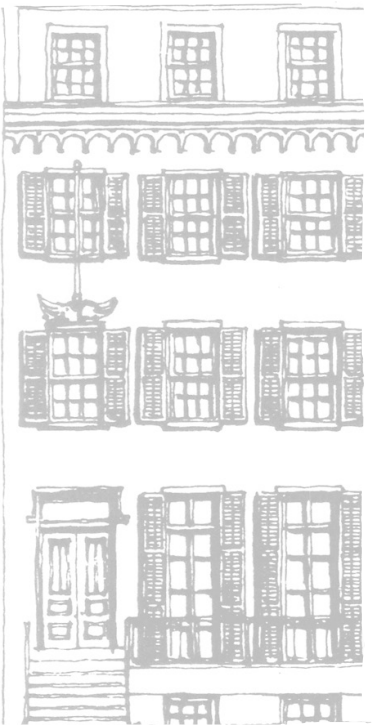
GATES MILLENNIUM SCHOLARS

PO Box 1434, Alexandria, VA 22313
Telephone: 877.690.4677
www.gmsp.org
Provides scholarships to African-American, American Indian/Alaskan-Native, Asia Pacific Islander-American, and Hispanic-American U.S. citizens and permanent residents enrolled full-time in a degree-granting college. Visit the website, call or write for more information on the nomination process/eligibility requirements.

www.finaid.org
This site provides a comprehensive summary of financial aid information, advice, and tools. Describes scholarships, fellowships, grants, loans and other aid available to all students and specialized aid available to disabled students, minority students, older students, athletes and veterans. Includes glossary of financial aid terms and online calculators for estimating college costs and financial aid needs.

Give me a place to stand on, and I will move the Earth

— Archimedes (according to Pappus of Alexandria)



Housing

Shelters

The mission of the NYC Department of Homeless Services (DHS) is to overcome homelessness in New York City. DHS prevents homelessness wherever possible and provides short-term emergency shelter and re-housing support whenever needed. These goals are best achieved through partnerships with those we serve, public agencies, and the business and non-profit communities. For general information, call the **DHS Emergency Information Line** at 311, 7 days a week, 24 hours a day. Spanish also spoken. The department is online at **www.nyc.gov/dhs**

The following information is taken directly from the DHS website.

SECURING SHELTER

SINGLE ADULTS

DHS operates the most comprehensive shelter services system for single adults in the world - with programs to assist individuals in addressing and overcoming their homelessness to securing and sustaining permanent housing. To enter a shelter, single homeless men or women who are 18 and older first must go to an intake facility. As noted below, there is one intake center for men and two for women. **Homeless individuals who have been in a shelter within the past 12 months should go to that shelter**. Otherwise, they should go to an intake center. The intake facilities for single adults are open 24 hours, seven days a week, including holidays. Bringing ID is strongly suggested, though not required. The following forms of ID are very helpful during the intake process:

Any form of ID with a picture and proof of age - such as a driver's license, state-issued ID, passport or visa, welfare card or green card, Social Security card, Medicaid card, if available. If working, your most recent pay stub.

Interpreter assistance will be made available for people who do not speak English.

30th Street Intake (Men)
400-430 East 30th Street/1st Avenue
Entrance is now at 30th St. and 1st Avenue
Manhattan
Subway: 6 to 28th St.

HELP Women's Shelter (Women)
116 Williams Avenue (between Liberty Avenue and Glenmore Avenue)
Brooklyn
Subway: C to Liberty Ave.

Franklin Shelter (Women)
1122 Franklin Avenue (near East 166th Street)
Bronx
Subway: 2 to 149th St., then #55 bus to 166th St. and 3rd Ave.

WHAT TO EXPECT

After visiting an intake center, trained social services and professional staff will assess your unique needs and assign you to a shelter with expertise in addressing those needs. All programs are designed to help clients overcome homelessness.

Some of DHS' programs include counseling, case management, employment training, mental health rehabilitation, specialized services for veterans, substance abuse treatment, and various programs for the elderly. Social workers, employment specialists, housing/vocational counselors, and health coordinators work closely with clients in an individualized approach that aims to provide clients with the skills needed to achieve the highest level of self-sufficiency.

All adults entering the shelter system are expected to work with shelter staff to accomplish this goal. Clients will be asked to follow an Independent Living Plan, participate in programs that meet their needs, and follow shelter guidelines that keep clients and staff safe.

DROP IN CENTERS FOR SINGLE ADULTS

In partnership with non-profit organizations, DHS sponsors six Drop-In Centers located throughout the City. Drop-Ins provide hot meals,

showers, laundry facilities, clothing, medical care, recreational space, employment referrals and other social services. Staff also can help you find a safe and secure place to sleep.
24-hour Drop-In Centers are located at:

MANHATTAN
Mainchance
120 East 32nd Street in East Midtown
Subway: 6 to 33rd St.

BRONX
The Living Room
800 Barretto Street (at Lafayette Avenue)
Subway: 6 to Hunt's Point Ave.
Open 24 hours a day, seven days a week, including holidays.

The following Drop-In Centers are open from 7:30 am - 8:30 pm:

MANHATTAN
Olivieri Center
257 West 30th Street near Penn Station
Subway: 1/2/3/A/C/E to 34th St.-Penn Station

BROOKLYN
The Gathering Place
2402 Atlantic Avenue
Subway: A to Broadway Junction

STATEN ISLAND
Project Hospitality
25 Central Avenue
Subway: No subway service

HOMELESS FAMILIES

Families with a viable housing option will not be determined eligible for shelter services. You instead may be able to qualify for one of the many homelessness prevention programs that assist families in retaining their existing housing. If you already are homeless and preventive assistance cannot help you keep your existing housing, DHS will provide temporary emergency shelter in a safe environment. Before being placed in shelter, however, your family must be found eligible.

In order for you and your family to be found eligible, DHS must verify that your family is in immediate need of temporary emergency shelter. DHS will conduct an investigation to determine whether there is any other safe and appropriate place for you and your family to stay, even temporarily. To aid the investigation, you should provide any documents that will help investigators understand why you now are homeless. Examples include: eviction papers, marshal's 72-hour notices, letters from landlords or managing agents, letters from people you used to live with, and documents from doctors or other professionals showing that a former apartment no longer may be appropriate.

To be found eligible for emergency housing assistance, you and your family must apply for, or already be receiving, Public Assistance. HRA's Eligibility Processing Unit is located at the family intake center, and will help your family apply.

DHS defines a family as: 1) legally married couples with or without children; 2) single parents with children; 3) pregnant women; and 4) unmarried couples, with or without children, who have cohabited for a substantial period of time and demonstrate a need to be sheltered together.

WHERE TO GO

Please read this section carefully – depending on your family situation, you must go to one of two family intake centers.

Families with Children Under 21 Years Old

Families with children younger than 21 years old who are applying for shelter must go (in-person) to the Prevention Assistance and Temporary Housing (PATH) Office in the Bronx. The PATH Office is open 24 hours, seven days a week.

Pregnant Families (single pregnant women, pregnant couples, or parent/grandparent(s) with a pregnant child 21 years of age or over)

Pregnant families must go (in-person) to the Prevention Assistance and Temporary Housing (PATH) Office in the Bronx. The PATH Office is open 24 hours, seven days a week.

Adult Families with No Children Under 21

Adult families with no children younger than 21 must go to the Adult Family Intake Center (AFIC), located in Manhattan. AFIC is open 24 hours, seven days a week.

Prevention Assistance and Temporary Housing (PATH) Office
151 E. 151st Street
Bronx, NY 10451
Open 24 hours, 7 days a week

Directions:
Subway: Take the 2, 4 or 5 train to the 149th Street / Grand Concourse Station. Head west on E. 149th Street toward Grand Concourse. Walk north on Grand Concourse two blocks, to E. 151st Street and turn left. Walk two blocks to Walton Avenue. The PATH office is located at the corner on your right.

Adult Family Intake Center (AFIC)
400-430 East 30th St./ 1st Ave.
New York, NY 10016 (Manhattan)
Open 24 hours, 7 days a week

Directions:
Subway: 6 to 28th Street station. Walk east to 1st Avenue and turn left, heading north to 30th street.
Bus: M15 to 29th Street

WHO SHOULD GO

DHS defines an Adult Family as:

Applicants who are a legally married couple and present a valid original marriage certificate; or
Applicants who are a domestic partners couple and present a valid original domestic partnership certificate; or

Adults who provide, as part of their application for Temporary Housing Assistance, proof establishing the medical dependence of one applicant upon another; Two or more adults who can provide birth certificates to prove a parent/child or sibling family relationship or share a "caretaking" (emotionally or physically supportive) relationship, including: (i) aunt/uncle to niece/nephew; (ii) grandparent to grandchild; (iii) parent to child or step-child; and (iv) siblings; and can demonstrate that they have resided with one another for 180 days within the year immediately prior to the date of their application. (NOTE: this only applies to families with children who are 21 years of age and older.)

WHAT TO BRING

You will need to have valid original identification, such as a welfare ID card, green card, driver's license, passport/visa, or picture employment card. If you do not have a picture ID, you can generally use a birth certificate, social security card, Medicaid card, identity card in the public assistance system, or a pay stub to prove your identity.

In order to apply at AFIC you need to verify that your household constitutes a family and must:

Verify that the applicant couple is either legally married or has obtained a valid domestic partnership certificate; or
Prove medical dependency of one applicant upon another; or
Establish that two or more adult applicants as listed above share a caretaking (emotionally or physically) relationship and can demonstrate that they have resided with one another for 180 days within the year immediately prior to the date of application for Temporary Housing Assistance or can provide birth certificates to prove a parent/child or sibling family relationship.
It is also a requirement for each applicant to provide proof of residence for the last year.

It is also helpful to bring the following if you have it:

- Eviction papers or Marshal's Notice
- Leases
- Con Edison or telephone bill
- Pay stub, or proof of income

Do not bring:

Any contraband, alcohol, or illegal substances (smoking is not allowed in public buildings within New York City);
Expensive personal belongings (DHS is not responsible for lost or damaged goods);
Friends and visitors, or anyone not a part of your family;
Food;
Furniture;
Cameras; Appliances; and/or
Pets

WHAT TO EXPECT

If your family is found eligible, you will be placed in temporary emergency housing. Shelters are run by non-profit and other organizations.

When in shelter, all clients will be expected to follow certain guidelines, which include:

Following your family's Independent Living Plan (ILP), which includes the steps you will need to follow to get permanent housing;

Applying for Public Assistance or another type of housing subsidy;

Working closely with your caseworker or housing specialist to locate and view available apartments;

Actively seeking permanent housing for you and your family by viewing available apartments several times per week;

Accepting a suitable apartment for you and your family when it is offered to you; and

Following shelter guidelines that prohibit behavior that places other clients and staff at risk.

Failing to abide by these rules may have serious consequences including but not limited to the temporary discontinuance of shelter services. By working closely with shelter staff and following these and other rules, the City of New York can best assist you in quickly moving from shelter to permanent housing.

KEEPING YOUR BABY SAFE

The safety of infants who are staying in the city shelter system is a priority for DHS and its providers. Every family with an infant is provided with information on numerous ways to ensure their children are safe and protected from potential hazards. This information is provided when families apply for shelter at DHS' families with children intake center (PATH), and again once they enter shelter. All clients are required to watch the video "A Life to Love," produced by the New York City Administration for Children's Services (ACS), which includes tips on Safe Sleeping, the hazards of leaving children unattended in a bath or a car, the importance of window guards, Shaken Baby Syndrome, Sudden Infant Death Syndrome, car seat usage, stairwell gates, cabinet safety latches and other protective devices.

DHS has coordinated a Safe Sleeping campaign in the shelter system, providing detailed information to families with children about the best ways to ensure infants sleep properly in the safest possible environment. At PATH, pregnant women and families with babies younger than one year old receive counseling and literature regarding Safe Sleeping from a Health Educator. Upon entering shelter, all families with children two years old or younger are provided with a crib, receive Safe Sleeping counseling from their Case Manager or other shelter staff and sign a Client Crib Assignment Form, stating that they understand that cribs should be used only for sleeping. Within 24 hours of their arrival, families are requested to view the ACS video, "A Life to Love." Posters and literature on Safe Sleeping are provided to families throughout their shelter stay. Shelter staff follow up with families in their rooms on a weekly basis for the first four months of a baby's life, and twice monthly thereafter, to ensure cribs are used in a proper manner. If a parent is found to be sharing their bed with a baby, case managers and/or other DHS staff will speak with them about the dangers of bed-sharing and the possible harm to their baby.

COALITION FOR THE HOMELESS

129 Fulton Street, 4th Floor (at Nassau Street), New York, NY 10038
Telephone: 212.776.2000
www.coalitionforthehomeless.org

Assists the homeless, the formerly homeless, and those at risk of becoming homeless. Offers housing services including rental assistance and permanent housing for single men, single women, women and children, and individuals and families living with HIV/AIDS. Also offers crisis services including grants for rent arrears, groceries, and medicine; referrals to social service agencies; eviction prevention help and assistance securing benefits. Also offers a job-training program. Provides mail services. *Coalition for the Homeless Resource Guide*, a directory of information on food, shelter, and services for homeless and low-income New Yorkers, is available on the website and in the Reference Section of all New York Public Library branches. Walk-in Mon., Tue., Thu. 9–2 (first 50 clients), Wed., Fri. 9am–11am (first 30 clients), or call Mon.–Fri., 9–5.

PARTNERSHIP FOR THE HOMELESS

305 7th Avenue, 13th Floor, New York, NY 10001
Telephone: 212.645.3444
www.partnershipforthehomeless.org
Helps individuals and families maintain independent housing through supportive case management, entitlement education and advocacy, legal assistance, furniture, support groups and other assistance. Programs include Older Adult Services, Positive Step Program (people with HIV/AIDS), Family Resource Center, and more. Call Mon.–Fri. 9–5 or walk in Mon.–Thu. 9–5.

BRONX WORKS

60 East Tremont Avenue, Bronx, NY 10453
Telephone: 646.393.4070
www.bronxworks.org
The Homeless Outreach Team can help homeless people get their entitlements, food stamps, and detox placement. Also provides counseling, referrals, job skills and assistance for those who have been living on the street for more than nine months in finding shelter. Four offices in the Bronx. Call Mon.–Fri. 9–5.

COVENANT HOUSE/UNDER 21 NEW YORK

460 West 41st Street, New York, NY 10036
Telephone: 212.613.0300
24-hour Crisis Line: 800.999.9999
www.covenanthouse.org
A 24-hour multiservice walk-in center for adolescents located in the Times Square area. Offers crisis intervention and short-term counseling. Provides medical, social, educational/vocational, psychological, legal, and family services. There is a short-term residential program with capacity for emergency care. Services disenfranchised, exploited, nomadic, sexually abused, and runaway youth. Must be under 21. Spanish also spoken.

HOUSING WORKS

611 Broadway, Suite 613, 6th Floor, New York, NY 10012
Telephone: 877.296.9264 or 347.473.7400
TDD/TTY: 212.925.9560
www.housingworks.org/heal/housing-resources/
Provides services for people living with HIV/AIDS or at risk for HIV/AIDS who are also homeless or at risk for homelessness. Among their client services are: housing, COBRA case management, adult day health care, job training, dental care, substance abuse services, and a harm-reduction/needle-exchange program, and care coordination program. Sign up on their website, call or walk-in Mon.–Fri. 8–5. Spanish, French Creole, and Sign Language also spoken.

BAILEY HOUSE

1751 Park Avenue, 3rd Floor, New York, NY 10035
Telephone: 212.633.2500
www.baileyhouse.org
Provides housing and support services to men, women, and children with HIV/AIDS. Services include housing placement, health monitoring, case management, counseling, food pantry, and support groups. Staff fluent in English and Spanish. Walk-in or call Mon.–Fri. 9–6. Also operates group residences with supportive services. **Ask about Project FIRST (Formerly Incarcerated Rental Support and Training).** The program helps HIV/AIDS-infected men and women recently released from prison return to their communities, find permanent housing, and obtain the care they need to remain healthy. Residential clients must be referred through New York City HIV/AIDS Service

Administration (HASA). Call HASA at 212.971.0626. Beginning in January 2014, Bailey House will also offer supportive housing assistance for LGBTQ youth 18-24 who are HIV+.

Bailey House Behavioral Health Center
1751 Park Avenue, New York, NY 10035
Telephone: 212.289.6008
http://baileyhouse.org/behavioral-health-center
In February 2013, Bailey House opened the new Behavioral Health Center at our Rand Harlan Center in East Harlem for individuals and families. Offers assessment of behavioral health, counseling, monitoring of medications, smoking cessation, health monitoring, on-site psychiatry. Spanish also spoken. Call Mon.-Fri., 9-5.

PROJECT RENEWAL

200 Varick Street, 9th Floor, New York, NY 10014
Telephone: 212.620.0340
www.projectrenewal.org
Offers a wealth of services to homeless people with disabilities (including substance abuse, mental illness, or chronic illness). Project Renewal tries to provide everything homeless people need to move from the streets to independent living. Areas of service include housing, outreach, health care, addiction recovery, mental health, and employment. Must be referred (referrals are usually through the shelter system, social service programs, prisons); however, assistance will be given in obtaining a referral if necessary. Call Mon.–Fri. 9–5.

COMMON GROUND

505 Eighth Avenue, 5th Floor, New York, NY 10018
Central Intake: 255 West 43rd Street, New York, NY 10036
Telephone: 212.389.9300
www.commonground.org
Provides supportive housing to the homeless, low-income workers, elderly, and people with medical and/or mental disabilities. Operates programs targeted at veterans and formerly incarcerated individuals. Must be 18 or older.

.

METROPOLITAN COUNCIL ON HOUSING

339 Lafayette Street, #301, New York, NY 10012
Telephone: 212.979.6238; Tenant Hotline: 212.979.0611
www.metcouncil.net
Hotline offers information, advice and assistance. Call Mon., Wed., Fri.
1:30–5. Website includes Fact Sheets on tenant rights, rent guidelines, rent control/stabilization, subletting/roommates, heat, hot water, pests, and housing court. Website also includes links to online resources for New York City tenants.

NEW YORK CITY HOUSING AUTHORITY BOROUGH APPLICATIONS OFFICES

www.nyc.gov/html/nycha/html/assistance/borolocations.shtml
Provides affordable housing to low- and moderate-income residents in publicly owned buildings throughout the five boroughs. Pick up an application for public housing at your Customer Contact Center or call your Customer Contact Center to have an applica-tion mailed to you. Walk-in Mon., Tue., Thu., Fri. 8–5. Call Mon.–Fri. 8–5. You will receive an acknowledgement letter within 60 days of receipt of your application. The waiting lists for public housing are long, particularly in Manhattan and Queens. Must be 18 or older.

Bronx/Manhattan Customer Contact Center
478 East Fordham Road (1 Fordham Plaza), 2nd Floor,
Bronx, NY 10458
Telephone: 718.707.7771 Mon.–Fri. 8–5

Brooklyn/Staten Island Customer Contact Center
787 Atlantic Avenue, 2nd Floor, Brooklyn, NY 11238
Telephone: 718.707.7771 Mon.–Fri. 8–5

Queens Customer Contact Center
90-27 Sutphin Boulevard, 4th Floor, Jamaica, NY 11435
Telephone: 718.707.7771 Mon.–Fri. 8–5

Housing Assistance

Unfortunately NYCHA is no longer taking any new applications for The Section 8 Housing Assistance Program. As an alternative, The Department of Housing Preservation and Development (HPD) provides information on available affordable apartments, Section 8 Vouchers (offered through property owners only - not to individuals by application), both rental and sales, through its hotline at 212.863.5610, Spanish 212.863.5620. A taped message lists available apartments by borough, income requirements, where to write for an application, and deadlines for applications. Preference is given to local area residents. You can also visit the HPD website at www.nyc.gov/hpd and click on "apartment seekers" for a list of frequently asked questions and the HPD's affordable apartment lotteries listings.

Rentals

It is extremely difficult in most areas of New York City today to find decent housing at an affordable rent. It may require a lot of patience and ingenuity to find what you are looking for. Some suggestions include checking the local newspapers and church and community center bulletin boards, monitoring online bulletin boards such as Craigslist (www.newyork.craigslist.org) and notifying friends and people at work that you're looking for an apartment. If you contract for the help of a real estate agent, be prepared to pay a finder's fee of up to 12 to 18% of a year's rent.

Finding a Roommate

Another option in finding living accommodations is sharing an apartment with a roommate. People with apartments wishing to share, as well as people needing apartment space, often advertise in the classified section of the daily papers or on online bulletin boards such as www.craigslist.org. There are also commercial agencies that specialize in matching people with roommates. These agencies charge fees, though many charge only the individuals who own the apartments. Be sure never to sign a contract until you are certain exactly what services you will be given.

Housing Complaints

For complaints about lack of heat and hot water, or a landlord's refusal to make emergency repairs in an apartment or building, call 311 and you will be transferred to the New York City Department of Housing Preservation and Development. Spanish also spoken. For cases of housing discrimination, see the chapter on Legal Services.

I've got all the money I'll ever need, if I die by four o'clock.

—Henny Youngman

Financial Assistance

Dealing with government agencies is often a very frustrating experience, requiring both patience and endurance. There is the inevitable waiting line, service is usually impersonal, and it is not uncommon to be shifted from one office or agency to the next in search of simple answers. In recent years many government departments have posted their application forms, eligibility requirements and procedures on the Internet for downloading. If you do not have access to a computer and printer, remember that your neighborhood public library (or organization supporting formerly incarcerated people) may be able to print needed forms and web pages for you or show you how to do so using their computers.

NEW YORK CITY HUMAN RESOURCES ADMINISTRATION

180 Water Street, New York, NY 10038
Telephone: 718.557.1399
www.nyc.gov/hra
The New York City Human Resources Administration (HRA) administers programs in a number of areas, including:

- Food stamps and food pantry programs
- Child care
- Support for domestic violence survivors
- Home Energy Assistance Program (help with high heating bills)
- Job search and placement services
- Services for people living with HIV and AIDS
- Child support services
- Home care
- Medicaid

Information on applying for benefits is available through the automated telephone line and website. The website includes applications for download and printing, eligibility requirements and FAQs (lists of frequently asked questions about benefits). Spanish, Chinese and Russian are options on the telephone line. No operator is available. Mon.–Fri. 8–5, except holidays.

Temporary Cash Assistance

Recipients of this benefit fall into four general categories:

1. Families with children under 18 years of age (or 21 if they attend school) without sufficient means of support due to absence or incapacity of one or both parents (ADC, or Aid to Dependent Children);
2. Families with dependent children without sufficient means of support because of unemployed parent (ADC-U, or Aid to Dependent Children with Unemployed Parent);
3. Certain persons in need of financial assistance for such reasons as temporary illness, layoff, or injury (HR, or Home Relief);
4. Persons in need of special services.

Eligible clients receiving temporary cash assistance must engage in work activities. HRA refers clients to programs designed to provide assistance with job training and placement, education, resume services, workshops and other support services. Those participating in an approved program will receive car fare and child care expenses so that they can meet their requirements. You must apply for this in person at a "Job Center." For a list of Job Centers in your area, call **311** or **718.557.1399** or visit **www.nyc.gov/html/hra/html/services/job_centers.shtml**

Food Stamps (SNAP)

The Food Stamp Program (also known as SNAP) is a federally funded program designed to enable people with limited income to increase their ability to purchase food. The program provides food stamp benefits through the use of a debit card that can be used in the place of cash. People receiving public assistance can sign up for Food Stamps at the Job Centers described above. Other offices provide just Food Stamp benefits: Addresses for the sixteen NYC Food Stamp offices are found online at:
www.nyc.gov/html/hra/html/services/snap.shtml

You can now apply online for Food Stamp and other benefits using the AccessNYC website:
www.nyc.gov/accessnyc

An application package can also be mailed to you: call 311 or 718.557.1399 to request. The application can also be printed from the HRA website:
http://otda.ny.gov/programs/applications/4826.pdf
(Available also in Spanish, Chinese, Arabic, Russian, Korean, and Haitian/Creole.)

For a referral to food pantries all over the city call the NYC Hunger Hotline at 866.888.8777

Medical Assistance

Medicaid is the federal program working in cooperation with state

governments to partly finance medical assistance to low-income people. The **Centers for Medicare & Medicaid Services** lists eligibility guidelines on its website, **www.cms.gov/MedicaidGenInfo** For telephone information on Medicaid or to order an application kit, call 888.692.6116. You can speak to a Medicaid Counselor Mon.–Fri. 9–5 (Spanish, Chinese, Russian, and Haitian/Creole also spoken).

Medicare is the federal government's health insurance program for people over age 65. The federal Medicare office can be reached at 800.633.4227 or online at **www.medicare.gov** Spanish also spoken.

Elder Pharmaceutical Insurance Coverage (EPIC) helps seniors pay for prescription drugs. Call 800.332.3742 (TDD/TTY 800.290.9138) for information on eligibility, or visit **www.health.ny.gov/health_care/epic/**

URBAN JUSTICE CENTER

123 William Street, 16th Floor, New York, NY 10038
Telephone: 646.602.5600
www.urbanjustice.org
If you are homeless, you are still entitled to receive Public Assistance. Urban Justice Center operates seven outreach clinics at various locations around the city where they can help you get access to Public Assistance and other forms of aid. Call Mon.–Fri. 9–6 for times and locations. Spanish, Chinese, Korean, Portuguese, Arabic, French, and Russian also spoken.

GAY MEN'S HEALTH CRISIS (GMHC), CLIENT ADVOCACY

Telephone: 212.367.1125, Wed. 2–5:30pm
www.gmhc.org/get-support/navigate-the-system/client-advocacy
Assists people living with HIV and AIDS with understanding and accessing the government programs they are entitled to. Offers monthly public forums and personal assessments. This service is for all people living with HIV. Call for more information.

Veterans

DEPARTMENT OF VETERANS' AFFAIRS

245 West Houston Street, New York, NY 10014
Telephone: 800.827.1000, TDD/TTY: 800.829.4833
www.va.gov
Walk in or call Mon.–Fri. 8–4 for information on veterans' benefits. Areas covered include education, disabilities, and housing loans. Forms can be downloaded from the department's website. Spanish and French also spoken.

NEW YORK STATE DIVISION OF VETERANS' AFFAIRS

State Veteran Counselors assist veterans and their families with any matters related to veterans' benefits. Bring DD214, copy of birth certificate, Social Security card, proof of address, and proof of income, if any. Assistance is also given in obtaining a copy of your DD214.

For the location of your nearest Veterans Affairs office, anywhere in New York State, call 888.838.7697, Mon.–Fri. 9–4.

VETERANS SINGLE STOP SITE AT THE NEW YORK PUBLIC LIBRARY MID-MANHATTAN BRANCH

455 Fifth Avenue, New York, NY 10016
Telephone: 212-340-0861 or 212-340-0872
The New York Public Library has partnered with Robin Hood Foundation and non-profit organizations Single Stop USA and The Mission Continues to offer veterans free, one-on-one help understanding and applying for benefits, including legal aid, financial help and more, all in one place. All consultations are completely confidential.

Counselors are available on the third floor of Mid-Manhattan Library (455 Fifth Avenue at 40th Street) Monday through Friday from 10 a.m. to 6 p.m. At certain times, veterans are available to offer peer counseling. Stop by or call for more information.

Crime Victims

NEW YORK STATE CRIME VICTIMS' BOARD

55 Hanson Place, 10th Floor, Brooklyn, NY 11217
Telephone: 718.923.4325 or 800.247.8035
www.cvb.state.ny.us
Provides reimbursement under certain conditions for medical expenses, loss of earnings, funeral expenses, and lost or destroyed essential personal property. Call Mon.–Fri. 9–5. Spanish, Russian, and Cantonese also spoken.

Emergency Assistance

*See the chapter on **Housing** for information on* **New York City shelters.**

NEW YORK CITY HUNGER HOTLINE

Telephone: 866.888.8777
Provides referrals to more than 500 soup kitchens and food pantries across the city. Multilingual service available Mon.–Fri. 8–5, automated assistance available in Spanish and English all other times.

NEW YORK CITY HUMAN RESOURCES ADMINISTRATION, EMERGENCY SERVICES

Telephone: 718.557.1399 or 311
Provides emergency, short-term assistance in areas of eviction or dispossession, electricity, gas or heating turn-offs, housing, child abuse, medical problems, and the needs of the elderly. Call the HRA INFOLINE listed above for instructions on how to receive emergency help or for the location of the nearest service center. Mon.-Fri., 8–5.

CATHEDRAL COMMUNITY CARES

Cathedral Church of St. John the Divine
1047 Amsterdam Avenue, New York, NY 10025
Telephone: 212.316.7583
www.stjohndivine.org/social
Provides referrals to all types of services, including legal, housing, detox, clothing, and food pantry. Soup Kitchen is every Sunday with Breakfast at 10:00 am and Lunch at 12:30 pm. Also provides clothing to clients with referrals from back to work agencies for job interviews and emergency clothing to all. Clients can receive a maximum of 5 articles of clothing once per month. Identification is required. Mon.–Fri. 10–1. Spanish also spoken.

The organization **Information for Families** keeps a list of resources and links on its website:
www.informationforfamilies.org
Find lists of food pantries, places to access the Internet for free, free events and programs for children, and more.

Yeah, what have I got
Nobody can take away

Got my hair, got my head
Got my brains, got my ears
Got my eyes, got my nose
Got my mouth, I got my smile

— Nina Simone - Ain't Got No (I Got Life)
Written by Ragni, Rado & MacDermot

Health

In case of **Medical Emergency**, call 911, or go to the emergency room of your local municipal hospital.

All branches of The New York Public Library have collections of books on general health topics, and some have videos and DVDs as well.

Finding Health Care

For referrals to private doctors, call the medical society in your borough. Medical societies are voluntary membership organizations for doctors that keep track of specializations and certifications. They can also provide information on obtaining medical records and patients' rights. To determine what insurance the doctors accept, call their offices directly.

NEW YORK CITY MEDICAL SOCIETIES

Bronx
Bronx County Medical Society
Telephone: 718.548.4401 ☺
www.bronxdocs.org
Call Mon.–Fri. 9–4:30

Brooklyn
Medical Society of the County of Kings
Telephone: 718.745.5800 ☺
www.msck.org
Call Mon.–Fri. 8:30–4:30

Manhattan
New York County Medical Society
Telephone: 212.684.4670 ☺
www.nycms.org
Call Mon.–Fri. 9:30–noon

Queens
Medical Society of the County of Queens
Telephone: 718.268.7300 ☺
www.queensmd.org
Call Mon.–Fri. 9–5

Staten Island
Richmond County Medical Society
Telephone: 718.442.7267
www.rcms.org
Call Mon.–Fri. 8:30–4:30

The **American Medical Association (AMA) DoctorFinder** is an online tool to help check a doctor's background, or find a doctor by specialty:
https://extapps.ama-assn.org/doctorfinder/recaptcha.jsp

COMMUNITY HEALTHCARE NETWORK

Telephone: 866.246.8259
www.chnnyc.org
A non-profit network of New York health centers with locations in Crown Heights, East New York, Harlem, Jamaica, Long Island City, the Lower East Side, South Bronx, Washington Heights, and Williamsburg. Primary care, reproductive health, family planning, STD testing, and comprehensive HIV services provided. Dental, mental health, foot care, prenatal care, mammogram referral and cancer screening also offered. Offers sliding scale fees for people without insurance and provides services regardless of ability to pay. Call for more information, the site nearest you and languages spoken. Centers accessible to people with disabilities.

To make a complaint about a doctor, write or call the New York State Office of Professional Medical Conduct, 433 River St., Suite 303, Troy, NY 12180, Telephone: 800.663.6114.
www.health.ny.gov/professionals/doctors/conduct

General Information

MedlinePlus
www.medlineplus.gov
This site will help answer health questions, referring to authoritative information and tutorials from government agencies, medical schools and organizations. It also includes a medical dictionary, information about drugs and supplements, health news, and directories for hospitals, doctors and dentists. In English and Spanish. Information in other languages also available on many topics.

NYC Department of Health and Mental Hygiene
www.nyc.gov/doh
A variety of information from the New York City Department of Health and Mental Hygiene on common health concerns. Each health article is written in an easy-to-understand style.

New York Online Access to Health (NOAH)
www.noah-health.org
Includes information on health topics such as cancer, AIDS, tuberculosis, mental health, diabetes, asthma, and alternative medicine. Also has information about hospitals in New York. In English and Spanish.

Center for Disease Control and Prevention (CDC)
132 West 32nd Street, Manhattan 10001
www.cdc.gov
On the CDC website diseases and other health topics are listed under the A-Z Index, or can be found through the search function. You can also call the **CDC Info** number 24 hours a day at **800.232.4636** to request free publications or information on HIV/AIDS, cancer, diabetes, tobacco-related illness, nutrition, and other frequently requested topics.

Hotlines

The Poison Control Center Hotline at 212.764.7667 ☺ or 800.222.1222 (TDD/TTY: 212.689.9014) will advise you in an emergency caused by any kind of poisoning. Nurses and pharmacists are available 24 hours a day, and all calls are confidential. Translators are available for 150 different languages.

For **tuberculosis testing and treatment,** call the **New York City Bureau of Tuberculosis Education & Training** at 212.442.9968, Mon.–Fri. 9–5. Provides referrals to free TB clinics, testing, exams, and treatment.

Call 311 to find a free **Sexually Transmitted Disease Control (STDC) Clinic** in any of the five boroughs. Services at each clinic

may include Rapid HIV testing, HIV counseling, Hepatitis services, and emergency contraception services. Minors do not need parental permission. Medical records are kept confidential.

For free information about **cancer**, call the **American Cancer Society's 24 hour hotline** at 800.227.2345, or contact them by mail: ACS Manhattan Region, Cancer Information Department, 132 West 32nd Street, New York, NY 10001. Specify which type of cancer you are seeking information on.

*There are more health organizations and sources of information in the chapter **Women**.*

Health Insurance

For information on **Medicaid**, see the chapter on Financial Assistance.

If your child is uninsured, you may be able to get help paying for treatment by requesting public health insurance. Call the **New York City Human Resources Administration**, Department of Social Services at 718.557.1399, Mon.–Fri. 8–5.

There are several kinds of public health insurance in New York City, including -
Medicaid: a program for New Yorkers who cannot afford to pay for medical care.
Child Health Plus: for New Yorkers under 19 years of age when family income is too high to qualify for Medicaid.
Family Planning Benefit Program: provides family planning services to any woman of child-bearing age and men who meet certain income and residency requirements.
Medicaid Buy-In Program for Working People with Disabilities: a program for people with disabilities who are working and earning more than the income limit for regular Medicaid, allowing people to keep their health care coverage through Medicaid.

There are also specific plans for pregnant women (the **Prenatal Care Assistance Program**), adults over age 65 (**Medicare**), and people living with HIV/AIDS (the **HIV Special Needs Plan**). For a list of all health insurance plans provided by New York State, see **www.health.state.ny.us/health_care** or call 718.557.1399.

If you don't have health insurance but are working and making too much money to qualify for the programs above, another option is **Healthy New York**. For uninsured working individuals and small business owners. For more information, call: 866.432.5849.

Some **community health centers** include in their mission offering more affordable care (sliding-scale or income-based rates) to low-income people who don't have insurance. Two examples in New York City are the Ryan Health Center, with sites in the Upper West Side, Lower East Side and Chelsea (212.749.1820); and the Charles B. Wang Community Health Center, with locations in Flushing and Manhattan's Chinatown (212.226.6682). Before visiting a provider with a sliding-scale policy, call to ask what documents you will need to bring to prove income eligibility.

Mental Health

Any person in need of psychiatric help can report to the emergency room of any municipal hospital, even if she/he has no insurance. Hospitals make referrals, link people to outpatient programs, and can help with medication if necessary.

Call **800.LIFENET** (800.543.3638, Spanish 877.298.3373; Mandarin/Cantonese/Korean 877.990.8585) anytime for referrals to affordable mental health and/or substance abuse services in your community. The service is confidential and provided by experienced specialists. Possible referrals include inpatient and outpatient facilities, neighborhood clinics, hospitals, and therapists. Also provides crisis-intervention assistance.

NEW YORK CITY DEPARTMENT OF HEALTH AND MENTAL HYGIENE NYC-LINK SYSTEM OF SERVICES

Provides services for people diagnosed with Severe Persistent Mental Illness (SPMI) who are confined in NYC jails, involved in court adjudication,

or returning to the community after leaving confinement or court. The program assists in linking clients to treatment, residential treatment programs, housing, medication, and the acquisition of Medicaid and other benefits. Also serves the juvenile population. Referrals not necessary. Contact the program in your borough:

Manhattan
FEGS
New York City Link Program
315 Hudson Street, 4th Floor, New York, NY 10013
Telephone: 917.606.6560 or 212.366.8400 ☺

Queens
Volunteers of America
Queens Forensic Link Program
163-18 Jamaica Avenue, 5th Floor, Jamaica, NY 11432
Telephone: 718.725.1560 ext. 202 or 212.369.8900

Brooklyn and Staten Island
Education & Assistance Corporation
Brooklyn Forensic Linkage–Transition Program
175 Remsen Street, 6th Floor, Brooklyn, NY 11201
Telephone: 718.975.0180 ☺
(includes an Adolescent Link Program)

Bronx
Fordham Tremont Treatment Community
Mental Health Center
Bronx Link Program
2250 Ryer Avenue, 3rd Floor, Bronx, NY 10457
Telephone: 718.960.0674 or 718.960.0605 ☺

NATIONAL INSTITUTE OF MENTAL HEALTH / INFORMATION CENTER

6001 Executive Boulevard, Room 8184 MSC 9663,
Bethesda, MD 20892–9663
Telephone: 866.615.6464
www.nimh.nih.gov

The National Institute of Mental Health makes available a variety of brochures on mental disorders free of charge by writing, calling or downloading from the above address. These pamphlets offer the latest information about the symptoms, diagnoses, and treatment of various mental illnesses. Easy-to-read materials are available. Some of the topics are: bipolar disorder, depression, post-traumatic stress disorder, schizophrenia and psychiatric medications.

FOUNTAIN HOUSE, INC.

425 West 47th Street, New York, NY 10036
Telephone: 212.582.0340 ☺
www.fountainhouse.org
Dedicated to providing a community-based restorative environment for people who are experiencing the disabling effects of psychiatric illness. Rehab centers facilitate adjustment of mentally ill people. Provides pre-vocational day programs, transitional employment opportunities, a full-time employment program, subsidized food, recreation, and housing alternatives. There is a waiting list for membership; call for details. Spanish and Sign Language also spoken. Mon. and Fri. 9–5; Wed. and Thu. 9–9; Sat. 5–10; Sun. 12–4:30.

NEW YORK STATE OFFICE OF MENTAL HEALTH BRONX PSYCHIATRIC CENTER

Ginsburg Outpatient Clinic
1500 Waters Place, Bronx, NY 10461
Telephone: 718.931.0600
www.omh.state.ny.us/omhweb/facilities/brpc/facility.htm
Provides psychiatric intervention and supportive counseling to individuals with serious mental illness. No referral necessary. Call 718.931.0600. Spanish also spoken.

JEWISH BOARD OF FAMILY & CHILDREN'S SERVICES

386 Park Avenue South, Suite 401, New York, NY 10016
Telephone: 212.582.9100
www.jbfcs.org
Manhattan South / Youth Counseling League is an outpatient psychiatric clinic designed to serve younger people and families who cannot afford

clinics charging higher fees. Includes individual and group therapy. Ages served: 5–21. Payment by sliding scale. Medicaid and other insurance accepted. Call Mon.–Thu. 9–7, Fri. 9–5. Spanish also spoken.

HIV and AIDS

New York State AIDS Hotline
Taped information in both English and Spanish on prevention, diagnosis and treatment of AIDS. Also provides referrals to HIV testing sites and counseling services. Call 800.541.2437. Hotline for counseling is 800.872.2777. Mon.–Fri. 2–8; Sat. 10–6.

New York City Human Resources Administration HASA ServiceLine
Telephone: 212.971.0626
TDD: 212-971-2731
Mon.–Fri. 9–5, for confidential information on AIDS and HIV testing. Spanish also spoken.

FORTUNE SOCIETY DROP-IN CENTER Ⓝ

29-76 Northern Boulevard, Long Island City (Queens), NY 11101
Telephone: 212.691.7554 ☺
www.fortunesociety.org
For HIV-positive people returning from incarceration at Rikers Island, special services are available at the Fortune Society Drop-In Center. Call Mon.–Fri. 6–6, walk-in hours Mon.–Fri. 8–12.

PROJECT STREET BEAT
PLANNED PARENTHOOD OF NYC, INC.

www.plannedparenthood.org/nyc
Project Street Beat is an HIV prevention and treatment program serving people who live and work on New York City's streets. Services offered include counseling, STD testing, food, clean clothes, condoms, support groups, harm reduction counseling, Hepatitis C testing and referrals, pregnancy testing, and more. Street Beat operates minivans that cruise neighborhoods in the Bronx, Brooklyn, Queens and Manhattan both day and night. Services are also available by visiting their offices Mon.–Fri. 9–5 and some evenings. Office locations are:

349 East 149th Street, 3rd Floor, Bronx, NY 10451
Telephone: 212.965.4850

1368 Fulton Street, Lower Level, Brooklyn, NY 11216
Telephone: 212.965.4885

180 West 135th Street, Room 417, New York, NY 10030
Telephone: 212.926.2707

GAY MEN'S HEALTH CRISIS (GMHC)

446 West 33rd Street, New York, NY 10001
Telephone: 212.367.1000/212.807.6655 ☺
www.gmhc.org
GMHC provides direct services and support for people living with HIV and AIDS and those affected by the AIDS crisis. GMHC also educates the public about HIV prevention and treatment education and advocates for fair and effective AIDS policy at all levels of government. One-to-one counseling is available as well as numerous support groups for those living with HIV and AIDS and their loved ones. Financial and legal counseling also available. In addition to these services, there are many educational workshops and training opportunities for people living with HIV/AIDS, and the general public. You do not have to be a gay man: many heterosexual and bisexual men, women, and children avail themselves of GMHC services. Call Mon.–Fri. 10–6.

FORGING AHEAD FOR COMMUNITY EMPOWERMENT AND SUPPORT (FACES)

317 Lenox Avenue, 10th Floor, New York, NY 10027
Telephone: 212.663.7772
www.facesny.org
Provides information, counseling, and referrals on issues related to HIV and AIDS. Applicant must be a New York City resident, be HIV positive, and have an M11Q form. A pre-release discharge planning

program exists for incarcerated people soon to be released who are HIV-positive. Write to the Client Services department for more information. Call Mon.–Fri. 9–5. Spanish also spoken.

THE HISPANIC AIDS FORUM INC.

213 West 35th Street, 12th Floor, New York, NY 10001
Telephone: 212.868.6230

967 Kelly Street, 4th Floor, Bronx, NY 10459
Telephone: 718.328.4188 ☺

www.hafnyc.org
Provides information, counseling, and support groups for anyone with questions about HIV or AIDS. Referrals given. Free HIV testing provided. Write for brochures, or call Mon.–Fri. 9–5. Spanish also spoken.

HAITIAN-AMERICAN COMMUNITY COALITION

123 Linden Boulevard, 3rd Floor, Brooklyn, NY 11226
or:
1001 Eastern Parkway, Brooklyn, NY 11213
Telephone: 718.940.2200 or 718.221.9640 ☺
www.hccinc.org
Offers a variety of services that help individuals and families in New York's Haitian and Caribbean communities lead healthy, productive lives. Specializes in services to people and families affected by the AIDS pandemic. Their website features a directory of health care providers, identifying those who speak Haitian Creole. Over the past 30 years this organization has evolved to include a wide range of programs for folks like: literacy, youth development, immigration advocacy and a drug prescription program for seniors to case management, housing placement assistance, congregate supportive housing and domestic violence prevention/education.
Call Mon.–Fri. 9–5. French and Creole also spoken.

ARGUS COMMUNITY, INC. / ACCESS PROGRAM

760 East 160th Street, Bronx, NY 10456
Telephone: 718.401.5734 ☺

www.arguscommunity.org/access
Provides intensive case management for HIV positive people or those at risk, including formerly incarcerated people and their families with or without Medicaid. Assistance obtaining quality medical care, housing, accessing benefits, legal help and other needs. Call or walk in Mon.–Fri. 9–3. Spanish also spoken.

BRIDGING ACCESS TO CARE

(Formerly Brooklyn AIDS Taskforce)
502 Bergen Street, Brooklyn, NY 11217 (mailing address)
Telephone: 347.505.5100 (for appointments and immediate assistance)
www.bac-ny.org
A community service program for people in Brooklyn infected or affected by HIV or AIDS. They provide culturally-sensitive HIV/AIDS prevention education, testing, counseling and support groups, comprehensive social services and referrals, a community food pantry and more. The Five Steps and Renaissance programs help HIV-positive people who have substance abuse histories. There are offices in Prospect Heights, Flatbush, Williamsburg, and Fort Greene; call for more information. Mon.–Fri 9–5.

BOOM!HEALTH

(Formerly Bronx AIDS Services)
540 East Fordham Road, Bronx, NY 10458
Telephone: 718.295.5605
www.boomhealth.org
Provides supportive counseling, food, legal advocacy, domestic violence education, peer mentoring, case management services, prevention education and HIV testing in four facilities in the Bronx and two mobile vans. Mon.–Fri. 9–5. Spanish also spoken.

COMMUNITY HEALTH ACTION OF STATEN ISLAND

56 Bay Street, 6th Floor, Staten Island, NY 10301
Telephone: 718.808.1300
www.chasiny.org
Case management for HIV-positive clients, support groups, job

search and housing assistance, counseling, food bank, and a medically supervised outpatient program for clients dealing with active drug or alcohol use. Call Mon.–Fri. 9–5.

THE AIDS DRUG ASSISTANCE PROGRAM (ADAP)

HIV Uninsured Care Programs
Empire Station
P.O. Box 2052
Albany, NY 12220-0052
Telephone: 800.542.2437
Assists uninsured or underinsured HIV-positive New York State residents access HIV and AIDS medications. Application can be downloaded from the New York State Department of Health website at **www.health.ny.gov/diseases/aids/resources/adap/formulary.htm**
Call Mon.–Fri. 8–5 for more information. Spanish also spoken.

FRIENDS IN DEED

594 Broadway, Suite 706, New York, NY 10012
Telephone: 212.925.2009 ☺
www.friendsindeed.org
Provides free support groups for people affected by life-threatening illnesses, including HIV. This group always seems to be very much available to address your needs. Call Mon. 10am–7pm, Tue. and Thu. 10am–9pm, Wed. 10am–8:30pm, or come to the main "Big Group" meeting on Tuesday at 7pm.

LIVING WITH HIV/AIDS BROCHURE - CDC

www.cdc.gov/hiv/pubs/brochure/livingwithhiv.htm
Print the booklet **Living With HIV/AIDS**, an easy-to-read overview for newly diagnosed people from the CDC. Also available in Spanish.

PROJECT INFORM

www.projectinform.org
Project Inform offers up-to-date, reliable information on AIDS research and treatment. Their publications, including *"Day One: After You've Tested Positive"* can be downloaded from their website or requested in writing at Project Inform, 273 Ninth Street, San Francisco, CA 94103

Free **brochures on AIDS** in English or Spanish can be obtained by writing either GMHC, 446 West 33rd Street, New York, NY 10001, or the New York City Department of Health, 125 Worth Street, New York, NY 10013.

AIDS Discrimination

PRISONERS' LEGAL SERVICES

If you have complaints about discrimination leading to inadequate medical attention or treatment while in a New York State institution, contact **Prisoners' Legal Services** at 41 State Street, Suite M112 Albany, NY 12207

THE NEW YORK CITY COMMISSION ON HUMAN RIGHTS

40 Rector Street, 10th Floor, New York, NY 10006
Telephone: 212.306.7500
http://www.nyc.gov/html/cchr/home.html
Takes complaints regarding AIDS and AIDS-related discrimination, including those related to employment, housing, and public accommodation. Call 212.306.7450 for an appointment Mon. - Fri. 9am - 5pm. Spanish also spoken.

Hepatitis C

For frequently asked questions or to order publications about Hepatitis C (also called HCV, or Viral Hepatitis C) visit the **Center for Disease Control**'s Hepatitis C section at **www.cdc.gov/hepatitis** or call CDC Info at 800.232.4636. You can also find information about HCV co-infection with HIV.

For printed information on liver disease, including Hepatitis C and

HIV/HCV co-infection, write to the **American Liver Foundation** at 39 Broadway, Suite 2700, New York, NY 10006 or call them at 212.668.1000. Spanish is also available on the above websites and hotlines. By calling this number you can also be referred to a support group for people with HCV in the New York area. There are groups in all five boroughs.

Love is being stupid together.

— Paul Valery

Counseling and Family Services

For information and/or referral to a wide range of social service agencies and counseling centers, call the **Federation of Protestant Welfare Agencies, Inc.** at 212.777.4800 Mon.–Fri. 9–5 or check online at **www.fpwa.org**
The Jewish Board of Family and Children's Services can also provide many referrals: 888.523.2769, Mon.–Fri. 9–5, or check online at **www.jbfcs.org**

THE CHILDREN'S AID SOCIETY

A large number of services are available at **The Children's Aid Society including** adoption and foster care, education, health care, and counseling, to specialized eye and dental clinics, Head Start classes, afterschool/weekend/summer programs, drug abuse and teen pregnancy prevention, parenting programs, and emergency assistance. They also provide re-entry programs serving youth who are returning to communities in the Bronx and Manhattan from juvenile justice facilities. Youth receive customized re-entry plans specified to meet their needs and interests. In collaboration with OCFS after-care counselors, Re-entry staff also ensure that all returning youth have the basic documentation (including a photo ID, birth certificate, social security card and working papers) needed to register in school, obtain a job and/or take part in community service.

Call 212.949.4800 Mon.–Fri. 9–5 for general info or write The Children's Aid Society, 105 East 22nd Street, New York, NY 10010
www.childrensaidsociety.org
or:
Contact 212.996.1716 for the Dunlevy Milbank Center at 14-32 West 118th St., New York, NY 10026.

FAMILY RESOURCE CENTER

(Please refer to the **Osborne Association** in the *Organizations for Formerly Incarcerated People* chapter at the beginning of this book.)

MANHATTAN VETERANS' CENTER

32 Broadway, Suite 200, New York, NY 10004
Telephone: 212.742.9591 ☺
www.va.gov
Provides counseling for combat-related trauma, counseling for men and women who have been sexually traumatized in the military, and bereavement counseling. Formerly incarcerated people welcome. Eligibility determined upon intake by your DD214. Call for an appointment Mon.–Fri. 8am–4pm. Additional languages available through a translation service.

NEW YORK FOUNDLING PARENT HELPLINE

590 Avenue of the Americas, New York, NY 10011
Telephone: 212.633.9300 or 888.435.7553 (parent helpline) ☺
www.nyfoundling.org
The New York Foundling offers hotline crisis counseling for distressed parents 24 hours a day, 7 days a week. Has a crisis nursery at which children under 10 years of age can stay for up to 21 days in order to provide a "cooling-off" period for parents. Children up to 12 years old can also stay at the nursery if accompanied by younger siblings). (Child's documents required and restrictions apply: must call first.) Parents receive counseling, case planning, referrals, diapers, formula, and emergency support for food and aftercare. Also offers telephone counseling. Free. Spanish also spoken.

THE DOOR — A CENTER OF ALTERNATIVES

555 Broome Street, New York, NY 10013
(Between Varick Street and Avenue of the Americas)

Mailing Address: The Door — A Center of Alternatives, Inc.
121 Avenue of the Americas, New York, NY 10013
Telephone: 212.941.9090
www.door.org
Each year The Door serves more than 11,000 young people from all over NYC, aged 12-21, with a wide range of services including

health care, GED and English language classes, ESOL/ESL, tutoring and homework help, college preparation and computer classes, career development and training, job placement, legal services, arts, daily meals, health and dental assistance, sexual health and birth control, sports and recreational activities all under one roof. Homeless and runaway youth needing service are always welcome and **ID not required.** General hours are Mon.–Fri. 12–9pm. Sunday 12–6pm. To become a member of The Door, please drop by Mon - Thu. 2pm - 5pm. You don't need to bring anything with you. Spanish also spoken.

BERKSHIRE FARM — POWER PROJECT

44193rd Avenue, Suite 3C, Bronx, NY 10467
Telephone: 718.515.7972 ext. 3010 or 718.220.4247
www.berkshirefarm.org
The Power Project is an after-school program for adolescents, ages 12-18 residing in the Bronx who have a DSM IV diagnosis and co-occurring substance abuse diagnosis. The goal of the Berkshire model is the identification and building of the inner resources necessary for each child and their caretaker to live a safe, independent and productive life. This is achieved by engaging children in helpful conversations around their resiliency and the personal challenges they face, while building survivor's pride in the solutions they generate. Intake is scheduled Mon. - Fri. 10am - 6pm. Children must be accompanied by consumer/legal guardians at intake.

SAFE HORIZON

2 Lafayette Street, 3rd Floor, New York, NY 10007
Domestic Violence Hotline: 800.621.4673
Crime Victims Hotline: 866.689.4357
Rape, Sexual Assault & Incest Hotline: 212.227.3000 OR 866.689.4357
TDD phone number for all hotlines: 866.604.5350
www.safehorizon.org
Safe Horizon is the largest provider of domestic violence services in the country. Collaborating with the criminal justice system, Safe Horizon offers innovative programs that provide affected individuals and families with support throughout the complex process of leaving violent relationships and building safe futures. Safe Horizon operates Court Programs in all five of New York City's boroughs (Bronx, Brooklyn, Manhattan, Queens, and Staten Island). Our services include victim/witness reception centers, supervised child visitation centers, mediation services, advocacy, crisis intervention, help with court-ordered restitution, and other legal issues.

Since 1979, Safe Horizon has also operated Community Programs in New York City to support, educate, and advocate for victims of crime and abuse. Currently Safe Horizon has six Community Programs throughout the five boroughs serving more than 4,000 individuals each year. Safe Horizon's Community Programs offer the following services: Crisis Intervention, Case Management, Practical/Emergency Assistance (including emergency shelter when possible), Information and Referrals, Individual Counseling, Support Groups, Advocacy, and Community/Public Education Presentations.

EXODUS TRANSITIONAL COMMUNITY

Exodus Transitional Community (also listed in the Organizations for Formerly Incarcerated People chapter) offers an **Alternatives to Domestic Violence Program for men, women and youth.** Orientation occurs every Friday at 9am. No cost. Contact: Rafael at 917-492-0990 ☺

FEGS

315 Hudson Street, New York, NY 10013
212.366-8400 or 212.366.8211
Anger Management Trainings take place semi-regularly at the FEGS Manhattan Counseling Center in the West Village. Participants learn how to identify events and cues that trigger anger, outbursts, and self-defeating behavior. Medicaid accepted; sliding-scale fees for people without insurance. Contact: Paulette Grant, 212-366-8211 for further information. Mon. - Thu. 8:30am - 7pm, Fri. 8:30am - 5pm

JUST DETENTION INTERNATIONAL (JDI)

3325 Wilshire Boulevard, Suite 340

Los Angeles, CA 90010
Telephone: 213.384.1400
www.justdetention.org

Note: If you are incarcerated, please feel free to communicate with JDI using legal mail, addressing your correspondence to:
Ms. Cynthia Totten, Esq.
3325 Wilshire Blvd., Suite 340, Los Angeles, CA 90010
Since 1980, JDI has worked to end the sexual abuse of detainees, in the U.S. and around the world. At the heart of JDI's mission lies a conviction that when the government removes someone's freedom, it takes on the absolute responsibility to protect that person's safety. JDI works with policy makers, corrections leaders, advocates, and prisoner rape survivors to end this form of violence, once and for all. No matter what crime someone might have committed, rape is not part of the penalty.

On its website, JDI offers The Resource Guide for Survivors of Sexual Abuse Behind Bars. It provides a state-by-state guide to legal and psychological counseling resources for survivors who are still incarcerated, those who have been released and their loved ones. The information in the Guide is listed by state, and includes both mental health resources and legal service providers. The aim of this Guide is to help the vastly under-served population of prisoner rape survivors connect with legal and mental health resources.

ANTI-VIOLENCE PROJECT

240 West 35th Street, #200, New York, NY 10001
Telephone: 212.714.1141 / TTY: 212.714.1134
www.avp.org
An answering service for all five boroughs of the city. Call anytime day or night. Leave name and phone number, and a member of the Anti-Violence Project will return your call as soon as possible. Members will accompany you while reporting an incident to the police and will monitor your case through the courts. Call to document incidents, apply for State Crime Victims Compensation, find out about counseling, or get legal referrals and court procedure information. Services are free and confidential. You do not need to be gay to use services. Spanish also spoken.

ST. LUKE'S-ROOSEVELT CRIME VICTIM TREATMENT CENTER

Uptown Office:
411 West 114th Street, Suite 2C, New York, NY 10025
Telephone: 212.523.4728

Midtown Office:
Roosevelt Hospital, Antenucci Building
432 West 58th Street, Ground Floor, New York, NY 10019
Telephone: 212.523.8200
www.cvtc-slr.org
Medical, legal, and psychological help for rape victims of either gender. Counselors available who are sensitive to the special needs of gay male and heterosexual male rape victims and of people who have been victims of sexual abuse in prison. Also support groups for survivors of sexual assault and abuse, including child abuse.

MUSTARD SEED COUNSELING SERVICES

2625 Atlantic Avenue, Brooklyn, NY 11207
Telephone: 718.875.7411
www.mustardseedforensic.com
Individual and group counseling with an emphasis on sexually abusive behavior. Serves people ages 12 and up. Adolescents age 12–17 cannot receive counseling without parental consent. Initial intake is $50 and fees for services are based on a sliding scale. Mustard Seed counseling and treatment programs are two and a half year programs. Primarily in group counseling. Open 10am - 9pm. Closed Thursdays and weekends. Call for appointment.

Children with Incarcerated Parents

NATIONAL RESOURCE CENTER ON CHILDREN & FAMILIES OF THE INCARCERATED / FAMILY AND CORRECTIONS NETWORK

93 Old York Road, Suite 1 #510, Jenkintown, PA 19046
Telephone: 215.576.1110
http://fcnetwork.org
There are more than 2 million children in the United States with an

incarcerated parent. Another 8 million children are estimated to have experienced parental incarceration at some time. An excellent resource addressing children of incarcerated parents is the Family and Corrections Network at **www.fcnetwork.org**. Click "Resources" then "Directory of Programs" to access a large listing of organizations nationwide that provide services to families and children of prisoners. There is also a "Children of Prisoners Library" with free brochures on topics such as "Conversations — Questions Children Ask," "Visiting Mom or Dad," "Communication Tips for Families," "Tips from Caregivers for Caregivers," and "What Do Children of Prisoners Need?" There are also materials for health care providers, and an "Incarcerated Fathers Library." If you do not have access to the Internet, contact FCNETWORK by phone or mail.

Also see the **Osborne Association's Family Resource Center** listing at the beginning of the first chapter of CONNECTIONS for services to children with incarcerated parents.

CHILDREN OF PROMISE, NYC

600 Lafayette Ave, 6th Floor, Brooklyn, NY 11216
Telephone: 718.483.9290
www.cpnyc.org
Children of Promise, NYC (CPNYC) is an organization located in Bedford-Stuyvesant Brooklyn. The organization's mission is to "provide children of prisoners with the guidance, support and the opportunities necessary to effectively develop leadership skills, form positive social relationships and enhance academic performance." Children of Promise also provides mental health counseling, afterschool programming and mentor services. Please call for more information.

CENTER FOR FAMILY LIFE - SUNSET PARK

345 43rd Street, Brooklyn, NY 11232
Telephone: 718.788.3500
www.cflsp.org
or
http://sco.org/programs/center-for-family-life
The Center for Family Life provides individual, group and family counseling for local children, youth and families. Families are encouraged to participate in a variety of community activities with other families both at and outside the Center. Counseling also includes advocacy and referrals for benefits and services that can aid in the family and household stabilization process. Call for more information.

ABRAHAM HOUSE

340 Willis Avenue, Bronx, NY 10454
Telephone: 718.292.9321
www.abrahamhouse.org
The Abraham House works with incarcerated people, formerly incarcerated people, and their relatives to break the cycle of crime within families. Abraham House's services include an alternative to incarceration residential program, a Family Center offering social services and a religious community of offenders with two weekend masses and an afterschool/summer program for the children of people who are incarcerated.

IN ARMS REACH, INC.

For parents writing from prison, please contact:
Parents Behind Bars: Children in Crisis
Box 559, Triboro Station, New York, NY 10035

For families and children of incarcerated parents contact:
Larry Coldwell
160 Convent Avenue, New York, NY 10031
Telephone: 212.650.5894
www.inarmsreach.net/
A non-profit organization providing services for NYC children of incarcerated or formerly incarcerated parents ages 7-18. Programs include letter writing, leadership development, music and arts enrichment programs, free prison visitations, peer counseling, and field trips. One-to-one mentoring program in cooperation with the Big Brothers/Big Sisters program. A social worker and social work interns monitor the social, emotional and academic needs of the children. The goal is preparation for admission to college. Serves ages 7 through 18 including a college prep program for males aged 15-20. Call Mon.–Fri. 9–5. Spanish also spoken.

SINGLE PARENT RESOURCE CENTER

228 East 45th Street, 2nd Floor, New York, NY 10017
Telephone: 212.951.7030 ext. 231
www.singleparentusa.com
An independent, not-for-profit organization, SPRC is the only comprehensive agency devoted solely to providing programs and services for New York City's single parents and their families. Services are available to support all single parents, including those who are living in transitional housing; struggling with substance abuse; or have been recently incarcerated. Services include:

Single Parents in Recovery. A relapse prevention and parenting program for custodial and non-custodial parents who are attempting to maintain sobriety and to raise children alone. There is a strong emphasis on the development of effective communication skills, and on establishing healthy relationships with children, co-parent(s) and extended family members.

Parentline is a telephone resource service for single parents and providers seeking information about parenting, and referrals to community resources. Call ahead (number above), Mon.–Fri. 9–5.

NEW YORK CITY DEPARTMENT FOR THE AGING GRANDPARENT RESOURCE CENTER

2 Lafayette Street, 4th Floor, New York, NY 10007
Telephone: 311
www.nyc.gov/html/dfta/html/caregiver/grandparents.shtml
Provides information and assistance to people who are raising grandchildren and other young relatives and need services to help them. Call to find out about financial and health benefits you and your family are entitled to, information on adoption and child custody options, and negotiating the city's aging and child welfare systems. Support groups in all five boroughs. Walk-ins welcome. Call Mon.–Fri. 9–5. Spanish also spoken.

Family Day Care

For information and an application for **Family Day Care services** for children ages 2 months to 12 years, or **Group Day Care services** for children from 3 to 12 years of age, call 311. Must be income and family-size eligible. Sliding fee scale. Spanish also spoken.

The Head Start Program (ages 3-5) provides preschool development services to age- and income-eligible children and their families. Includes education, health, nutrition, and social services. Call 212.232.0966 for more information.

Child Custody

A parent who has had to place a child in foster care while incarcerated can get information about their rights by contacting the Office of Advocacy at the NYC Administration for Children's Services.
www.nyc.gov/html/acs/html/advocacy/office_advocacy.shtml
By Mail: **150 William Street, 1st Floor, New York, NY 10038.**
Helpline number: **(212) 676-9421.** Collect call number for incarcerated parents: **(212) 619-1309**. Mon.-Fri. 9–5.

*Incarcerated and formerly incarcerated mothers can find further resources in the chapter **Women**.*

Additional Hotlines

The New York State **Domestic and Sexual Violence Hotline** makes referrals to local services. Call 800.942.6906 (English) or 800.942.6908 (Spanish) 24 hours.

To report child abuse to the New York State Child Protective Services Abuse Hotline call 800.342.3720, TDD/TTY 800.638.5163 24 hours a day, 7 days a week. Visit **www.ocfs.state.ny.us**

The Elder Crime Victims' Resource Center assists senior citizens who are victims of crimes and elder abuse. Call 212.442.3103 Mon.–Fri. 9–5 or leave a message other times. Spanish, Chinese, and Russian also spoken.

***Women** who have been the victim of sexual assault or other violence can find additional resources in the chapter Women*

Light thinks it travels faster than anything but it is wrong. No matter how fast light travels, it finds the darkness has always got there first, and is waiting for it.

- Terry Pratchett

Addictions

Substance Abuse (Drug Abuse)

Substance abuse treatment programs are either drug-free programs (ambulatory or residential), or chemotherapy programs, of which methadone treatment clinics are an example. The **New York State Office of Alcoholism & Substance Abuse Services** can provide information and referrals to state certified substance abuse treatment programs in your neighborhood. Call the Addictions Helpline at 877.846.7369 24 hours a day, 7 days a week. Spanish also spoken. Their website, **www.oasas.ny.gov** includes a Treatment Provider Search function: search by county and type of program to get a list of local programs and their contact information.

The United States Department of Health and Human Services also operates a website at **www.findtreatment.samhsa.gov** that will locate over 10,000 addiction-treatment programs, including residential and outpatient, around the country.

For information on the **Osborne Association's Prevention and Treatment Services** *department, offering outpatient substance abuse treatment, see their entry in the Organizations for Formerly Incarcerated People chapter.*

DAYTOP VILLAGE, INC.

104 West 40th Street, New York, NY 10018
Telephone: 212.354.6000 or 800.2DAYTOP (800.232.9867)

Brooklyn Outreach Center
401 State Street, Brooklyn, NY 11217
Tel: 718.625.1388

Bronx Outreach-Halperin
2614-16 Halperin Avenue, Bronx, NY 10461
Telephone: 718.518.9007

Far Rockaway
316 Beach 65th Street, Far Rockaway, NY 11692
Telephone: 347.441.2652

Staten Island Outreach
1915 Forest Avenue, Staten Island, NY 10303
Telephone: 718.981.3136
www.daytop.org
A drug-free residential program. Also offers outpatient services in the various boroughs. Special programs for adolescents, older clients, men, and women. Ages served: 14 and over. For Adolescent Treatment Center in New Jersey call: 973.543.5656. Call Mon.–Fri. 9–5 for location of nearest center. Call for more info.

J-CAP

116–30 Sutphin Boulevard, Jamaica, NY 11434 (intake)
Telephone: 718.322.2500 ☺
A drug-free residential program offering educational & vocational guidance along with medical services. Must be 17 or older. Telephone day or night. Walk-ins welcome. Spanish also spoken.

PALLADIA, INC.

2006 Madison Avenue, New York, NY 10035
Telephone: 212.979.8800 or 800.427.6700
www.palladiainc.org
Palladia has helped thousands of men and women stay off the streets and out of jail. Palladia is a residential drug-free program with stays averaging 6–12 months. In addition to individual and group counseling, Palladia offers other forms of therapy and education, such as support groups, health education, and family therapy. Once accepted, applicants are also eligible for legal assistance, housing and entitlement services, job training, and employment referral. Continued Care Treatment is offered as a follow-up to the residential program. Serves ages 18 and over. Applicants must be referred by a lawyer or parole officer with documentation of current legal status and a record of all arrests leading to conviction. Also required are complete medical, mental, and psychosocial histories. Call Mon.–Fri. 9–5. Spanish also spoken.

ARMS ACRES

75 Seminary Hill Road, Carmel, NY 10512
Telephone: 845.225.3400 (General Info) ☺
www.armsacres.com
Outpatient clinics in the Bronx, Queens, and Carmel for adults and teens. No referral needed; most insurance accepted. Call 7 days a week, 8–8.

VIP COMMUNITY SERVICES

1910 Arthur Avenue, Bronx, NY 10457
Telephone: 718.583.5150
www.vipservices.org
VIP provides a continuum of services to people with histories of chemical dependency, offering outpatient and residential treatment, health services, HIV/AIDS prevention and education, and transitional, supportive and permanent housing. No referral needed. Walk in hours vary, so please call ahead before your visit. Intake on 6th floor. Mon.-Fri. 8–5. Spanish also spoken.

ODYSSEY HOUSE

219 East 121st Street, New York, NY 10035 (intake)
Telephone: 212.987.5100
www.odysseyhouseinc.org
Odyssey House offers a residential drug-free community for people 18 and older. Programs available for the mentally ill, addicted pregnant women, senior citizens, and adult parents of young children. Walk-ins are welcome but referrals are preferred. Call or walk in Mon.–Fri., 9–7.

LOWER EASTSIDE SERVICE CENTER, INC.

80 Maiden Lane, Suite #204, New York, NY 10038
Telephone: 212.566.5372 (main) or 212.566.6820 (for Residential Treatment info - 24 hours, 7 days a week)
www.lesc.org
Offers help for addictions including heroin, alcohol, and pain pills, and for methadone medication assisted treatment. Inpatient and

Outpatient services are available at various locations throughout NYC. Treatment may include individual therapy, vocational services, medical care, case management, legal help and group treatment. Ages 18 and over. Call Mon.–Fri. 9–5 for admission information.

PHOENIX HOUSE

INPATIENT
2191 Third Avenue, #A, New York, NY 10035
Telephone: 212.831.1555 or 800.378.4435
OUTPATIENT
Jack Aron Center
164 West 74th Street, New York, NY, 10023
Telephone: 646.505.2000
www.phoenixhouse.org/locations/new-york
Phoenix House has ambulatory drug-free programs, as well as one of the nation's largest residential programs for the treatment of drug dependency. There are programs for teens (IMPACT) and evening programs for adults. Centers are located in Manhattan, the Bronx, Queens, Brooklyn, and Long Island. Mon.–Fri. 9–6. Call for Westchester and upstate locations. Spanish also spoken.

EXPONENTS

151 West 26th Street, 3rd Floor, New York, NY 10001 (intake)
Telephone: 212.243.3434
www.exponents.org
Offers outpatient drug-treatment services in a supportive, peer-oriented setting. Specialty programs within the Treatment Exchange address the challenges of people with HIV/AIDS, formerly incarcerated people, and issues specific to men or women. Licensed medically supervised drug treatment outpatient program operates Mon.–Fri. 10am–1pm. Fees are on a sliding scale, and Medicaid is accepted. No referral needed. Spanish also spoken.

ALBERT EINSTEIN COLLEGE OF MEDICINE

Division of Substance Abuse
260 East 161st Street, T-Level, Bronx, NY 10451
Telephone: 718.993.3397
www.aecom.yu.edu/psychiatry/dosa.html
Operates Medication Assisted Opioid Treatment Program sites, and outpatient Next Steps centers for drug-free living. Both offer treatment, group and individual counseling, primary care and medically supervised withdrawal services. Can treat crack cocaine addiction. Medicaid accepted. Sliding scale. Call Mon.–Fri. 8–5, Sat 8-11:30 for an appointment. Spanish also spoken.

GREENWICH HOUSE, COUNSELING CENTER

122 West 27th Street, 6th Floor, New York, NY 10001
Telephone: 212.691.2900 (intake)
www.greenwichhouse.org
Greenwich House is a drug-free outpatient center providing psychological counseling as its main form of therapy. Fees are on a sliding scale, and Medicaid is accepted. Call Mon.–Thu. 9–7, Fri. 9–5. Spanish also spoken.

VIDA FAMILY SERVICES INC.

127 East 105th Street, New York, NY 10029 (intake)
Telephone: 212.289.1004 or 877.843.2127
www.vidafamilyservices.com
Drug-free outpatient program offering therapeutic services in Spanish and English to all ex-substance abusers, or those at risk of being substance abusers. Adult Basic Education (ABE), vocational testing, and counseling available for all participants. Serves ages 18 and over. Call for an appointment Mon.–Fri. 9–7. Spanish also spoken.

ELMCOR YOUTH AND ADULT ACTIVITIES, INC.

107–20 Northern Boulevard, Corona, NY 11368
Telephone: 718.651.0096
www.eec.sunyeoc.org

Operates a 24-hour drug rehabilitation program, including an afterschool program, outpatient service and residential program. Individual and group counseling, GED preparation, and referrals are provided. Serves ages 15 to 50. Call for appointment. Spanish also spoken.

CREATE, INC.

OUTPATIENT: 73–75 Lenox Avenue (W. 114th Street), New York, NY 10026
Telephone: 212.663.1975
www.createinc.org
Create, Inc. provides a full array of services to persons who are in need. These include: treatment and recovery services for chemical dependent men and women; specialized services for those who have co-occurring mental health and chemical abuse issues; transitional living for homeless young adults; permanent housing and support services for single parent women; vocational counseling, job preparation and placement; day services for the elderly and emergency food distribution for the hungry. Please call or write with any questions.

STRIVER HOUSE

202-204 Edgecombe Avenue, Manhattan, NY 10030
Telephone: 718.401.5700 (ask for intake) ☺
Operates a 60-bed, male-only residential facility. 6-18 month stays with wrap-around support for mental health, formerly incarcerated, legal support. Applicants must have written results from recent PPD skin test, chest X ray, and tests for Hepatitis A and B. Mon.-Fri. 9–5.

SAMARITAN VILLAGE, INC.

138-02 Queens Boulevard, Briarwood (Queens), NY 11435
Telephone: 800.532.4357 or 718.206.2000
Admissions: 718.651.6195
Methadone to Abstinence: 718.441.8913
Outpatient: 718.206.1990
http://samaritanvillage.org
Intensive residential programs (average stay 12-18 months) in the Bronx, Queens and upstate New York, and ambulatory methadone-to-abstinence programs and an aftercare program in Queens. Other programs include medical care and health education, HIV testing, counseling and support groups. Call Mon–Fri. 9–5 for an appointment. Spanish also spoken.

ADDICTS REHABILITATION CENTER (ARC)

2015 Madison Avenue, New York, NY 10035
Telephone: 212.427.6960
A drug-free faith-based residential program for people 18 years and older. Services include case management, HIV counseling, vocational counseling, legal assistance and drug abuse therapy and treatment. Average stay is 6–9 months. Call for an appointment Mon.–Fri. 9–5. Spanish also spoken on site.

ADDICTION RESEARCH AND TREATMENT CORPORATION (A.R.T.C.)

22 Chapel Street, Brooklyn, NY 11201 (Admin. Offices)
Telephone: 718.260.2900
www.artcny.org
A medically supervised outpatient treatment program offering comprehensive drug-free treatment. Includes acupuncture, mental health assessment and psychiatric referrals, relapse prevention, polydrug group, vocational and educational workshops, HIV testing and counseling, and individual and group counseling. Can treat crack addiction. Some locations can provide childcare. Four clinics in Manhattan and three in Brooklyn. Locations available on the website or call for directions Mon.–Fri. 9–5, Sat. 9-3.

REALIZATION CENTER

25 East 15th Street at Union Square, 7th Floor, New York, NY 10003
Telephone: 212.627.9600 ☺
175 Remsen Street, 2nd Floor, Brooklyn, NY 11201
Telephone: 718.342.6700 ☺
www.realizationcenternyc.com
An outpatient substance abuse and mental health program based

on the belief that addiction as well as mental health issues affect the whole person — physically, emotionally, and spiritually. Provides clinical services six days a week. Specialized areas of service include: chemical dependency; dual diagnosis; chronic relapse; food addiction; sex addiction; gambling addiction; parenting skills; codependency; depression and anxiety; gay, lesbian, and bisexual issues; and anger management. Also operates programs for families and adolescents. Young Adult program (ages 19-25) available in Brooklyn. Sliding fee scale and most major insurance plans accepted, as well as Medicaid. Mon.–Fri. 8:30am–9pm. Spanish group meets Wed. at 8pm. Bi-lingual Spanish counselors available.

ELMHURST HOSPITAL CENTER METHADONE TREATMENT PROGRAM

79-01 Broadway, Annex "O", 2nd Floor, Elmhurst (Queens), NY 11373
Telephone: 718.334.3190 or 718.334.3186
Offers individual and family counselling; medical and psychiatric services; a non-mandatory methadone-to-abstinence track; support and relapse prevention groups; vocational services including job search assistance, a halfway house, a computer club; and more. Accepts Medicaid or a sliding scale fee. Walk in Mon.–Fri. 9 to 10am and 11am to 12pm. Call Mon.–Fri. 8–3. Spanish, Chinese and Greek also spoken.

NARCO FREEDOM, INC.

401 East 147th Street, Bronx, NY 10455
Telephone: 718.402.5250 (intake)
www.narcofreedom.com
Provides quality substance abuse treatment outpatient services. Also offers residential chemical dependency services, full primary medical care, mental health care, family health services, intensive management for people living with HIV and their families, and vocational assistance. Referrals not needed. Call the main number for all sites and services. Sliding scale fee. Spanish also spoken.

NEW DIRECTIONS

202–206 Flatbush Avenue, Brooklyn, NY 11217
Telephone: 718.398.0800
www.newdirectionsbrooklyn.com
An outpatient alcoholism and substance abuse program targeting the dually diagnosed, those clients who carry concurrent diagnoses of a substance abuse problem and a psychiatric disorder, and the co-addicted. Services include acupuncture, individual and group counseling, family and couple counseling, criminal justice services, anger management, art therapy, vocational/educational evaluation and consultation. Also provides services for DWI and domestic violence issues. Accepts most insurance and Medicaid. Sliding fee scale. Call Mon.–Fri. 7am–9pm; Sat. 9–5. Spanish also spoken.

ALPHA SCHOOL CENTER FOR PROGRESSIVE LIVING, INC.

2400 Linden Boulevard (Btwn. Montauk Ave and Atkins Ave), 1st Floor, Brooklyn, NY 11208
Telephone: 718.257.5800
www.alphaschoolcpl.org
Offers an outpatient drug-treatment program. GED classes are offered for those 17 to 21 years of age. Adolescents in the drug treatment program can receive referrals to GED and computer literacy programs. Must call and make an appointment. Medicaid accepted. Mon.–Thu. 8–8; Fri. 8:30–4:30. Spanish also spoken.

NEW YORK HARM REDUCTION EDUCATORS, INC.

953 Southern Boulevard, Suite 302, Bronx, NY 10459
Telephone: 718.842.6050

1991A Lexington Avenue, New York, NY 10035
Telephone: 212.828.8464
www.nyhre.org
Offers a harm-reduction program for injection drug users, providing needle exchange as well as a variety of supportive services: holistic health services including acupuncture and reiki, counseling, legal assistance, case management and referrals to HIV testing, drug treatment, medical care, and food pantries. Call or walk in 9–5. Spanish also spoken. Both locations accessible to people with disabilities.

FROST'D AT HARLEM UNITED

290 Lenox Avenue, Lower Level, New York, NY 10027
Telephone: 212.924.3733
www.frostd.org
A needle-exchange program in locations throughout Harlem, Brooklyn, and the Bronx. Frost'd can also provide access to medical care, drug-treatment programs, and counseling services as well as a wide variety of services for people living with HIV. There are no eligibility requirements or referrals necessary. Call Mon.–Fri. 9–5 for locations and times.

MY METH LIFE

For comprehensive information on **methamphetamine** (also known as meth, crystal, tina, crank, crissy, speed, and tweek), as well as a listing of treatment programs, visit the **Gay Men's Health Crisis** sponsored website at **www.mymethlife.org** or call their hotline at 800.243.7692

NEW YORK CRYSTAL METH ANONYMOUS INTERGROUP

The **New York Crystal Meth Anonymous Intergroup** is a fellowship of men and women who share their experiences, strength, and hope with each other so that they may solve their common problem and help others to recover from addiction to crystal meth and all other mind-altering substances. For a list of meetings (including Spanish-language and sign interpretation meetings), visit their website at **www.nycma.org** or call their hotline at 212.642.5029.

SUBSTANCE ABUSE AND MENTAL HEALTH ADMINISTRATION

This site is a **clearinghouse for alcohol and drug information.** Provides nationwide treatment options, support group information and a referral service operating 24 hours a day. Call 800.729.6686 or visit their website at **www.samhsa.gov/treatment**
Spanish also spoken.

PILLS ANONYMOUS

Call **Pills Anonymous Hotline** at 212.874.0700 for a taped message listing upcoming meetings.

NARCOTICS ANONYMOUS - NY

Narcotics Anonymous is a non-profit, self-help fellowship for recovering addicts. Call 212.929.6262 for location of meetings closest to you, or go to **www.newyorkna.org**

ALCOHOLICS ANONYMOUS (AA)

307 Seventh Avenue, Room 201, New York, NY 10001-6007
Telephone: 212.647.1680 or 914.949.1200 / 516.223.9590 (Nassau), 631.665.2192 (Suffolk) ☺
Spanish spoken at 212.348.2644 or 718.348.0387
TDD: 212.647.1649
www.nyintergroup.org
Alcoholics Anonymous is a group of people who share their experiences, strengths, and hopes with each other so that they may solve their common problem and help others recover from alcoholism. Spanish-speaking groups are available, as are groups for lesbian, gay, bisexual and transgender people. Serves all ages. Meetings are held in all boroughs. Call the intergroup number for meeting information 9am–10pm, or write to the address above. Inmate can ask about AA outreach to their facility or can write to the above address for more information.

AL-ANON NEW YORK CITY

4 West 43rd Street (btwn 5th & 6th Ave), Suite 308, New York NY, 10036
Telephone: 212.941.0094
www.nycalanon.org
For information on 12-step programs for **family or friends of alcoholics**, adult children of alcoholics, and younger family members aged 12–19. Mon., Tue., Fri 12:30–5, Thu., 4 –7. Closed on Wednesdays and weekends. Spanish speakers can call 800.939.2770. Information on meetings in the five boroughs can also be found at the website.

THE BOWERY MISSION

227 Bowery, New York, NY 10002
Telephone: 212.674.3456 ☺

The Bowery Mission Transitional Center
45-51 Avenue D, New York, NY 10009
Telephone: 212.777.3424, Open 7 days a week
www.bowery.org
A 6- to 9-month residential program for alcohol and drug abusers and others, offering rehabilitative and Christian religious counseling. Attendance at Christian religious services is compulsory, as is work detail in maintaining the residence. Males only. Identification required, preferably a Social Security card or birth certificate. Intake requirements: 90 days clean & sober, referrals from Department of Homeless Services only, willing to take a TB test.
Call Pastor Julian at ext. 100, Mon.–Fri. 9–5.

NEW YORK STATE SMOKERS QUITLINE

Telephone: 866.697.8487
www.nysmokefree.com
Provides prerecorded tapes on how to quit smoking, access to counselors, and free materials upon request, including a nicotine replacement therapy patch starter kit. Call Mon.–Thu. 9–9, Fri.–Sun. 9–5. Spanish also spoken.

NICOTINE PATCHES (NYDHMH)

The **New York City Department of Health and Mental Hygiene** is offering nicotine replacement therapy patches, along with instructions and tips on quitting smoking, at no cost to smokers citywide who want to quit. Must be 18 or over and live in New York City. Call 311.

AMERICAN HEART ASSOCIATION

The American Heart Association at 800.242.8721 offers a free informational packet on the dangers of smoking and how to quit. Call 24 hours a day, 7 days a week. Spanish and other languages also spoken.

OSBORNE ASSOCIATION - PREVENTION AND TREATMENT

The Osborne Association also offers assistance to people who want to quit smoking. Call their **Prevention and Treatment Services** division in the Bronx at 718.707.2600.

SEXUAL COMPULSIVE ANONYMOUS

SCA Intergroup of New York
P.O. Box 1753, Old Chelsea Station, New York, NY 10113
Telephone: 212.439.1123 or 800.977.4325
www.scany.org
A 12-step fellowship, inclusive of all sexual orientations, open to anyone with a desire to recover from sexual compulsion. There are no requirements for admission to the meetings. For a list of meetings, call or visit their website. Meetings in Spanish held as well.

SEXUAL COMPULSIVE ANONYMOUS MEETINGS AT THE LESBIAN, GAY, BISEXUAL AND TRANSGENDER COMMUNITY CENTER

208 West 13th Street, New York, NY 10011
Telephone: 212.620.7310
www.gaycenter.org
12-step group meetings of Sexual Compulsive Anonymous address issues of romantic obsession, porn/Internet/phone sex, and healthy sexuality. Open to all. Call Mon.–Fri. 10–7 for more information.

GAM-ANON FOR NEW YORK

Gam-anon International Service Office, Inc.
P.O. Box 157, Whitestone, NY 11357
Telephone: 718.352.1671
www.gam-anon.org
Call for a list of meetings or to speak with a volunteer. Gam-anon is for people who have gambling problems. Gam-anon is a fellowship for men and women, partners, family members, and close friends whose lives have been affected by gambling problems. Therapy-type sessions are held every night of the week in all five boroughs.

NATIONAL ASSOCIATION FOR SHOPLIFTING PREVENTION

225 Broadhollow Road, Suite #400E, Melville, NY 11747
Telephone: 631.923.2737 or 800.848.9595
www.shopliftingprevention.org
The National Association for Shoplifting Prevention (NASP) is the nationwide leader in shoplifting prevention efforts. NASP's unparalleled shoplifter research and ongoing collaboration with community stakeholders - from crime prevention, to law enforcement, to retailers, to criminal & juvenile justice - has been the basis for all its organizational activities and the foundation for its programs and services. For help call Mom. - Fri. 9am - 5pm to avoid shoplifting.

No law or ordinance is mightier than understanding.

—Plato

Legal Services

It is often advisable for formerly incarcerated people to obtain some legal counseling soon after their release. Many areas of employment or types of licenses, for example, are prohibited to former prisoners unless they first secure a Certificate of Relief from Disabilities. Also, "cleaning up" or making accurate one's rap sheet should be a top priority. Often there are errors listed on it that can prove detrimental, such as a felony reduced to a misdemeanor still listed as a felony, or a record of an arrest that did not lead to conviction. Good counseling, furthermore, will advise you of your rights when filling out job applications. It is not legal, for example, for an employer to ask you about any arrest that did not lead to conviction. Nor can an employer legally ask you anything about an alcohol or drug addiction you might have had or still have, unless it could interfere with your performing the job.

LEGAL ACTION CENTER

225 Varick Street, New York, NY 10014
Telephone: 212.243.1313; 800.223.4044
www.lac.org
The Legal Action Center is a non-profit organization providing free legal services to formerly incarcerated people, recovering alcoholics, and substance abusers. It will help you obtain your rap sheet (arrest and conviction record) and provide information on how to "clean up" your rap sheet (seal records, correct inaccuracies, and obtain Certificates of Relief from Disabilities and Certificates of Good Conduct from the courts). It will also counsel you on your rights when seeking employment. If you feel you have been unfairly discriminated against as a formerly incarcerated person, or if you want information on how to obtain bonding for a particular job, Legal Action Center can be of help. It also offers advice and representation on a range of legal problems for people with HIV infection and their families, past and current substance abusers, women and children. Call Mon.–Fri. 9–5. Spanish also spoken.

The Legal Action Center's website includes valuable resources for people facing the difficulties of reentry. Go to their website at **www.lac.org** and click on "Free Publications" to download articles such as "Your New York State Rap Sheet: A guide to getting, understanding, and correcting your criminal record" (2013), "Lowering Criminal Record Barriers: Certificates of Relief/Good Conduct and record sealing" (2012) and the 2013 "*Criminal Records and Employment: Protecting yourself from discrimination.*"

For detailed information on ***how to clean up your rap sheet, restore your rights, and avoid discrimination*** *as a person who has been incarcerated, see also the section of this booklet entitled* ***The Job Search.***

Be sure to keep a copy of your prison release papers as they might prove useful in your becoming eligible for certain benefits or programs. If they are lost, former inmates of state facilities can write for copies to the facilities in which they were incarcerated; former inmates of New York City institutions call 311 and ask for "Inmate Jail Release Services."

LEGAL REFERRAL SERVICE
NEW YORK CITY AND COUNTY BAR ASSOCIATIONS

Telephone (English): 212.626.7373
Telephone (Spanish): 212.626.7374
www.nycbar.org/lrs
A free legal services clinic is held weekly from 5:30pm-7:30pm (by appointment only). Please call to sign up. Topics covered are family law, landlord/tenant issues, bankruptcy, consumer law, and others. Counselors are available to help you find affordable representation. There is no fee for referrals to an attorney, however a private attorney will charge for services. Mon.–Fri. 8:30am–5:30pm.

LEGAL AID SOCIETY

199 Water Street, Suite #400, New York, NY 10038
Telephone: 212.577.3300
www.legal-aid.org
The Legal Aid Society offers free legal counsel and advice to New York City residents who cannot afford a private lawyer. It is divided into a Civil Practice, a Criminal Defense Practice, and a Juvenile Rights Practice. Call Mon.–Fri. 9–5 for more information.

If you are re-arrested while on parole, and are income-eligible, you can write to the Legal Aid Society's **Parole Revocation Defense Unit**, same address as above; telephone: 212.577.3500. For a parole revocation hearing, you have the right to court-appointed counsel. If you do not have a lawyer by the date of the hearing, you may request an adjournment to get a lawyer. If you are not eligible for a Legal Aid lawyer, you can write the Supreme Court of the County you are in to request court-appointed counsel. If you have a parole problem anywhere outside the five boroughs of New York City, you must write to the local court of that area.

BRONX DEFENDERS

860 Courtlandt Avenue, Bronx, NY 10451
Telephone: 718.838.7878
www.bronxdefenders.org
A public defender organization representing indigent clients in the Bronx who have been charged with crimes. Clients of The Bronx

Defenders have one place where they can go for any issue, whether it is a case in a courtroom, a problem with a landlord, or a long-standing mental illness. Under one roof, The Bronx Defenders' holistic advocacy brings together experts from a variety of disciplines— criminal and civil attorneys, social workers, investigators, parent advocates, and community organizers — to tackle all of these needs head on. For more information call Mon.–Fri. 9–6.

NEW YORK LEGAL ASSISTANCE GROUP

7 Hanover Square, New York, NY 10004
Telephone: 212.613.5000
www.nylag.org
Provides free civil legal services to low-income individuals and families who would otherwise be unable to access legal assistance. Immigration, family law, employment, welfare and benefits issues are covered, including discrimination against formerly incarcerated people. Call Tue. or Fri. 9–3 for family law issues, Mon., Wed., or Thu. 9–3 for all other legal issues.

YOUTH REPRESENT

Mailing Address: 342 Broadway, New York, NY 10013
Office: 346 Broadway, Suite 601, New York, NY 10013
Telephone: 212.553.6421
www.youthrepresent.org
Youth Represent is a non-profit organization that provides comprehensive legal services to court-involved New York City youth age 24 and under. These services include representation in criminal and housing court; advocacy in employment matters and school suspension hearings; support in applying for certificates of relief or early release from probation; and criminal history review and error correction; We work closely with several community-based programs including CASES and NYC Justice Corps. Call or email for an appointment.

LEGAL SERVICES FOR NEW YORK CITY

40 Worth Street, Suite #606, New York, NY 10013
Telephone: 646.442.3600 or 212.431.7200
www.lsny.org

A citywide program which provides free legal services to those who are income eligible. Attorneys represent clients in all legal matters except criminal cases beyond the arraignment stage and fee-generating cases. For location of the local office for which you are eligible, call the above number Mon.–Fri. 9–5. Spanish also spoken.

Legal Information

The City's public libraries has a circulating collection of legal handbooks for the non-lawyer on topics like employment law, family law, tenant's rights, copyright and patent law, small business incorporation and more.

NEIGHBORHOOD DEFENDER SERVICE OF HARLEM

317 Lenox Avenue, 10th Floor, New York, NY 10027
Telephone: 212.876.5500
www.ndsny.org
A non-profit community-based law office that provides criminal legal representation to residents of Upper Manhattan (north of 96th Street). Call or walk in Mon.–Fri. 8:30–5:45. Spanish also spoken.

NEW YORK CITY PUBLIC ADVOCATE

www.pubadvocate.nyc.gov
The New York City Public Advocate Letitia James website offers a wealth of useful information, including information on housing, education, government transparency, business assistance, as well as consumer advice.

INTERNAL REVENUE SERVICE

Call the **Internal Revenue Service** at 800.829.1040 for information on various tax topics such as: alternative filing methods, exemptions, itemized deductions, child and dependent care credit, and whether or not you should itemize. Information in Spanish also available. Call Mon. - Fri. 7am - 7pm. Online at: **www.irs.gov**
If you have questions that relate to the federal government, such as about immigration, Medicare or obtaining a Social Security card, you can call the **Federal Citizens Information Center** at 800.333.4636 Mon.–Fri. 8–8. Tell them your problem and they can

direct you to the right agency. Spanish also spoken. Online at: **www.gsa.gov**

Name Changes

If you wish to legalize a name change, call **Legal Services for New York** at 646.442.3600 for the location of the neighborhood legal office for which you are eligible, or write them at 40 Worth Street, Suite #606, New York, NY 10013.

Transgender people seeking information on name changes can also contact the **Lesbian, Gay, Bisexual and Transgender Law Association of Greater New York (LeGaL)** at 212.353.9118 or write to 799 Broadway, #340, New York, NY 10003. Also Offers weekly walk-in legal clinic 6–8pm every Tuesday at 208 West 13th Street (between 7th and 8th Avenues), Manhattan. Telephone: 212-620-7310

Registering to Vote

In New York State, you may vote while you are incarcerated unless:

- You are now serving time for a felony conviction
- You are now on parole for a felony conviction, or
- You are now under 18 years old or not a U.S. citizen.

Your right to vote will be returned automatically when you finish your maximum prison sentence or are discharged from parole. You do not have to provide any documentation about your criminal record in order to register and vote. Voter registration forms are available in English, Chinese, Spanish and Korean. Registration offices are located in all five boroughs. Many public library branches also carry voter registration forms before election time.

In New York State you may vote if you are:

- Awaiting trial and **not yet** convicted and do not fall into the above categories
- Serving time for a misdemeanor
- On probation

* NOTE! If you are currently on parole, you can still vote if you have a **Certificate of Relief from Disabilities or a Certificate of Good Conduct** that restores your voting rights. You can vote if you are currently in jail for a misdemeanor charge, or you are on probation, or if you have completed your maximum prison sentence, and are not on parole on any charge.

Call 866.868.3692 or TTY 212.487.5496 to request a voter registration form or an absentee ballot, or check **www.vote.nyc.ny.us** on information about registering to vote in New York City.

Documents

To obtain a birth certificate, if you were born in the five boroughs of New York City, call the NYC Department of Health, Office of Vital Records, at 311 or visit **www.nyc.gov/vitalrecords**

Walk in from 9–3:30 Mon.–Fri. to 125 Worth Street, New York, NY 10013. You can order a birth certificate online or in person.

Those born outside New York City must contact the department of health or vital records in their home state. Links to information for each state is located here: www.cdc.gov/nchs/w2w.htm

PUERTO RICO VITAL RECORDS

For information on vital records for Puerto Rico, access the following site: www.cdc.gov/nchs/w2w/puerto_rico.htm
Or write:
Department of Health
Demographic Registry
P.O. Box 11854
Fernandez Juncos Station
San Juan, PR 00910

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES

6 Empire State Plaza, Albany, 12228
11 Greenwich Street, New York, NY 10004
Telephone: 212.645.5550
www.dmv.ny.gov/
For information on how to obtain a **New York State Driver's License**,

call Mon.–Fri. 8:30–4. Spanish also spoken. The New York State Department of Motor Vehicles also has a website with various services, such as renewing your registration online, downloading forms, and finding the location of your local center. A person of any age who does not have a driver's license can apply to the Department of Motor Vehicles for a **non-driver's ID card**. This card contains the same personal information, photo, signature, and special protection against alteration and fraud as a photo driver's license.

NEW YORK CITY MARRIAGE LICENSE

Call 311 for information on securing a **Marriage License**, or visit the website
www.cityclerk.nyc.gov/html/marriage/license.shtml
Mon.–Fri. 8:30–3:45. Offices in all five boroughs.

NEW YORK CITY CENTRAL BOOKING

If you need **information about a friend or relative who has been arrested**, call 311. The City provides information about people who were arrested in the last 24 to 48 hours and who have not yet seen a judge.

NEW YORK CITY DEPARTMENT OF CORRECTIONS INMATE LOCATOR

For information about jail inmates held by the **New York City Department of Corrections,** visit their website at **www.nyc.gov/doc** or call the information line at 718.546.1500. (call 7:30am - 5:30pm).Provides a list of the city's jails, information on how and when an inmate can be visited, how and where to pay bail, and how to place money in an inmate's account. Also in Spanish.

NEW YORK STATE DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION

For a list of New York State Correctional Facilities, their addresses and phone numbers, inmate information, research documents, etc. visit the **New York State Department of Corrections and Community Supervision** website at: **www.doccs.ny.gov**

FEDERAL BUREAU OF PRISONS

For a comprehensive listing of **Federal Detention Centers** throughout the United States, along with inmate information, visit the Federal Bureau of Prisons website at **www.bop.gov/locations**

Discrimination and Complaints

NEW YORK CITY COMMISSION ON HUMAN RIGHTS

40 Rector Street, 10th Floor, New York, NY 10006
Telephone: 212.306.7450
www.nyc.gov/html/cchr/home.html
If you feel that you, as an individual, have been discriminated against in employment or housing (in rental or purchasing) based on your race, age, gender, gender identity, sexual orientation, ancestry, national origin, citizenship status or disability, file a complaint here. Call to make an appointment Mon.–Fri. 9–5; complaints can be filed Mon.–Thu. 10–4 and Fri. 10–3. Spanish also spoken.

CIVILIAN COMPLAINT REVIEW BOARD

40 Rector Street, 2nd Floor, New York, NY 10006
Telephone: 800-341-2272 or call 311
www.nyc.gov/html/ccrb
For complaints against New York City police officers (in cases of brutality, threats, stolen property, etc.), contact the Civilian Complaint Review Board any time day or night. Many languages spoken. Walk in Mon.–Fri. 8am–5pm.

Immigrants' Rights

THE NEW YORK IMMIGRATION COALITION

137-139 West 25th Street, 12th Floor
(between Sixth and Seventh Avenues)

New York, NY 10001
Telephone: 212.627.2227
www.thenyic.org
Provides information and referrals over the phone. Offers information on how to obtain a green card, citizenship, the grounds for deportation, labor rights, and political asylum. Call Mon.–Fri. 9–6. Many languages spoken. All calls are confidential.

ARCHDIOCESE OF NEW YORK

1011 First Avenue, 12th Floor, New York, NY 10022
Telephone: 212.419.3700 or 800.566.7636 (hotline)
www.ny-archdiocese.org
Immigration and Refugee Services Offers information and referrals as well as direct service for immigration-related problems. Also provides services of accredited representatives who can appear before an Immigration Court on behalf of clients. Minimal fees are charged, but services are not withheld due to inability to pay. Call Raluca Oncioiu at 212.419.3700, Ext. 3762 with questions. Call number above Mon.–Fri. 9–5 for appointment. Spanish, French and other languages also spoken.

THE NEW YORK CITY BAR ASSOCIATION - LEGAL REFERRAL SERVICE

Telephone: 212.626.7373 or 212.626.7374 (Spanish)
www.nycbar.org or www.ilawyer.com
Find legal counsel in your area qualified on immigration issues. Call Mon.–Fri. 8:30–5:30pm.

LEGAL AID SOCIETY

See page 125

Public Access Law Libraries

Manhattan
NY County Courts Public Access Law Library
80 Centre Street, Room 468, New York, NY
Telephone: 646.386.3715
Mon.–Fri. 9:30–4:30pm. Call ahead.

Bronx
Bronx Supreme Court Law Library
851 Grand Concourse, Room 817, Bronx, NY 10451
Telephone: 718.638.3710
Open to public Mon.–Fri. 9:30–1pm.

Brooklyn
Kings County Supreme Court Law Library
360 Adams Street, Room 349, Brooklyn, NY 11201
Telephone: 347.296-1144
Mon.–Fri. 9–4:45pm.
No wheelchair access. Call ahead to arrange accommodations.

Queens
Law Library of Queens County
Queens County General Courthouse
88-11 Sutphin Blvd., Jamaica, NY 11435
Telephone: 718.298.1206
Mon.–Fri. 9–4:30pm.

Staten Island
25 Hyatt Street, Room 515
Staten Island, NY 10301
718. 675.8711
Mon.–Fri. 9–4:30pm.

The connections between and among women are the most feared, the most problematic, and the most potentially transforming force on the planet.

— Adrienne Rich

Women

WOMEN'S PRISON ASSOCIATION

110 Second Avenue, New York, NY 10003
Telephone: 646.292.7740
Reentry Services: 646.292.7764
www.wpaonline.org
Offers a range of services and referrals to women who have been involved in the criminal justice system. Staff provide pre-release planning and counseling at five city and state correctional facilities. The Sarah Powell Huntington House is a WPA residence serving women who are homeless, involved with the criminal justice system, and trying to reunite with their children. An independent skills building program, Neighborhood Based Services, is located in East New York. Re-Entry Services assists women with pre-release planning, assistance accessing health care and benefits, employment readiness, mentoring, assistance with legal issues, and more. Specialized in serving the needs of HIV-positive women. One of the first organizations to call when you get out of prison. Call or write for more information. Orientations held every Wednesday at 11am.

CENTER FOR COMMUNITY ALTERNATIVES Ⓝ

25 Chapel Street, 7th Floor, Room 701, Brooklyn, NY 11201
Telephone: 718.858.9658
www.communityalternatives.org
Operates **Crossroads**, a substance-abuse treatment program offered as an alternative to incarceration, **CHOICES** and **Sisters Strong**, HIV/AIDS harm reduction programs. Services to formerly incarcerated women include job readiness and retention assistance, help applying to supportive/transitional housing, yoga, and acupuncture. Call Mon.–Fri. 9–5 for more information. Spanish, French and Haitian Creole also spoken.

WOMEN IN PRISON PROJECT

The Correctional Association of New York
2090 Adam Clayton Powell Blvd, Suite 200, New York, NY 10027
Telephone: 212.254.5700
www.correctionalassociation.org
The Women in Prison Project is the arm of the Correctional Association of New York dedicated to addressing the effects of the state's

criminal justice policies on women and their families. It oversees **ReConnect,** a leadership training program for women who have recently returned home from prison or jail. ReConnect participants develop leadership and problem-solving skills, identify issues that affect their lives and communities, and build their own support networks while involved in various community initiatives. The **Coalition for Women Prisoners** also hosts monthly meetings that provide networking opportunities for formerly incarcerated women. Call or write the **Women in Prison Project** for more information.

GREENHOPE SERVICES FOR WOMEN

435 East 119th Street, New York, NY 10035
Telephone: 212.996.8633 ext. 1100, or 212.360.4002 ext. 1100
www.greenhope.org

Located in East Harlem since 1975, Greenhope's commitment to providing quality services to predominantly poor African American and Latina ex-offenders has made it a leader in working with women to address the problems that lead to a life of drugs and crime. It is one of the few woman-centered facilities operating in New York State, which serves both parolees and alternative to incarceration clients and provides comprehensive residential treatment services, supportive housing, and a range of prevention and outpatient programs. Since its inception, Greenhope has provided a safe haven for thousands of women seeking to reclaim their lives, reunite with their families, and rebuild their communities.

In 2011 Greenhope opened its new home, Kandake House, an eight-story, state-of-the art, "green" building that houses 72 women, 28 of whom live with their children from 0 to 5 years old. Greenhope mothers – who would otherwise be homeless or incarcerated if not for Greenhope – now have the opportunity to work on their addiction and other health challenges while also reestablishing their parental relationships and forging bonds of attachment with their children. Greenhope's outpatient program serves over 200 women annually and Greenhope serves over 400 women annually in both the residential and ambulatory programs combined. For more information about Greenhope, please visit the website.

Intake Contact Information:
Estelle Pierce, Director of Legal Services
212-360-4002 Ext 1100
Fax 212-360-4011
epierce@greenhope.org

Online Admissions Form:
https://www.greenhope.org/admissions/application.asp

Quotes from Greenhope alumnae:

"My experience with Greenhope has taught me that I can become a productive member of society and that I am a beautiful, intelligent, and phenomenal woman that can accomplish anything that I put my mind to."

"While in Greenhope…a seed of hope was planted. I learned so much once I was open. I learned that I actually had a choice in which direction my life would go. I learned that it was never too late…I realized that I was tired of hurting myself and others because of my past. I learned to let my past go, piece by piece."

"Greenhope gave me the opportunity to change my life. I entered the building broken and as time went on, with the help of staff and the groups, I was able to fix myself."

STEPS TO END VIOLENCE PROGRAM

Edwin Gould Services for Children and Families
1968 Second Avenue, 2nd Floor, New York, NY 10029
Telephone: 646.315.7600 or 877.STEPS94
www.egscf.org

For women who have been abused as children or adults and arrested on charges relating to this abuse, the STEPS Program helps provide alternatives to incarceration. For those women already incarcerated and ready for release, the program provides educational workshops on family violence (both in prison and post-release) at the agency's office. Also offers weekly support groups and a parenting group for women who are survivors of abuse and have young children. The program works with children of all ages, providing therapeutic play groups and individual counseling. Call Mon.–Fri. 8:30–5. Spanish also spoken.

PROVIDENCE HOUSE

Transitional Housing Inc.
703 Lexington Avenue, Brooklyn, NY 11221
Telephone: 718.455.0197 ☺
www.providencehouse.org
A community-based transitional shelter program for women who are on New York State parole. Each of the three houses, two in Brooklyn and one in Queens, has a core community of volunteers who live permanently in the house and who participate in the communal life of the residents. Staff assist with referral services and housing. Length of stay: from four months to a year. Write to Providence House before you go up before the parole board or ask your parole officer for a referral. Spanish also spoken. Call Mon.-Fri., 9-5.

WOMEN IN NEED, INC. (WIN)

115 West 31st Street, 7th Floor, New York, NY 10001
Telephone: 212.695.4758
www.women-in-need.org
Provides shelter for women with children in the Bronx, Manhattan and Brooklyn. Also provides day care and summer camp for their clients' children. Their goal is to help clients overcome the major obstacles — lack of affordable housing, domestic violence, family problems, eviction, mental illness, drug and alcohol abuse, low self-esteem — that threaten to destroy their lives and the lives of their children. Provides job-readiness, survival skills, GED and ESOL classes, as well as computer training. Must be referred by the City's Emergency Assistance Unit at 718.402.6474 or the Department of Homeless Services Emergency Information Line at 800.994.6494. **Also provides an outpatient substance abuse clinic for any women. Call directly at: 718.402.0066.** Spanish also spoken.

HOUSING + SOLUTIONS

3 West 29th Street, Suite 805, New York, NY 10001
Telephone: 212.213.0221
www.housingplussolutions.org
Housing Plus Solutions is a community-based non-profit organization providing housing and referrals to other needed services to homeless women with or without children. Must be at least six months sober and working part or full time or in a program leading to work. Must be referred by a shelter. Call Mon.–Fri. 10–5.

For info about NYC shelter system intake, see HOUSING chapter.

WOMEN AND WORK PROGRAM

Queens College, Mid Manhattan Extension Center
25 West 43rd Street, Suite 1005, New York, NY 10036
Telephone: 212.642.2070
www.qc.cuny.edu/community/womenwork
15 week program helping women enter or reenter the workplace with the technological and social skills needed to remain employed. Microsoft Office instruction, plus math, workplace reading and writing, resumes, dressing for success, and interview skills are covered. Includes post-program support. Must be legally able to work in US and have a high school diploma or GED. Computer experience is not required. Call for next orientation date.

DRESS FOR SUCCESS WORLDWIDE

32 East 31st Street, Suite 602, New York, NY 10016
Telephone: 646.233.4955

114–14 Jamaica Avenue, Richmond Hill (Queens), NY 11418
Telephone: 718.805.2488

839 East 149th Street, Bronx, NY 10455
Telephone: 718.886.0672

Brooklyn Warehouse
68 35th Street, Building 4, Brooklyn, NY 11232
Telephone: 718.832.6201
www.dressforsuccess.org
Dress for Success provides professional apparel, career development services, and ongoing employment retention programs for clients in NYC. Women must be referred by one of the organization's approved partner agencies. These 200 partner agencies in NY include reentry programs, educational institutions, homeless/domestic violence

shelters, rehabilitation programs, job training programs and more. Headquartered in Manhattan, Dress for Success is an international organization with over 90 locations worldwide. Please call Mon.–Fri. 9–5 for more information.

NON-TRADITIONAL EMPLOYMENT FOR WOMEN (NEW)

Judith P. Vladeck Center for Women
243 West 20th Street, New York, NY 10011
Telephone: 212.627.6252
www.new-nyc.org
An employment and training program for women interested in nontraditional blue collar and construction jobs, training, and apprenticeships. Must be between the ages of 18 and 50, have a high school diploma or GED, be interested in a blue-collar career, able to attend day or evening programs, and must be able to lift 50 pounds. Sign up online to attend an information session or call for an appointment Mon.–Sat. 8–4. Information sessions occur Tue. at 10am and Wed. at 6pm.

NEW YORK CITY DEPARTMENT OF HEALTH AND MENTAL HYGIENE-WOMENS HEALTH

Telephone: 311
www.nyc.gov/html/doh/
Call Mon.–Fri. 9–9 and Sat. 9–5 for information and referrals addressing women's health care concerns, including breast care, pap smears, prenatal care, fertility counseling, pregnancy testing, abortion or family planning, and HIV/STD testing. Referrals can be made to clinics that offer free or low-cost services. Working families may be eligible for free or very low cost prenatal care under the Prenatal Care Assistance Program. Information is available in English, Spanish, French, and Creole, with interpretation service for all other languages.

BREAST AND CERVICAL CANCER DETECTION

Memorial Sloan Kettering Cancer Center
Telephone: 212.639.2000
Breast Examination Center of Harlem
163 West 125th Street, New York, NY 10027
Telephone: 212.531.8000
www.mskcc.org
Early breast and cervical cancer detection services available for all women. Breast palpation, instruction in breast self-examination, mammography, pap smears, referrals. **It is recommended that all women get pap smears once per year and women over 40 (or younger if they have a family history of breast cancer) get mammograms once per year.** Spanish also spoken. Mon.–Fri. 8–5.

NYC AMERICAN CANCER SOCIETY

Incarcerated women seeking information on breast health can write to the NYC **American Cancer Society**, 132 West 32nd Street, New York, NY 10001 or call 212.586.8700 or the hotline at 800.227.2345

HOUR CHILDREN

Administrative Office:
13-07 37th Avenue, Long Island City (Queens), NY 11101
Telephone: 718.433.4724
www.hourchildren.org
Provides services to mothers inside and outside correctional facilities. Offers reunification counseling to incarcerated mothers, help with job searching, housing, a food pantry, and a day care and pre-school for toddlers of working mothers. Call Mon.–Fri. 9–5, write the office address, or drop by the thrift store for more information.

STEPS TO END FAMILY VIOLENCE

Edwin Gould Services for Children / STEPS to End Family Violence
151 Lawrence Street, 5th Floor, Brooklyn, NY 11201
Telephone: 212.437.3500
www.egscf.org
Program offers ATI services, counseling, parenting skills, educational support, job & housing support, legal counseling and more. The STEPS Re-Entry Project works to support the emotional and social needs of women through individual and group counseling, and planned social activities.

As part of this initiative, STEPS recently launched a Jewelry Design and Entrepreneurship Project with the generous support of local jewelry designer Jennifer Monzon of Hunter NY, jewelry supply wholesaler Metalliferous, and the White Plains Chapter of Friends Outside.

Women are referred to participate in these groups by word of mouth, via a partnership with the New York City Department of Health which identifies women who have experienced intimate partner violence at intake, other service providers at Riker's or because they are existing ATI clients. Call Mon.–Fri. 8:30–5:00. Spanish also spoken.

MARGARET SANGER CENTER FOR PLANNED PARENTHOOD OF NEW YORK CITY, INC.

26 Bleecker Street, New York, NY 10012
Telephone: 212.965.7000
www.plannedparenthood.org/nyc
Offers gynecology services, screening for sexually transmitted diseases, contraceptive services including emergency contraception, and abortion. Provides free pregnancy testing. For other services, sliding-scale fees based on income are available. Call Mon., Tue., Sat. 8–4; Wed., Thu., Fri., 8–6:30. Spanish also spoken.

CATHOLIC CHARITIES - ADOPTION OPTIONS

Alternatives to abortion including contact numbers for adoption are offered by Catholic Charities. Call 888.744.7900 Mon.-Fri. 8:30-5:30.Spanish also spoken.

WOMEN, INFANTS AND CHILDREN FOOD PROGRAM (WIC)

Telephone: 800-522-5006 (Growing Up Healthy Hotline)
www.health.ny.gov/prevention/nutrition/wic/
The Women, Infants and Children (WIC) Food Program provides vouchers that can be used at neighborhood stores to buy WIC foods such as milk, cheese, juice, formula, cereal, and eggs. Eligibility criteria include being a woman who is pregnant, breast-feeding, or postpartum, having children under the age of 5, at nutritional or medical risk, and being income eligible. Verified Public Assistance, Medicaid, and/or Food Stamp participants are automatically WIC income eligible. For referral to a local WIC program, call any time. Spanish and many other languages also spoken.

Additional resources of interest to mothers can be found in the chapter Counseling and Family Services.

SAFE HORIZON

2 Lafayette Street, 3rd Floor, New York, NY 10007
Domestic Violence Hotline: 800.621.4673
Rape, Sexual Assault & Incest Hotline: 212.227.3000
Crime Victims Hotline: 866.689.4357
www.safehorizon.org
For women who are victims of domestic violence, help can be obtained by calling Safe Horizon 24 hours a day, 7 days a week. Offers crisis counseling and information on or referral to a wide variety of resources, including the Crime Victim Services and domestic violence shelters. Can provide new locks. Spanish and other languages also spoken.

SEX CRIMES REPORT LINE

Telephone: 212.267.7273
Maintains a hotline staffed by female detectives for sex-crime victims. Takes police reports over the phone, conducts investigations, and provides information and referrals. Call 24 hours a day, 7 days a week.

ST. LUKE'S-ROOSEVELT CRIME VICTIMS' TREATMENT CENTER (*see page 103)*

GIRLS' EDUCATIONAL AND MENTORING SERVICES (GEMS)

Telephone: 212.926.8089
www.gems-girls.org
Works with girls and women 12-24 years old who have experienced commercial sexual exploitation and abuse. Provides counseling; therapeutic and recreational groups; referrals to legal, educational and other resources; and peer mentoring. Call Mon.–Fri. 10–6 for more information. Spanish also spoken.

THE GROWING UP HEALTHY HOTLINE

Telephone: 800.522.5006
Referrals to low-income pregnant women or who have children under the age of 5. Call 24 hours a day, 7 days a week for assistance accessing affordable prenatal care or other health care, contraceptives, insurance, food pantries, and other services for families. Spanish also spoken.

WOMEN'S ADVOCATE MINISTRY

211 West 129th Street
New York, NY 10027
Telephone: 212.280.7320
www.wamusa.org
Provides active outreach, crisis intervention, referral and supportive services to incarcerated women in New York City and Westchester and their children. Services include residential rehabilitation for substance abusers, improvement of conditions in jail, and housing, help with child custody and other legal issues, upon re-entry.

FAMILY JUSTICE CENTER

Brooklyn
350 Jay Street, Brooklyn, NY 11201
Telephone: 718.250.5111

Queens
126-02 82nd Avenue off of Queens Boulevard, Kew Gardens, NY 11415 Telephone: 718.575.4500

Bronx
198 East 161 Street, Bronx, NY 10451
Telephone: 718.508.1222
www.nyc.gov/html/ocdv/html/help/fjc.shtml
The Family Justice Center is a walk-in intake center, open Mon.–Fri. 9–5. They provide immediate intake and assistance for victims of domestic violence, regardless of language, immigrant, or economic status. Services at FJC include counseling, advocacy, meeting with a prosecutor, shelter and housing help, and legal info. Child care is provided.

A person once asked me, in a provocative manner, if I approved of homosexuality. I replied with another question: 'Tell me: when God looks at a gay person, does he endorse the existence of this person with love, or reject and condemn this person?' We must always consider the person.

— Pope Francis I

LGBT: Lesbian, Gay, Bisexual & Transgender People

LGBT SERVICES AND RESOURCE DIRECTORY

City of New York, Office of the Comptroller
Attn: Scott Stringer
Municipal Building
1 Centre Street, New York, NY 10007
212.669.2697
www.comptroller.nyc.gov/help/lgbtq-directory
Comprehensive directory of services available in the metropolitan New York City area to the LGBT community. Contains over 500 listings of agencies with descriptions and contact information. Contact the Office of the Comptroller if you would like a printed copy of this list.

THE NEW YORK LESBIAN, GAY, BISEXUAL AND TRANSGENDER COMMUNITY CENTER

208 West 13th Street, New York, NY 10011
Telephone: 212.620.7310
www.gaycenter.org
The New York Lesbian, Gay, Bisexual and Transgender Community Center is a focal point for many of New York City's LGBT services. It serves as a meeting place for over 300 organizations concerned with the social, health, religious, political, cultural, and business concerns of the queer community, and it is also the site for many free and low-cost cultural and social activities, such as dances and plays. A daily schedule of events is posted in the building's lobby. There is also a community bulletin board in the lobby which lists want ads, apartments, jobs, and community events. The Center sponsors an orientation program for people entering the LGBT community or who are just unfamiliar with its resources, and offers referrals to health services and counseling, and the Gender Identity Project. The Center also hosts a lending library of LGBT material and a National Archive of LGBT history. Spanish also spoken.
Hours: Mon.-Fri. 9am-10pm; Sat. 9am-10:30pm; Sun. 9am-9pm
Some of the regularly scheduled meetings held at the Center are:

- African-Ancestral Lesbians United in Societal Change
- Men of All Colors Together/MACT
- Several 12-step programs
- ACT UP: AIDS Coalition to Unleash Power
- Book clubs
- Age-specific groups

A complete list of meetings held at the Center can be found at **www.gaycenter.org** and clicking on "*Calendar*."

NEW YORK CITY COMMISSION ON HUMAN RIGHTS

40 Rector Street, New York, NY 10006
www.nyc.gov/cchr
Concerns itself with advocacy and referrals in cases of discrimination based on sexual orientation, gender identity or HIV status. To file a complaint, call 212.306.7450 or 311 and ask for the Human Rights Commission to make an appointment. Spanish also spoken.

SYLVIA RIVERA LAW PROJECT

147 West 24th Street, 5th Floor, New York, NY 10011
Telephone: 212.337.8550
www.srlp.org
An organization working to fight discrimination against transgender, transsexual, intersex and other gender non-conforming people. Provides free legal services to low income people and people of color who are facing gender identity discrimination. Call ahead to see if you qualify and make an appointment, or write if you are incarcerated. They also offer "Know Your Rights" trainings and resources, assistance obtaining ID and U.S. passport showing your correct name and gender, leadership training for people in their service group, and training resources for service providers who work with transgender people. Call for intake hours and more information. Accessible to people with disabilities..

ALI FORNEY CENTER

Central Office: 212.222.3427
Day Center: 212.206.0574
www.aliforneycenter.org
Provides emergency housing and services to homeless LGBT youth ages 16 to 24. The Day Center in Chelsea offers case management,

food, showers, job search assistance and referrals to medical care. Emergency temporary housing and transitional housing. Employment and education assistance are also available. Call for more information Mon.–Fri. 9–5. Spanish also spoken.

MICHAEL CALLEN–AUDRE LORDE HEALTH CENTER

356 West 18th Street, New York, NY 10011
Telephone: 212.271.7200
www.callen-lorde.org
A general health facility open to the public but with an emphasis on the LGBT communities. Offers general primary care and HIV primary care, gynecology, dentistry, and other services. Accepts many forms of insurance with a sliding fee scale for the uninsured. An appointment is necessary. Hours are Mon.–Fri. 8:15am–8:15pm, Sat. 8:30am–3:15pm. (please note that on Tuesdays from 11:30am till 1:00pm they are closed) For the **Health Outreach To Teens** program, call 212.271.7212. Spanish also spoken.

IDENTITY HOUSE

208 West 13th Street, New York, NY 10011
Telephone: 212.243.8181
www.identityhouse.org
The oldest continuously operating all-volunteer organization of lesbian, gay, transgender and bisexual people in New York City. We provide a unique service as a peer-counseling center for the community offering a walk-in counseling and referral center as well as weekly groups where people can talk about issues related to sexual identity. Our counselors and facilitators see several thousand people each year. We also sponsor Men's and Women's Conferences and workshops during the year on a variety of issues. Every Saturday, Sunday and Tuesday night, Identity House offers peer counseling and referral services for the LGBT community. No appointments are necessary. Donations are welcome. On Saturday and Sunday night from 6:00 pm to 8:00 pm, Identity House is open at the LGBT Center, 208 W 13th Street in Manhattan (check the daily calendar by the Center's lobby desk for room location). On Tuesday and Thursday nights from 6:30 pm to 8:30 pm, Identity House is open at **41 E 11th Street, 4th Floor,** in Manhattan.

GAY MEN OF AFRICAN DESCENT

44 Court Street, Suite 1000, Brooklyn, NY 11201
Telephone: 718.222.6300
www.gmad.org
A group to better the health and well-being of gay African-American men in New York City. A number of groups meet regularly, including a sexuality discussion group, support groups for young men, HIV-positive young men, long-term HIV survivors, and seniors. Call for more information. Call Mon. - Fri. 9am - 5pm.

SERVICES AND ADVOCACY FOR GLBT ELDERS (SAGE)

Mailing Address: 305 Seventh Avenue, 15th Floor,
New York, NY 10001
Telephone: 212.741.2247
www.sageusa.org

SAGE Community Room
(at the LGBT Community Center)
208 West 13th Street
New York, NY 10011

SAGE Harlem
2090 Adam Clayton Powell Jr. Boulevard
2nd Floor, Suite 201, New York, NY 10027
Telephone: 646.660.8953
A social service organization dedicated to meeting the unique needs of older LGBT people. Provides crisis intervention; support groups; and individual, homebound, family and group counseling to seniors and their caregivers. Social activities include dances, dinners, and occasional writing and film workshops. Publishes a quarterly newsletter. Walk-in group meets at the New York LGBT Community Center.

NYC ANTI-VIOLENCE PROJECT (AVP)

240 West 35th Street, Suite 200, New York, NY 10001
Telephone: 212.714.1184
Hotline: 212.714.1141 (24-hour)
www.avp.org

AVP offers free and confidential support to lesbian, gay, bisexual, transgender, queer & HIV-affected victims of bias crimes, domestic violence, pick-up crimes, police misconduct, HIV-related violence, rape, and sexual assault. Individual and group counseling is available at AVP, while the crisis hotline offers 24-hour assistance from counselors and trained volunteers in English and Spanish. AVP can also accompany you to the police, court, medical or social service agencies. Spanish also spoken.

CENTER FOR ANTI-VIOLENCE EDUCATION (CAE) — BROOKLYN WOMEN'S MARTIAL ARTS

327 7th Street at 5th Avenue, 2nd Floor, Brooklyn, NY 11215
Telephone: 718.788.1775
www.caeny.org
Offers classes in karate, self-defense, and tai chi. All women and transgender people are welcome, regardless of age or physical ability. Free child care provided. Day, evening, and weekend classes. Also offers an afterschool program in self-defense and violence prevention for teen women and trans-youth. Programs for girls and trans youth ages 12–19, and women and transgender people who are survivors of sexual abuse, domestic violence, or child abuse are free. Open to men in LGBT community as well several times a year. Call for info Mon. - Fri. 10am - 6pm. Sliding fee scale based on income.

I long to accomplish a great and noble task, but it is my chief duty to accomplish small tasks as if they were great and noble.

— Helen Keller

People with Disabilities

MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES

100 Gold Street, 2nd Floor, New York, NY 10038
Telephone: 212.788.2830
TDD/TTY: 212.788.2838
www.nyc.gov/mopd
Offers information and referral in the areas of housing, transportation, discrimination, education, health, Social Security, and services to the homebound. Call Mon.–Fri. 9–5. Spanish and other languages also spoken.

NEW YORK STATE DEPARTMENT OF EDUCATION, ADULT CAREER AND CONTINUING EDUCATION SERVICES - VOCATIONAL REHABILITATION (ACCES - VR) - FORMERLY VESID

www.acces.nysed.gov/vr/
Provides vocational training and job placement for mentally, physically, or emotionally disabled people. Also offers individual counseling and can help sponsor a client through college.
Call for an appointment Mon.–Fri. 8:30–4:45. Must bring photo ID to the orientation. For general information call 800.222.5627.

Bronx residents	718.931.3500	TDD/TTY 718.828.4003
Brooklyn residents	718.722.6700	TDD/TTY 718.722.6736
Manhattan residents	212.630.2300	TDD/TTY 212.630.2314
Harlem office	212.961.4420	
Queens residents	347.510.3100	TDD/TTY 718.271.9799
Staten Island residents	718.816.4800	TDD/TTY 718.556.1752

NEW YORK STATE INDEPENDENT LIVING CENTERS (ILCs)

Non-profit, community-based organizations whose goal is to help people with disabilities in New York City lead full, independent and productive lives.

The following organizations are not affiliated with one another in terms of shared staff, administration or funding. All do share a similar mission working toward an accessible society for all people, and all of the following organizations offer a range of services to assist people with disabilities live independent lives.

Listing the following organizations together is an effort to make it easier for the reader of this book to locate resources needed in his or her particular corner of the City. By no means does this listing imply shared resources, staff, or administrative policy. Please contact the individual organization for information on particular services offered.

Bronx Independent Living Services
4419 Third Avenue, Suite 2C, Bronx, NY 10457
Telephone: 718.515.2800
TTY: 718.515.2803
Videophone: 866.426.8059
www.bils.org

Brooklyn Center for Independence of the Disabled
27 Smith Street, Suite 200, Brooklyn, NY 11201
Telephone: 718.998.3000
TTY: 718.998.7406
www.bcid.org

Center for Independence of the Disabled NY — Manhattan
841 Broadway, Suite 301, New York, NY 10003
Telephone: 212.674.2300,
TTY: 212.674.5619
Videophone: 646.305.2681
www.cidny.org

Center for Independence of the Disabled NY — Queens
137–02A Northern Boulevard, Flushing, NY 11354
Telephone: 646.442.1520
TTY: 718.886.0427
Videophone: 866.948.1064
www.cidny.org

Harlem Independent Living Center
289 St. Nicholas Avenue, #21, Lower Level, New York, NY 10027
Telephone: 212.222.7122
Videophone: 646.755.3092
Relay Number: 866.326.5876
www.hilc.org

Staten Island Center for Independent Living
470 Castleton Avenue, Staten Island, NY 10301
Telephone: 718.720.9016 TY: 718.720.9870
www.siciliving.org

INSTITUTE FOR CAREER DEVELOPMENT

(Formerly International Center for the Disabled)
340 East 24th Street, New York, NY 10010
Telephone: 212.585.6020 ; TDD/TTY: 212.585.6060
www.icdnyc.org
An outpatient facility for people with disabilities. Specializes in integrated rehabilitation including physical medicine and rehabilitation, medical services, vocational rehabilitation, mental health services, addiction recovery, and a Center for Speech/Language, Learning, and Hearing, among other services. Call Mon.–Fri. 9–5.

FEDCAP

Headquarters
211 West 14th Street, New York, NY 10011
Telephone: 212.727.4327
TTY: 212.727.4384
www.fedcap.org

FEDCAP Vocational Rehabilitation
119 West 19th Street, New York, NY 10011
Phone: 212.727.4200
TTY: 212.727.4384
Offers comprehensive vocational rehabilitation for people with disabilities. Must be 18 or over and be referred by ACCES-VR, Commission for the Blind and Physically Handicapped or the Department of Veterans Affairs. Broad range of excellent services aimed at creating opportunities for people with barriers to move toward economic independence as valued and contributing members of society. Call Mon.–Fri. 9–5 for more information.

GOODWILL INDUSTRIES

See page 33-34

COMMISSION FOR THE BLIND AND VISUALLY HANDICAPPED

New York State Office of Children & Family Services
District 6 Office, 80 Maiden Lane, 23rd Floor, New York, NY 10038
Telephone: 212.825.5710
TDD: 866.327.8877

District 8 Office, Harlem (also serves Bronx)
163 West 125th Street, Room 209, New York, NY 10027
Telephone: 212.961.4440

www.ocfs.state.ny.us/main/cbvh
Information on financial resources and vocational training. Helps with transportation and use of Braille. To be eligible, one must be blind from birth or have been declared legally blind. Call the intake office for an appointment, Mon.–Fri. 9–5. Spanish also spoken.

LIGHTHOUSE INTERNATIONAL

Sol and Lillian Goldman Building
111 East 59th Street, New York, NY 10022
Telephone: 212.821.9200; Toll-free: 800.829.0500;
TTY: 212.821.9713
www.lighthouse.org
Non-profit organization dedicated to helping people with vision loss develop the special skills and techniques necessary to live more independent lives. Assistance learning how to navigate your home, work, and the city; using adaptive technology; getting and keeping a job; coping emotionally with the stress of vision loss. Call Mon.–Thu. 9–5, and Fri. 9-1

CENTER FOR HEARING AND COMMUNICATION

50 Broadway, 6th Floor, New York, NY 10004
Telephone: 917.305.7700; TDD/TTY: 917.305.7999
www.chchearing.org
Offers a comprehensive program of rehabilitative and human services for those who are deaf or hard of hearing. Free hearing screening,

assistive devices and listening center. Cochlear implant support group. Sliding scale fee. Lip reading offered. Call Mon.–Fri. 9–5. Spanish and Sign Language also spoken. Appointments can also be made online.

JOB PATH, INC.

22 West 38th Street, 11th Floor, New York, NY 10018
Telephone: 212.944.0564
www.jobpathnyc.org
Provides subsidized short-term employment for developmentally disabled people of working age, with a goal toward permanent employment. Referrals from ACCES-VR and other agencies accepted. Call Mon.–Fri. 9–5.

LEARNING DISABILITIES ASSOCIATION

237 W. 35th Street, Suite 1101, New York, NY 10001
Telephone: 212.645.6730
www.ldanyc.org
Staff can answer questions about the rights of people with learning disabilities and how to secure instructional and other services. Referrals available to agencies providing tutoring, counseling, vocational training and other services. Call Mon.–Fri. 9–5.

HEALING ARTS INITIATIVE (HAI)

33-02 Skillman Avenue, Ground Floor, Long Island City, NY 11101
Telephone: 212.575.7676
www.hainyc.org
Sponsors entertainment workshops and access to cultural programs in all five boroughs, as well as audio descriptions of Broadway and off-Broadway shows for the blind and visually impaired. Makes arrangements for people with disabilities to attend performances of the Metropolitan Opera and the New York Philharmonic, and other cultural events in the city parks. Reserves special seating in areas adjacent to the stage, provides rest rooms accessible for wheelchairs, and offers limited round-trip transportation to agencies and individuals. A “Tickets to Go” program provides discounted tickets to Broadway and Off Broadway shows. Call Mon.–Fri. 9–5. Spanish also spoken.

THE NEW YORK PUBLIC LIBRARY, SERVICES FOR PEOPLE WITH DISABILITIES

The New York Public Library complies with the Americans with Disabilities Act (ADA) and provides reasonable accommodations upon request for physical access, communications or other needs to ensure services, activities and programs are available to people with disabilities. Most of the 90 library sites are accessible to people using wheelchairs; full accessibility is indicated on the Locations and Hours webpage and each library's home page. When a site is partially-accessible the specifics are detailed on that library's home page.

Library sites have assistive technology for those with hearing and/or vision loss. People with a disability may indicate this when they apply for a library card, and they will receive a discount on any fines.

NYPL ANDREW HEISKELL BRAILLE & TALKING BOOK LIBRARY

40 West 20th Street, New York, NY 10011
Telephone: 212.206.5400; 24-hour answering service 212.206.5425; TDD: 212.206.5458
www.nypl.org/locations/heiskell
The Andrew Heiskell Library provides braille and special format audio books and magazines for people who are physically unable to read standard print and live in New York City or Long Island, NY. Find braille and audio books, or join our Book Discussion Group. Fiction and nonfiction selections range from classics to bestsellers in many subject areas. There is also a meeting room for concerts, lectures, and other special events. Public programs are barrier-free and are open to the general public, free of charge. Staff at the Andrew Heiskell Library also conduct one-on-one computer classes using assistive technology. If you are interested, contact the library to schedule an appointment.

The library is a Regional Library of the National Library Service for the Blind and Physically Handicapped of the Library of Congress,

serving New York City for Braille and Talking Books and Long Island, NY for Braille Books.

Walk-in and telephone service hours are: Mon., Wed., Fri. & Sat. 10-5; Tue. and Thu. 12-7.

NEW YORK CITY DEPARTMENT OF TRANSPORTATION REDUCED-FARE METROCARD PROGRAM

3 Stone Street
New York, NY 10004
Telephone: 718-330-1234
www.mta.info/nyct/fare/rfapply.htm
The MTA offers fare discounts for seniors and people with disabilities. The base subway or local bus fare is $2.50 in 2013. Reduced fare is half the base fare, $1.25 or less with Reduced-Fare MetroCard discounts. Visit the website to download an application. If you need help completing the application, call Customer Information at 511, which is a voice-recognition system, and say "MTA," then say "Subway and Buses" and follow the prompts. If you are deaf or hard of hearing, use your preferred relay service provider or the free 711 relay. Customer service center hours 9 - 5.

NEW YORK CITY DEPARTMENT OF TRANSPORTATION, PARKING PERMITS FOR PEOPLE WITH DISABILITIES

28-11 Queens Plaza, 8th Floor, Long Island City, NY 11101
Telephone: 718.433.3100; TTY: 212.504.4115
www.nyc.gov/html/dot/html/permits/nyc-pppd.shtml
Call Mon.–Fri. 9–5 for information on obtaining a special parking permit for physically disabled residents. Apply online for both New York State and New York City permits.

NEW YORK STATE OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

http://www.opwdd.ny.gov/
Questions about, or need referrals to, services for people with disabilities. Call the New York City Department of Health and Mental Hygiene Mental Retardation and Disabilities Services Office at 311. For information on referral services, please call the **NY State Office for People with Developmental Disabilities** at one of the local offices below:

METRO NY DDSO (Manhattan)
75 Morton Street, 6th Floor
New York, NY 10014
212.229.3000

Brooklyn DDSO
888 Fountain Avenue
Brooklyn, NY 11208
718.642.6000/6151

Metro NY DDSO (Bronx)
2400 Halsey Street
Bronx, NY 10461
718.430.0710

Staten Island DDSO
1150 Forest Hill Road
Staten Island, NY 10314
718.983.5200

Bernard Fineson DDSO (Queens)
80–45 Winchester Boulevard
Building 80-00
Queens Village, NY 11428
718.217.4242

If you need to communicate with a person who is deaf, hearing impaired, or speech impaired, call the New York Relay Center at 711. This is not a counseling service: interpreting only. For more information: www.nyrelay.com

A person buying ordinary products in a supermarket is in touch with his deepest emotions.

—John Kenneth Galbraith

Consumer Affairs

Consumer Information

NEW YORK CITY DEPARTMENT OF CONSUMER AFFAIRS

The website of the New York City Department of Consumer Affairs at **www.nyc.gov/dca** offers a number of pamphlets of interest to consumers. Click on "Publications." Topics include:

- Used Car Sales Consumer Guide
- Buying and Selling Electronics
- Shopping by Mail or Phone
- What You Need to Know About Employment Agencies
- What You Need to Know About Immigration Service Providers
- Debt Collection: Your Rights and Responsibilities
- The Problem with Pay Day Loans
- Internet Scam Guide
- NYC Consumer Law in Brief

For any publication that is not currently available online, call 311 (or 212.639.9675) to get a free printed copy.

For a guide to **Business Licenses**, check out the New York City Department of Consumer Affairs guide at the above address. Click on "Business Toolbox." You can download license applications and learn how to apply for a license and the time required to receive one. Among the licenses included are:

- Catering Establishments
- Home Improvement Contractors and Salespeople
- Laundromats and Jobbers
- Locksmiths and Apprentices
- Newsstands
- Secondhand Dealers, Auto
- Street Fairs — 30 day

FEDERAL CITIZEN INFORMATION CENTER

USA.gov, U.S. General Services Administration, Office of Citizen Services and Innovative Technologies
1275 First Street, NE, Washington, DC 20417
Telephone: 719.295.2675
The **Federal Citizen Information Center** offers free and low-cost

brochures on many health and personal finance topics, some in Spanish: **www.gsa.gov/portal/category/101011**
Very cool stuff, ranging in topic from taking care of your pet turtle, to a free pamphlet on the history of the Seal of the United States. Allow four weeks for delivery.

For New York City government information and services, **call 311**. Use this information service to:

- Report loud noise, potholes, blocked driveways, broken streetlights or other neighborhood problems
- Locate public hospitals and clinics
- Find contact information for utility companies
- Locate a towed vehicle
- Find public school information
- Learn about programs designed for small businesses
- Get subway or bus information
- And much more.

311 operates anytime of day or night and services are provided in over 170 languages. TTY number is 212.504.4115. For emergencies, call 911.

Most neighborhood branches of New York City's public libraries have magazines, including *Consumer Reports*, to help you evaluate consumer products. Many also have consumer brochures or buying guides that can help you, as a consumer, protect yourself against being ripped off.

Counseling

MONEY MANAGEMENT INTERNATIONAL

11 Penn Plaza, Suite 5148, New York, NY 10001
Telephone: 800.308.2227 or 866.889.9347
24 hours, Mon.–Sun.
www.moneymanagement.org
A non-profit organization that offers counseling for people with financial or credit problems. Also helps clients to prepare budgets and counsels them on how to establish credit. Spanish also spoken.

Consumer Complaints

The following two agencies receive calls on problems encountered in dealing with merchants, answer consumer-related inquiries, and make proper referrals when necessary:

NEW YORK CITY DEPARTMENT OF CONSUMER AFFAIRS

If you believe you have been a victim of consumer fraud in New York City, you can:

- Write the Department of Consumer Affairs, Complaints, at 42 Broadway, 9th Floor, New York, NY 10004
- Call the Department of Consumer Affairs, Complaint/License Hotline at 311. If the matter falls within the jurisdiction of DCA, you will be sent a Complaint Form to fill out.
- File a complaint online. It make take up to thirty days for processing.

For a Service Complaint Guide explaining what to do when you have a service complaint, go to the DCA website at **www.nyc.gov/dca** and click on "*File a Complaint*."

FEDERAL TRADE COMMISSION BUREAU, CONSUMER PROTECTION CENTER

CRC-240, Washington, DC 20580
Telephone: 877.382.4357
www.ftc.gov/bcp/index.shtml
Call 311 anytime for help with emergency needs if you are on public assistance and have had your gas or electricity turned off.

NATIONAL DO NOT CALL REGISTRY

To remove your phone number from telemarketing lists and receive no further such calls, telephone 888.382.1222 or go to **www.donotcall.gov** Spanish also spoken.

Food

GREENMARKET

Telephone: 212.788.7476
www.grownyc.org/greenmarket
Greenmarket coordinates and promotes 54 **farmers' markets** offering fresh, local, seasonal produce and other food across New York City. There are markets in all five boroughs. Call for a free map and schedule of the city's Greenmarkets, or download it from the group's website. Mon.–Fri. 9:30–5:30.

COMMUNITY SUPPORTED AGRICULTURE (CSA)

Just Food
1155 Avenue of the Americas, 3rd Floor, New York, NY 10036
Telephone: 212.645.9880 ext. 221
www.justfood.org
Community Supported Agriculture groups (CSAs) bring together neighborhood residents to buy organic vegetables and other local food direct from farmers, bypassing the middleman to keep prices reasonable. Some CSAs accept Food Stamps and have payment plans for low-income New Yorkers. Just Food is a non-profit organization coordinating the CSAs in New York City. Contact them to see if there is a group in your neighborhood.

FOOD CO-OPS

A co-op, or consumers cooperative, is a business that is jointly owned and run by its customers. The cooperative grocery stores in New York have variable membership rules (some require members to work shifts, while others offer discounts to members who work) but all attempt to make healthy food available and charge less than regular supermarkets would charge for the same products. Call the co-op nearest you for a description.

Flatbush Food Co-op
1415 Cortelyou Road, Brooklyn, NY 11226
Telephone: 718.284.9717

Park Slope Food Co-op
782 Union Street, Brooklyn, NY 11215
Telephone: 718.622.0560

4th Street Food Co-op
58 East 4th Street, New York, NY 10003
Telephone: 212.674.3623

Norwood Food Co-op
3400 Reservior Oval E, Bronx, NY 10467
Telephone: 917.213.3808

Bushwick Food Co-op
2 Porter Ave, Brooklyn, NY 11237
Telephone: 347.450.1087

Clothing and Housewares

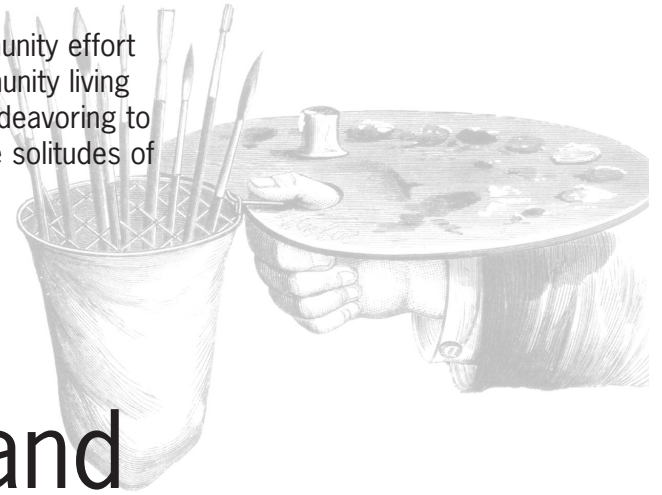
There are many places in the city that sell inexpensive clothing, furniture, and household items. Asking around is the best bet. Don't be surprised to find a top-name designer jacket in next-to-new condition selling for as little as $5 at a used clothing shop in Bushwick or a nearly new suit for 20 bucks at an Upper East Side Salvation Army.

For a listing of **Salvation Army Thrift Stores** in the Greater New York area, visit the website: **www.salvationarmy.org** and click on "*Salvation Army Family Stores*."

You can also find people selling used furniture, clothing and other items cheap on the Internet, using a free classified ad service such as **Craigslist**. Go to **www.craigslist.org** and click on "*New York*."

Fortunately art is a community effort - a small but select community living in a spiritualized world endeavoring to interpret the wars and the solitudes of the flesh.

— Allen Ginsberg



Social and Cultural Resources

Incarcerated people can write to the **PEN Prison Writing Program** for a free copy of their booklet "Handbook for Writers in Prison". Contents include chapters on Getting Started: Basic Exercises, Tips on Writing for the Stage, A Punctuation Guide, About Copyrights, Preparing a Manuscript, as well as listing of Small Magazines, Book Programs for Prisoners, and a bibliography of Books for Writers. The program also sponsors an annual writing contest, provides one-on-one mentoring to inmates whose writing shows merit or promise, conducts workshops for former inmates, and seeks to get inmates' work to the public through literary publications and readings. Write: **Prison Writing Program, PEN American Center, 588 Broadway, Suite 303, New York, NY 10012. Telephone: 212.334.1660**

Entertainment (Movies, Special Events, Etc.)

The daily newspapers are an excellent source of information on events around the city. The *Daily News* and The *New York Times* both have weekend entertainment sections which appear in their Friday editions. *El Diario*, on Friday, contains a listing of non-profit events of special interest to the Hispanic community, and the *Amsterdam News*, out on Thursdays, has a similar calendar of events of interest to New York's Black community. *New York Magazine* appears on Mondays, *Time Out New York* on Tuesdays, and both list restaurants, clubs, movies, theater performances, comedy clubs, and museum and gallery showings. *The Village Voice*, a free weekly appearing Wednesdays, has a comprehensive listing of films, plays, live music, dance, poetry, lectures, clubs, etc., along with reviews. It also contains a calendar of events that are free or inexpensive. WBAI Radio at 99.5 FM maintains a great community calender, which is read regularly on the air and available on **www.wbai.org.** The station also broadcasts current events programming oriented toward many diverse New York City communities. Listen to WBAI's "*On the Count*" prison issues show on Saturdays from 11am to noon.

Pro Sports fans can call for box office and information:
Barclays Center, General arena information: 917.618.6100
To purchase tickets over the phone: 800.745.3000

Madison Square Garden 212.465.6741
MetLife Stadium 201.559.1300
Citi Field 718.507.6387
Yankee Stadium 718.293.4300
Red Bull Stadium Telephone: 877.727.6223

Museums, Zoos, and Botanical Gardens

Many museums have special rates or are free on certain days or evenings. Call for information on current exhibits, fees, and travel directions. A mere sampling of New York's museums, cultural centers and zoos are offered here:

AMERICAN MUSEUM OF NATURAL HISTORY AND HAYDEN PLANETARIUM

200 Central Park West (at 79th Street), New York, NY 10024
www.amnh.org
Call 212.769.5100 for taped information in English and Spanish. 24 hours, Mon.–Sun.

BROOKLYN MUSEUM

200 Eastern Parkway, Brooklyn, NY 11238
www.brooklynmuseum.org
Call 718.638.5000 for information. Includes a world-renowned Egyptian art collection. On the first Saturday of every month, the Brooklyn Museum boasts a free night of culture from 5pm to 11pm, with live music, dance, movie screenings, arts & crafts, guided tours, and more.

METROPOLITAN MUSEUM OF ART

1000 Fifth Avenue at 82nd Street, New York, NY 10028
www.metmuseum.org
Suggested admission is $25, but any donation is appreciated. One of the world's best art museums, it includes an ancient Egyptian temple, a wing devoted to African, South Pacific, and Pre-Columbian art, artworks by the European Masters, a weapons and armor wing, musical instruments and much more. Sun.–Thu., 10–5:30, Fri., Sat., 10–9 *Galleries are cleared fifteen minutes before closing. Call 212.535.7710 for information.

MUSEUM OF MODERN ART (MOMA)

11 West 53rd Street between 5th and 6th Avenues, New York, NY 10019
www.moma.org
Telephone: 212.708.9400
Sun.-Thu. and Sat. 10:30-5:30, Fri. 10:30-8, Free entry Fri. 4–8pm.

STUDIO MUSEUM IN HARLEM

144 West 125th Street, between Lenox Avenue and Adam Clayton Powell Boulevard, Manhattan 10027
Telephone: 212.864.4500
www.studiomuseum.org
Presents the arts of Black America and the African Diaspora. Museum hours: Thu. & Fri. 12-9, Sat. 10-6, & Sun. 12-6. Free admission on Sundays.

MUSEO DEL BARIO

1230 Fifth Avenue at 104th Street, New York, NY 10029
Telephone: 212.831.7272
www.elmuseo.org
The only museum in the continental United States devoted to Puerto Rican and Latin American art. Special events include chamber and folk music concerts, and poetry readings. Open Wed.-Sat. 11-6. Free for Members and children under 12. Free for Seniors on Wednesdays. Free every third Saturday of the month for Super Sabado. Spanish also spoken.

SMITHSONIAN'S NATIONAL MUSEUM OF THE AMERICAN INDIAN

1 Bowling Green, New York, NY 10004
www.americanindian.si.edu
Open every day 10–5; Thursdays 10–8. Free admission. For general information call 212.514.3700.

PREGONES THEATRE

571-575 Walton Avenue and East 150th Street, Bronx, NY 10451
www.pregones.org
Latino theatre center, offering performances in Spanish and English. Call 718.585.1202 for schedules and pricing.

BROOKLYN PUBLIC LIBRARY'S CARIBBEAN LITERACY & CULTURAL CENTER

Flatbush Library, 22 Linden Boulevard at Flatbush Avenue, 2nd Floor, Brooklyn, NY 11226
Telephone: 718.287.8597
www.bklynpubliclibrary.org/only-bpl/caribbean
A center for Caribbean arts and culture, dedicated to increasing public awareness and promoting intercultural exchange. Author events, musical performances, art exhibits and more. Open Mon, Tue & Thu 1-5, Wed & Fri 10-5. Free admission.

ART FOR CHANGE

1699 Lexington Avenue, Basement South, New York, NY 10029
Telephone: 212.348.7044
www.artforchange.org
An East Harlem community arts group hosting low-cost or free theater performances, storytelling, music, films, mural art, open mic nights and other events. Sat 1-5. Spanish also spoken.

NUYORICAN POETS CAFE

236 East 3rd Street, between Avenues B and C, New York, NY 10009
Telephone: 212.780.9386
www.nuyorican.org
Spoken word, theater, slam poetry, hip hop, live music and films. Events range from $7-$12.

NEW YORK BOTANICAL GARDEN

2900 Southern Boulevard, Bronx, NY 10458
www.nybg.org
Call 718.817.8700 for information on what flowers are in bloom, special exhibits, travel directions, hours and admission fees. Tue - Sun 10-6. (Winter hours: 10-5, January 15 - February 28) Grounds admission is free to everyone all day on Wednesdays and from 9-10am on Saturdays.

BROOKLYN BOTANIC GARDEN

1000 Washington Avenue, Brooklyn, NY 11225
www.bbg.org
It is a short walk from Grand Army Plaza, and next to the Brooklyn Museum. Call 718.623.7200 for hours, directions, and entrance fees. Free admission on Tuesdays.

BRONX ZOO WILDLIFE CONSERVATION PARK

Telephone: 718.367.1010
www.bronxzoo.com
Suggested donations on Wednesdays. Open every day 10–4:30. Call for information on special events and travel directions.

Libraries and Specialty Bookstores

Apply to the nearest branch of your public library for a library card. The New York Public Library has 90 branches throughout Manhattan, the Bronx, and Staten Island; the Brooklyn Public Library has 60 branches in addition to its main building; the Queens Library has 62 branches. Each of the Library systems sponsors a multitude of events, such as film showings, book discussions, craft workshops, and children's storytelling hours, all free to the public. Check for the monthly calendar at your local branch.

HOUSING WORKS BOOKS

126 Crosby Street, near Spring Street, New York, NY 10012
Telephone: 212.334.3324
www.housingworks.org/bookstore
Tens of thousands of used and rare books can be found at this cafe. 100% of its profits go to Housing Works, a non-profit organization that provides services to homeless New Yorkers living with HIV or AIDS. Mon.–Fri. 10–9, Sat. and Sun. 10-5.

BLUESTOCKINGS BOOKSTORE

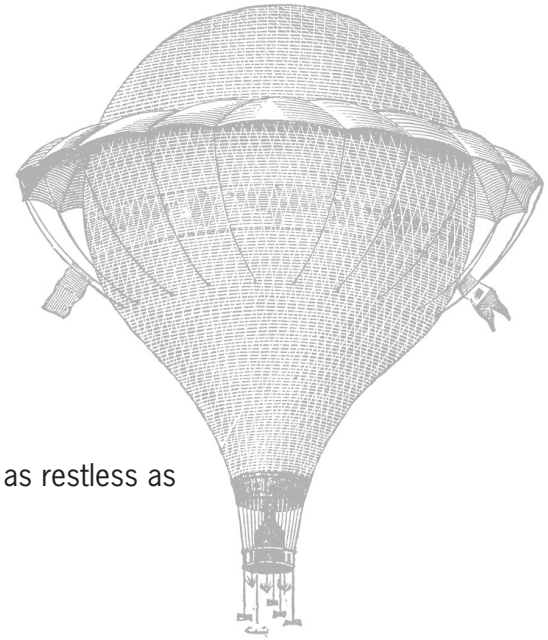
172 Allen Street, near Stanton Street, New York, NY 10002
Telephone: 212.777.6028
www.bluestockings.com
A bookstore and infoshop in the Lower East Side. Books, zines, and magazines, with a focus on left-wing history, politics, queer studies, countercultures and the environment. Events include poetry performances, author talks, documentary films and presentations by activists from around the world. Open every day 11–11.

REVOLUTION BOOKS

146 West 26th Street, New York, NY 10011
Telephone: 212.691.3345
www.revolutionbooksnyc.org
A large selection of ultra-leftist literature, from biographies of Che Guevara to booklets by Mao Tse Tung. Mon.–Sun. 12–7.

STRAND BOOKSTORE

828 Broadway, New York, NY 10003
Telephone: 212.473.1452
www.strandbooks.com
One of the world's largest bookstores, with books on almost any subject, both current and out of print.
Mon.-Sat. 9:30-10:30pm, Sun. 11-10:30pm.
Rare Book Room Closes Daily at 6:15.
Buying Desk Open Mon.-Sat. 9:30-6.



I cannot sleep - great joy is as restless as great sorrow.

— Frances Burney

Transportation

The City of New York has an extensive system of buses and subways. The subway system alone, operating 24 hours a day, covers over 659 track miles and includes 468 stations.

Free subway and bus maps can be obtained at subway stations and many public libraries. **For information on how to get from one point in the city to another,** call the New York City Transit Authority's Travel Information number: 511 and say "plan a trip." From **www.mta.info** you can access schedules and maps, information about MetroCards, and service advisories. Deaf/hard of hearing customers: use your preferred relay service provider or the free 711 service relay to reach 511.

Those who can access the Internet have additional choices when seeking subway directions. The transit advocacy group Straphangers includes a handy mapping feature on their website: from **www.straphangers.org** Click on "*Getting Around*" and enter your destination. Click "Get Directions" to get a map including all streets and subways in the area.

The website **www.hopstop.com** asks you to enter a start and destination address, then tells you which train to take, where to transfer, and how long the ride is going to take at certain times of day.

City residents 65 years of age or older and **people with disabilities** are eligible for reduced fare MetroCards. For more information, call the MTA at 511 or 718.243.4999 or visit The Customer Service Center, 3 Stone Street, in Lower Manhattan between Broadway and Broad Street.

Access-A-Ride, administered by New York City Transit, provides transportation for people who are unable to use public bus or subway service for some or all of their trips. It offers shared ride, door-to-door paratransit service. Call 877.337.2017, 718.393.4999. Press "1" when you hear the recorded message to be connected to the Customer Information Line. Customers who are deaf/hard of hearing can use their preferred relay service or the free 711 service relay.

For a copy of the free ***NYC Cycling Map*** produced by the Department of City Planning and Transportation, call 311 or visit any bicycle shop.

the Job Search

Contents

Introduction 179

Preparing for the Job Search 184

What You Can Do Before Leaving Prison 185
Take Advantage of Pre-Release Programs in Your Facility 185
Gather Together the Documents You Will Need 185

What You Can Do Upon Release 186
Restore Your Rights 186
Clean Up Your Rap Sheet 189

Surviving Until the Right Job Comes Through 191
Assess Your Resources and Plan Realistically 191
Be Willing to Take a Less Desirable Job, or Part-Time Work to Begin 192
Develop a Network of Personal Support 192
Explore Volunteer Work for the Advantages It Offers 192

Assessing Your Skills: Job Testing and Counseling 192

Writing a Resume 194
What Is a Resume? 194
Why a Resume? 194
Help in Writing a Resume 194
Helpful Points in Resume Writing 195
Sample Resumes 199
How to Use a Resume 209

Finding Out Where the Jobs Are 210
Job Searching on the Internet 210
Searching the Classified Ads 210
Applying Directly to the Employer 213
Employment Agencies 213
Employment or Placement Services 214
Sources of Information on Union Jobs and Apprenticeship Programs 214
Notifying Friends, Relatives, and Neighbors 215
Making Use of Bulletin Boards 215

Applying for a Job 216

Writing a Cover Letter 217

Filling Out a Job Application 219

Sample Job Applications 222

Interviewing for a Job 226
The Job Interview 226
Preparing for the Job Interview 226
The Do's and Don'ts of Job Interviewing 229

Special Considerations
Telling the Truth About Your Conviction(s) When Applying for a Job 231
How to Avoid Being Discriminated Against When Looking for Work 233
Dealing with Alcoholism and Drug Abuse in Your Past 235

After the Interview 237

Being Offered a Job 238
Helpful Hints in Adjusting to a New Job 239
Leaving a Job 241
Being Unemployed 242

Appendix 243

Hey! I Need a Job

Hey, I need a job
not no promises
no handouts
Just need a nine to fiver with decent pay.

I need a job
Not just summer tokens to
cool the heat of riot thoughts
I NEED A JOB
Not monopoly money stamps to still
the hunger of belly but not mind

HEY!! I NEED A JOB
Not no dollar finger stuck
in the dike of my needs

I need a job
to turn the night of wants
into a brighter day

Hey...
I need a job
Just a nine to fiver
with decent union pay.

— Loretta Benjamin

Reprinted from *Black and in Brooklyn*
by permission of Universal Black Writers Press.

Introduction

Our booklet, *The Job Search*, is designed to carry you, step by step, through the entire job-hunting process. It has been written with you in mind. Thus, such questions as "What can I do before leaving prison?" "How do I answer for my record in filling out a job application?" and "How can I restore my lost rights?" are discussed in some depth. Certain sections of the booklet may be more relevant for you than others, but we hope that every reader will derive some important insight into how to look for a job from even a casual reading.

The first question a formerly incarcerated person needs to ask him- or herself upon being released is, "Am I ready to work?" The answer to this question is not as simple as it might at first appear to be. If it were posed, instead, as "Do I need to make money?" or "Do I need a job?" a simple "yes" would quickly suffice. But being ready to work raises issues other than just a willingness to earn money. In order to succeed, many of us need to do a lot of critical thinking about ourselves, and about how hard we are willing to work at staying out of prison, a place to which, according to statistics, no small number of us will be returning.

So let us begin with the most obvious question of all, and that is, "Why work?" For many, the most pressing answer to this question is: "It will keep me out of jail." Now, I'm sure no one needs to be told, at least while incarcerated, that jail is not a very nice place to be. What happens, however, for some of us, is that once out in the streets, we choose to forget our jail experience, and before we know it, we are back to the same old patterns of destructive behavior. "I'm going to be the exception this time," we reason, "the person who won't get caught." What those of us who think this way choose to ignore is that there is probably not a single person among the hundreds of thousands who have been imprisoned who hasn't at one time or another thought the same thing. When committing an illegal act, who ever plans on getting caught and going to jail? So when we need that extra shot of incentive, it's good to think back to our prison experience, the regimented life behind the walls, the lack of contact with family and friends, the relentless tensions and boredom to which we've been forcibly subjected, and to remember that a job, at the

very least, will help keep us functioning on the outside — where we can proceed to get our lives together. Remember that release is progress and that we are in a better place in life, with more opportunity, than we were not long ago. For most of us, getting and maintaining that first job after release will be an accomplishment of which we can be proud.

Work also, of course, means sacrifice. It requires waking up early every day, and getting to work on time. It means, for many of us, beginning at a low weekly salary, which might not seem like much. Work also means having to muster up or develop enough self-discipline to keep our tempers under control, follow orders that may make little sense to us, and concentrate carefully on a single job assignment for long stretches of time. And this is another reason why work is important: it allows us to reclaim responsibility for our lives. In prison, we had little or no control over most of the decisions which affected us — what programs to enroll in, for example, what kinds of food to eat at mealtime, or how and when we might enjoy our privacy. We were forced to become dependent on others for fulfilling even the most basic of human needs.

Once out in the streets, however, we have the freedom to decide how we would like to conduct our lives. We have within us the power to make innumerable choices: where to work, with whom to live, which television station to watch, what to eat for dinner, etc. Of course, some of our choices may be limited by such factors as our financial situation, the skills we currently have, or the opportunities that knock at our door. Still, with determination and some good planning, we can utilize our work experience to broaden our options and, as time goes on, create new possibilities for ourselves. In this way, holding a job not only proves to us and to others that, after being dependent for so long on others, we are capable of directing our own lives, but it promises, also, to reward us with growing financial returns, which can translate into the support needed for raising a family, new opportunities for returning to school, and much more we might define as desirable.

Lastly, work enables us to enrich our lives. It exposes us to a variety of new people and experiences. It teaches us skills that can prove beneficial in our career development later on, and it can give us a sense of pride and accomplishment in knowing that at the end of a day, we have done our job, and done it well.

Once we have decided we are committed to finding work, it is helpful to examine some of the negative attitudes that we may have about ourselves. Such attitudes, otherwise, will surely frustrate our efforts, and no job counselor, no matter how adept, or job-hunting guide, however well written, would then serve much use.
The negative attitudes most commonly heard are:

- I'm an ex-con; no one will hire me.
- I have no skills.
- I don't want any dead-end or low-paying job.

I have a felony on my record; no one will hire me.
This is simply untrue. This mind set, although extremely easy to get into, only serves to keep us in a cycle of self-defeat and to convince us to do nothing at all to better ourselves. Remember that many people with criminal records, or drug histories for that matter, are now gainfully employed at all levels of society. The key to their success is their having developed a better sense of their own self-worth. The past is history. Our convictions have nothing to do with our ability to do a job well. Literally. Let's not forget that we've done our time and paid our debt to society. We now have as much right to work as any other person. It's true that finding work is not easy, and discrimination does exist. However, there are laws to protect us, as formerly incarcerated people, from being discriminated against. Also, with a little preparation, we can learn techniques to avoid job discrimination or, if confronted with it, successfully combat it.

I have no skills.
This second statement is, like the first, categorically untrue. There is no such thing as a person with no skills. We have all acquired skills, even if they are not job related. A typical homemaker, for example, in caring for his or her family, is likely to have had experience in family budgeting, child care, and cooking, all skills which can be of use to him or her in obtaining a paying job. Many individuals, similarly, have developed skills in maintaining cars, helping to raise children, or maybe painting and plastering an apartment. The trick here is to examine our past experiences, preferably with the aid of a job counselor, to determine just what skills we do possess and to what types

of jobs they can be most applicable. We will then be much more able to persuade potential employers how we can be of value to them.

I don't want any dead-end or low-paying job.
We can certainly sympathize with the person who doesn't want to work at a low-paying or dead-end job. Yet, the reality is, many of us have to start our careers at entry-level positions, or at least take such jobs for a period of time.

It is important to be aware of a couple of things in this regard. First, many employers insist that new workers begin at the bottom and work their way up. This enables the employer to better judge the work qualities of a person before granting him or her more responsibilities. Secondly, dead-end jobs, or low-paying jobs, do serve some purpose: they help us pay our bills, afford us some work experience, and may provide us with some important contacts for further employment. If we must take a low-level position, let's try always to have some long-range goals set for ourselves. Our job can then be seen as only a small step in our overall plans and need not be viewed as permanent. Above all, avoid the attitude, "I'll never take such a low-paying job." For the vast majority of us, there are no easy ways of getting rich fast; if there were, you wouldn't be reading this at the moment, and I wouldn't be here writing it!

For a lot of us, surviving in the "outside" world can be very scary — especially if we've been behind bars for much of our lives. We may find ourselves having to adjust to a whole new style in the way we interrelate with others. If we are willing to be ourselves, however, and to deal with others sincerely, we have overcome the biggest challenge. Remember, always, that there is never any reason to be defensive about who we are, or apologetic. We made mistakes, as have others, and we have paid for them. Our task now is to retake control over our lives, remembering that the decision as to whether or not we return to prison will rest, ultimately, with us as individuals — not with our parole officers, our friends and families, or outside society. Finding a job, and holding on to it, will be the first important step for most of us in readjusting. We hope *The Job Search* will be of help in this regard.

Author's Note

Information and advice in writing *The Job Search* came from many different sources. Books and brochures on job hunting were consulted, though very few, unfortunately, address themselves to the non-professional job hunter. Likewise, only a limited number of currently available written materials discuss the specific legal problems a formerly incarcerated person or substance abuser may confront in job hunting. What does exist can usually be found only on the desks of professionals, such as legal advisors, parole officers, or substance abuse counselors. Yet knowing one's rights as a formerly incarcerated person, and knowing how to effectively present oneself when job hunting, can be vital issues, even interconnected with their ability to stay out of prison. I was fortunate, then, when writing *The Job Search*, in having had the opportunity to meet with a number of persons whose expertise in these matters proved invaluable. They included legal advisors in the field of ex-offenders' rights, substance abuse counselors, parole employment officers, and job developers who work closely in programs with formerly incarcerated people.

This booklet, it should be noted, is oriented to what might be called "a middle audience." Because prisons comprise individuals who manifest a full spectrum of reading abilities and experience, writing with all segments of the population in mind is impossible. I chose, then, to focus more on those individuals with fewer job-related skills in their backgrounds, and less formal education. Generally, they are the persons who are less aware of the resources available to them on the outside and of how to gain access to them. Still, I have little doubt that all of you will find some important pieces of information or advice within these pages.

Ultimately, the true test of this booklet's effectiveness rests with you, the reader. Thus, any advice or suggestions which you might have for its improvement would be very much appreciated. They can be sent to the Correctional Services Librarian, New York Public Library, 455 Fifth Avenue, New York, NY 10016.

Preparing for the Job Search

A wealth of useful information for formerly incarcerated persons can be found on the web pages of the National H.I.R.E. Network, established by the **Legal Action Center**. Though it is not a job-placement service, the goal of this organization is to increase the number and quality of job opportunities available to people with criminal records by changing public policies, employment practices, and public opinion. Visit **www.hirenetwork.org** and then click on "Publications" for information on rap sheets, one's rights when applying for jobs, and a list of helpful agencies by state.

What You Can Do Before Leaving Prison

Take Advantage of Transitional Services Programs in Your Facility Many of the pre-release units in prisons have specially trained staff to help you plan your re-entry into outside society. Most pre-release units maintain updated listings of governmental and community-based agencies which can be of help to you in finding a job, locating an appropriate drug program, or addressing any of a multitude of needs. If you plan to return to, or remain in, New York City after your release, you may want a copy of this booklet for yourself. Copies of *Connections* can be obtained, free of charge to New York State residents, by writing: Correctional Library Services, The New York Public Library, 455 Fifth Avenue, New York, NY 10016. You might also encourage your pre-release center to invite in, as some already do, representatives from community agencies or private companies that do a large amount of hiring, to give presentations.

Gather Together the Documents That You Will Need
In order to apply for jobs and be eligible for most private or governmental programs, it is mandatory that you have available certain types of documentation. If you begin to collect what you need now, a lot of valuable time and much frustration will be saved. At the very least, be sure to have a Social Security card (sometimes a number alone is not sufficient) and proof of identification (a birth certificate, driver's license or non-driver's photo ID, for example). Each agency has its own requirements as to documentation, but the following are commonly required, or may help in increasing your chances for eligibility:

- Military Discharge Papers
- Alien Registration Card (for non-U.S. Citizens)

- Prison Discharge Papers (given to you upon release)
- Proof of Education (college transcripts, or GED certificate, for example)
- Working Papers (required for persons under 18 years of age)
- Proof of Functional Disability
- Certificate of Relief from Disabilities
- Certificate of Good Conduct

Of course, not all of these documents can be obtained easily, if at all, while you are in prison, but collect what you can, and remember that, in some cases, a family member or friend on the outside may be of help.

Personal references are also required in applying for many jobs, or getting back into school. So start building yourself a file of recommendations from people for whom you have worked in the past, or of people who can testify to your character. A letter from a member of the clergy in your neighborhood, a former employer, or a teacher may one day prove valuable in providing the necessary proof to a prospective employer that you have been rehabilitated and are ready to take on the responsibilities of a job.

Visit **www.nyc.gov/html/id** for information on how to obtain important documents including: Social Security Cards, Birth Certificates, Naturalization Cards, Voter Registration, Driver's Licenses, and Non-Driver ID.

What You Can Do Upon Release

Restore Your Rights
As a result of a felony, or certain misdemeanor convictions, you may have lost your right to engage in certain types of employment, or apply for certain types of licenses. In some cases, you may be prohibited, legally, from applying for certain civil service positions, which are classified as public office, such as fire fighter or working in a liquor establishment. Please visit **www.reentry.net/ny/library/folder.250171** and click on the **Occupational Licensing & Agency Restrictions - Overviews & Outlines** link for a listing of restrictions to professional licenses.

To restore your rights, it is necessary to obtain:

- a **Certificate of Relief from Disabilities**, for which you are eligible if you have been convicted of only misdemeanors and not more than one felony, or one felony only.
- a **Certificate of Good Conduct**, for which you are eligible if you have been convicted of more than one felony.

WHAT CERTIFICATES ARE
Certificates are an assumption of rehabilitation and evidence employers and licensing agencies must consider when licensing or hiring.

WHAT CERTIFICATES CAN DO
Certificates have the power to remove any legal bar or disability imposed on you as a result of having been convicted of the crime(s) specified on the Certificate. If you have a Certificate, not only do you become eligible to apply for positions you might otherwise be barred from, but the Certificate informs the employer that the State or a court assumes you are rehabilitated, and that the employer should take this into consideration. Remember that under State law, it is illegal for an employer to deny someone a job based on his or her conviction, unless the employer can demonstrate it is job related. The law says that in deciding whether or not a conviction is job related, the employer must consider a number of factors including evidence of rehabilitation (a Certificate). With a Certificate, then, the burden of proof is on the employer to demonstrate that hiring you would be a risk to people or property, or that your conviction is directly related to the job for which you are applying. (A former bank embezzler, once released, would have difficulty getting a job handling cash at a bank, for example.) A Certificate is not a pardon and you would still be required to disclose your conviction record if you are asked about it.

Remember that some occupational licenses may be denied you for certain employment, such as with security firms, unless you have one of the Certificates.

***NOTE* A Certificate of Relief from Disabilities is a confusing name. Having a felony conviction and having a disability are in no way the same thing. Your parole officer may simply refer to this Certificate as a "Certificate of Relief" for sake of clarity.**

APPLYING FOR A CERTIFICATE

If you have not completed your sentence, you cannot apply directly for a Certificate of Relief or a Certificate of Good Conduct. The application is submitted to the Board of Parole by Parole staff. If you are anticipating release consideration or are under parole supervision, you should discuss your desire to apply for a Certificate with your Parole Officer.

If you have completed your sentence, you may apply directly to the Certificate Review Unit of the Division of Parole for Certificates of Relief or Good Conduct:

STATE OF NEW YORK DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION CERTIFICATE REVIEW UNIT
97 Central Avenue, Albany, NY 12206
Telephone: 518.485.8953

If you were convicted in another state or by a federal court, you may apply directly upon release from custody to the Certificate Review Unit.

To apply for a Certificate of Good Conduct, which is granted to persons who have multiple felony convictions, you may have to wait three to five years after completing your most recent sentence depending on the severity of your most serious conviction. For example: you may have two felonies, a class E felony from 1987 and a class B felony from 1997 and you were discharged from parole in 2009. Since your most serious crime was a B felony you would have to wait five years from the completion of your most recent sentence (2009). Therefore, you would not be eligible to apply for a Certificate of Good Conduct until 2014.

To request an application form for a Certificate of Relief from Disabilities if you have served State time, or for a Certificate of Good Conduct, write to the address above.

Application forms are also available at the New York State Department of Corrections and Community Supervision website at **www.parole.ny.gov/certrelief.html**

For more information, contact your parole/probation officer, or **The Legal Action Center, 225 Varick Street, NYC 10014**, telephone: **212.243.1313**. You can also visit **www.reentry.net/ny** and click on "Criminal Records" for applications and other information. Certificates generally take one year to be processed.

Remember, you are eligible to apply for the Certificates even if your convictions took place outside of New York State.

Clean Up Your RAP Sheet (Record of Arrest and Prosecution)

All too often, arrests that should be sealed (arrests not leading to convictions, youthful offender adjudications, or convictions for non-criminal offenses) remain open (unsealed) on your record, and available for potential employers to see.

You should assume that every employer will ask you questions about your arrest and conviction record. Employers who can legally fingerprint you and get from New York State a copy of your rap sheet are: civil service employers; banks and financial institutions; bonding agencies; hospitals; museums; child care agencies; home care agencies; mental health facilities; school bus driving companies; security guard companies; and law enforcement agencies (who are entitled to see sealed information as well). It is to your advantage, then, to clean up your record, and to have sealed whatever errors or unnecessary information may appear on it. Try to correct these mistakes before you begin to apply for jobs.

REVIEWING YOUR RAP SHEET

If you are currently serving a sentence in a New York State prison or in a county or city jail, you will be sent a copy of your rap sheet free of charge. You must include your name, any aliases, your date of birth, your DIN, and state how long you will be incarcerated. The Division of Criminal Justice Services will not send you your rap sheet if you will be incarcerated for less than 45 days. Send your request to:

NYS Division of Criminal Justice Services (DCJS)
Record Review Unit
4 Tower Place, Albany, New York 12203–3764
518.485.7675 or 518.457.9847
www.criminaljustice.ny.gov

The Legal Action Center or your local office of the Legal Aid Society can also assist you in obtaining your rap sheet.

NOTE: The Legal Action Center (225 Varick Street, New York, NY, 10014) has available, upon request, a booklet entitled "Your New York State Rap Sheet: A Guide to Getting, Understanding, and Correcting Your Criminal Record." The publication is available on the Internet by visiting: ***www.lac.org/doc_library/lac/publications/YourRapSheet.pdf*** *or by contacting them at 212.243.1313.*

To obtain a federal RAP sheet, you must fill out an application with the Federal Bureau of Investigation (FBI). at: **https://forms.fbi.gov/departmental-order-website-questionnaire** and send the (1) the completed application, (2) a full set of prints (available at any police precinct for a fee) with the date, your name, and your date and place of birth, (3) a money order or certified check for $18 made payable to the FBI CJIS Division to:

FBI CJIS Division – Summary Request
1000 Custer Hollow Road
Clarksburg, WV 26306

Many employers are not authorized to get a copy of your RAP sheet from DCJS. So you may find that a prospective employer will conduct a criminal background check using a consumer reporting agency. Both the Federal and New York State Fair Credit Reporting laws require that an employer get your permission before they conduct a background check using a consumer reporting company. There are a great many companies that provide this service to employers. You should get a copy of your consumer (credit) report for yourself as you prepare to look for a job. These reports are often incomplete or inaccurate and may require you to spend some time correcting the information. Usually there is a fee to get your credit report. However, three major credit bureaus will supply one free credit report per year. Visit **www.annualcreditreport.com or call 877.322.8228. You can also write Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348** for more information.

An employer or individual may also get a copy of your criminal record from the Office of Court Administration (OCA). This is the agency that keeps all court information on file. An OCA background check costs $65. Visit **www.nycourts.gov/apps/chrs** for more information.

Remember that all of these procedures (obtaining and cleaning up errors on your RAP sheet, sealing arrests not leading to convictions, etc.) will take time and cost you money. So start the process now, so you can be ensured that prospective employers do not see any unnecessary information or errors when obtaining access to your record.

In a like manner, upgrading a less-than-honorable military discharge can be advantageous to your future. To obtain an application, call or visit the **New York State Division of Veterans' Affairs**, at **245 West Houston Street, 2nd Floor, New York, NY, 10014.** Telephone: 888.838.7697 or 800.827.1000 for National Office.

Surviving Until the Right Job Comes Through

Assess Your Resources and Plan Realistically
The search for work may take a long time, especially in periods of high unemployment. Thus, it is important to plan a long-term strategy. Here are some of the questions to ask yourself: Can my spouse help support me while I seek work? Am I eligible for unemployment insurance, or any other type of government assistance, such as food stamps? If I have savings, how long will they last? Do I have friends or relatives I could borrow money from? How long will I be able to continue on a survival-type budget, given the resources available to me? Keep in mind that looking for work is a full-time job in itself. To do it well requires a lot of concerted effort and persistence. The more time you can allocate to the task, the better your chances of landing a suitable job.

Be Willing to Take a Less Desirable Job, or Part-Time Work, to Begin
Most people need to work, at least part-time, to support themselves while job hunting. Indeed, it's rare for anyone to find the job they desire most when they first (re)enter the job market.

This is no reason to be discouraged. Whatever the job you choose, it will help pay the bills, provide you with work experience, teach you work habits if you are inexperienced, and possibly furnish you with contacts which can lead to a better position.

It is important to be aware, also, that entry-level positions are not all necessarily dead-end. Indeed, at many companies it is required, regardless of your background, that you begin at the bottom and work your way upward. So in considering an entry-level position, also ask what opportunities exist for training and for advancement within the company.

The advantage of part-time employment, or day labor, for which you get paid at the end of each day worked, is that it can help support you in paying for the bare necessities of life, while still allowing you free time to pursue job contacts and interviews.

Develop a Network of Personal Support
Looking for work is never easy. There will, in all probability, be many failures before the final triumph. Having one, or several other people you can share your experiences with can be very important in job hunting. If you have a family or friends who are concerned, make yourself accountable to them. Tell them how each day went, and what your next day's plans will be.

Explore Volunteer Work for the Advantages It Offers
Volunteer work, even on a part-time basis, has the following advantages:

- You can explore a career field in which you think you might be interested to find out whether or not it is what you'd like to pursue.
- You can gain experience and make contacts on the volunteer job which might later materialize into a paying job.
- You will have the opportunity to gain valuable work experience, perhaps in a field you'd like to pursue. This can go onto your resume or future job application as proof that you are a highly motivated individual, interested in advancing.

Assessing Your Skills: Job Testing and Counseling

A very important step in preparing for the job hunt involves assessing your own particular interests and skills. Sometimes a person knows exactly what field of work he or she wishes to pursue. Perhaps such a person has had experience in this field and developed some useful skills which will make job hunting easier for him or her. Or perhaps they have been told the market for certain skills is growing rapidly, and they can be assured of finding work in that area of employment once they have been trained.

There are others, however, who are not sure what their occupational skills or interests are. Maybe they've worked for short periods of time in a variety of jobs, none of which they've enjoyed. Or perhaps they've just never had the opportunity to seriously think about what skills or interests they have developed or would like to develop if given the opportunity. Whatever the case, an occupational assessment of yourself is extremely important. It helps make you aware of what you have to offer, and helps you to establish some realistic career goals, both short- and long-range.

There are people, usually called employment or job counselors who are adept at helping you assess your skills and interests. Usually they will interview you and then ask you to take one or more tests as part of the evaluation process. The test may be geared toward measuring your abilities in a certain skill, or measuring your attitude toward the particular field of work. (Referring you to a full-time data entry job when you hate sitting at a desk all day would not be very wise.) The tests you may be asked to take are not ones you have to worry about or study for in advance. After you've taken the test(s), you will be able to discuss the results with a counselor as part of your assessment process.

If you would prefer to begin by assessing your own skills without the help of a job counselor, there are books which can help you do this. Visit the job information center of your public library (see listings in *Connections* under "FINDING A JOB") and ask for materials on skills assessment. Some are organized like workbooks, and take you step by step through the procedure.

Writing a Resume

What Is a Resume?
A resume is a summary of your work experience, education, and special interests. It organizes the relevant facts about you in written form and shows the prospective employer what you have done and are able to do.

Why a Resume?

- Most employers are now requiring that you have a resume when applying for a job. They're important, so you should have one.
- A resume is a written presentation of you to the employer, and as such, can help you gain entry to a personal interview.
- A resume serves as a visual reminder for the employer, after the interview, of who you are and what you discussed.
- A resume, even if you were never to show it to anyone, helps you organize your thinking about yourself and what you have to offer.

Help in Writing a Resume
Because a well-written resume is so important in job hunting, it is often a good idea to get some expert help or criticism in writing one. Try visiting your public library's job information center, for example, or an employment counseling service, where you will find materials on how to write a resume, plus sample resumes, from which you can choose a model appropriate for you. Also, specially trained staff will be able to look over what you have written and help you strengthen those parts of your resume which are in need of improvement.

Remember that a resume should be neat in appearance and that it should always be typed and saved as a digital file. Your local public library has computers with printers for you to use. When creating your resume, you can save a copy of your resume on a flash drive (available for as little as $5) or email it to yourself and save it in your email inbox to access when needed.

There are many job hunters who for one reason or another have little formal education or job-related experience in their backgrounds. Perhaps they've spent many years in foster homes or prisons, perhaps they've worked illegally, or maybe they've had a number of jobs but because of a personal or drug-related problem were never able to hold one for very long. If this is the case, they will need to evaluate their life experiences carefully in terms of the skills they have invariably picked up, and will need to learn techniques for presenting themselves in the most positive light to employers. There are resume-writing books and job counselors available to help them.

Helpful Points in Resume Writing
CHOOSE THE TYPE OF RESUME BEST SUITED TO YOUR INDIVIDUAL EXPERIENCE
Because the resume is a summary for the employer of who you are, it is important to organize the information on it to your best advantage.

Though there is no set format for a resume, generally it can be said to fall into one of two categories: the **Chronological Resume**, or the **Skills Resume (also called a Functional Resume)**.

The chronological resume lists the jobs you've had and the schools you've attended, all in chronological order, beginning with the most recent and going back in time. It is best suited for those people who have a relatively unbroken work record since leaving school, have worked at jobs for long periods of time, and can offer good explanations for any time gaps in their work record (a return to school, service in the military, etc.).

The skills resume stresses your particular skills and abilities, and puts less emphasis on dates and names of employers and schools. It is best suited for those who have changed jobs frequently, not worked for long periods of time, and/or acquired most of their skills while incarcerated or in non-job-related pursuits.

Be sure to include all of the skills you may have, not just the ones that you've learned on the job. Many of us have skills that we don't generally think of when applying for a job. Yet they can often be valuable in our ability to adapt to new job situations. If you can speak a second language, for example, include it on your resume. If you can type sixty words per minute, say so. Have you ever operated any special types of vehicles — forklifts, or trailer trucks? Say it. Or trained and supervised someone on the job — another inmate,

for example, at the facility's library or transitional services center? Have you ever exhibited leadership skills such as working with young people in a neighborhood youth program, or coaching a basketball team at summer camp? Don't neglect to list such things. Remember also that employers are interested in your ability to get along with others on the job as much as they are in formal skill training. Show them in as many ways as possible that you possess the attributes they're looking for.

CONSOLIDATE YOUR INFORMATION
Most employers prefer one-page resumes. If you've done six carpentry jobs, each lasting eight weeks, over the last ten years, write "Carpentry Skills—1 year's experience, 2003 - 2013"

LIST THE SKILLS AND RESPONSIBILITIES THAT ACCOMPANIED EACH OF YOUR JOBS AND USE ACTION VERBS EVERY TIME.
It is not enough to say you worked for a particular company X number of years. Compare the following two examples as to the impression they might make upon the employer.

(a) 2002–2005 Whitney Paper Co., Bronx, N.Y.
Clerk

(b) 2002–2005 Whitney Paper Co., Bronx, N.Y.
Storeroom Clerk.
Responsible for deliveries of all incoming and outgoing orders in the stationery and desk supplies department.
Organized and filed order records to a total of 600 invoices per month.
Trained and supervised two beginning clerks.
Operated a forklift.

Some action verbs to help with your resume:
achieved, adapted, addressed, administered, arranged, assessed, assisted, authorized, collaborated, conducted, demonstrated, designed, developed, devised, directed, edited, enforced, evaluated, filed, formulated, fostered, generated, handled, hired, implemented, improved, initiated, launched, maintained, managed, marketed, mastered, motivated, operated, organized, oversaw, planned, procured, programmed, promoted, provided, publicized, recommended, reorganized, repaired, represented, researched, scheduled, screened, set up, simplified, supervised, trained, used.

HOW TO ACCOUNT FOR TIME INCARCERATED
Employers don't like to see time gaps on your resume. They surmise that a person who has a strong record of employment or schooling is a more stable and dependable person, and thus less of a risk to hire. In being honest about the time you spent in prison, you will not have to worry about time lapses on your resume.

In fact, the vast majority of counselors who work with formerly incarcerated people advise that you be honest about the time you spent incarcerated. Though there is discrimination in hiring practices in the "real world," any short-term gains from not telling the truth are far outweighed by long-term consequences. Here are some issues to consider: if an employer learns that you are being dishonest, you will most certainly not be hired, and if already hired, you will probably be fired, no matter how well you are doing on the job. In hiring you, an employer puts trust in you, and it is only natural that he or she will feel betrayed in learning that he or she has been deceived. For a fuller discussion of the reasons why you should choose to be honest, including the legal ramifications of choosing to be dishonest, see page 233. To learn more on how to avoid discrimination as someone who has been incarcerated, see page 235. When composing your resume, be sure to explain how you spent the time in prison to your best advantage. If you finished your GED program, or received tutoring, or took a correspondence course, say so under "Educational Background." If you were trained and did work in the prison optics program, Corcraft, or in asbestos removal, list this under "skills," or "work experience." Did you do porter work in prison, maintenance, landscaping? Ever work in a prison office, or library, or transitional services center? List it. It is the rare formerly incarcerated individual who cannot list at least a few positive skills or programs he or she was involved in while in prison.

On the following pages are the resumes of three fictitious persons looking for work. Note especially the manner in which these formerly incarcerated people have chosen to present their time in prison on their respective resumes.

To help you in resume construction, numbered notes (**1** ➔) have been added alongside each resume, and correspond to explanations following the resume.

Sample Resume I: Chronological Resume

DAVID COOPER
1432 East 6th St.
New York, NY 10040
Tel: (212) 555–1141
EMAIL: D.COOPER@QMAIL.COM

Occupational Goal: Automotive Mechanic

EDUCATION:
Plattsburgh State College,
Plattsburgh, NY, Current)
GED, Spring 2005

1 ➔

Essex CF Automotive Shop
Certificate of Excellence, upon Completion of 1500 Hours of On-The-Job Training, January 2002

Henry Hudson High School
New York, NY 01441
Course Work:

English	Electrical Shop I and II
Automotive Shop	Mechanical Drawing
History	Mathematics

EXTRACURRICULAR ACTIVITIES:
Intramural Football
Photography Club

ASSOCIATIONS AND AWARDS:
NAACP, Essex CF
Treasurer, Merrick Jaycees,
Merrick Correctional Facility
2 ➔ **Inmate Assistant,** Pre-Release Center,
Little Kills Correctional Facility
2nd Prize, Merrick Valley Art Fair,
"Most Original Oil Painting"

WORK EXPERIENCE:
Community Services Crew, Rehabilitation of Essex County Fire House, Summer 2005
Responsible for electrical wiring and new window installation.

Self-Employed Toy Vendor, New York City, 2000–01
Purchased toys in wholesale lots and sold them at neighborhood block parties, day care and community centers, and flea markets.

Service Station Attendant,
Joe's Service Station, Bronx, NY, 1998
Pumped gas and did light auto body repair. Supervised a second attendant in the owner's absence.

3 ➔ **House Painter** — 1 year's experience, 2008 - 2011

HOBBIES:
Model Car and Toy Making
Photography

4 ➔ **REFERENCES:**
Ms. Jeannie Sanchez, Counselor
Department of Social Services
Merrick CF, Merrick, NY 09966

Notes to Sample Resume I

David Cooper spent three years, from 2002 to 2005, incarcerated in a New York State Correctional Facility. In his resume, he has learned to use his experience to his best advantage.

1 ➔ Show that while in prison you've done constructive things with your time, not just "done" time. Mention any educational achievements, for example, or work experience you've had while incarcerated.

2 ➔ If you've been involved in any organized prison activities or programs, list them. They help indicate to a prospective employer what you may have experienced while away in terms of personal growth and development.

3 ➔ Consolidate and make use of your short-term employment experience. Four three-month painting jobs over a four-year period can be presented as "1 year's experience."

4 ➔ In choosing references, select persons who can testify as to what you are like today, how you have changed, and your readiness to settle down and take on the responsibilities of a job.

Sample Resume II: Chronological Resume

HECTOR DIAZ
741 Arctic Terrace, Apt. 3
Brooklyn, NY 10000
Tel: (718) 002-5432
email: hec.george@xahoo.com

Occupational Goal: Asbestos Remover

EDUCATION:
Mid-Apple CF, Warwick, NY
Asbestos Abatement Program
2007. Licensed as Asbestos Handler

1 ➔ **Ulster Community College,** Ulster, NY
2006. Associate Degree in Business Administration

U.S. Army, 2002–2004
Certificate in Power Plant Mechanics

Walt Whitman High School, Brooklyn, NY
1994, High School Diploma
Business Course

WORK EXPERIENCE:

2007–2008 **Asbestos Handler,** Mid-Apple C.F.
Responsible for removing asbestos materials in steam pipes, air ducts, heating plant equipment, and tunnels at various sites throughout Orange County. Worked with team of six.

2 ➔

1998–2002 **Manager**, Puebla Market,
133 Verrazano Avenue, Brooklyn, NY.
Managed the fresh produce and canned foods department of a medium-size neighborhood market. Responsible for all aspects of produce and canned goods sales, from ordering to pricing, display, and retail selling. Supervised and trained two part-time clerks and cashier.

1995–1998 **Salesman**, Sam Stein's Sporting Goods,
2342 Plumber Avenue, Brooklyn, NY.
Responsibilities included: organizing stock in swimwear and tennis departments; creating attractive displays of new, incoming items; inventory control for entire summer sports department; and selling of merchandise.

3 ➔

OTHER SKILLS:
Speak Spanish fluently
Have New York State Driver's License
Willing to relocate
Able to work evenings and weekends, if necessary

4 ➔

SPECIAL INTERESTS:
Painting in acrylics; basketball coaching; conga player

5 ➔

Notes to Sample Resume II

Hector Diaz spent 2005–2008 incarcerated at an upstate correctional facility. His training as an asbestos remover at the prison has provided him with marketable skills that he can use now that he is being released. He has learned that the New York State Labor Department lists asbestos handling among the fastest-growing occupations in New York City. Although Hector realizes he must acknowledge his conviction when asked on his job application or during an interview if he has ever been convicted of a crime, he names the school upstate which granted him a degree without mentioning that he received the degree as a prisoner, and he lists the facility where he received his asbestos training only as "Mid-Apple C.F.," not "Mid-Apple Correctional Facility." This assures that information about his incarceration remains between him and the interviewer, not screeners or whoever else might have access to his resume. After gaining access to an interviewer, he will have the opportunity to explain his conviction and his personal growth and change while incarcerated. (For a more detailed discussion on accounting for time incarcerated, see *Appendix*, page 245)

1 ➔ Be sure to include all of the formal training and education you may have received, including courses in the armed forces and in prison, for example. It is to your advantage to show the prospective employer that you spent your time productively while incarcerated.

2 ➔ When listing your work experience, always emphasize your responsibilities on the job, and the skills that you learned or needed to employ. This is as true for "low-level" jobs as it is for more professional ones. Make your jobs sound important. Hector was sent with fellow asbestos workers from his facility to work in non-profit and local government sites throughout the county. He makes reference to this as well as to the fact he worked as part of a team.

3 ➔ Use action verbs for more effect (managed; supervised, trained, organizing, selling, etc.).

4 ➔ Play up any personal data and advantages that might be useful to your job (fluent in Spanish, driver's license) or in explaining your character (basketball coach).

5 ➔ It is not usually necessary to list specific references on the resume.

Sample Resume III: Skills Resume

Jennifer B. Blake
36-04 Archibald Street
Jamaica, NY 90001
Tel: (718) 311-1234; eves. (718) 400-1109
email: jenny.blake20@jotmail.com

Job Objective: Nurse's Aide

SKILLS:

1 ➔ **Caretaker:** Four years' experience helping to care for an elderly, diabetic, and visually impaired grandparent.
Responsibilities included:
- Preparation of special diet
- Administering of insulin injections
- Serving as visual guide
- Housekeeping tasks of a wide variety, including cooking and cleaning

Health Care: Experience in caring for up to sixteen patients in a nursing home.
Responsibilities included:
- Delivering and serving meals
- Making beds
- Bathing patients
- Taking temperatures
- Responding to patient calls
- Transporting patients

Food Preparation/Cooking: Experience includes all aspects of meal preparation for a medium-sized institution. Learned and practiced food handling and sanitation procedures. Helped prepare banquets for special occasions.

Relating to the Public: Two years' experience as a security guard at a major life insurance company. The job required disseminating information and relating well with the public, often under considerable pressure.

2 ➔ **WORK EXPERIENCE:**
February 2006–present: Volunteer Orderly
Mt. Marcy Convalescence Home
Jamaica, NY 67666

March–October 2005: Cook's Assistant
Lily M. Crooner Center
East Elmhurst, NY 11370

2002–2004: Security Guard
Grass Knuckles Security Co.
Hoboken, NJ 02143

2000–2004: Homemaker

3 ➔ **EDUCATION:**
Currently registered for a course in Health Counseling and Preventive Medicine at the Steuben Adult Education Center, NYC Dept. of Education, Jamaica, NY

4 ➔ Malcolm X High School, Jamaica, NY
Concentration in Home Economics

AWARDS:

5 ➔ Certificate of Expertise in Swimming and Life-saving, including Mouth-to-Mouth Resuscitation and First Aid. Maspeth Red Cross, Queens, NY

Best Women's Team Basketball Player, Malcolm X High School

Notes to Sample Resume III

Jennifer Blake spent most of 2005 incarcerated on Rikers Island in New York City, convicted on a misdemeanor charge. Because she has had little formal education and no long history of job experience, Jennifer has decided to construct a skills-type resume. She will focus on the many skills she learned while being a homemaker living with a disabled grandparent (Caretaker), a volunteer health worker (Health Care), a security guard (Relating to the Public), and working as an inmate in jail. While incarcerated, she learned skills as a cook's assistant. (For a more detailed discussion on accounting for time incarcerated, see Appendix, page 245.) Many job counselors advise that it is no longer necessary to state "References available upon request," as it is self-evident.

1 ➔ In choosing a skills-type resume, emphasize the skills you have learned from your non-job-related experience, including volunteer work, as well as from your paid job experience. List your responsibilities and make them sound important, especially in light of your career objective.

2 ➔ If you have little job experience in your past, volunteer for work in the field in which you are interested. It provides you with legitimate work experience and possible contacts for paying jobs. It also gives you the opportunity to show a prospective employer that you're motivated to move ahead.

3 ➔ Why not consider furthering your education? Many free or low-cost courses exist throughout the city in a variety of fields, such as High School Equivalency and vocational skills. Listed on a resume, they will impress an employer and show that you are a person who wants to learn and has taken the initiative to do so.

4 ➔ If you didn't finish high school, omit the dates. If, however, you are asked specifically about being a high school graduate, be honest. Remember that any information on the resume can always be checked for verification by the employer.

5 ➔ Be sure to include all information that might be relevant to your job objective or revealing of your character. Certificates in swimming and first aid, for example, are relevant to pursuing a career in nursing. Being a athelete indicates that you are a team player, focused and confident.

How to Use a Resume

1. In most cases, you will be required to email a copy of your resume to the prospective employer. Similarly, you may be required to upload the resume directly to an employer's website. If you are unfamiliar with using the Internet, take advantage of Internet basics classes offered at many public library sites throughout NYC. (See pages 40-41)

2. Bring copies of your resume to meetings with prospective employers and to job interviews, and leave a copy with the interviewer.

3. Leave copies of your resume with any job-placement agency with which you establish contact.

4. Give copies of your resume to friends, relatives, or associates, who may run across job openings and notify you of them.

5. In job hunting, it is advised to construct two or more resumes to focus on different aspects of your experience. If you've had many different jobs in your work history, you may wish to emphasize some in applying for one job and others in applying for another job. You will also want to readapt your "job objective" depending on the opening for which you are applying.

Finding Out Where the Jobs Are

- Job Search Central at NYPL (see Finding a Job, page 25)
- Use Indeed.com and other such sites online
- Apply directly to the employer
- Use employment agencies
- Use employment or placement services
- Visit union offices for information about union jobs and apprenticeship programs
- Notify friends, relatives, and neighbors
- Make use of bulletin boards

Job-Searching on the Internet

Job-hunting on the Internet has become most used means to find work. Many companies and agencies use the Internet to advertise their openings, both on the company's own website and on websites created for job-seekers. Some job websites are informal bulletin boards, such as the jobs section of Craigslist (**www.newyork.craigslist.org**), while others such as Career Builder (**www.careerbuilder.com**) feature places to post your resume for prospective employers and offer a range of job search choices. When searching for a job online, you will need an e-mail address, both to e-mail your resume to employers and to sign in on the job search websites. E-mail addresses are also requested on most paper job applications today. You can sign up for a one-session class on using e-mail, or ask for help setting up a free e-mail account, at most public libraries and some formerly incarcerated people's organizations.

Searching the Classified Ads

It is wise when looking for work to make a daily habit of checking the "help wanted" or classified ads in your local paper. In New York City, daily papers which include help wanted ads include the *Daily News*, the *New York Post*, the *New York Times* (see especially the Sunday edition), *El Diario,* and the *Wall Street Journal*. Weeklies include the *Village Voice* and the *Amsterdam News*. The local branch of your public library will carry subscriptions to some of these papers. Better yet, you may choose to visit The New York Public Library's Job Search Central where you will find the latest help wanted ads from newspaper and job information sources in one location, plus one on one career coaches to help you find the jobs you are qualified for.

Job ads are sometimes listed first under general categories, such as General Help, Business Help, or Professional, then alphabetically by job title. Some ads ask that you submit a letter of application, resume, and references. Otherwise you may be given a telephone number which you can call to find out more information before deciding whether or not to apply.

Three samples of classified ads follow, along with explanations and a listing of common abbreviations used.

HELP WANTED

Office Associate
Must type 45 wpm and be
comp. lit. mature, responsible,
expd. Midtown area. Gd. Oppty.
& sal. F.T. job. Pls. email resume
to DecklanBianco@workmail.org

To apply for this job, it is necessary that you be able to type 45 words per minute, and be experienced in basic computer skills ("computer literate"). You must be a mature and responsible person. The job is located in Midtown Manhattan, and offers good opportunities for someone in addition to a good salary. It is a full-time job (generally this implies Monday through Friday 9–5). Email your cover letter and resume to Decklan Bianco.

Salesperson
P.T. No exp. nec. Mfct. of
beauty aids requires energetic
person to cover Queens.
Includes car allowance and
gd. bnft. pkg. Sal. negot.
Send resume & refs. to Mickey Raton,
P.O. Box 12, Jamaica, NY 11340.

This is a part-time sales job that requires no previous experience. The person hired would help sell beauty aids throughout Queens. You would need to have a car, but an allowance toward transportation costs would be given to you. There is a good benefits package and the salary is negotiable. You are asked to send a copy of your resume and a list of references to Mickey Raton at the address given.

Sheet Metal Mechanics
Immed. employment yr. round work.
min. 1 yr. exp. in duct work. Gd.
working cond., pd. hosp., room for
advancement.
Apply at www.sheetworx.com
P.O. Box 12, Jamaica, NY 11340.

There is an immediate opening for a person to work as a sheet metal worker. He or she must have had at least one year's experience in duct work. The job offers good working conditions, paid hospital insurance, and chances for career advancement. Application can be done online, at the web address given.

Applying Directly to the Employer
One of the most obvious ways to learn where job openings are is to contact employers directly. You can begin with the Yellow Pages of the telephone book. There you will find businesses listed by classification. If, for example, you decide you would like to work in a hotel or department store, simply check under "Hotels," or "Department Stores," and you will find an alphabetical listing by name, accompanied by address and phone number.

If you know of no specific person to contact, go to the personnel or human resources office of the firm, and tell the receptionist you are looking for work and are interested in filling out an application. Most often, you will be asked to apply online but welcomed to leave your resume with the office. Other times you will be asked to leave a completed application form and told you will be notified as soon as they have an opening.

If you can make a direct contact with a person in the firm who does the hiring for his or her department, this is usually more effective than being processed through a personnel office. Common ways of learning the identity of the person who is hiring include: (1) making a personal contact with an employee at the firm, (2) telephoning the company to see if you can learn the information by phone, or (3) if the firm is large enough, obtaining a listing of its department heads through a business directory (available at the public library) or the company's website. When you have this person's name, call him or her, or write directly, including a copy of your resume. Ask if you can come in for an interview. You can do this even if you know of no immediate openings. By arranging in this way for an "informational interview," you will be able to meet the employer and find out some of the requirements needed to work in his or her area, and you will have the opportunity to make a positive impression upon the person. Then, whenever a job opening does occur, you will be viewed as more than just "one more resume" piling up on the employer's desk. Be sure to present yourself as professional, patient and polite at all times.

Employment Agencies
Another important source of finding out where jobs are is the employment agency. At an employment agency, you will be interviewed, and

an attempt will be made to match your skills with those required for a specific job opening. Then you will be sent for an interview to an appropriate employer.

Employment agencies operate as businesses. You and/or the employer will have to pay for the services of having you placed. Be aware, however, that you should never pay in advance for a service that is only promised. Also, in your dealings with employment agencies, be sure to read any contract carefully before signing.

For a listing of employment agencies in New York City, check the phone book's Yellow Pages under the heading "Employment Agencies." Some, but not all, will specialize in specific job fields. If you are interested in temporary work, look in the Yellow Pages under "Employment Contractors — Temporary Help."

Employment or Placement Services

Employment services, or placement services, as they are sometimes called, are similar to employment agencies in that they both provide job placement. Employment services, however, do not charge fees. They are usually attached to a government or neighborhood agency, a school, or a job-training program (see *Workforce 1* page 29-31)

Check carefully the two chapters of this booklet entitled "Organizations for Formerly Incarcerated People" and "Finding a Job." Many of the listings, such as the New York State Department of Labor, Job Services Division, are employment services; others, such as the **Center for Employment Opportunities**, include placement services in their descriptions. Note that some of the employment services listed specialize in job placement for specific groups, such as formerly incarcerated people, the economically disadvantaged, veterans, recovering alcoholics, or people with disabilities.

Sources of Information for Union Jobs and Apprenticeship Programs

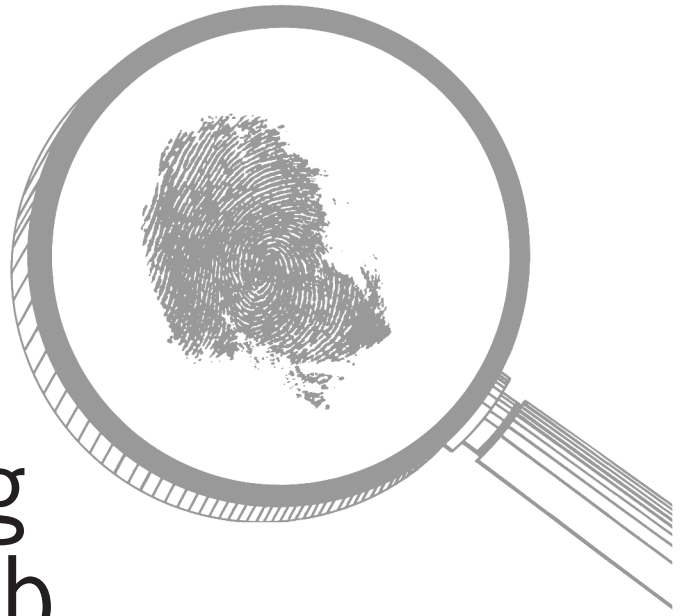
Union offices are still another source for help in job hunting. Each trade has its own local union office, which you can call for information on available job opportunities. For a listing of union groups, look under "Labor Organizations" in the Yellow Pages (available at your public library). Be aware, however, that a difficult economic situation makes it very unlikely that a non-union person will be accepted into a union for a position. Apprenticeships are similar to on-the-job-training programs in that a person learns a job skill by doing it. The apprentice is taught by a person who is an expert at the skill, called a journeyworker, in a training program which lasts usually from two to six years. Often, a trade union controls the number of apprentices to be chosen and is responsible for selecting and training them at the work site. It is very difficult to obtain information about available apprenticeship programs. However, you can learn what groups in private industry are currently recruiting for apprentices by calling the New York State Department of Labor, New York Regional Office, at **212.775.3354** or checking **www.labor.state.ny.us/apprenticeship/appindex.shtm**

Notifying Friends, Relatives, and Neighbors That You Are Looking for Work

Many times jobs are filled when employers learn about possible applicants by word of mouth. This may happen, in fact, even before new openings are scheduled to be advertised. Let all of your friends, relatives, and neighborhood contacts know that you are looking for work. They can spread the word, and as soon as they hear of an opening at work, or elsewhere, they can notify you at once.

Making Use of Bulletin Boards

Many times neighborhood bulletin boards can play an important role in job hunting. They can be used both by people advertising job openings and by people searching for jobs. If you are looking for work, simply list on a small index card what types of jobs you are looking for, and be sure to include, along with your name, a phone number or address where you can be reached. If you have any special skills, such as playing percussion, for example, teaching a foreign language or tutoring math, an ad on the bulletin board can also result in a way for you to earn a little extra cash. Bulletin boards can often be found in local supermarkets, laundromats, and community centers, among other places.



Applying for a Job

Writing a Cover Letter

You should get in the habit of writing a cover letter when applying for a job. The addition of a cover letter to a resume or application will set you apart from other candidates. The cover letter will allow you to expand on topics covered in your resume, and you will also be able to showcase your writing style.

The letter should be typed. Be neat and informative, but also to the point. The cover letter is a reflection, along with your resume, of what you are like as a person. It deserves careful consideration.

The body of the letter can be divided into three parts. In the first, you make mention of the job you are applying for, and where you became aware of the opening. In the second part of the letter, you point out those aspects of your background which relate particularly to the job in question, and indicate why you want the position. The third section of the letter should request an interview and include a phone number and email address where you can be reached.

If the letter is to be addressed to a personnel director or head of a department, call and ask the receptionist for the person's full name. A personal letter usually makes a better impression. Otherwise, "To Whom It May Concern" will suffice.

Following are samples of a classified ad and letter of application:

Truck Drivers & Warehouse Help
For plumbing and heating wholesaler. Hours 7–3, M–F
Top pay incl. company benefits. Experience Preferred. Send resume to Jay McDonald, P.O. Box 356, Pansonia Station, NY 10011.

174-06 Parkside Avenue
Brooklyn, NY 10036
March 12, 2014

Mr. Jay McDonald
P.O. Box 356
Pansonia Station
New York, NY 10011

Dear Mr. McDonald:

I am replying to an ad for warehouse help that appeared in the New York Post on March 11, 2014.

Since graduating from High School in 2009, I have gained valuable experience in warehouse work. In one of my jobs, I worked as a warehouse clerk for a large import/export company. In another, I worked at a lumber warehouse in yard work.

In addition, the plumbing business is one with which I am already familiar. My uncle is an experienced plumber, and I worked with him informally as an assistant for two years while in school. I believe my experience, combined with my serious work ethic and dependability, would make me a valuable employee.

I would appreciate the opportunity to come in for an interview and to talk with you further about my qualifications. Please contact me at (718) 555-0911, or at njimenz@qmail.com. A copy of my resume is attached.

Sincerely,

Nelson Jimenz

Filling Out a Job Application

When you apply for a job, you will be asked to fill out a job application. The job application represents you to the employer, and how you fill it out tells the employer a lot about you. It is your chance to make a good impression on paper.

To fill out a job application, you will need to know a lot of information about yourself. It is a good idea to start gathering this information well in advance, so you can have it ready by the time you start looking for a job.

Use the fact sheet on page 249 as a place to keep all your info, detach it from the book, and carry it with you whenever you go for a job. This way, important names, dates, and addresses will always be at your fingertips and you will save yourself time.

Remember, it is important that your writing be clear and neat in filling out a job application. It might be wise to print, unless you are told specifically "Write; Don't Print." And, of course, your signature is always written, never printed.

Look over the entire application before you begin, and think before you write. This way you will not make mistakes and have to cross out words. How neat you are tells the employer how careful you are as a person.

Try to answer all of the questions asked on the job application. If any do not pertain to you, it's still recommended you put something in the space provided, such as "N.A." (Not Applicable) or "None." For example, if you have never served time in the Armed Forces, on the application form you would use "N.A." in the following manner:

U.S. Military Experience N.A.
Rank N.A.

When asked about your criminal record on job applications, remember: **It is illegal for an employer to ask you if you have ever been arrested.** He or she can only ask you about your convictions.

If you are asked an illegal question, see page 235 (Special Considerations: How to Avoid Being Discriminated Against When Looking for Work). If asked whether you have ever been convicted of a crime, and you have been, answer YES and add, "I would be happy to discuss further in person. I can be bonded." (For more detailed discussion, see *Appendix*, page 245.)

Few employers will interview you right after you fill out a job application. In this case, they will look over the application first, or in your presence, as a basis for the interview. Other employers, if they are interested, will interview you at a later date.

Job applications are usually divided into four major categories:

- Personal Information
- Educational Background
- Work Experience
- References

Personal Information

For filling out the section on Personal Information, you will need to have available:

- a phone number and address where you can be reached
- an email address
- your Social Security number (usually after job is offered)
- your date of birth
- the name of someone who can be notified in case of emergency

You are also likely to be asked whether or not you've ever been convicted of a crime, if you have any disability which might interfere with your performing the job, whether or not you are a citizen, and what hobbies or pastimes you enjoy.

Educational Background

To fill out information on your Educational Background, be sure to have with you as complete a record as possible of all the schools you've attended, such as junior and senior high school, and college. You'll need to know where the schools are located, the years that you attended, and the type of degree or diploma you may have received.

If you received any on-the-job training, took classes in the military, or went to any special type of trade or vocational school, include it. If you've taken college classes, but not received a degree, show the number of credits that you earned.

Work Experience

Under the category "Work Experience" you will be asked to list the jobs you have had, starting with the most recent and going back. For each, be prepared to give the name of your company or employer, its address, the dates when you were employed, the type of work you performed, your title, and, if asked, your supervisor's name and contact information, your salary, and the reasons for your leaving.

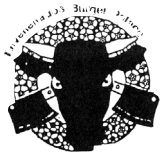
If you've never had many jobs, perhaps you have had some unpaid work experience where you picked up skills worth noting. Have you ever tutored, for example, helped someone renovate their house, done volunteer work for a community group, or baby sat?

For suggestions on how to account in your work history for time incarcerated, see page 197.

References

References are people familiar with either your work or your character in a professional or educational context whom the employer may wish to contact. They can include former employers, teachers, parole officers, or the clergy, among others, and you should have a current address and phone number for each. It is a good idea to notify your references in advance that you will be listing them. This prepares them for the possibility that they will be contacted and asked to say or write a few words in your support.

Application for Employment



General Information

Name S.S. #

Address Phone # Email

City State Zip

How long at this address? Previous address How long there?

Position you are applying for Salary/wage desired

Date available for work?

Referred by

Do you have transportation to work? ❍Yes ❍ No

Are you a United States Citizen or do you have a work visa?

❍Yes ❍ No. If no, type of visa

Are you willing to transfer/relocate? ❍Yes ❍ No

If so, geographic preference?

Are you willing to travel? ❍Yes ❍ No

Do you have a relative in the employ of Envenenado's? ❍Yes ❍ No

If Yes, who?

Have you ever been employed by Envenenado's before? ❍Yes ❍ No

If so, when were you last employed?

Position Held: ❍Crew ❍Staff ❍Management

*During the past 7 years, have you ever been convicted of a crime, excluding misdemeanors and traffic violations? ❍Yes ❍ No

If yes, describe in full

**A conviction will not necessarily bar you from employment.*

U.S. Military

Branch of service Date Entered

Date of Discharge Highest Rank Held

Do you have service-related skills and experience applicable to civilian employment? ❍Yes ❍ No

If yes, describe:

Are you a member of an active reserve or national guard unit? ❍Yes ❍ No

If yes, what?

What are your obligations and when will they be fulfilled?

Medical History

Are you at least 18 years of age? ❍Yes ❍ No

Are you at least 21 years of age? ❍Yes ❍ No

Number of days you have been absent from work in last year due to illness _____

When did you last see a physician? _____

For what reason? _____

Do you have any physical deficiencies which preclude your performing certain kinds of work? ❍Yes ❍ No

If yes, describe such deficiencies and specific work limitations: _____

In case of emergency, please notify:

Name

Phone

Address

Education

School name, City & State	Dates of attendance	Did you graduate? (if yes, Mo./Yr.)	Subjects	Average grades
High School				
College				
Graduate School				
Other				

Employment Record

(Start with your last position. Show past 5 years.)

From (Mo./Yr.) To (Mo./Yr.)	Job Title	Supervisor's Name	Salary
Company Location	Reason for Leaving		
From (Mo./Yr.) To (Mo./Yr.)	Job Title	Supervisor's Name	Salary
Company Location	Reason for Leaving		
From (Mo./Yr.) To (Mo./Yr.)	Job Title	Supervisor's Name	Salary
Company Location	Reason for Leaving		

References

1. List two references other than relatives, persons employed by this company, or those for whom you have worked.

Name Occupation Years Known

Address

❍Personal ❍Friend ❍Business or ❍Professional Acquaintance

Name Occupation Years Known

Address

❍Personal ❍Friend ❍Business or ❍Professional Acquaintance

Employment Application

Name	(First)	(Last)	Date
Address	(Street and Number)		Social Security #
(City)	(State)	(Zip Code)	Telephone
Type of Work Desired		When can you start?	Email

Employment Background

List below your three most recent employers, beginning with the current or most recent one. (If you have had fewer than three employers, use the remaining spaces for personal references.) If you were employed under a maiden or other name, please enter that name in the right hand margin.

May we contact your present employer? ❍Yes ❍No

(most recent first)

Name

Address (include zip code)

Phone

Type of work

Date started Date left Salary or wage

Reason for leaving

Name

Address (include zip code)

Phone

Type of work

Date started Date left Salary or wage

Reason for leaving

Name

Address (include zip code)

Phone

Type of work

Date started Date left Salary or wage

Reason for leaving

Foreign languages you speak fluently _____ Read_____

Licenses and Certificates Held _____

(Auto Driver, Truck Driver, Pilot, Marine, Radio, etc.)

Education

	Name and Address	Major Subject	Degree
High School			
College			
Graduate School			
Other Education			

Military Experience

Branch of Service From (Mo./Yr.) To (Mo./Yr.)

Active or Reserve Rank/Rate Specialization

Discharge ❍Honorable ❍Other (Explain)

Citizenship

Are you a citizen? ❍Yes ❍No

If no, Alien Registration Card No.

Do you have the legal right to work in this country? ❍Yes ❍No

Physical

Any health problems or physical defects which could affect your employment?

❍Yes ❍No

If any such health problems or physical defects exist, please explain

Conviction Record

Have you ever been convicted of any violation of the law?

(Exclude minor Traffic Violations) ❍Yes ❍No

If yes, provide details in space below.

Offense Date City and State Dispositions, Suspensions, Probations, Fines, etc.

Computer Skills

Hobbies & Interests

Character References (Not relatives)

Name

Address

Occupation

To the best of my knowledge the above information is correct. I understand that Action Leather may wish to investigate my character and qualifications for employment by questioning my references and former employers and I have no objection to this. I understand that my employment is subject to a physical examination and a 90-day probation period.

Signature

Interviewing for a Job

The Job Interview
The job interview is probably the single most important step to getting a job. If you make a good impression during the interview, you may get the job — even if you don't have all the qualifications. On the other hand, if you make a bad impression, chances are you will not be offered the position, no matter how good your qualifications.

During the interview, the employer tries to determine how well you are qualified to fulfill the requirements of the job. At the same time, the interview allows you the opportunity to assess whether or not the job is right for you, and to demonstrate how your skills or qualifications can be a positive asset to the employer.

Preparing for the Job Interview
The following pointers can be of help to you in preparing for the interview:

- Know Your Qualifications
- Learn About the Company
- Bring the Materials You'll Need
- Go Alone to the Interview. Arrive Early. Be Courteous and Patient
- Dress Right

KNOW YOUR QUALIFICATIONS
Be sure that you can explain briefly and clearly what your qualifications are for the job, and how your past experience or training is applicable to your fulfilling the requirements of the position.

Be able to talk, if asked, about what you see as your major strengths and weaknesses. Avoid personal factors that have no relevance to performing the job in question. When discussing a weakness, show not only that you are aware of the problem, but the measures you have taken to help solve it. For example, "I used to find it difficult, being a mother, to get to work on time. So now, what I've done is to arrange with my daughter's babysitter for me to drop my daughter off twenty minutes earlier on my way to work. I am also now in the habit of waking up and leaving my house earlier to make up for the frequent delays on my subway line."

Be prepared for any tests you might have to take, such as a typing test, for which you may wish to practice.

LEARN ABOUT THE COMPANY
It is very helpful for you to learn something about the company and the job for which you are applying — before the interview. This way you will be better able to explain why you want to work for the particular company, and what it is about the particular job that attracted you. It also shows the employer how interested you are in the position and that you have taken the initiative to do some research. Some information you may wish to learn is: what does the company manufacture, or what services does the employer offer? How long has the company been in business? How well is the company doing? How many employees work there? Much of this information can be found on a company's website, on an "About Us" page or a "History" page. For help in accessing this type of information, start by visiting the public library. A librarian can help you access the company's website or search for newspaper articles published about the company. Also, many large companies publish annual reports, which are available online and through the mail for no charge. And of course, if you know someone working for the employer, he or she may also be a good informal source of information.

Make a list of all the important questions you would like to have answered at the job interview. They might include: What are the work hours? What are the chances for advancement? What benefits does the company offer? Don't be afraid to ask questions, but keep them relevant. It reflects interest on your part.

BRING THE MATERIALS YOU'LL NEED
When you go for an interview, be sure to bring a pen and paper, extra copies of your resume, and whatever special documents you may need.

Your resume or fact sheet should include the names and addresses

of your past employers, and the dates of your employment. It should include the names of the schools and/or training programs you've attended, also with addresses and dates. Be sure to include a list of three references as well. References are people (preferably not related to you) who are familiar with your work or character. It is also important to bring with you to the interview any special documents you think you may need. Depending on the nature of the job, these may include a birth certificate, Social Security card, prison release papers, work permit, military records, etc. And, of course, don't forget to bring with you the name of the person who will be interviewing you, and his or her title, and phone number. If you are not sure of the pronunciation of the interviewer's or company's name, learn it in advance.

GO ALONE TO THE INTERVIEW. ARRIVE EARLY. BE COURTEOUS AND PATIENT
Never bring friends or relatives with you to an interview. Employers are interested in you alone and what you have to offer.

Arrive at an interview ten minutes early. To avoid being late, plan out your route the night before. If you are taking public transportation, you may want to call the Transit Authority at 718.330.1234 for information on the best route to take, or for schedules, or visit the trip planner at www.tripplanner.mta.info

When you arrive, tell the receptionist who you are, and whom you are waiting to see. Be polite at all times. Sit quietly and try not to get involved in any lengthy exchanges with either the receptionist or others who may be waiting.

Don't get angry or annoyed if you are not called in for the interview at the exact time agreed upon. The interviewer might have been delayed at a meeting, or an unexpected piece of business may have come up. Use the time to review and compose your thoughts. The receptionist will surely relay his or her opinion if you are perceived as being impolite.

Note: It is impossible to tell how long an interview will take, so be sure not to arrange for two on the same day in such a way that you may be late for the second.

DRESS RIGHT
When you go for an interview, it is always best to dress appropriately. This is very important in helping you make a good impression. No loud makeup or flashy jewelry. No skintight jeans or slacks, or party dresses. Make sure your hair is clean and combed, your fingernails clean, your shoes shined, and your clothes well pressed.

One helpful piece of advice is to think about what the typical way to dress would be if you were to receive the job for which you are applying. Then, appear at the interview dressed one step "higher," or more conservatively, than that. For example, a nice pair of slacks, shirt, and sweater would be appropriate dress for interviewing for a service station position – where jeans and a shirt would be the typical daily attire. Dress slacks or pants and a dress shirt or blouse are appropriate attire for most office position interviews.

The Do's & Don'ts of Job Interviewing

- Be Respectful
- Be Relaxed. Listen Attentively
- Be Clear, Complete, and Brief in What You Say
- Be Positive in Your Approach
- Avoid the Negative
- Ending the Interview and Follow-up

BE RESPECTFUL
When you meet the interviewer, smile and be pleasant. For a handshake, it makes no difference who extends his or her hand first. Show the interviewer proper respect. Call him or her by Mr., Mrs., or Ms., and don't try to make small talk. Don't chew gum or smoke cigarettes, even if they are offered. Don't stare at the clock or your watch. TURN YOUR PHONE ON SILENT, NOT VIBRATE. Let the employer control the interview and do most of the talking. Never start an argument with the interviewer, even if he or she seems excessively aggressive in his or her approach. Always remain polite and friendly, but businesslike. Don't forget to smile.

BE RELAXED. LISTEN ATTENTIVELY
During the interview, try to be relaxed and listen carefully to what the interviewer has to say. If you are nervous (and it's perfectly normal to be nervous during an interview!), refrain from fidgeting

in your seat or playing with objects in your hands or on the desk. Body language counts. Sit straight and look the interviewer in the eyes during the conversation. Look interested and alert. And, of course, never go under the influence to an interview!

BE CLEAR, COMPLETE, AND BRIEF IN WHAT YOU SAY
Speak clearly and distinctly. No street language. Don't answer with just "yes" or "no"; rather, give full information about yourself. Think before answering and be brief and specific in your responses.

BE POSITIVE IN YOUR APPROACH
It is important that you stress your qualifications during the interview. Don't exaggerate, however, or try to bluff. Let the interviewer know why you think you would be good for the position, and how your past training and work experience will help you to get ahead on the job. Appear confident but never arrogant. If the interviewer fails to ask you something you feel is important, fill in the gap. If asked to tell about yourself generally, mention only those things which pertain to the job for which you are applying. "Tell me about yourself" actually means "Tell me why I should hire you". Use what you have learned about the company to good advantage.

AVOID THE NEGATIVE
Keep all personal problems to yourself. Don't talk about your home or financial problems. The interviewer is only interested in finding a dependable and qualified person to fill the position. He or she is not concerned about your need for money. Emphasize what you can do, not what you can't. Don't dwell on your limitations. Don't apologize for lack of education or experience. There are many skills and talents you have developed which you can discuss in an appropriate way — if you learn how.

If you've been fired from a job, or stayed with jobs for only short periods of time, be prepared to explain. If you were fired, admit the mistakes you made, but show how you have learned from them. **Never speak negatively about your former employers.** If you stayed on jobs for only short periods of time, perhaps you quit to go back to school, or to look for a better-paying job with more responsibilities.

If you quit school, don't give as a reason, "I didn't like school." It is much better to say, if accurate, "I quit school because I needed to get a job and earn money to support my family." Interviewers are interested in hiring employees who are eager to upgrade themselves. Mention any classes or training programs you have attended since leaving school, or any that you may have planned for the near future.

ENDING THE INTERVIEW AND FOLLOW-UP
Ask any questions you may have about the job toward the end of the interview. Usually it is not a good idea to ask about such details as pay, lunch hours, or benefits unless the interviewer brings them up, or it is established that you are a strong contender for the job. If you are asked to discuss salary expectations, be prepared, and be realistic.

In most instances, the decision whether or not to hire you will not happen at the interview. If no indication is given when you can expect to hear from the firm, ask when you can call to learn the decision.

If it seems clear that you won't be getting the job, seek the employer's advice about other jobs with the firm which may come up.

At the end of the interview, always indicated by the interviewer, thank the employer for his or her time, give a firm handshake, and leave.

Special Considerations: Telling the Truth About Your Convictions When Applying for a Job

Counselors who work with inmates advise telling the truth about your conviction(s) when applying for a job. In this way, you will be more convincing as a person to a prospective employer, and not have to live in fear of being found out. Remember, employers have the legal right to inquire about past convictions.

In making your decision, consider the following:

If You Tell the Truth About Your Conviction(s) While Job Hunting:
You may be discriminated against in being hired, but you have rights

- You may be able to challenge an employer's decision by filing a discrimination claim.
- You will be more self-confident in talking about yourself, and more likely to project a positive self-image, as someone who may have had problems in the past, but has now reached self-understanding and is ready for responsibility.
- You will not have to worry about getting entangled in a net of lies.
- You will be more relaxed on the job, without having to worry about the employer learning of your record and firing you for having been dishonest.

If You Hide the Truth About Your Conviction(s) While Job Hunting:
You may, in some cases, avoid being discriminated against as a formerly incarcerated person, but there are disadvantages

- You will constantly need to worry about being found out and, most probably, fired for being dishonest. Fingerprinting (sometimes not done until after the applicant is actually hired), a badly planned visit by a parole officer, or a call by a vengeful "friend" or family member may blow your cover at any time — as well as any long-range plans you may have requiring steady employment, such as meeting loan payments, paying off a house mortgage, etc.
- You may, where statements on applications are made under oath, or you are applying for certain government jobs, leave yourself open to the risk of criminal prosecution.
- A person who provides you with a phony reference (for example on your work record) may be legally liable and can be sued if you were to commit another crime.

If you tell the truth, the law and the State are essentially on your side. However, once you lie, you have effectively given up rights protecting you from discrimination or awarding you damages in the event of being discriminated against. Having given your employer a valid pretext for firing you (dishonesty, supplying false information, etc.), you will no longer have the law in your favor.

Special Considerations: How to Avoid Being Discriminated Against When Looking for Work

Know Your Rights as a Formerly Incarcerated Person
It is important, when looking for work, that you know your rights as a person who has been incarcerated. There are laws that are specifically designed to protect you from discrimination. For example, you cannot be discriminated against because of arrests. Employers can only ask you legally about convictions. However, if you answer, you must be honest if your arrests did lead to convictions.

"Have you ever been arrested?" is an illegal question. You might be asked, and must answer the question, "Have you ever been convicted of a crime?"

Still, convictions cannot be held against you in applying for jobs, unless:

- They are related to the job for which you are applying. You may, for example, with a record of armed robbery, not be eligible for a job as a bank teller, but you may be eligible at the same time to work for the bank as a computer operator.
- You pose a threat to people or property because of your conviction. Here, considerations may focus on how many years ago you committed the crime, how old you were, and/or what rehabilitation you have been involved in since.

Note: After revealing you are a person who has been incarcerated when applying for a job, and not being hired, you are legally entitled to a written explanation from the employer, within 30 days of your request, as to why you are not qualified or were not hired. Formerly incarcerated people are the only group in New York State that have this right.

Restore Your Rights

Apply, as soon as you are eligible, for a Certificate of Relief from Disabilities, or a Certificate of Good Conduct, (see page 191). These documents are a presumption of rehabilitation, and when you have them, the burden of proof is now on the employer to demonstrate that you would be a risk to people or property in being hired, or that your conviction is directly related to the job for which you are applying.

Clean Up Your RAP Sheet

Review your rap sheet (official arrest record), credit report, and Office of Court Administration report and make certain that it does not list any information that is incomplete or inaccurate (see pages 182-184). Arrests that have not led to conviction, for example, or youthful offender adjudications can be officially sealed from your record. Sometimes, also, a single arrest or conviction is listed many times. Assume that every employer will have access to your rap sheet, and that many will not know how to interpret it correctly.

Get a Copy of the Job Application in Advance

When applying for a job, it may be important for you to examine a copy, in advance, of the job application. You can usually do this by sending ahead, to the employer or hiring office, a friend or relative who can pretend to be interested in the job and bring you back a copy of the application. Once the form is in your hands, you can examine it, collect the necessary information, and plan how you will respond to the various questions.

At the Job Interview, Be Prepared to "Sell" Yourself as a Person Who Has Undergone Rehabilitative Change

You may be asked by a prospective employer to talk about your past record. Be prepared. Take a positive approach. Show the ways you have changed since your last conviction. Have you participated in or helped run a prison pre-release program? Have you been involved in a prison or post-release alcohol or drug rehabilitation program, or spent time on work release? Mention the problem you feel contributed to your being sent to prison — and ways you have since confronted the problem and overcome it. For example, "I had a drug problem five years ago, and found I had to break the law in order to support my habit. In prison, however, I joined an effective therapy group composed of former addicts and learned to understand the underlying causes of my addiction. After release, I've spent 18 months in a drug-free residential program and now am fully confident that drug use is no longer a problem for me."

WARNING: Do not dwell needlessly on your past. If not asked details about your crime and conviction, don't offer them. You are at the interview to persuade a prospective employer that you are suited for the job in question, not to apologize for past behavior or titillate his or her curiosity with stories of prison or criminal activity.

Select Carefully Those References You Wish to Use on Your Resume and Job Application

In choosing references for your resume and job application, select those individuals who can testify to your present-day character in the most positive light. Have on file letters from counselors, ministers, parole officers, or others that tell of the meaningful ways you have changed.

If you find in job hunting that you have been discriminated against because of your past record, call the Legal Action Center at **212.243.1313**, and they can advise you on your rights and how to proceed accordingly.

Important information is contained in the Legal Action Center's brochure, "Criminal Records and Employment: Protecting yourself from discrimination" at **www.lac.org**.

Special Considerations: Dealing with Alcoholism and Drug Abuse in Your Past

If you have a history of drug or alcohol abuse, be aware:

- It is illegal for an employer to ask you whether or not you are or have ever been an alcoholic or drug addict. An employer can only ask if you have any current alcohol or drug problems which would prevent you from doing the job.
- It is illegal for an employer to discriminate against you as an

ex-addict or ex-alcoholic (or, in certain instances, as a current abuser of alcohol or drugs). If you have been refused employment and believe it was owing to your having a history of drug or alcohol addiction, and/or to your being in an alcohol- or drug-treatment program, including methadone, contact:

The New York State Division of Human Rights at 718.741.8400, or the Legal Action Center at 212.243.1313.

Do not lie about your drug- or alcohol-addiction background. To begin, there are several ways an employer can discover your addiction problem. A careful check into your background, a drug conviction, or a medical exam (often required as part of the hiring process) would easily uncover the truth, and you would then, in all probability, be fired for having been dishonest. Also, if you withhold the truth and are later found out and fired, you are left with no legal means to challenge what might have been an illegal dismissal. Misrepresentation on a job application is considered a legitimate reason for not hiring an applicant or dismissing an employee once hired. At the same time, it should be noted that federal confidentiality laws prohibit most drug- or alcohol-treatment programs from revealing any information about your treatment without your consent.

Many people who have had substance abuse issues also have criminal histories and poor work records that can be directly related to their addictions. This may serve, strangely enough, to their advantage. Consider: no employer would be eager to hire a person who has three serious problems in his or her past — a spotty work record, a history of addiction, and a criminal record. Now, let us suppose that a job applicant can argue persuasively that (1) his or her poor work record and criminal activity were directly attributable to his or her addiction, and (2) he or she has, through a drug program or counseling, overcome the addiction and the psychological causes underlying it. The three problems have now been reduced to one — addiction, and the applicant has a better chance of convincing the employer that the past is finished, and he or she is now ready to take on the responsibilities of a job.

After the Interview

Being Offered a Job

When deciding whether or not to accept a job offer, or if you need to decide between two or more jobs, you may wish to take into consideration the following factors:

Job Potential
Ask yourself whether the job will offer you some challenge. Is the job dead-end, or will you be given the opportunity to work your way up to positions of more responsibility and higher pay?

It is good, of course, if given the chance, to avoid dead-end jobs — that is, jobs that offer no opportunities for future promotion or job advancement. There are times, however, in our lives when such jobs can serve useful ends. They do help pay the bills, give us work experience, and can hold us over until a better job opportunity presents itself. The important thing in accepting such a job is to realize that it is only temporary. It is a way of surviving and keeping out of trouble, financially or otherwise, until we get that college degree, or finish that evening computer training program, or hear of a better opening. Try never to lose sight of your long-range career goals, or to stop working toward them, when you find yourself "stuck" at a boring job that seems to be leading nowhere.

Salary
Salary, of course, is a very important factor in considering a job offer. Find out, for example, whether you will be receiving a fixed salary each pay period, or whether your salary is to be dependent on commissions or tips. Also, find out if there will be opportunities for earning extra cash on the job, say, by working overtime.

In choosing between two jobs, a person will not always decide to take the one offering the higher salary. Important considerations, other than salary alone, may include better working conditions or fringe benefits, more opportunities for training or job advancement, and job challenge.

Fringe Benefits
Fringe benefits are benefits you receive from an employer in addition to your cash wages. They may include the following: medical insurance; paid sick leave; paid holidays and vacation; a profit-sharing plan; uniforms and special equipment needed on the job; or tuition assistance to continue your schooling.

Benefits are like cash in that they pay for things, such as doctors' bills, which otherwise would have to come out of your own pocket. It is important, then, to find out what fringe benefits are offered at the job you are considering.

It may also be important for you to know whether or not the job you are considering is covered by unemployment insurance or worker's compensation laws.

Other factors worth your consideration are:

- Transportation time and costs to and from the job
- Working conditions, such as noise levels, lighting, dust
- Safety factors, such as risks of injury
- Social environment. Does the workplace seem pleasant? How regimented is it? Are the coworkers friendly?

Helpful Hints in Adjusting to a New Job

To adjust to a new job, a worker often has to develop a new set of work habits. The most obvious are being prompt in getting to work each day, expending the necessary amount of concentration and energy to getting one's work done satisfactorily, and learning to relate well with one's coworkers and supervisor.

The longer you've been away from the outside work world, or the less experience you've had in "playing it straight," the more discipline and patience all of this is going to require. Responsibility, after all, is not something you were encouraged to develop while in prison, where most decisions, both large and small, were probably made for you. So don't expect that starting a new job after your release will necessarily be easy. Just know that you can succeed (millions of others have), and that it will require time. The following hints may be of help to you in adjusting to a new job:

Be Both Dependable and Responsible
Don't appear late for work or be absent without having a good reason. Get to know exactly how long your commute is and allow for extra time in case transportation is delayed. If you are going to be late, or can't make it to work, call in. If you offer to do a task, or are asked to do one, make sure it gets done. Don't promise to do more than you can reasonably handle.

Be Patient
Don't expect too much of yourself when you first begin a new job. There is a lot to be learned — even in simple jobs, much more than meets the eye. You may be nervous or scared the first week or two. This is not unusual. Just remember, your employer is as anxious as you are for you to succeed.

Learn to Follow Directions
There are usually valid reasons why you are told to perform tasks the way that you are. Your success as a worker will be judged to a very large extent on your ability to listen and to do as you are told. If you need to understand something better, don't be afraid to ask questions.

Get Along Well with Others
Performing your job assignment is only one aspect of job adjustment. Equally important, in the eyes of the employer, is your ability to get along with your co-workers and/or the public you serve. Control your temper. If a problem occurs at work, see your supervisor or shop steward and talk it out.

Learn to Take Criticism
It is easy for anyone to become hurt or to feel defensive when his or her work is being criticized. Learn not to take criticism personally. When accepted wisely, criticism is an important step to learning.

Leave Personal Problems at Home
Work often offers you the opportunity to socialize with coworkers and, indeed, socializing is an important feature of the total work experience. Still, it is important to remember that your main reason for being at work is to perform your job. Don't let personal problems interfere with work. We all know how hard it is to have to put up with a coworker who arrives at the job everyday frustrated and angry because of a personal situation at home. Likewise, it is unfair to take lots of time rapping with a coworker about your personal affairs when it may well end up jeopardizing both your jobs.

Leaving a Job

Three common ways of leaving a job are:
- Quitting
- Getting laid off
- Getting fired

If you decide to quit your present job, it is almost always advisable to secure another job first. Here are two good reasons:
(a) we are living in a time of high unemployment, when job opportunities in most fields are scarce, and
(b) employers generally prefer choosing new job applicants from the ranks of the already employed, not the unemployed.

If you quit a job, be sure to give your current employer at least two weeks' notice. He or she will be more likely to give you a good recommendation for your next job.

When you are thinking about quitting a job, or have just been laid off or fired from one, investigate the following:
- Is your job covered by unemployment insurance? If so, will you be eligible to receive unemployment insurance benefits?
- If you were laid off or fired, do you have any recourse? Can you appeal the decision to anyone in the personnel department or union?
- If you were laid off or fired, is there any severance pay that you can collect?
- What will happen when you leave the job in terms of your pension, your health insurance coverage, and your unused vacation and sick time?

Being Unemployed

If, after working at a job, you suddenly find yourself unemployed through no fault of your own, you may be eligible to receive unemployment insurance benefits. Your former job will have to have been covered by unemployment insurance (most jobs are), and, if eligible to receive benefits, you must declare yourself ready, willing, and able to work if a new, appropriate employment opportunity is found.

For recorded information on unemployment insurance, call 888.209.8124 (Spanish also spoken). You will be asked by the local office to begin by bringing in your Social Security number and one or two other pieces of identification. (A pay stub from your former job would also be helpful.) If you are eligible for benefits, there is a two- or three-week processing period, after which you will receive cash benefits (an amount proportionate to the salary you received and the amount of time you worked) for at least 26 weeks.

While unemployed, you may also be eligible to receive other types of benefits. These can include food stamps or Medicaid (see the chapter on Financial Assistance), or union benefits, if you were a dues-paying member of a union where you last worked. Being unemployed, you may also find yourself eligible for special attention in programs designed to help the unemployed find work or further their education and training.

APPENDIX

The following passages are excerpts from the **Offender Re-Entry Guide,*** from Offender Employment Services (formerly Corrections Clearinghouse), a project of the Washington State Employment Security Department. The suggestions from the Guide, reprinted here, may be applied to filling out application forms and writing resumes.

Disclosing a Felony Conviction
It is particularly important for offenders to be truthful in filling out applications. However, the truth must be told in a way for the offender to get screened-in and invited to a face-to-face interview.

Question
"Have you ever been convicted of a felony?" Yes No
If yes, it is recommended that the offender fill out the question as follows:

Have you ever been convicted of a felony? **X** Yes No
If yes, please explain: I would be happy to explain in person. I can be bonded.

Below are some compelling reasons to answer the question in this way.

- It allows you to be honest, yet protects your privacy by controlling who knows about the specific conviction.
- Stating that the felony is not job related and that the applicant is bondable may help calm the employer's fears and perhaps even pique the employer's curiosity enough to call you in for an interview.
- Many Community Supervision Officers will tell an employer whether you have a felony or not.
- If an employer is going to find out, it is better to hear it from you.
- You control the flow of information — how it's worded, how it's presented.
- Once hired, you don't have to be constantly looking over your shoulder, afraid that someone will find out.
- Most employers do background checks.
- In the interview, you can talk about how productive you were in prison.

Below is a list of other options for answering this question and probable consequences.

Check "YES" and write the conviction.
The candidate would likely be screened out and would lose any privacy because anyone in the office who saw the application would know about the conviction.

Leave the question blank and/or put N/A.
The application would appear incomplete and it would appear that the applicant is hiding something. When disclosing the felony at the interview, it would be awkward to explain why the questions are not filled in truthfully.

Check "NO" and lie.
This appears to be the easiest route for many offenders and may help you get a job for the short term, but the longer-term **consequences include:**

- Not being hired because the lie was found out.
- Being fired as soon as the background check comes back.
- Carrying around emotional baggage wondering when you will be found out.
- Reinforcing stereotypes.
- Prosecution — especially if you applied for a federal job.

Most employers do background checks before employees are promoted. So if an offender lied on the application, stayed with the company for a few years, became eligible for promotion, and the lie was exposed, the offender could:

- Lose a good job.
- Lose a good reference.
- Lose financial stability.
- Lose self-esteem.

Question:
What should I write if the question about conviction asks me to "explain"? Always write "Will be happy to explain further in person." This will keep everyone who may view your application from knowing your personal business.

Question:
How do I cover time in prison on the "Work Experience" portion of the application? List only 2 or 3 of the jobs that may be in line with your future employment goals. If you did any work during your incarceration (i.e., janitor, cook, clerk, and/or firefighter) submit the jobs in which you gained significant hands-on experience. Describe jobs that reflect skills gained, abilities developed, and accomplishments earned.

Example: If you worked both in the kitchen and as a janitor while incarcerated, you would indicate both jobs for your incarceration period and list only the year for dates of employment even though you may have moved from facility to facility and from job to job.

Question:
How do I complete the "business name"?
Use the abbreviated name of jail or correctional facility.

Example: If you worked as a janitor, cook, painter, etc., you worked for the abbreviation of the Jail or Correctional Facility. Chelan County Regional Justice Center=Chelan Co. RJC; Washington Corrections Center=Washington CC.

Question:
How about completing the "salary" portion of Job Experience?
You should complete wage or salary by stating "stipend" on your application.

Example: Salary Stipend hourly N/A. See the example that follows. At the time of your interview you will be prepared to discuss your incarceration.

Question:
What about completing the "address" portion of Job History?

Do not use P.O. Boxes. Use only the city and state as the address, or only the street address of the institution. The reason is that some people associate "P.O. Boxes" with prison in certain towns.

Question:
How to complete the "reason for leaving" portion of Work Experience? Correct responses can be "Relocated," "Contract ended," "Transferred," or "Pursued other opportunities."

What follows is an example of a Work Experience response. Please note the reason for completing the "Work Experience" portion this way is to get your application past whoever may be screening applications for interviews. It is vital that your "Work Experience" is complete, yet, don't advertise your incarceration. That information is only between you and the interviewer, not anyone who may see your application.

Example: WORK EXPERIENCE SECTION

Name: Twin River CC or County RJC
Address: Monroe, Washington
Supervisor: N/A
Dates: From June 1, 1988-June 30, 2008
Position: Cook
Rate of Pay: Stipend per N/A
Reason for Leaving: Relocated

* Copyright © WA State Employment Security Department, Worksource Operations Division. www.wa.gov/esd/oes All rights reserved. Used with permission.

Fact Sheet

Name Social Security Number

Schooling

DEGREE EDUCATION	NAME & ADDRESS OF SCHOOL	YEARS ATTENDED	MAIN COURSE OF STUDY	RECEIVED
Grade School				
Senior H.S.				
Vocational				
College				
Business/Corres.				
Other Training				

Experience

EMPLOYER'S NAME & ADDRESS	NAME OF SUPERVISOR	FROM/TO	SALARY	REASON FOR LEAVING

References

NAME	ADDRESS	PHONE NUMBER

Other Information

Interviewing for a Job

To Prepare:

Know your qualifications

Learn about the company

Bring the materials you'll need

Go Alone. Arrive early. Be courteous and patient

Dress right

At the Interview:

Be respectful. Be relaxed. Listen attentively

Be clear, complete, and brief in what you say

Be positive in your approach

Avoid the negative

Good Luck!

Personal Skills Worksheet

Skills I Learned on Jobs or in Job-Training Programs:

Skills I Learned Off the Job, or in Volunteer Work
(house repair, automotive, child care, etc.)

Skills I Learned While in Prison:

Language Skills (I speak Spanish, for example):

Licenses I Hold (driver's licenses, trade licenses, etc.):

Personal Strengths
- ☐ Am I reliable?
- ☐ Can I follow directions?
- ☐ Do I work well with others?
- ☐ Can I be depended upon to complete tasks given me?
- ☐ Am I punctual?
- ☐ Do I work well under stress?

Record of Job Contacts Made

Name of Agency

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Name of Agency

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Name of Agency

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Name of Agency

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Name of Agency

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Name of Agency

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Index

A

Abraham House 105
ACCES-VR (Formerly VESID) 152
Access-A-Ride 174
Addiction Research and Treatment Corporation (A.R.T.C.) 115
Addicts Rehabilitation Center (ARC) 115
AIDS Drug Assistance Program (ADAP) 94
Al-Anon NYC 119
Albert Einstein College of Medicine 112
Alcoholics Anonymous (AA) 119
Ali Forney Center 147-148
Alpha School Center for Progressive Living 117
American Cancer Society (National) 86
American Cancer Society (NYC) 141
American Heart Association 120
American Indian College Fund 59
American Liver Foundation 96
American Museum of Natural History 168
America Works, Inc. 34-35
Anti-Violence Project 102-103
Archdiocese of New York 132
Argus Community/Access Program 92-93
Arms Acres 110-111
Art for Change 170
Asian & Pacific Islander American Scholarship Fund (APIASF) 59

B

Bailey House 71-72
Berkshire Farm Power Project 100
Black Veterans for Social Justice 21
Bluestockings Bookstore 172
BOOM!Health 93-94
Bowery Mission 119-120
Bowery Residents' Committee SPAN Program (BRC) 20-21
Breast and Cervical Cancer Detection (Memorial Sloan Kettering

Cancer Center) 140-141
Bridging Access to Care 93
Bronx Defenders 125-126
Bronx Works 70
Bronx Zoo 171
Brooklyn Botanic Garden 171
Brooklyn Center for Independence of the Disabled 153
Brooklyn Museum 168
Brooklyn Public Library
Business and Career Center 28, 49
Caribbean Literacy & Cultural Center 170
Computer Classes 41
ESOL 51-52
Literacy and Pre-GED Program 51-52
Brooklyn Workforce Innovations 35
Bushwick Food Co-op 165
Business Outreach Center Network (BOC) 47

C

CAMBA 37
Career Gear 38
CASES
(Center for Alternative Sentencing and Employment Services) 17-18
Cathedral Community Cares 81
Catholic Charities 142
Center for Anti-Violence Education 150
Center for Community Alternatives 19, 135
Crossroads 135
CHOICES 135
Sisters Strong 135
Center for Disease Control and Prevention (CDC) 85
Hepatitis C 95-96
Living with HIV/AIDS Brochure 94
Center for Employment Opportunities (CEO) 32-33
Center for Family Life 104-105
Center for Hearing and Communication 155-156
Center for Urban Community Services Single Stops 31
Charles B. Wang Community Health Center 87
Child Health Plus 86
Children of Promise 104
Children's Aid Society 98
Chinese-American Planning Council (CPC) 54-55
City University of New York (CUNY) 55-56
Adult Literacy and GED Program 52
Civilian Complaint Review Board 131
CMO Network 22
Coalition for the Homeless 69-70
College & Community Fellowship 57-58
College Initiative 56
COMALERT 19-20
Coming Home Program 20
Commission for the Blind and Visually Handicapped 155
Common Ground 72
Community Health Action of Staten Island 93-94
Community Healthcare Network 84
Community Health Centers 87
Community Supported Agriculture (CSA) 164
Covenant House 70-71
Craigslist (website) 165
Create, Inc. 114

D

Day Care, Family and Group 107
Daytop Village 109-110
Department of Consumer Affairs (NYC) 43, 161
Department of Homeless Services (NYC) 62-69
Drop-In Centers 63-64
Intake 62-63
Department of Housing Preservation and Development (HPD) 74
Department of Veterans' Affairs (Federal) 79
Diane Armstrong Family Learning Center 54
Division of Minority & Women Business Development 43
Doctor Finder, AMA (website) 84
DOE Fund 36
Domestic and Sexual Violence Hotline (NY State) 107
The Door - A Center of Alternatives 99-100
Downtown Brooklyn Neighborhood Alliance 16-17
Dress for Success 38, 139-140

E

Edwin Gould Services for Children and Families: Steps to End Family Violence 137
Elder Crime Victims' Resource Center 107
Elder Pharmaceutical Insurance Coverage (EPIC) 78
Elmcor Youth and Adult Activities 113
Elmhurst Hospital Center Methadone Treatment Program 116
Employment Program for Recovered Alcoholics (EPRA) 36
exalt youth 18
Exodus Transitional Community 15
  Alternatives to Domestic Violence Program 101
Exponents 18-19
  Treatment Exchange 112

F

FACES NY 91-92
FAFSA 58
Family and Corrections Network 103-104
Family Justice Center 144
Family Planning Benefit Program 86
FEDCAP Rehab Services 154
Federal Bonding Program 39
Federal Bureau of Prisons 131
Federal Citizens Information Center (FCIC) 127-128, 161-162
Federal Trade Commission, Consumer Protection Center 163
Federation of Protestant Welfare Agencies, Inc. 98
FEGS
  Anger Management Trainings 101
  Link Program 88
Fin/Aid (website) 60
Flatbush Food Co-op 165
Food Co-ops 164-165
Fordham Tremont Treatment Community 88
Fortune Society 12-13
    Drop-In Center 90
Fountain House 89
Fourth Street Food Co-op 165
Franklin Shelter 63
Friends In Deed 94
Friends of Island Academy 21-22
Frost'd at Harlem United 117-118
Future Now 56-57

G

GAM-anon 121
Gates Millennium Scholars 60
Gathering Place 64
Gay Men of African Descent 149
Gay Men's Health Crisis (GMHC) 78, 91, 118
  Hotline 91
Getting Out and Staying Out (GOSO) 15-16
Girl's Educational and Mentoring Services (GEMS) 143
Goodtemps 33-34
Goodwill Industries: Employment Services 33-34
Green Hope Services For Women 136-137
Greenmarket 164
Greenwich House, Counseling Center 113
Growing Up Healthy Hotline 144

H

Haitian-American Community Coalition 92
Harlem Center for Education (Educational Opportunity Center) 50
Harlem Community Justice Program 23-24
Head Start Program 107
Healing Arts Initiative 156-157
Healthy New York 87
HELP Women's Shelter 63
HIRE Network 41-42
Hispanic AIDS Forum 92
Hispanic Scholarship Fund 59
HOPE Program 35
HOUR Children 141
Housing + Solutions 138-139
Housing Works 71

Housing Works Books 172
Howie the Harp Advocacy Center (S.T.A.R. Project) 21

I

Idealist Job Search (website) 43
Identity House 148-149
In Arms' Reach 105-106
Indeed Job Search (website) 42
Information for Families (website) 81
Internal Revenue Services (IRS) 127
International Center for The Disabled (ICD) 153

J

J-Cap 110
Job Path 156
Just Detention International (JDI) 101-102

L

Landing Strip 17
Law Libraries, public access 133
The Lazarus, Douglass, Tubman Community 16-17
Learning Disabilities Association 156
Legal Action Center 124
Legal Aid Society 125
Legal Referral Service NYC & County Bar Associations 125
Legal Services for New York City 126-127
  Name Changes 128
LGBT Community Center 146-147
LGBT Law Association of Greater NY 128
LGBT Services and Resources Directory 146
Lifenet 87
Living Room 64
Lighthouse International 155
Linkedin (social networking site) 43
Literacy Partners 52-53
Lower Eastside Service Center (Su Casa) 111

M

Made in NY PA Training Program 35
Main Chance 64
Manhattan Veterans' Center 99
Mayor's Office for People with Disabilities 152
Medicaid 78, 86
Medicaid Buy-In Program for Working People with Disabilities 86
Medicare 78, 87
MedlinePlus (website) 84-85
Metropolitan Council on Housing 73
Metropolitan Museum of Art 168-169
Metropolitan Transit Authority (MTA) (website) 174
Michael Callen-Audre Lorde Health Center 148-149
Money Management International 162
Museo del Barrio 169
Museum of Modern Art 169
Mustard Seed Counseling Services 103
My Meth Life 118

N

Narco Freedom 116
Narcotics Anonymous 118-119
National Association for Shoplifting Prevention 121-122
National Do Not Call Registry 163
National Hispanic Business Information Clearinghouse 43
National Institute of Mental Health Information Center 88-89
National Resource Center on Children and Families of the
    Incarcerated 103-104
Neighborhood Defender Service of Harlem 127
Network Support Services 16
New Directions 116-117
New York Botanical Garden 171
New York City Information (311) 44, 162
NYC and County Bar Associations 125
  Legal Referral Service 132
NYC Anti-Violence Project 150
NYC Bureau of Tuberculosis Education & Training 85
NYC Business Solutions 44

NYC Central Booking 130
NYC City of New York (website)
Job Listings 42
NYC Clerk (Marriage Bureau) 130
NYC Commission on Human Rights 95-96, 131, 147
NYC Department for the Aging Grandparent Resource Center 106
NYC Department of Consumer Affairs 161, 163
NYC Department of Corrections Inmate Locator 130
NYC Department of Education 26-27
NYC Department of Education, Adult Learning Centers 52-53
ESOL & GED Classes 53
NYC Department of Health and Mental Hygiene 85, 87-88
AIDS Hotline 90
NYC - Link System of Services 87-88
Smoking 120
NYC Department of Small Business Services (website) 44-45
NYC Department of Transportation
Parking and Permits for People with Disabilities 158
Reduced-Fare MetroCard Program 158
NYC Department of Youth and Community Development, Youth Employment Program (DYCD) 31
NYC Gay & Lesbian Anti-Violence Project (AVP) 102-103, 150
NYC Housing Authority (NYCHA)
Applications Offices 73
Section 8 (Housing Preservation and Development) 73-74
NYC Human Resources Administration 76-77
Department of Social Services 86
Emergency Services 80
HASA Serviceline 90
Food Stamps (SNAP) 77
Temporary Cash Assistance 76-77
NYC Hunger Hotline 80
NYC Independent Living Centers (ILCs) 152-153
NYC Medical Societies 83-84
NYC Office of Vital Records 129
NYC Public Advocate (website) 127
NYC Women's Healthline 140
New York Crystal Meth Anonymous Intergroup 118
New York Division of Workforce Development 29-31
New York Foundling Parent Helpline 99

New York Harm Reduction Educators 117
New York Immigration Coalition 131-132
New York Legal Assistance Group 126
New York Online Access to Health (NOAH) (website) 85
New York Public Library
Andrew Heiskell Braille & Talking Book Library 157-158
Career and Educational Information Service — Bronx 27-28
Centers for Reading and Writing 50-51
Computer Classes 40
ESOL 51
Job Search Central (JSC) 27
Science, Industry and Business Library 27-28
Services for People with Disabilities 157
New York State AIDS Hotline 90
New York State Child Protective Services Abuse Hotline 107
New York State Crime Victims' Board 80
New York State Department of Corrections and Community Supervision 130-131
New York State Department of Education GED Testing Office 54
New York State Department of Education Working Papers 26-27
New York State Department of Labor, Division of Employment Services 42
Career Zone (website) 42
New York State Department of Motor Vehicles 129-130
New York State Division of Veterans' Affairs 34, 79
New York State Higher Education Services Corporation 59
New York State Office of Alcoholism & Substance Abuse Services 109
New York State Office of Mental Health Bronx Psychiatric Center 89
New York State Office for People with Developmental Disabilities 159
New York State Smokers' Quitline 120
Non-Traditional Employment for Women (NEW) 140
Nuyorican Poet's Cafe 170

O

Odyssey House 111
Oliveri Center 64
Opportunities for a Better Tomorrow (OBT) 37
Options College Counseling (Goddard Riverside) 50

Osborne Association 13-14
Workforce Development 14
Family Resource Center 14
Prevention and Treatment Services 120

P

Palladia 110
Partnership for the Homeless 38, 70
Family Resource Center 38
PEN Prison Writing Program 167
Per Scholas Training Program 55
Phoenix House 112
Pills Anonymous Hotline 118
Planned Parenthood 90-91
Margaret Sanger Center 142
Project Street Beat 90-91
Poison Control Center Hotline 85
Pregones Theatre 170
Prenatal Care Assistance Program 86-87
Prevention Assistance and Temporary Housing (PATH) 65-66
Prisoners Legal Services of New York 95
Project Enterprise (Small Business Loans) 47
Project Hospitality 64
Project Inform 94-95
Project Renewal 72
Providence House 138
Public Access Law Libraries 133
Puerto Rico Federal Affairs Administration 38
Vital Documents 129

Q

Queens Library
Adult Learner Program/New American Program 49-50
Job Information Centers 28-29
Computer Classes 41

R

Realization Center 115-116
Red Hook on the Road 35
Revolution Books 172
Riverside Church Prison Ministry 22-23
Ryan Health Center 87

S

Safe Horizon 100-101, 143
Salvation Army Thriftstores 165
Samaritan Village 114
SCORE Small Business Counseling 45-46
Services and Advocacy for GLBT Elders (SAGE) 149
Sex Crimes Report Line 143
Sexual Compulsive Anonymous 121
Sexually Transmitted Disease Control Clinic (STDC) 85-86
Single Parent Resource Center 106
Smithsonian's National Museum of the American Indian 169
Snag-A-Job (website) 43
SNAP (food stamps) 77
Social Security Cards (How to get one) 26
State University of New York (SUNY) 58
Steps to End Family Violence Program 137, 141-142
Strand Bookstore 172
Streetwise Partners 33
STRIVE International 32
Striver House 114
Studio Museum in Harlem 169
St. Lukes-Roosevelt Victim Treatment Center 103
Substance Abuse and Mental Health Administration 118
Sylvia Rivera Law Project 147

U

United Negro College Fund 60
Urban Justice Center 78
U.S. Department of Education Federal Student Aid (FAFSA) 58
U.S. Department of Health and Human Services 109

V

Veterans Single Stop Benefits Center (NYPL) 79
VIDA Family Services 113
VIP Community Services 111
VESID *see ACCES-VR*
Volunteers of America Queens Forensic Link Program 88
Voter Registration 128-129

W

Women and Work Program 139
Women, Infants and Children Food Program (WIC) 142-143
Women in Need (WIN) 138
Women in Prison Project 135-136
Women's Prison Association 135
Workforce 1 29-31
Working Papers - teens 26-27

Y

Youth Represent 126

NOTES

NOTES

NOTES

NOTES