The New York Public Library

Connections 2021

A free guide for formerly incarcerated people in New York City



The New York Public Library

Connections 2021

A free guide for formerly incarcerated people in New York City

Edited by
Kate Heenan



New York
Public
Library

Connections 2021

Single copies of *Connections* are available free of charge to incarcerated and formerly incarcerated people throughout New York State. Send all requests to:

Correctional Services
The New York Public Library
445 Fifth Avenue
New York, NY 10016

Connections 2021 is available as a PDF online at:

nypl.org/corrections

The New York Public Library, 2021.

© 2021 by The New York Public Library. *Connections 2021* is made available under a Creative Commons Attribution-NonCommercial 4.0 License (https://creativecommons.org/licenses/by-nc/4.0) except for content otherwise attributed.

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.

Twenty-sixth edition published 2021.

ISBN 978-0-87104-833-2

About Connections

Every agency listed in *Connections* has been contacted in order to provide you with current and relevant information. Where listings could not be verified by phone, the organization's website was used to check basic program and contact information. Please be advised that the moment *Connections* is printed, it is out of date.

This is especially true for this year's edition, due to COVID-19. Many organizations have had to adapt the way they provide services, to protect the health and safety of their users, and to adhere to guidelines put in place by New York State's executive order. This includes offering services or programs remotely, instead of in-person. When updating the 2021 edition, we asked organizations what services and programs are still being provided, both remotely and in-person.

We highly encourage everyone to contact organizations to confirm operating hours, services being provided (in-person or remote), and requirements before visiting in person in order to have the most up-to-date information.

The information included in this book is not intended as legal advice.

Connections contains a selective listing of resources in New York City. If you feel we have missed a valuable resource, or if you represent an agency that would like to be included in *Connections*, please contact us: Correctional Services, The New York Public Library, 445 Fifth Avenue, New York, NY 10016.

The information included in *Connections* is organized into chapters based on types of services and groups of users. No single chapter includes every resource that may be useful to a particular reader. When using this book, we recommend exploring multiple chapters to find the resources best suited to your needs. The table of contents and the index are useful tools readers can also use to find the resources they need.

Conexiones is our Spanish translation of *Connections*. The most recent translation, from 2019, is available online as a PDF at **nypl.**

org/corrections. Spanish speakers who are incarcerated can request up to 40 printed pages at a time, to be sent via mail by writing to: Correctional Services, The New York Public Library, 445 Fifth Avenue, New York NY 10016.

ICONS: For your convenience, four symbols are used in this edition. The ES symbol next to the name of an organization means they have Spanish speaking staff or interpreters for Spanish speakers. A bridge  next to the name of an organization means they work with people who are currently incarcerated, and the organization can be contacted pre-release, or by court or attorney referral. The symbol means the organization offers alternative-to-incarceration (ATI) programs. These may also be called alternative-to-detention or diversion programs. The icons are used only when the information is confirmed by a representative from the organization. The  symbol is used throughout *Connections*, to highlight Know Your Rights information.

Artists! You may request instructions and a template for submitting art for the 2022 edition of *Connections*, by writing to:

Correctional Services
The New York Public Library
445 Fifth Avenue
New York, NY 10016

Acknowledgments

Information in the 2021 edition has been updated by Sarah Ball, Ryan Chikaraishi, Emma Karin Eriksson, Omar Escabi, Michelle Fernandez, Alicia Hyman, Emily Jacobson, Sasha Jones, Allee Manning, Benjamin Sapadin, Hal Schrieve, Hannah E. Spratt, Louise Maria Stamp, Laura Beth Stein, Luz Valdez, and Yanela.

A special thanks goes to the NYC LGBTQI ATI Reentry Working Group, particularly Miriam Goodman, Mik Kinkead, and Andrea B. Williams, for their expertise and feedback on information included in the LGBTQI+ chapter.

We are proud to showcase the artwork of 15 currently and formerly incarcerated artists throughout this book. Our cover art was created by Hector Manuel Rodriguez. We appreciate and thank everyone who sent us artwork to be considered.

Much support and learning is gained from those who write to us from prisons with their feedback. Many thanks go to the Library's Creative Services team for their support and hard work. A special thanks goes to Emily Khoo, for her excellent design work on our cover. A huge thanks to the BookOps and Logistics teams who are responsible for the book's distribution.

Funding for *Connections* is provided by the New York State Education Department, Division of Library Development.

New York City Public Libraries

New York City has three public library systems that offer free reading materials, information, programming, resources, classes, WiFi, and more.

Due to COVID-19, your local library may be closed and/or offering limited services. It is important to check with your library before visiting in person. For the most recent updates and to learn more about what your library is currently offering, contact:

The New York Public Library (Bronx, Manhattan, Staten Island)—Call **917.275.6975** or visit **www.nypl.org**.

Brooklyn Public Library—Call **718.968.7275** or visit **www.bklynlibrary.org/coronavirus**.

Queens Public Library—Call **718.990.0700** or visit **https://queenslibrary.org**.

Contents

COVID-19 . . . . . **10**

Introduction 11

Information on COVID-19 12

NYC Resources & Community Organizations 17

Rent & Eviction Information 22

Other Information & Resources 24

Formerly Incarcerated People **28**

Resources Similar to *Connections* 29

Reentry Task Force by NYS County 31

Organizations 34

Education **48**

Adult Literacy, HSE, & ESOL 49

Computer Literacy 56

Continuing Education 57

Financial Aid 62

College Programs in Prison 65

Housing **71**

Shelters 72

Intake Centers for Single Adults 72

Drop-In Centers for Single Adults 74

Securing Shelter for Homeless Families 76

Halfway & Three-Quarter Housing 80

Organizations for People Without Homes 81

Housing Assistance 87

Rentals 89
Tenant Rights & Housing Discrimination 90

Financial Assistance 95

Public Benefits 96
Temporary Cash Assistance 97
Emergency Assistance 98
Food Stamps (SNAP) 99
Food 100
Clothing 102
Medical Assistance 102
Victim Assistance 103
Financial Counseling 103

Physical & Mental Health 107

Free & Low-Cost Medical Care 111
General Health Information Resources 114
Helplines: Physical Health 115
Health Insurance 115
HIV & AIDS 117
AIDS Discrimination 122
Hepatitis C 123
Mental Health 123
Counseling 127
Helplines: Mental Health 130

Addiction 132

Treatment Programs & Organizations 133
Support Groups 141

Resources & Other Services 143
Helplines 144

Legal 146

Police Interactions: Know Your Rights 147
Protest Safety & Rights 151
Digital Policing & Surveillance 153
Representation & Assistance 158
Research Resources 168
Bail 170
Locating Someone in Custody 174
Voting Registration & Rights 176
Obtaining Personal Documents 182
Discrimination, Grievances, & Rights 185
Prison Rape Elimination Act (PREA) 191

Immigrants 199

Immigration Law & Enforcement 200
Who is at Risk From ICE 200
Know Your Rights 201
Emergency Planning 204
Organizations 205

Veterans 219

Veteran Benefits & Incarceration 220
Organizations 222

People with Disabilities 228

Rights While Incarcerated 229
Organizations 231

Women 240

Organizations 241

Helplines 248

Older People 250

Organizations 251

Medical Care 256

Housing 256

LGBTQI+ 258

Protections Against Discrimination 259

Organizations & Resources 261

Rights for Incarcerated TIGNC People 269

Youth 272

Raise the Age 273

Organizations & Resources 275

Working Papers 288

Parents & Caregivers 289

Organizations & Resources 290

Custody Rights for Incarcerated Parents 299

Child Support 303

Additional Hotlines & Directories 307

The Job Search 309–386

Index 387

Notes 404

2021 Calendar 407

COVID-19

TO INSIST THAT YOU DESERVE TO LIVE, BY ANY MEANS NECESSARY, IS AN ACT OF RADICAL SELF-LOVE.

— MARIAME KABA



ARTWORK BY F. JOHNSON

USED WITH PERMISSION FROM THE ARTIST.

Introduction

Please be advised that the moment *Connections* is printed, it is out of date. This is especially true for this year's edition, due to COVID-19 and the reopening phases and social distancing guidelines put in place by executive order New York State on PAUSE.

We highly encourage everyone to contact organizations to confirm operating hours, services being provided (in-person or remote), and requirements before visiting in person.

Many organizations have had to adapt the way in which they provide services. This includes offering services or programs remotely, instead of in-person. When fact-checking and making updates to the 2021 edition, we asked organizations what services and programs are still being provided, both remotely and in-person.

The economic impact of COVID-19 will continue to be felt in unpredictable ways and the NYC budget may go through reevaluations throughout the year. This will likely impact the organizations in *Connections*, along with the services they are able to provide.

It is important to be aware of government policy responses or changes that may be made as the situation is monitored and evaluated. For the most recent updates on COVID-19, plus information about COVID-19 cases by area, testing sites, symptoms, prevention, mask guidelines, and more, contact:

For **New York State**—Call **888.346.3065** or visit **https://coronavirus.health.ny.gov/home**.

For **New York City**—Call **311**, **text COVID to 692-692**, or visit **https://www1.nyc.gov/site/doh/covid/covid-19-main.page**.

At the time of publication, NYS is using **The Cluster Action Initiative** to set rules and restrictions directly targeting areas in New York with the highest transmission of COVID-19 cases and surrounding communities. Visit **https://forward.ny.gov** for more information on the initiative, cluster guidance, and to search COVID-19 Hot Spot Zones by address.

Information on COVID-19

It is important to get information and updates about COVID-19 from reliable sources.

The **World Health Organization** (**WHO**) is a specialized agency of the United Nations responsible for international public health. WHO's COVID-19 information page is available at **www.who.int/emergencies/diseases/novel-coronavirus-2019**. The website provides updated information about COVID-19. Along with basic information, the website has a question and answer section providing information on many topics including youth, pregnancy, breastfeeding, cleaning and disinfection, contraceptives and family planning, homecare, tips for health and safety, and more. They also have a mythbusters page providing factual information on rumors and misinformation about COVID-19.

The New York State's COVID-19 website is available at **https://coronavirus.health.ny.gov/home**. Updated information on symptoms and prevention, testing, rights, news, including travel advisories, and more, is available.

The New York City's COVID-19 website is available at **https://www1.nyc.gov/site/doh/covid/covid-19-main.page**. Updated information on symptoms, higher risk factors, symptoms in children and Multisystem Inflammatory Syndrome in Children (MIS-C), information for those who are pregnant, and more, is available.

Anyone can get COVID-19 and spread COVID-19, including young people. COVID-19 is primarily transmitted from person-to-person through respiratory droplets. These droplets are released when someone with COVID-19 breathes, sneezes, coughs, or talks. Not everyone develops symptoms, but even asymptomatic people can spread COVID-19, including to those who are at a higher risk of severe illness from COVID-19. Scientists and doctors are still learning about COVID-19, including information about long-term effects it can have, even for those who had what is considered a mild case.

Prevention measures to decrease the spread of COVID-19 include:

- Stay home if you are sick.
- Keep your hands clean: frequently wash your hands for at least 20 seconds or use hand sanitizer if soap and water are not available.
- Wear a face covering (a state order requires everyone over age 2 who can medically tolerate a face covering to wear one when outside their home).
- Avoid touching your eyes, nose, and mouth.
- Physical distancing: keeping at least 6 feet between yourself and others.
- Cover your mouth by coughing or sneezing into your sleeve or a tissue, and discard tissues in a closed container.
- Disinfect frequently touched surfaces and objects.

Along with following these prevention measures and knowing if your area is a COVID-19 hot spot, WHO recommends avoiding the "3C's" to minimize the risks of COVID-19. When considering activities; avoid:

- Closed spaces with poor ventilation
- Crowded places with many people nearby
- Close contact, such as close-range conversations

The risks of getting COVID-19 are higher in crowded and inadequately ventilated spaces where infected people spend long periods of time together in close proximity. These environments are where the virus appears to spread by respiratory droplets or aerosols more efficiently.

For the most recent updates on COVID-19, plus information about testing sites, symptoms, prevention, mask guidelines, and more:

For **New York State**—Call **888.346.3065** or visit **https://coronavirus.health.ny.gov/home**.

For **New York City**—Call **311**, **text COVID to 692-692**, or visit **https://www1.nyc.gov/site/doh/covid/covid-19-main.page**.

Remote Services Information

As organizations adapt to COVID-19, many have started to offer remote services via phone or computer by using third-party video-conferencing or telephone platforms.

These video-conferencing services are being provided by outside companies that have their own privacy policies. Their services may collect personal identifying information about you such as name, username, email address, location, and other types of data. It is important to read the privacy policies of those companies, along with what organizations are doing to limit data collection, to understand what personal information may be collected and used. The data being collected by video-conferencing services may not be used now, but could be used in the future, and in ways that are not yet known or shared with you.

Telehealth Services & HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that created national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. Telehealth services are any physical or mental health care services that are provided via remote technologies.

HIPAA rules have been altered during COVID-19. Some of the technologies used for telehealth services may not fully comply with the pre-COVID-19 HIPAA Rules. If your healthcare provider is using technology that is not covered under HIPAA, check with them on what safeguards they have in place to ensure your privacy is protected.

Privacy, Surveillance, & Resources

The **Electronic Frontier Foundation** (**EFF**) works to protect online privacy. Visit their website at **www.eff.org** for information, updates, and articles on how to protect yourself when using remote technologies, including, *What You Should Know About Online Tools During the COVID-19 Crisis*.

For more information on how to protect yourself online see *Digital Policing and Surveillance* starting on page 153 of this book.

Face Coverings

A New York State order requires everyone over age 2 who can medically tolerate a face covering to wear one when outside their home if unable to maintain at least 6 feet of distance from others.

For more information about face coverings including COVID-19 facts, care instructions, and frequently asked questions visit **https://www1.nyc.gov/site/coronavirus/resources/facecoverings.page**.

COVID-19 Tests

Testing is free to all eligible New Yorkers as ordered by a health care provider or by calling the **NYS COVID-19 Hotline** at **888.364.3065**.

If you go to a test site run by New York State or NYC Test and Trace Corps there is never any charge for your test. For test sites operated by private companies including pharmacies, medical practices, or not-for-profit organizations, you are advised to check with the testing site and your insurer in advance of being tested to confirm you will not be responsible for any fees associated with your test.

For more information about COVID-19 testing, including drive-thru testing, antibody testing, and to find a testing site:

For **New York State**—Call **888.346.3065** or visit **https://forward.ny.gov/covid-19-testing**.

For **New York City**—Call **311** or visit **https://www1.nyc.gov/site/coronavirus/get-tested/covid-19-testing.page**.

NYC Isolation Hotel Program for those with COVID-19

Provides hotel rooms for self-isolation for those who qualify, free of charge, for up to 14 days if they do not have a safe place to self-isolate. This can mean (1) your home does not have space for you to stay 6 feet away from others, (2) you share rooms or a bathroom, or (3) you live with someone who is vulnerable. Hotel rooms are also available for New Yorkers without COVID-19 but who live with someone who has COVID-19. A medical provider will assess

your situation and then refer you to a hotel if appropriate. The program includes food, linens, and local phone service.

For more information call **844.692.4692** (9am—9pm) or **311**, or visit **https://www1.nyc.gov/site/helpnownyc/get-help/covid-19-hotel-program.page**.

Post COVID-19 care

The long-term effects of those who have had COVID-19 are still being studied, and the virus can affect many different systems in the body—from the lungs to the heart to the kidneys. The following are resources, Post-COVID care clinics in NYC, specifically for those who need aftercare. In some cases, patients may need a referral from a hospital or primary care doctor.

MOUNT SINAI—CENTER FOR POST-COVID CARE
10 Union Square East, New York, NY 10003
Telephone: 212.844.6300
www.mountsinai.org/about/covid19/center-post-covid-care

RICHMOND UNIVERSITY MEDICAL CENTER—POST-COVID CARE CENTER
288 Kissel Avenue, Staten Island, NY 10310
Telephone: 718.818.1500
www.rumcsi.org/postcovidcare
Offers a pediatric program with specialists for children recovering from COVID-19 symptoms and Multisystem Inflammatory Syndrome in Children (MIS-C).

NYC HEALTH + HOSPITALS—GOTHAM HEALTH CLINICS
Appointments: 844.692.4692 / COVID Hotline: 212.COVID19
www.nychealthandhospitals.org/community-healthcare-centers

Mental Health

NYC HEALTH—COVID-19
https://www1.nyc.gov/site/doh/covid/covid-19-mental-health.page
Provides information and resources for coping and emotional well-being related to COVID-19.

NYC Well—Call **888.692.9355** (24 hours a day, 7 days a week). Interpreters are available for over 200 languages.

NYS COVID-19 Emotional Support Helpline—Call **844.863.9314** (7 days a week, 8am–10pm).

Support if you are experiencing violence

Organizations that can provide resources for safety and offer support if you are experiencing violence at home, can be found within various chapters in this book. Look up Domestic Violence in the back index to find page numbers for these listings.

Futures Without Violence offers a list of resources available at **www.futureswithoutviolence.org/get-updates-information-covid-19**.

NYC Resources & Community Organizations

The following are resources related specifically to COVID-19. This is not a comprehensive list. Many of the organizations in *Connections* are also providing COVID-19 specific services or have a dedicated COVID-19 resource page on their website.

NYC MAYOR'S OFFICE TO PROTECT TENANTS (MOPT)

https://www1.nyc.gov/content/tenantprotection/pages/covid19-home-quarantine

Provides information and resources for NYC tenants including eviction prevention and community legal resources for tenants; rental assistance; housing application assistance; and more.

The **Tenant Resource Portal** is an online resource to help residential renters access free resources to help prevent evictions and keep tenants stably housed. The portal features an eviction prevention tool to help renters navigate free public and private resources, available at **https://www1.nyc.gov/content/tenantprotection/pages/tenant-resource-portal**.

ACCESS NYC

https://access.nyc.gov/coronavirus-covid-19-updates

Provides daily updated information related to benefits, food, housing, unemployment, and more.

GET FOOD NYC—COVID-19 EMERGENCY FOOD ASSISTANCE

https://www1.nyc.gov/assets/dsny/contact/services/COVID-19FoodAssistance.shtml

Provides information on food resources across the city including free food pantries and grab-and-go meals at NYC Schools, available for all children or adults in need; grocery store and farmer's market locations; information on P-EBT; NYC food delivery assistance; benefit information; and other services and information.

NYC HEAT AND UTILITIES BILL ASSISTANCE

https://portal.311.nyc.gov/article/?kanumber=KA-02529

Provides updates about heat and utilities bills and information on emergency financial assistance, the Home Energy Assistance Program (HEAP), and more.

NYC MAYOR'S OFFICE OF IMMIGRANT AFFAIRS

https://www1.nyc.gov/site/immigrants/help/city-services/resources-for-immigrant-communities-during-covid-19-pandemic.page

Provides updated information and resources for immigrants in NYC, including on health care, housing, education, workers rights, discrimination, and more.

NYC VETERANS

https://www1.nyc.gov/site/veterans/covid-19/resources.page

Provides updated information and services available to veterans in NYC including anti-discrimination resources and virtual veteran events.

NYC MAYOR'S OFFICE OF THRIVENYC—MISSION: VET CHECK

https://thrivenyc.cityofnewyork.us/mission-vetcheck

An initiative where volunteer veterans make supportive check-in calls to peers in their community, along with providing information on where to get free meals, COVID-19 testing locations, and how to access online mental health support. Visit the website to request a check-in call through the online form.

NYC MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES

https://www1.nyc.gov/site/mopd/resources/covid-19-resources-for-people-with-disabilities.page

Provides updated information for people with disabilities including home healthcare providers, pets and service animals, accessible virtual activities, and phone and internet services.

NYC DEPARTMENT FOR THE AGING

https://www1.nyc.gov/site/dfta/services/covid-19-resources.page

Provides updated information and resources for older New Yorkers, including services being provided in order to remain at home.

GENERATION NYC—LGBTQ CORONAVIRUS RESOURCES—NYC UNITY PROJECT

https://growingupnyc.cityofnewyork.us/generationnyc/lgbtq-coronavirus-resources

Provides updated information on LGBTQI+ resources including mental and physical health, peer support, housing, legal help, and more.

GROWING UP NYC—CORONAVIRUS UPDATES

https://growingupnyc.cityofnewyork.us/coronavirus-updates

Provides updated information for children and families in NYC including school and child care information.

NYC DEPARTMENT OF CONSUMER AND WORKER PROTECTION (DCWP)—WORKERS RIGHTS

Worker Protection Hotline: 212.436.0381 or 311
https://www1.nyc.gov/site/dca/workers/worker-rights.page

Provides information about reopening and health and safety guidelines for the workplace. Call to report an employer that is not following reopening requirements.

LEGAL AID SOCIETY—ACCESS TO BENEFITS (A2B) HELPLINE

Helpline: 888.663.6880 (Mon–Fri 10am–3pm)
www.legalaidnyc.org/get-help/covid-19/covid-19-information-for-clients

Assists New Yorkers with HRA public assistance, employment and unemployment benefits matters, issues related to Medicaid/health law, Supplemental Nutrition Assistance Program (SNAP), disability, and other benefits and issues related to COVID-19.

See the full listing for Legal Aid Society on page 162.

NEW YORK IMMIGRATION COALITION (NYIC)—COVID-19 RESOURCES

www.nyic.org/resources-training/covid-19-community-resources

Visit the website for directories of service providers and other resources, including the following areas: education, employment, family support, finances, food, healthcare, legal, seniors, and small business. Also provides up-to-date information about how COVID-19 affects immigration, education, and healthcare.

SERVICE PROGRAM FOR OLDER PEOPLE (SPOP)

Telephone: 212.787.7120 x514
www.spop.org

Providing comprehensive behavioral healthcare for New Yorkers ages 55 and over and offering bereavement support groups for adults of all ages, free of charge during the COVID-19 pandemic. Call or visit the website for more information.

MUTUAL AID NYC

Hotline: 646.437.8080
https://mutualaid.nyc

A network of groups organizing to provide aid and support to New Yorkers during the COVID-19 pandemic. Contact to find information on groups by neighborhood and resources for specific needs. The website also provides a substantial resource library covering many topics including childcare, delivery/transport, education, eldercare, exercise and wellness, food, fun and leisure, housing, internet and technology, jobs, legal, medical, mental health, money, mutual aid organizing, personal protective equipment (PPE), petcare, safety from violence, social service guidance, and more. A directory to search for support offered by location and a help request form is

available online. Visit the website for the hotline operating hours and languages offered.

NYC COVID CARE NETWORK

https://nyccovidcare.org

A mutual aid network comprised of therapists, psychiatrists, counselors, life coaches, grief counselors, spiritual care providers, organizers, and crisis line workers. Provides support to all essential workers and their families, and any uninsured individual in the NYC Metro area. Visit the website to connect to services.

Rent & Eviction Information

During COVID-19, policies and legal processes for tenants are changing quickly. **It is important to stay up-to-date with executive orders, court directives, and legislative changes throughout 2021 to know what protections you may have.** Organizations and resources offering free legal assistance, eviction defense, and more can be found in the *Housing* chapter starting on page 90.

Free legal advice and representation for NYC residents, regardless of immigration status, is being offered by NYC HRA's Office of Civil Justice. Call **311 and ask for the "Tenant Helpline"** for updates and assistance with legal issues related to housing including tenancy, eviction, landlord-tenant disputes, and more.

The **NYC Tenant Resource Portal**, available at **https://www1.nyc.gov/content/tenantresourceportal/pages/**, is an online tool to help renters navigate public and private resources. A tenant seeking help is taken through a series of questions and directed to resources based on their responses.

An eviction moratorium prohibits tenants from being physically evicted from their homes, but does not cancel rent—meaning landlords still have the right to collect unpaid rent that has accrued. At the time of publication of this book, there was no comprehensive eviction moratorium to protect all tenants in NY from evictions.

However, limited eviction protections were created to last through 2020, and those protections may have been extended due to the COVID-19 pandemic and its economic impacts.

Call the **Tenant Helpline** to get updates on eviction protections in place for 2021, including the CDC national moratorium (originally set to expire January 1, 2020) and the NYS Safe Harbor Act. Under the NYS Safe Harbor Act (aka the Tenant Debt Collection Act), tenants can raise COVID-19 financial hardship as a defense in housing court. If financial hardship due to COVID-19 is proven to the court, tenants can avoid eviction but may still be required to pay rent owed.

A letter or notice from your landlord demanding rent is not an eviction. **Only a judge can evict you.** You have the right to a tenant attorney to defend you in court. However, if you receive an eviction notice from the Civil Court of the City of New York, this is a legal document and requires a response. If you receive an eviction notice from the Court, call **718.557.1379** for information about how to access free legal assistance. Free interpretation services are available.

For information and updates on **NYC Rental Assistance Programs**, including eligibility and information for an emergency cash grant for rent arrears, visit **https://www1.nyc.gov/site/hra/help/rental-assistance.page** or call the **NYC HRA Infoline** at **718.557.1399**.

NYC Mayor's Office to Protect Tenants provides up-to-date information on eviction moratorium, including your rights and legal implications, online at **https://www1.nyc.gov/content/tenantprotection/pages/covid19-home-quarantine**.

Right to Counsel NYC Coalition provides up-to-date information including fact sheets and a Know Your Rights guide explaining the limited eviction moratorium, pre-COVID-19 cases, and court openings, online at **www.righttocounselnyc.org/organizing_covid19**.

The **New York State Unified Court System** provides housing court updates and information on housing related legal actions. Call **212.962.4795** or visit **www.nycourts.gov/courts/nyc/housing/index.shtml**.

For information and updates on COVID-19 guidance and resources for **NYCHA residents** visit **https://www1.nyc.gov/site/nycha/about/covid-19-resources.page**.

For information and updates on **NYC Rental Assistance Programs** visit **https://www1.nyc.gov/site/hra/help/rental-assistance.page**.

For information on the **NYC Rent Freeze Program**, which includes the Senior Citizen Rent Increase Exemption (SCRIE) Program and the Disability Rent Increase Exemption (DRIE) Program, to help those eligible stay in affordable housing by freezing their rent, visit **https://www1.nyc.gov/site/rentfreeze/index.page**.

Additional information covering free legal assistance, eviction defense, repairs, and more, can be found in the *Housing* chapter, starting on page 90.

Other Information & Resources

FEDERAL STIMULUS PACKAGE

At the time of publication, a second stimulus package has not been passed by the federal government.

The deadline to request the Stimulus Package Economic Impact Payment (EIP) from the CARES ACT online was November 21, 2020. After a ruling from a federal judge in California, currently incarcerated people were eligible for a payment, as long as they met the general criteria set in place. The deadline to file a claim through the mail was November 4, 2020.

People who did not meet the deadlines, or did not receive the full EIP amount, may still be eligible to receive payment during the upcoming tax season by claiming a Recovery Rebate Credit when filing a 2020 Form 1040 or 1040SR (for senior citizens). The Recovery Rebate Credit is figured like the Economic Impact Payment, except the amounts are based on tax year 2020 information, instead of tax year 2018 or 2019. You may file a tax return while currently incarcerated, and your tax return can show no

income. You may also use your institution address as your home address on Form 1040 or 1040SR, even if it is a P.O. Box.

For more information including eligibility, payment amounts, documents needed, and payment timing visit **www.irs.gov/coronavirus/economic-impact-payments** or call **800.919.9835** (please note wait times may be long, if calling).

Although the IRS is not responsive to questions by mail, the address to file your tax return is:

Department of the Treasury
Internal Revenue Service
Austin, TX 73301-0003

New York City public libraries provide referrals to free tax help. See the listing for The New York Public Library on page 103.

VISITING A LOVED ONE WHO IS CURRENTLY INCARCERATED

For updates and guidelines for in-person visitation in **NYS Department of Corrections and Community Supervision (NYS DOCCS)** facilities, visit **https://doccs.ny.gov/doccs-covid-19-report**.

For updates and guidelines for in-person visitation in **NYC Department of Correction (NYC DOC)** facilities, visit **https://www1.nyc.gov/site/doc/inmate-info/visit-inmate.page**.

Due to COVID-19, the NYC DOC canceled in-person visiting and transitioned to video visitation that can be done using any electronic device with a camera, an internet connection, and an active email account. This change impacts visitor privacy. With the new video visitation format, **all family visits are recorded**. For more information see page 155.

PRISON POLICY INITIATIVE

https://www.prisonpolicy.org/virus/index.html

Providing up-to-date information on COVID-19 prison system policies, and issuing recommendations to state and local agencies. Other resources include medical research, demand letters, policy recommendations, tools for legal action and advocacy, and large data sets about COVID-19 rates in prisons, fatalities, and policies.

NYS COURT INFORMATION & UPDATES

Call the **Coronavirus Hotline: 833.503.0447** or visit **www.nycourts.gov** for the most updated information about court openings and upcoming court dates for individuals.

NYS UNEMPLOYMENT ASSISTANCE

For updates and information on how to apply for Unemployment Insurance call **888.209.8124** Mon–Fri 8am–7:30pm or visit **www.ny.gov/services/get-unemployment-assistance**.

CHILDCARE

For more information on child care options call **311** or visit **https://www1.nyc.gov/site/doh/services/child-care.page**.

NYC PUBLIC SCHOOLS

For information and COVID-19 updates including school building closures and reopenings, technical support for families, and more, visit **www.schools.nyc.gov**.

Please note: if your child attends a private, faith-based, or charter school, you need to check with the school directly.

SMALL BUSINESS OWNERS IN NYC

For information and resources including assistance and opening

guidance visit **https://www1.nyc.gov/site/sbs/businesses/covid19-business-outreach.page**.

FUNERAL AND BURIAL GUIDANCE

For more information, including eligibility for financial help, visit **https://www1.nyc.gov/site/helpnownyc/get-help/funeral-burial-guidance.page**.

HEALTH CARE PROXIES & LIVING WILLS

For more information about Advance Care Planning visit **https://www.health.ny.gov/community/advance_care_planning**.

Formerly Incarcerated People

WHAT WOULD IT MEAN TO LIVE
IN A CITY WHOSE PEOPLE WERE CHANGING
EACH OTHER'S DESPAIR INTO HOPE?—
YOU YOURSELF MUST CHANGE IT.—
WHAT WOULD IT FEEL LIKE TO KNOW
YOUR COUNTRY WAS CHANGING?—
YOU YOURSELF MUST CHANGE IT.—
— ADRIENNE RICH

Resources Similar to *Connections*

The following guides are known resources similar to *Connections* that cover areas of New York State outside of the City.

Capital Regions Connections
(Covers Albany, Schenectady, and Rensselaer)
The Center for Law and Justice
2 Pine West Plaza, Washington Avenue Ext., Albany, NY 12205
www.cflj.org/resources-and-publications/connections

Finding Your Way: A Resource Guide for Ex-Offenders Returning to Cayuga, Cortland, Seneca, Tioga, and Tompkins Counties
Finger Lakes Library System–Outreach Department
1300 Dryden Road, Ithaca, NY 14850
English and Spanish Version: www.flls.org/outreach/#reentry

North Country Resource
(Covers Clinton, Essex, Franklin, Hamilton, Jefferson, Lewis, and St. Lawrence counties)
Online only at: http://northcountryresource.org

Community Connections: For people returning to Clinton, Essex, or Franklin Counties from a correctional facility
Clinton-Essex-Franklin Library System–Outreach
33 Oak Street, Plattsburgh, NY 12901
https://cefls.org/stafftrustees/services/outreach

Connections: A Guide to Transitional Services in Erie County
Buffalo & Erie County Public Library
1 Lafayette Square, Buffalo, NY 14203
English and Spanish Version:
www.buffalolib.org/services/transitional-services-division

Hudson Valley Connections: A Resource Guide for Ex-offenders Returning to Columbia, Dutchess, Greene, Putnam or Ulster Counties
Mid-Hudson Library System
103 Market Street, Poughkeepsie, NY 12601
http://midhudson.org/hvconnections

Community Connections: Livingston, Ontario, Wayne, & Wyoming Counties
Pioneer Library System
2557 State Route 21, Canandaigua, NY 14424
Telephone: 585.394.8260
https://pls-net.org/services/outreach

Making Moves: A Listing of Transitional Services in the Rochester, NY and Monroe County Area
Rochester Public Library–Outreach
115 South Avenue, Rochester, NY 14604
https://roccitylibrary.org/spotlight/making-moves

Schenectady County Resource Booklet
Online only at:
www.schenectadycounty.com/content/hotlines-and-online-resources

Suffolk County Resource Guide
Suffolk County Reentry Task Force
C/O Probation Department
P.O. Box 188, Yaphank, NY 11980
www.suffolkcountyny.gov/Departments/CJCC/Suffolk-County-Reentry-Task-Force/Resources

Coming Back to Ulster County
Unitarian Universalist Congregation of the Catskills
320 Sawkill Road, Kingston, NY 12401
Telephone: 845.331.2884
https://sites.google.com/site/uucckingston/home/coming-back-to-ulster-county

Westchester Connections
Westchester Library System–Reentry Services
570 Taxter Road, Elmsford, NY 10523
https://connections.westchesterlibraries.org/reentry-task-force-resource-guide

Reentry Task Force by NYS County

ALBANY COUNTY REENTRY TASK FORCE
C/O Department of Mental Health
260 South Pearl Street, NY 12202
Telephone: 518.447.2003

BRONX COUNTY REENTRY ASSISTANCE NETWORK (CRAN)
C/O EAC, Inc.
1020 Grand Concourse, Bronx, NY 10451
Telephone: 718.538.7416

BROOME COUNTY PRISON AND JAIL REENTRY SERVICES—ABLE PROGRAM
22 Riverside Drive, Binghamton, NY 13905
Prison Services: 607.743.1790 / Jail Services: 607.308.1393

DUTCHESS COUNTY REENTRY TASK FORCE
C/O Exodus Transitional Community, Inc.
97-99 Cannon Street, Poughkeepsie, NY 12601
Telephone: 845.452.7620

ERIE COUNTY REENTRY TASK FORCE
C/O Spectrum Human and Health Services
1280 Main Street, Buffalo, NY 14202
Telephone: 716.539.5409

KINGS COUNTY REENTRY TASK FORCE
C/O District Attorney's Office
210 Joralemon Street, 3rd Floor, Brooklyn, NY 11201
Telephone: 718.250.3281

MANHATTAN REENTRY TASK FORCE
C/O Harlem Community Justice Center
170 East 121 Street, New York, NY 10035
Telephone: 212.360.4131

MONROE COUNTY REENTRY TASK FORCE
C/O Delphi Rise
835 West Main Street, Rochester, NY 14611
Telephone: 585.467.2230

NASSAU COUNTY REENTRY TASK FORCE
C/O Probation Department
400 County Seat Drive, Minneola, NY 11501
Telephone: 516.571.4541

NIAGARA COUNTY REENTRY TASK FORCE
C/O Community Missions
1570 Buffalo Avenue, Niagara Falls, NY 14303
Telephone: 716.285.3403 x2258

ONEIDA COUNTY REENTRY TASK FORCE
C/O Workforce Investment Board
209 Elizabeth Street, Utica, NY 13501
Telephone: 315.798.3644

ONONDAGA COUNTY REENTRY TASK FORCE
C/O Department of Social Services
421 Montgomery Street, Syracuse, NY 13202
Telephone: 315.435.2985 x7153

ORANGE COUNTY REENTRY TASK FORCE
C/O RECAP, Inc.
201 Broadway, Newburgh, NY 12550
Telephone: 845.342.3978

QUEENS COUNTY REENTRY TASK FORCE
C/O The Fortune Society
29-76 Northern Blvd., Long Island City, NY 11101
Telephone: 347.510.3686

RENSSELAER COUNTY REENTRY TASK FORCE
C/O District Attorney's Office
80 2nd Street, Troy, NY 12180
Telephone: 518.270.4002

ROCKLAND COUNTY REENTRY TASK FORCE
C/O Bridges
Palisades Center, 2290 Palisades Center Drive, West Nyack, NY 10994
Telephone: 845.624.1366 x136

SCHENECTADY COUNTY REENTRY TASK FORCE
C/O The Center for Community Justice

144 Barrett Street, Schenectady, NY 12305
Telephone: 518.346.1281 x220 / 518.596.0918

SUFFOLK COUNTY REENTRY TASK FORCE
C/O Probation Department
P.O. Box 188, Yaphank, NY 11980
Telephone: 631.852.5404

ULSTER COUNTY REENTRY TASK FORCE
C/O Family of Woodstock, Inc.
39 John Street, P.O. Box 3516, Kingston, NY 12402
Telephone: 845.331.7080

WESTCHESTER COUNTY REENTRY TASK FORCE
C/O District Attorney's Office
111 Dr. Martin Luther King Jr. Blvd., White Plains, NY 10601
Telephone: 914.995.2791

Organizations

For programs specialized to serve youth, please see the *Youth* chapter starting on page 272.

AFTER INNOCENCE (ES)

Telephone: 415.307.3386
www.after-innocence.org

Provides reentry assistance to formerly incarcerated people who have been exonerated after serving time for crimes they did not commit. Services are provided via video or over the phone and include help with accessing healthcare, social services, public benefits, and legal services.

ALLIANCE OF FAMILIES FOR JUSTICE (AFJ)



8 West 126th Street, 3rd Floor, New York, NY 10027
Telephone: 347.973.0580
https://afj-ny.org

Provides support and mobilization to families with currently and formerly incarcerated loved ones. The Family Support Unit offers virtual weekly Family Empowerment Circles and free individual and family counseling services facilitated by a LCSW. The Legal Support Unit provides free legal representation to incarcerated people and their families in matters pertaining to conditions of confinement, visitation, parole preparation, and clemency. Also offers advocacy and communication skills trainings, leadership development for directly-impacted people, and regular community organization meetings.

BOWERY RESIDENTS' COMMITTEE (BRC)

131 West 25th Street, 12th Floor, New York, NY 10001
Telephone: 212.803.5700

www.brc.org

Provides a range of services for New Yorkers focused on overcoming substance use disorder, mental and physical illness, unemployment, and homelessness. Programs include providing transitional housing and shelter, permanent housing, substance use disorder treatment, mental health services, and workforce development. Also operates a Senior Center connecting older adults with community activities.

BROOKLYN DISTRICT ATTORNEY'S OFFICE—RE-ENTRY BUREAU 

210 Joralemon Street, 3rd Floor, Brooklyn, NY 11201
Telephone: 718.250.3281
www.brooklynda.org

Provides reentry services and programs for those who have been released from a NYS facility. Programs include the Kings County Re-entry Task Force (KCRTF), Community & Law Enforcement Resources Together (ComALERT), and the Gender-responsive Re-entry and Support Program (GRASP). These programs provide connections to services including substance use disorder treatment, anger management, job-readiness workshops, high school equivalency degree classes, family services and mentor matching, life skills workshops, HIV/AIDS counseling and testing, health-insurance enrollment, clothing assistance, and more.

CENTER FOR ALTERNATIVE SENTENCING AND EMPLOYMENT SERVICES (CASES) 

www.cases.org

Nathaniel Clinic
2090 Adam Clayton Powell Jr. Blvd., 4th Floor, New York, NY 10027
Telephone: 212.553.6708

151 Lawrence Street, 3rd Floor, Brooklyn, NY 11201
Telephone: 212.553.6300

Provides services including alternative-to-bail, alternative-to-incarceration, mental health, substance use treatment, youth education and employment, and other support services for people across the spectrum of court-involvement. Program offices are in Central Harlem, Downtown Brooklyn, Jamaica, and the South Bronx. There is a community mental health clinic in Central Harlem. Remote services, including telehealth, available.

CENTER FOR COMMUNITY ALTERNATIVES (CCA)

25 Chapel Street, 7th Floor, Brooklyn, NY 11201
Telephone: 718.858.9658
www.communityalternatives.org

Promotes reintegrative justice and community-based alternative-to-incarceration programs. Services include job-readiness and retention assistance, peer and community support, and advocacy to assist negotiating with service agencies, including the child welfare system. Participants must have a case in the criminal court system or be on parole/probation and have a history of substance use disorder.

CENTER FOR COURT INNOVATION

520 8th Avenue, 18th Floor, New York, NY 10018
Telephone: 646.386.3100
www.courtinnovation.org

Conceives, plans, and operates programs with the aim of creating an effective and humane legal system. Projects include community-based violence prevention, alternative-to-incarceration programs, reentry initiatives, and court-based programs. Contact for more information on specific programs and enrollment requirements.

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO)

50 Broadway, 18th Floor, New York, NY 10004
Telephone: 212.422.4430
https://ceoworks.org

Provides employment and training programs to individuals with criminal convictions and young adults ages 18–24. Services include resume help, job-search support, and tips on how to navigate a job interview under NYC's Fair Chance Act. Pre-employment trainings include obtaining OSHA certification, plumbing and electricity skills, carpentry, and more. Eligible participants can begin working after attending an orientation and after submitting the referral form signed by one's parole officer, a photo ID, release papers, and original Social Security card (or green card for non-US citizens). Help obtaining documents is provided. Visit the website to request more information.

CIRCLES OF SUPPORT

127 West 127th Street, Room 122, New York, NY 10027
Telephone: 646.422.7455
www.circlesofsupport.org

A partnership of grassroots organizations working in Harlem and Brooklyn to support individuals ages 16 and over returning home from NYS correctional facilities, led by an Advisory Board of formerly incarcerated individuals. Provides leadership and public-speaking training programs including: Raising My Voice, a leadership training program for formerly incarcerated individuals; Raising My Voice Kin, for family members and loved ones of formerly or currently incarcerated individuals, where participants learn to tell their story in a safe supported space; and Talk 2 Me, a weekly conversation-based support group for women who are involved with currently or formerly incarcerated family members. Also provides speaker and community events.

CMO NETWORK

653 Schenck Avenue, Brooklyn, NY 11207
www.cmo-network.org

Provides reintegration support services including group support meetings in anger management, substance use disorder prevention, employment readiness, legal empowerment, money management, and assistance with housing, education, benefits, and parole mediation. Offers information on and help with cleaning up rap sheets and obtaining certificates.

COLUMBIA UNIVERSITY—CENTER FOR JUSTICE—JUSTICE THROUGH CODE 

1190 Amsterdam Avenue, 219 Schermerhorn Hall, New York, NY 10027
https://centerforjustice.columbia.edu/justicethroughcode

A free semester-long coding course for formerly incarcerated individuals. Provides free technology training and offers resume assistance, interview prep, and personal narrative development. Participants are expected to have familiarity and comfort with basic computer skills, but no prior coding knowledge is necessary. Works with partners to provide laptops for participants who do not own them, as laptops and/or home computers are required. Job/internship placement or pathways to additional job training is provided upon completion. Applicants are also eligible for free access to classes on Coursera's online learning platform. Visit the website for more information and application forms.

COMMUNITY SERVICE SOCIETY—NEXT DOOR PROJECT 

Hotline: 212.614.5441

Offers services including help with conviction history requests,

repairing rap sheets, and applying for Certificates of Good Conduct or Certificates of Relief from Disabilities.

See the full listing for Community Service Society on page 105.

DEFY VENTURES 

Provides employment readiness, reentry planning, personal development, and entrepreneurship training to individuals who are formerly and currently incarcerated.

See the full listing for Defy Ventures on page 313.

DOWNTOWN BROOKLYN NEIGHBORHOOD ALLIANCE—THE LAZARUS, DOUGLASS, TUBMAN COMMUNITY 

415 Atlantic Avenue, Brooklyn, NY 11217
Telephone: 718.797.2184
www.thedbna.org

Provides support services to currently and formerly incarcerated people, and their families. Services include help with repairing one's rap sheet, holiday gifts for children of incarcerated parents, recovery coaching, voter registration, and referrals to other agencies.

DRIVE CHANGE

A paid fellowship program for formerly incarcerated young people 18–25 years old.

See the full listing for Drive Change on page 314.

EXODUS TRANSITIONAL COMMUNITY 

2268 3rd Avenue, New York, NY 10035
Telephone: 917.492.0990

www.etcny.org

Provides assistance with employment, housing, food, hygiene items, clothing, emergency assistance and support, substance use or mental health treatment, and medical care. Contact for operating hours.

EXPONENTS (ES)

17 Battery Place, 8th Floor, New York, NY 10004
Telephone: 212.243.3434 / Crisis Intervention: 917.681.8531
www.exponents.org

Provides treatment and recovery services, educational services, and professional development and training services for those impacted by HIV/AIDS, substance use disorder, incarceration, and behavioral health challenges. Programs and services include ARRIVE, ARRIVE Post-Graduate, Reentry Services Initiative, Drug Treatment Services, Third Way, Home and Community-Based Services, Center for Personal and Professional Development, and the Judith Loeb Chiara Recovery and Wellness Center. Can provide letters of reasonable assurance. The Crisis Intervention line is available 24 hours a day. Call to schedule an appointment.

THE FOCUS FORWARD PROJECT

P.O. Box 2892, Church Street Station, New York, NY 10008
Telephone: 347.619.2080
https://focusforwardproject.org

A 12-week course for people who have been charged with federal crimes. Each class is structured to spend time on a book discussion along with developing life skills including resume writing, interviews, conflict resolution, public speaking, and more. Participants also create reentry plans. Classes are available to those incarcerated at the MCC-New York or MDC-Brooklyn federal jails, and to those on federal pretrial supervised release. Contact to learn more and to sign up for classes.

FORGING AHEAD FOR COMMUNITY EMPOWERMENT AND SUPPORT (FACES)—STRIVING TOWARDS ACHIEVING REWARDING SKILLS (STARS) 

114 West 116th Street, New York, NY 10026
Telephone: 212.865.0960 or 212.865.0904
www.facesny.org

Offers free services to individuals who have had any involvement with the criminal legal system. Provides vocational services including job-readiness workshops and job-placement assistance, academic counseling and tutoring, and mentorships. Other services include anger management, substance use treatment and counseling, Narcan training, child support payment reduction assistance, HIV/HCV/STI testing, food pantry, a clothes bank, and enrollment assistance for health insurance and SNAP benefits.

THE FORTUNE SOCIETY 

29-76 Northern Blvd., Long Island City, NY 11101
Telephone: 212.691.7554
www.fortunesociety.org

625 West 140th Street, New York, NY 10031

Offers a range of services and support for individuals ages 16 and over who have had involvement with the criminal legal system. Provides assistance with benefits enrollment, case management, housing, and education, as well as employment services, outpatient substance use treatment, outpatient mental health services, family services, creative arts programs, food and nutrition programming, HIV/AIDS services, and alternative-to-incarceration programs. Discharge planning services are available for those at Rikers Island, as well as outreach activities in NYS DOCCS facilities. No legal services are offered.

GETTING OUT AND STAYING OUT (GOSO) 

A reentry program for men 16–24 years old.

See the full listing for GOSO on page 280.

HEALING COMMUNITIES NETWORK 

121 6th Avenue, 6th Floor, New York, NY 10013
Telephone: 212.925.6675 x293
https://healingcommunitiesnetwork.org

A faith-based organization providing group support meetings to assist with reentry inside prison facilities and in communities across NYC. Call for community meeting locations. Programs are also located at Green Haven, Wallkill, Queensboro, Taconic, Bedford Hills, and Edgecombe. Spanish language services are available at Green Haven.

HOUSING WORKS COMMUNITY HEALTHCARE—RE-ENTRY PROGRAM ES 

301 West 37th Street, 5th Floor, New York, NY 10018
Telephone: 212.465.8304 x4835
https://healthcare.housingworks.org

Assists people who are preparing for release from incarceration, or who have been incarcerated in the last 5 years, who are returning back to their NYC communities. Connects individuals to medical, dental, mental health, and case management services, including substance use programs, as well as vocational training, help obtaining entitlements, and referrals to long-term housing placement. Call for eligibility requirements.

JUSTLEADERSHIP USA 

P.O. Box 1730, New York, NY 10037

Telephone: 347.454.2195
https://jlusa.org

Provides capacity building, advocacy, and leadership development trainings for individuals impacted by the criminal legal system. Leading with Conviction (LwC) is a 12-month advanced leadership training for formerly incarcerated and experienced leaders. Emerging Leaders is a training opportunity for formerly incarcerated people (at least one year from release of previous incarceration) with less leadership experience, who are committed to protecting marginalized and underinvested people and communities.

MAGNIFICENT MEN MENTORING GROUP

126 East Union Street, Burlington, NJ 08016
Telephone: 908.587.4262
www.mm-mg.org

Offers workshops, forums, and seminars where men and youth of all ages can share experiences and concerns. Also provides longer intensives to explore topics in more depth. The Returning Citizens workshop is geared toward court-involved individuals with a focus on soft skills.

NETWORK SUPPORT SERVICES, INC.



555 Bergen Avenue, 3rd Floor, Bronx, NY 10455
Telephone: 347.584.8601
www.networkssi.org

Provides therapeutic reentry support supplemented by case management. Services include anger management training, benefits assistance, educational services, family counseling, health services by referral, job placement, job readiness, job training, individual counseling, life skills training, and substance use prevention. Has programs in 6 NYS prisons and alternative-to-incarceration programs with Manhattan Criminal Court, Bronx Criminal Court, Bronx Defenders, and Bronx Community Solutions.

Providing COVID-19 discharge and resettlement services for individuals being released from NYS prisons to the NYC area. Assistance can include a smartphone with a plan, backpack filled with toiletries, cash stipend, MetroCard, transport from the facility back to the community, and more.

NEW YORK COUNTY LAWYERS ASSOCIATION (NYCLA)—CERTIFICATES OF RELIEF FROM CIVIL DISABILITIES AND CERTIFICATES OF GOOD CONDUCT PROJECT

Provides assistance to individuals with criminal records with the application process, timing, and the documentation required to obtain certificates.

See the full listing for NYCLA on page 166.

OSBORNE ASSOCIATION 

NYC Reentry Hotline: 833.627.3733 (every day 8am–8pm)
Information Line: 718.707.2798
www.osborneny.org

809 Westchester Avenue, Bronx, NY 10455

175 Remsen Street, Suite 800, Brooklyn, NY 11201

Provides a range of programming and services for defendants, formerly incarcerated people on probation and parole, people in prison, and families of currently or formerly incarcerated people. Offering workforce and employment services, substance use treatment services (El Rio), young adult services, court advocacy services, support for families impacted by incarceration, elder reentry services, video visitation, and wellness and prevention services.

Call the Reentry Hotline for referral information on any reentry needs, such as medical services, mental health services, housing, entitlements, COVID-19 specific concerns, pre-release discharge planning, reentry case management, and direct virtual group and individual services.

Call the Information Line or visit **www.osborneny.org/news/osborne-programs-accepting-referrals-during-the-covid-19-pandemic** for updated information on services being provided, including in-person visits and video visitation, and individual contacts for programs.

PROJECT LIBERATION 

P.O. Box 145, New York, NY 10276
Telephone: 917.887.3758
www.projectliberation.org

Provides free weekly virtual workshops, life coaching, art-based intervention, yoga, meditation, and other trauma-informed healing modalities for women across all stages of court involvement, as well as women close to someone court-involved.

REFOUNDRY

586 President Street, #3b, Brooklyn, NY 11215
Telephone: 347.566.8562
www.refoundry.org

Provides training in repurposing discarded material into home furnishings and craft goods along with professional and business mentorship to formerly incarcerated people. The curriculum includes mental health and substance use disorder referrals; classes in using the internet, finance, business, and professional development; apprenticeships; business coaching; and more.

THE RIVERSIDE CHURCH—PRISON MINISTRY 

490 Riverside Drive, New York, NY, 10027
Social Justice Office: 212.870.6909
www.trcnyc.org/ministries/prisonministry

A faith-based organization of volunteers that conducts advocacy and outreach programs on behalf of people currently and formerly

incarcerated, and their families. Services include correspondence with people currently incarcerated, holiday gift collections for the children of people currently incarcerated, and more. Contact for more information and meeting dates. Spanish speaking individuals are welcome.

SWOP BEHIND BARS (SWBB) 

Support Line: 877.776.2004 x212
www.swopbehindbars.org

Provides resources and services to sex workers impacted by the carceral system. Members can be matched up with penpals, create an Amazon wishlist, receive a reentry guide 6 months before release, hygiene kits and smartphones upon release, and other services. Those who have been released or are facing jail time are offered assistance with public defense, expunging of charges, and other advocacy and legal help.

THRIVE FOR LIFE PRISON PROJECT ES 

30 West 16th Street, New York, NY 10011
Telephone: 212.337.7544
www.thriveforlife.org

A faith-based organization that provides a continuity of care for incarcerated students from prison to a transitional supportive living community at Ignacio House of Studies. Program residents have access to scholarships to partnering universities and colleges and participate in job workforce training through enrichment activities. Call for more information and requirements.

WOMEN'S PRISON ASSOCIATION (WPA) ES 

110 2nd Avenue, New York, NY 10003
Telephone: 646.292.7740
www.wpaonline.org

Provides services for womxn and their families who have been impacted by the criminal legal system. Partners with womxn to help them find safe and affordable housing, develop workplace skills and build careers, reunify families, access healthcare, work toward personal goals, and avoid additional systems involvement. Also provides help with release planning for those currently incarcerated.

Education

IN ORDER TO SEE WHERE WE ARE GOING, WE NOT ONLY MUST REMEMBER WHERE WE HAVE BEEN, BUT WE MUST UNDERSTAND WHERE WE HAVE BEEN.

— ELLA BAKER



ARTWORK BY MORRIS

USED WITH PERMISSION FROM THE ARTIST.

Adult Literacy, High School Equivalency (HSE), & English for Speakers of Other Languages (ESOL)

There are three levels of adult literacy classes:

- 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- to eighth-grade level.

Sometimes literacy programs are called Adult Basic Education (ABE) programs, while advanced adult literacy programs are often referred to as pre–High School Equivalency (pre-HSE). These focus on reading, writing, math, social science, and other subjects.

A High School Equivalency (HSE) diploma is the recognized alternative to a high school diploma. **In New York State, there are now four pathways for a person to earn an HSE diploma**.

The **Test Assessing Secondary Completion** (**TASC**) is the HSE exam in New York State. Prior to 2014, the GED exam was used for this purpose (New York will count passed GED subjects from 2002 to 2013 toward an HSE diploma).

The TASC includes five sections:

- Language Arts—Reading
- Language Arts—Writing (which includes an essay)
- Mathematics (which includes a calculator section and a section in which calculators are not allowed)
- Science (calculators are permitted)
- Social Studies

To qualify for an HSE diploma, testers must receive a score of 500 or higher on each subtest. The entire TASC test (all five subtests) takes about 9 hours to complete and is usually taken by candidates over 2 days.

The **National External Diploma Program (NEDP)** is a computer-based assessment program for out-of-school youth and adults ages 18 and over. The NEDP is not a test, but a self-paced assessment program where students work independently on assignments that cover a variety of academic subjects including reading, writing, math, and workforce readiness skills of participants in life and work contexts. Students meet with an advisor every 1–2 weeks for 1 hour to review their progress. It is an alternative to the TASC, especially for people who have test anxiety or find timed tests challenging, people who work or have other obligations that affect their ability to attend class, those who struggle with higher-level math, or those who have limited English proficiency.

The **College Credit Program** allows students to use earned college credits to obtain an HSE diploma. Candidates must be enrolled in a college program leading to a degree or certificate at an approved institution and must have earned 24 credits (or equivalent) in certain specified subjects.

The **Regents—HSE Exam Pathway** allows candidates to use passing scores on certain Regents Examinations in place of corresponding TASC subtests. Passing scores must be earned in all five subject areas (reading, writing, math, science, and social studies), and a minimum of one TASC subtest must be passed.

For more information on the different pathways visit **www.acces.nysed.gov/hse/high-school-equivalency-hse**, write to the **NYS Education Department–HSE Office, 89 Washington Avenue, EBA 460, Albany, NY 12234**, or call **518.474.5906**.

Replacing lost HSE diplomas or transcripts

In order to replace a copy of your New York State HSE diploma or transcripts, you must fill out the application found online at **www.acces.nysed.gov/hse/duplicate-diplomas-andor-transcripts** and send: (1) the completed application; and (2) a certified check or money order payable to the New York State Education Department (either $4.00 for a copy of a passing transcript, $4.00 for a copy of a failing transcript, or $10.00 for a copy of a diploma and transcript) to:

New York State Education Department—HSE Office
89 Washington Avenue, EBA 460, Albany, NY 12234

Please note that it takes approximately 4–6 weeks to receive a copy or replacement.

THE NEW YORK PUBLIC LIBRARY (NYPL)—FREE ENGLISH CLASSES

Main Office: 310 East Kingsbridge Road, Bronx, NY 10458
Telephone: 917.275.6975
www.nypl.org/events/classes/english

Offers virtual English classes in 10-week cycles for adults 18 and over. Classes are for intermediate- and advanced-level students. Registration is required. Documentation is not required. For more information and to register for classes, visit the website or email **esol@nypl.org**.

BROOKLYN PUBLIC LIBRARY (BPL)—ADULT LEARNING CENTERS

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.622.4460
www.bklynlibrary.org/adult-learning/learning-centers

Provides free Adult Basic Education (ABE) for beginning adult readers and writers with the help of trained volunteer tutors. Also offers English for Speakers of Other Languages (ESOL), classes and assistance with obtaining a High School Equivalency (HSE) diploma, basic computer literacy classes, and informational workshops. Provides help with citizenship preparation. Visit the website for class schedules and registration information.

QUEENS PUBLIC LIBRARY—ADULT LEARNER PROGRAM & NEW AMERICAN PROGRAM

Adult Learner Program
89-11 Merrick Blvd., Jamaica, NY 11432
Telephone: 718.990.8509

www.queenslibrary.org/programs-activities/adult-learners

Provides multiple services including ESOL classes for students ages 17 and over at the beginning, intermediate, and advanced levels, as well as English conversation groups. Also offers Adult Basic Education classes in basic math, reading, and writing skills; assistance in obtaining a High School Diploma through pre-HSE classes; citizenship preparation; technology training; social service assistance; and referrals with trained case managers. Visit the website or email **alpref@queenslibrary.org** for more information.

New Americans Program
89-11 Merrick Blvd., Jamaica, NY 11432
Telephone: 718.990.0894
www.queenslibrary.org/programs-activities/new-americans
www.queenslibrary.org/programs-activities/new-americans/learn-english

Offers free workshops in the most widely spoken immigrant languages of Queens. Informational workshops related to new immigrants' acculturation are offered on topics such as citizenship and job-training, advice on helping children learn, starting a business, health, and 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. Provides ESOL classes at beginning, intermediate, and advanced levels as well as English conversation groups. Citizenship application or other immigration legal services (visas, green cards, etc.) are referred to other community based organizations. Visit the website or email **napref@queenslibrary.org** for more information.

NYS DEPARTMENT OF EDUCATION—HIGH SCHOOL EQUIVALENCY (HSE) (ES)

The NYS Education Department—HSE Office
89 Washington Avenue, EBA 460, Albany, NY 12234
Telephone: 518.474.5906
www.acces.nysed.gov/hse/high-school-equivalency-hse

Provides information on the four pathways to a High School Equivalency (HSE) diploma including the TASC, 24 College Credits, NEPD, and Regents-TASC. Application forms, eligibility criteria, documentation requirements, test sites, test requirements, and more are available on the website.

NYC DEPARTMENT OF EDUCATION—ADULT EDUCATION

High School Equivalency Central Processing Unit
475 Nostrand Avenue, Brooklyn, NY 11216
Telephone: 646.481.8227 / TASC Information Line: 718.638.2635
www.schools.nyc.gov/enrollment/other-ways-to-graduate/adult-education

Offers free basic education, ESOL, and HSE test preparation for adults ages 21 and over. Also offers career and technical education (CTE) classes. All classes are tuition-free and taught by certified teachers. Call for a list of classes offered, updates about remote and in-person learning, and to register and determine placement.

CHINESE-AMERICAN PLANNING COUNCIL—ADULT LITERACY PROGRAM

Provides free ESOL classes. Job development, workshops, and support are also available to students.

See the full listing for Chinese-American Planning Council on page 210.

CITY UNIVERSITY OF NEW YORK (CUNY)—ADULT LITERACY/HSE/ESL PROGRAM ES

http://literacy.cuny.edu

Provides free adult literacy, HSE preparation, and ESOL classes for people ages 19 and over. Visit the website for a contact list of

campus programs for more information on classes offered and registration.

GODDARD RIVERSIDE COMMUNITY CENTER—OPTIONS CENTER

352 West 110th Street, New York, NY 10025
Telephone: 212.678.4667
www.goddard.org

Offers assistance for New Yorkers choosing and applying to college and other post-secondary education options. Help with financial aid, scholarships, internships, essay-writing, and portfolios provided. Call to make an appointment and for walk-in hours.

IMANI HOUSE, INC.—ADULT EDUCATION PROGRAM

76-A 5th Avenue, Brooklyn, NY 11217
Telephone: 718.638.2059
http://imanihouse.org

Offers free small-group and one-on-one classes in basic literacy, ESOL, HSE test preparation, pre-HSE, TASC preparation, and math tutoring. Call for availability and to register in advance.

LITERACY PARTNERS (ES)

75 Maiden Lane, Suite 1102, New York, NY 10038
Telephone: 212.725.9200
www.literacypartners.org

Offers English-for-parents classes, HSE preparation, English conversation classes, reading-promotion workshops, and adult basic education (reading tutoring). Contact for schedules and registration information

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)

An employment-training center for adults and youth providing basic education, HSE preparation, job training, job placement, and follow-up services.

See the full listing for OBT on page 324.

PER SCHOLAS INSTITUTE FOR TECHNOLOGY

Telephone: 718.991.8400
www.perscholas.org

804 East 138th Street, Bronx, NY 10454

630 Flushing Avenue, Brooklyn, NY 11206

Provides tuition-free technology-education training and career-placement services for unemployed or underemployed adults ages 18 and over interested in a career in technology. Courses range from IT support to cybersecurity, and last between 8 and 18 weeks. After completing the training, graduates are eligible to test for professional certifications, including CompTIA, A+, Network+, or Cisco. Students must possess a high school diploma or HSE and basic reading and math skills. Visit the website for additional eligibility information and to apply.

UNION SETTLEMENT—ADULT EDUCATION (ES)

237 East 104th Street, New York, NY 10029
Telephone: 212.828.6017
https://unionsettlement.org

Offers free TASC preparation and ESOL classes for people ages 19 and over. Instruction is offered in English and Spanish and covers grades 6 to 12. Classes are offered weekdays during daytime and evening hours. Call for class schedules. Provides referrals for other services such as legal aid, housing, and emergency food assistance.

Computer Literacy

Learning how to use a computer and navigate the internet is a necessary step in order to thrive in the world today. It can help one 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 oneself, 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.

All three public library systems (The New York Public Library, serving Manhattan, the Bronx, and Staten Island; Brooklyn Public Library; and Queens Public Library) offer free courses. Below you will find a description of the computer-training programs offered by the three public library systems.

THE NEW YORK PUBLIC LIBRARY (NYPL)—TECHCONNECT

Telephone: 917.275.6975
www.nypl.org/computers

Offers free computer-training workshops and technology classes for adults of all skill levels. Classes include Internet Basics, Microsoft Office, video chatting, online job-searching, and more. Visit the website for a schedule of classes and registration information.

BROOKLYN PUBLIC LIBRARY (BPL)

www.bklynlibrary.org/calendar

Offers free workshops including Computer Basics, Internet Searching, and Introduction to Microsoft Word. Visit the website for a schedule of classes and registration information.

QUEENS PUBLIC LIBRARY

www.queenslibrary.org/programs-activities/technology-training/tech-workshops

Offers free instruction in computer skills. Courses include Intro to Computers for Older Adults, Intro to the Internet, Creating an Email Account, and Microsoft Office (Word, Excel, PowerPoint). Visit the website for a schedule of classes and registration information.

Continuing Education

BRONX COMMUNITY COLLEGE—FUTURE NOW

Gould Residence Hall
2155 University Avenue, Room 417, Bronx, NY 10453
Telephone: 718.289.5852
www.bcc.cuny.edu/Future-Now

Offers free HSE and vocational training classes, student counseling and career exploration, and college preparation and enrollment services to students ages 17–24. Students must be a NYC resident, pass the Future Now placement test, and attend an interview and orientation.

COLLEGE & COMMUNITY FELLOWSHIP (CCF) ES

475 Riverside Drive, Suite 1626, New York, NY 10115
Telephone: 646.380.7777
www.collegeandcommunity.org

A nonprofit that helps women with criminal convictions, or any direct criminal court involvement, earn college degrees. College counseling and financial advisement are offered to participants. Academic scholarships and incentives such as transportation assistance, book assistance, and school supplies are provided per school semester for participants. The Career Advancement

Program (CAP) provides career-readiness consultation, resource referrals, job-search and placement assistance, internship opportunities, and on-the-job training. All CAP participants must complete a total of two workshops to stay in good standing (workshops held weekly). The Women Influencing Systems & History (WISH) program is an 8-week advocacy training program. Appointments must be made for intake.

CUNY SCHOOL OF LAW—FORMERLY INCARCERATED LAW STUDENT ADVOCACY ASSOCIATION ES 

2 Court Square, Long Island City, NY 11101
www.law.cuny.edu

Provides information for those interested in attending law school after incarceration as well as support when applying, including writing letters of support for admission. Continued support during law school includes free first-year textbooks and tutoring for formerly incarcerated students enrolled in CUNY School of Law. For more information please contact **filsaa@mail.law.cuny.edu**.

CUNY LEHMAN COLLEGE—REENTRY@LEHMAN ES

250 Bedford Park Blvd. West, Bronx, NY 10468
http://lehman.edu/re-entry-at-lehman

Offers support and resources for Lehman students who have been impacted by the criminal legal system, including those who have experienced incarceration and those who have family members who are currently or were formerly incarcerated. Provides help with academic enrollment, registration, financial aid, and referrals to campus and community-based resources and partners that address specific needs such as housing, employment, legal services, personal finances, and scholarship information. For more information please contact **penny.prince@lehman.cuny.edu**.

JOHN JAY COLLEGE—INSTITUTE FOR JUSTICE AND OPPORTUNITY 

Mailing Address
524 West 59th Street, Suite 609B, New York, NY 10019
Telephone: 212.393.6434
https://justiceandopportunity.org

College Initiative
555 West 57th Street, Suite 609B, New York, NY 10019
Telephone: 646.781.5231

The College Initiative provides academic counseling and support for college enrollment and retention to formerly incarcerated and court-involved individuals. Applicants must have a high school diploma or equivalency. First-year students are paired with a peer mentor to aid in a successful transition to college and matched with an academic counselor who will support them in overcoming educational barriers. Correspondence to individuals who are still incarcerated, focusing on providing information regarding higher education, is also provided. Career Pathways promotes access to training and employment, with a special focus on creating pathways to careers in the human services field. Tech 101 is an entry-level course designed to introduce students to the fundamental technology skills needed in the workforce. The Navigator Certificate curriculum combines the theory and ethics of human services with development of professional skills. More information is available online including eligibility, applications, and program start dates and length.

BROOKLYN PUBLIC LIBRARY (BPL)—BARD MICROCOLLEGE

https://microcollege.bard.edu

A local, free, accredited college where students earn Bard Associate in Arts degrees by attending classes at Brooklyn's Central Library at Grand Army Plaza. Bard academic advisors help

keep students on track with their degree, and support is offered by tutors and librarians.

STATE UNIVERSITY OF NEW YORK (SUNY)

SUNY Welcome Center
33 West 42nd Street, 18th Floor, New York, NY 10036
Telephone: 212.364.5821
www.suny.edu/attend/suny-in-nyc

Consists of 64 academic institutions throughout NYS, including universities, undergraduate colleges, technology institutes, and community colleges. Offers online degree and certificate programs. The SUNY Application Viewbook describes the campuses and programs offered and can be downloaded or ordered from the website. The Welcome 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 online applications. Call for updated information on walk-in hours.

CITY UNIVERSITY OF NEW YORK (CUNY) ES

University Offices
205 East 42nd Street, New York, NY 10017
Telephone: 212.997.2869
www.cuny.edu

Consists of 25 colleges and institutions throughout NYC. The open admissions policy ensures that any person who has a high school diploma or equivalency from a New York State school is eligible for admission into any of its community colleges. Specific eligibility requirements exist for admission into its senior colleges. Contact to request course schedules for specific colleges. Also offers adult education classes including ESOL and pre-HSE, HSE, and college-transition preparation. Call to speak with a college admissions counselor or visit the website for information. Various languages are spoken. Accessible to people with disabilities.

Below are the basic steps for applying to an undergraduate program at CUNY found online at **www.cuny.edu/admissions/undergraduate/apply**.

Determine your college choices and academic programs

You can apply to multiple campuses using a single application. You should determine your college choices and academic programs before starting your application. The priority application deadline for Fall is February 1 and Spring is September 15.

Create a CUNY Application Account or log into your CUNYfirst account

The CUNY Application page can be found online at **www.cuny.edu/admissions/undergraduate/apply/cuny-application**.

Fill out the online application

You will be presented with several pages of questions to complete. Complete the questions on each page. Freshmen applicants can select up to six college choices, while Transfer applicants can select up to four college choices. All applicants will receive an admission decision from each college listed on their application.

Pay your application fee

After you have completed each section of the application, you will be prompted to pay your application fee. You can pay online or by mail. The application fee is $65 for Freshman applicants and $70 for Transfer applicants. The application fee is non-refundable. Current CUNY students are exempt from paying the transfer application fee. Veterans of the United States Military Service, those currently on Active Duty, or members of the National Guard or Reserves may obtain an application fee waiver.

Submit your application

After you submit your application you will be able to print or download a copy of your Application Summary. You can find your CUNYfirst ID number (an 8-digit number) on your Application Summary. You will need your CUNYfirst ID number for submitting supporting documents.

Submit your supporting documents
All documents are to be mailed to the University Application Processing Center. You will need your CUNYfirst ID number when submitting supporting documents. Below is a general list of documents you will need to submit:

- High school transcript or High School Equivalency (HSE) diploma
- College, university and/or proprietary school transcript (transfers only)
- Standardized test scores
- Recommendations, personal statements, and other supporting materials
- Supplemental application for selective programs

CITY UNIVERSITY OF NEW YORK (CUNY)—CUNY FATHERHOOD ACADEMY (CFA)

www.cuny.edu/academics/academic-programs/model-programs/cuny-fatherhood-academy

A free program for young fathers or expecting fathers ages 18–30 who are NYC residents. One track provides help preparing for the High School Equivalency (HSE) diploma exam. The second track provides college prep. Services include tutoring, workshops on parenting, job readiness, and more. Students get MetroCards and stipends. Classes are held at Hostos Community College (Bronx), LaGuardia Community College (Queens), and Kingsborough Community College (Brooklyn). Visit the website for enrollment, contacts, and more information.

Financial Aid

FINAID

www.finaid.org

An online resource that provides a comprehensive summary of financial aid information, advice, and tools. Describes scholar-

ships, fellowships, grants, loans, and other assistance available to students, as well as specialized aid for students with disabilities, minority students, older students, athletes, and veterans. Includes a glossary of financial aid terms and online calculators for estimating college cost and financial needs.

U.S. DEPARTMENT OF EDUCATION—FREE APPLICATION FOR FEDERAL STUDENT AID (FAFSA)

Telephone: 800.433.3243
https://fafsa.ed.gov

The application required for most federal, state, and college financial aid programs. The website describes eligibility requirements and gives step-by-step instructions. Resources and information on types of aid, preparing for college, and more (as PDFs, videos, and images) in English and Spanish are provided.

NYS HIGHER EDUCATION SERVICES CORPORATION

99 Washington Avenue, Albany, NY 12255
Telephone: 888.697.4372
www.hesc.ny.gov

Administers Tuition Assistance Program (TAP) and other New York State grants and scholarships. The website provides links to a variety of financial aid resources and additional planning information.

PRISON SCHOLAR FUND

1752 NW Market Street, #953, Seattle, WA 98107
www.prisonscholars.org/what-we-do/for-prospective-scholars

Provides education and employment assistance to currently and formerly incarcerated people. Incarcerated students interested should send an application request by mail with a Self-Addressed Stamped Envelope (SASE) enclosed.

AMERICAN INDIAN COLLEGE FUND

8333 Greenwood Blvd., Denver, CO 80221
Telephone: 800.776.3863 or 303.426.8900
www.collegefund.org

Awards scholarships to full-time students at accredited non-profit colleges and universities, tribal and mainstream. Provides programming to improve Native American student access to higher education. The website includes handbooks on financial preparation for colleges as well as links for fellowships and grants.

ASIAN & PACIFIC ISLANDER AMERICAN SCHOLARSHIP FUND

1850 M Street NW, Suite 245, Washington, DC 20036
Telephone: 877.808.7032 or 202.986.6892
www.apiasf.org

Awards scholarships to Asian American and/or Pacific Islander students all across the U.S. and Pacific Islands. The website includes additional information on resources and opportunities including scholarships, an emergency fund, programs, services, and more.

HISPANIC SCHOLARSHIP FUND

www.hsf.net

Provides scholarships and services designed to give Latinx students full access to college education opportunities. Scholarship information, applications, guides to filling out forms, and other resources are available online.

SHAWN CARTER FOUNDATION—SCHOLARSHIP FUND

www.shawncartersf.com

Awards individuals facing economic hardship scholarships toward

pursuing an education at institutions of higher learning. Visit the website for more information on eligibility requirements and how to apply.

UNCF

1805 7th Street NW, Washington, DC 20001
Telephone: 800.331.2244
www.uncf.org

Awards scholarships and internships to students from low- and moderate-income families to attend college. Visit the website for more detailed information and to download applications.

College Programs in Prison

The following are college programs located in facilities throughout New York State. Please note that this is not an exhaustive list of all programs. If your facility is not listed here, talk to someone working in education/programs about available opportunities. Please know that due to COVID-19, programs may be conducted by distance learning.

BARD COLLEGE—BARD PRISON INITIATIVE (BPI)



Facilities: Coxsackie, Eastern, Fishkill, Green Haven, Taconic, and Woodbourne
Degrees: Associate in Arts and Bachelor of Arts

P.O. Box 5000, Annandale-on-Hudson, NY 12504
Telephone: 845.758.7308
https://bpi.bard.edu

Offers full-time enrollment in a comprehensive liberal arts and science curriculum. The associate degree admission process includes an essay and interview, happens on-site at the six facilities where BPI operates, and is open to anyone with a high school

diploma or equivalent. Students who complete requirements for the Bard associate degree are eligible to apply to the bachelor's degree program. As students approach release, they are eligible for reentry workshops and advising. After returning home, students are provided ongoing individualized support in areas of housing, continuing education, and career development. BPI partners with other institutions to offer paid fellowships through which alumni can gain work experience and professional connections in a variety of fields.

BENNINGTON COLLEGE—PRISON EDUCATION INITIATIVE (PEI)



Facility: Great Meadow

One College Drive, Bennington, VT 05201
Telephone: 802.442.5401
www.bennington.edu/prison-education-initiative

Offers a range of credit-bearing courses and a Bennington College associate's degree. Individuals who are interested must complete an application process including an essay, an interview, and a math evaluation to provide math course level placement if accepted. A college preparatory course may be required before joining a credit-bearing course. Applicants must have a high school diploma or equivalent. In the event that a student transfers to another facility, PEI will communicate with the college program (if one exists) at that facility and will help transfer credits. Tutorial sessions are also provided. Applications are accepted on an ongoing basis and reviewed in May and December.

CORNELL UNIVERSITY—CORNELL PRISON EDUCATION PROGRAM (CPEP)



Facilities: Auburn, Cayuga, Elmira, Five Points
Degrees: Associate in Arts with concentration in Social Sciences and the Humanities (from SUNY), Certificate in Liberal Arts (from Cornell University)

300 Kennedy Hall, Ithaca, NY 14853
Telephone: 607.255.9091
https://cpep.cornell.edu

Offers a comprehensive liberal arts curriculum. Applicants must have a high school diploma or equivalency, must be in good disciplinary standing, and must pass a rigorous entrance exam and academic evaluation. Preparatory classes are often encouraged for those who pass the entrance exam. Associate's degrees are awarded through SUNY Cayuga Community College and SUNY Corning Community College. Students are provided academic advisement. Also organizes guest lecture series, debate team, and the Writers Bloc literary journal, which features poetry and short stories written by students.

HUDSON LINK FOR HIGHER EDUCATION IN PRISON



P.O. Box 862, Ossining, New York 10562
Telephone: 914.941.0794
www.hudsonlink.org

Acts as the administrator of a variety of college programs in five different correctional facilities by partnering with nine higher education institutions. An academic coordinator is available at each of the facilities to provide academic advisement and help with reentry planning for students.

Applicants must have a high school diploma or equivalency, and be in good disciplinary standing within their facility. All applicants must agree to a facility hold because they must wait at least one semester before being accepted into the program. Once students are accepted into the program, they are required to take any necessary placement exams for the college that will be administering the courses and granting credits.

Anyone interested in the college program should write a letter of interest to the facility's Hudson Link Academic Coordinator, who will explain the admissions process.

Offers a Pre-College Program to those who are eligible for the

college program but may not yet be prepared for college-level work. Hudson Link advises, assists, and supports those students who were unable to fulfill their degree requirements while incarcerated in reenrolling them to complete their degrees at various on-campus locations. Also partners with reentry organizations to provide supportive services for alumni. The Alumni Services Manager and Alumni Coordinator provide job-readiness skills including resume writing, job search assistance, interview attire, laptops, professional mentoring, and internship opportunities.

Greene Correctional Facility
Degrees offered: Associate of Applied Science in Individual Studies
College partners: Columbia-Greene Community College

Shawangunk Correctional Facility
Degrees offered: Associate in Individual Studies, Bachelor's in Social Science
College partners: SUNY Ulster, Mount Saint Mary College

Sing Sing Correctional Facility
Degrees offered: Associate in Liberal Arts and Sciences, Bachelor's in Behavioral Science
College partners: Mercy College, Columbia University

Sullivan Correctional Facility
Degrees offered: Associate in Liberal Arts and Sciences, Bachelor's in Social Science
College partners: SUNY Sullivan, St. Thomas Aquinas College

Taconic Correctional Facility
Degrees offered: Associate in Social Sciences, Bachelor's in Politics and Human Rights
College partners: Marymount Manhattan College, Columbia University, Vassar College

MARYMOUNT MANHATTAN COLLEGE—BEDFORD HILLS COLLEGE PROGRAM (BHCP)

Facility: Bedford
Degree: Associate of Arts in Social Sciences, Bachelor of Arts in Sociology

221 East 71st Street, New York, NY 10021
Telephone: 212.517.0469
www.mmm.edu/prison-education/bedford-hills-college-program

Offers a liberal arts curriculum with a social science concentration. Individuals who are interested must complete an application process including placement exams in math, reading, and essay writing. Applicants must have either a high school diploma or equivalency and be in good disciplinary standing. Also operates the Learning Center with a networked computer lab, a library, and an area for students to meet with professors and tutors.

NEW YORK UNIVERSITY—PRISON EDUCATION PROGRAM (NYU PEP)

Facility: Wallkill
Degree: Associate of Arts

20 Cooper Square, 4th Floor, New York, NY 10003
Telephone: 212.992.8673
https://prisoneducation.nyu.edu

Offers a wide range of credit-bearing courses and transferable college credits toward a Liberal Arts degree. Runs Fall, Spring, and Summer semester courses and a new admission cycle at the start of each term. Individuals who are interested should attend a prospective student meeting the semester before applying and must complete a written application (including a personal essay) and an in-person interview with NYU faculty. Applicants must have a high school diploma or equivalency. Admitted students are provided peer mentors, weekly tutoring, technology literacy training, and reentry student services. Non-degree programming is also available for students including the annual Wallkill Journal for creative writing, computer tutorials, book clubs, performing arts, and more.

NORTH COUNTY COMMUNITY COLLEGE (NCCC)—SECOND CHANCE PELL PROGRAM

Facilities: Bare Hill, Franklin, FCI-Ray Brook

Degrees: Associate of Applied Science in Entrepreneurship Management, Associate of Applied Science in Individual Studies, Associate of Arts Liberal Arts: Humanities and Social Science

23 Santanoni Avenue, Saranac Lake, NY 12983
Telephone: 518.891.2915
www.nccc.edu

Offers credit-bearing courses and transferable college credits in three programs that focus on the liberal arts, business, and human services curriculums. Individuals who are interested in applying should send a note to the Education Department at the facility they are located at and address it to NCCC—Second Chance PELL program staff. Applicants will need to fill out an application packet, including a FAFSA form, and must have a high school diploma or equivalency, be Pell-eligible, be within 5 years of release, and be in good disciplinary standing in the prison facility. Applicants who have previously attended college are eligible as long as they do not have prior student loans in default. Placement tests are required before taking composition and mathematics courses. Students are provided academic advising, some basic tutoring (including peer tutoring) and study skills development. Admissions sessions are conducted in preparation for students to start fall, spring, or summer semesters. Students who have prior college credits from within the last 10 years can arrange for an official transcript to be sent to NCCC for evaluation and transfer of credits to NCCC.

Housing

LET US BEGIN TO IMAGINE THE WORLDS WE WOULD LIKE TO INHABIT, THE LONG LIVES WE WILL SHARE, AND THE MANY FUTURES IN OUR HANDS.

— SUSAN GRIFFIN



ARTWORK BY J. MALDONADO

USED WITH PERMISSION FROM THE ARTIST.

Shelters

NYC DEPARTMENT OF HOMELESS SERVICES (DHS) (ES)
Emergency Information Line: 311
www.nyc.gov/dhs
Call 7 days a week, 24 hours a day for emergency shelter needs.

Housing for individuals convicted of a sex offense
It can be difficult to find housing providers that can meet the stipulations for both parole and Strict and Intensive Supervision and Treatment (SIST) for a person registered as a sex offender. Consequently, reentry organizations in New York City face challenging obstacles in connecting such individuals with housing providers. While some organizations do work with registered sex offenders, each individual is evaluated on a case-by-case basis, and successful placement in supportive housing takes time and is limited. For these reasons, those looking for housing immediately upon reentry are recommended to go directly to 30th Street Intake, listed on page 73.

For counseling services for individuals convicted of a sex offense, please see the listings for Mustard Seed Counseling Services (page 127), Shiloh Consulting (page 128), and Queens Counseling for Change (page 128).

Intake Centers for Single Adults

NYC DEPARTMENT OF HOMELESS SERVICES (DHS)—INTAKE CENTERS (ES)

Telephone: 311
https://www1.nyc.gov/site/dhs/shelter/shelter.page

DHS considers a single adult to be any person over age 18, who seeks shelter independently, unaccompanied by other adults or minors. 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 centers for single adults

are separated by gender. These centers are open 24 hours a day, 7 days a week, including holidays. Interpreter assistance is available for people who do not speak English. The following forms of ID are helpful during the intake process (though not required): 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), and the individual's most recent pay stub (if working).

Under DHS policy, all people have the right to be housed according to the gender they identify as. Shelter workers are required to call individuals by the name and pronouns they go by and to place them in a shelter that matches their gender, regardless of what their ID documents say. For more information, or for assistance if experiencing discrimination in the shelter system, contact the **Sylvia Rivera Law Project** at **212.337.8550** or email **info@srlp.org**.

What to expect

Upon visiting an intake center, individuals will be assessed for their unique needs by trained social services and professional staff and assigned to a shelter with expertise in addressing those needs. All programs are designed to help clients overcome homelessness.

DHS programs include counseling, case management, employment training, mental health services, specialized services for veterans, substance use disorder treatment, and programs for older people. 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 (ILP), participate in programs that meet their needs, and follow shelter guidelines that keep clients and staff safe.

30TH STREET INTAKE FOR MEN (ES)

400-430 East 30th Street, New York, NY 10016

Telephone: 311

Intake shelter for single men ages 18 and over, regardless of immigration status. Open 24 hours a day, 7 days a week.

FRANKLIN SHELTER AND INTAKE CENTER FOR WOMEN (ES)

1122 Franklin Avenue, Bronx, NY 10456
Telephone: 311

Intake and assessment shelter for women. Open 24 hours.

HELP WOMEN'S CENTER (ES)

116 Williams Avenue, Brooklyn, NY 11207
Telephone: 311

Intake and assessment shelter for women ages 18 and over. Open 24 hours.

Drop-In Centers for Single Adults

CAMBA—THE GATHERING PLACE (ES) 

2402 Atlantic Avenue, Brooklyn, NY 11233
Telephone: 718.385.8726
https://camba.org/programs/drop-in-center-respite-program

A drop-in center for single people ages 18 and over. Services include three meals a day; shower/laundry facilities; access to clothing, mail, and phone services; recreational activities; case management services and entitlement assistance; comprehensive medical and mental health services; and referrals to treatment resources. Open 24 hours a day, 7 days a week. Qualified candidates may be transported to and from a respite site every evening

for the night. Respite sites provide dinner and a temporary bed for the night.

GRAND CENTRAL NEIGHBORHOOD SOCIAL SERVICES CORPORATION—MAINCHANCE DROP-IN CENTER (ES)

120 East 32nd Street, New York, NY 10016
Telephone: 212.883.0680
www.grandcentralneighborhood.org/services/mainchance-drop-in-center

Provides chairs on-site for single adults ages 18 and over, although families may drop in for meals. Free showers are available Mon, Wed, and Fri 8:30am–10:30pm. Also provides medical services, social work, buses to faith-based organizations, 3 meals a day, and help for active clients seeking permanent housing. Open 24 hours a day, 7 days a week; however, drop-in cutoff is 12am (midnight).

PROJECT HOSPITALITY (ES)

www.projecthospitality.org

100 Park Avenue, Staten Island, NY 10302
Telephone: 718.448.1544

150 Richmond Terrace, Staten Island, NY 1031
Telephone: 718.720.0079

Provides overnight chairs (no beds) to single adults ages 24 and over. Morning drop-in is recommended. Provides referrals to mental health and substance use disorder services.

URBAN PATHWAYS—OLIVIERI DROP-IN CENTER (ES)

257 West 30th Street, New York, NY 10001
Telephone: 212.947.3211
www.urbanpathways.org/programsandservices

Registered clients can receive on-site 24-hour services including

three meals daily and showers. Also offers case management, crisis intervention, referrals to medical, mental health and rehabilitation services, and housing placement. Intake for services is offered Mon–Fri 11am–3pm.

Securing Shelter for Homeless Families

NYC's shelter system is designed to provide temporary emergency shelter to families with no other housing options available to them. Before being placed in a shelter, a family must be found eligible.

In order for a family to be eligible, DHS must verify that the 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 the family to stay, even temporarily. To aid the investigation, individuals should provide any documents that will help investigators understand why they now are homeless. Examples include eviction papers, a marshal's 72-hour notice, letters from landlords or managing agents, letters from people the individual used to live with, and documents from doctors or other professionals showing that a former apartment is no longer liveable.

Families with children

DHS considers families with children to be the following households: families with children younger than 21 years of age, pregnant people, and families with a pregnant person. All families with children must apply for shelter at DHS Prevention Assistance and Temporary Housing (PATH) intake center.

NYC DEPARTMENT OF HOMELESS SERVICES (DHS)—ADULT FAMILY INTAKE CENTER (AFIC) (ES)

400-430 East 30th Street, New York, NY 10016
Telephone: 311
https://www1.nyc.gov/site/dhs/shelter/families/adult-families.page

Open 24 hours a day, including weekends and holidays. Interpreter assistance is available for individuals who do not speak English.

Adult families

DHS considers an adult family to be any family without minor children, including the following household compositions:

- Applicants who are a legally married couple and present a valid original marriage certificate
- Applicants who are domestic partners 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 and child or sibling family relationship or share a caretaking (emotionally or physically supportive) relationship, including an aunt or uncle to niece or nephew, grandparent to grandchild, parent to child or stepchild, siblings

Clients must be able to verify that their household constitutes a family as defined above and demonstrate that they have resided with one another for 180 days (6 months) within the year immediately prior to the date of their application.

Adult families applying for shelter must have valid, original identification, such as:

- Any form of ID with a picture and proof of age, such as IDNYC
- Green card, driver's license, passport, visa, or work ID card
- Birth certificate
- Social Security card
- Medicaid card
- Identity card in the public assistance system
- If working, most recent pay stub

It is also a requirement for each applicant to provide proof of residence for the past year. As such, it is always useful if clients are able to bring documents such as eviction papers or marshal's notices, leases, Con Edison or telephone bills, pay stubs, 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 or appliances
- Pets

What to expect

If a family is found eligible, they will be placed in temporary emergency housing. When in shelter all clients will be expected to follow certain guidelines, which include:

- Following the family's Independent Living Plan (ILP), which includes the steps that need to be followed to get permanent housing
- Applying for public assistance or another type of housing subsidy
- Working closely with a caseworker or housing specialist to locate and view available apartments
- Actively seeking permanent housing for oneself and one's family by viewing available apartments several times per week
- Accepting a suitable apartment for oneself and one's family when it is offered
- Following shelter guidelines that prohibit behavior that places other clients and staff at risk

Failing to abide by these rules may have consequences including but not limited to the temporary discontinuance of shelter services. Working closely with shelter staff is essential in order to move from shelter to permanent housing.

NYC DEPARTMENT OF HOMELESS SERVICES (DHS)—PREVENTION ASSISTANCE & TEMPORARY HOUSING (PATH) (ES)

151 East 151st Street, Bronx, NY 10451
Telephone: 718.503.6400

https://www1.nyc.gov/site/dhs/shelter/families/families-with-children-applying.page

All families with children must apply for shelter at the PATH intake center. Open 24 hours a day, including weekends and holidays. Processes applications Mon–Fri 9–5. Interpreter assistance is available for individuals who do not speak English.

All families who are applying for shelter at PATH must have proper identification for all members of their household, such as:

- Any form of ID with a picture and proof of age, such as a welfare ID card, green card, driver's license, passport or visa, IDNYC, or picture employment card
- Birth certificate
- Social Security card
- Medicaid card
- Identity card in the Public Assistance system
- If working, most recent pay stub

Application process

Families with children must apply for shelter in order to ensure that they do not have an alternative housing option available to them.

Once a family arrives at PATH, they will first be interviewed by a Human Resources Administration (HRA) caseworker, who will inquire about their living situation and explain the services that may help them avoid entering shelter including family mediation, anti-eviction legal services, out-of-city relocation assistance, Family Eviction Prevention Supplement (FEPS), or a deal through HRA.

If these services do not apply to a family's specific circumstances, a DHS family worker will interview the family to obtain information about their prior living situation. Families may be assigned a temporary shelter placement for up to 10 days while DHS investigates the information provided during the interview. DHS determines whether the family is eligible or ineligible for shelter, based on whether they have fully cooperated with the application and eligibility process and/or have other housing options available to them.

Every household has a right to a legal conference at PATH if they are found ineligible and disagree with the decision. In addition,

they have 60 days after being found ineligible to request a Fair Hearing from New York State.

What to expect

Once a family enters a shelter they have certain responsibilities that they must meet, including obtaining and maintaining employment for all those who are able to work.

With the assistance of their caseworkers, families will develop an Independent Living Plan (ILP), a document that outlines relevant goals to exit shelter and return to self-sufficiency. Employment-focused programs and work supports remain a cornerstone of DHS' efforts to help clients move back to permanent housing. Through DHS' policy of Client Responsibility, families in a shelter must actively participate in this process and take strides toward independent living.

Families are expected to cooperate in developing and completing their ILP, which includes steps toward obtaining permanent housing:

- Applying for Public Assistance (PA) and completing all requirements necessary for establishing and maintaining eligibility for PA benefits
- If able to work, actively seeking employment and accepting a suitable job when it is offered
- Working closely with their caseworker or housing specialist to locate and view available apartments
- Actively seeking permanent housing by viewing available apartments several times per week

Halfway & Three-Quarter Housing

Halfway housing

Halfway housing is temporary housing for individuals recovering from substance use disorder or finishing a sentence post-incarceration. Halfway houses usually house people between 30 days and 2 years. Individuals can be mandated to reside in halfway housing, often after a period of incarceration. Individuals can also independently enter some facilities. Many halfway houses have strict rules of conduct that must be followed in order to remain in residence

or finish a sentence. Rules often include maintaining sobriety, checking in when coming and going, and attending programs and meetings. In New York City, halfway houses are run both by government-sponsored organizations and by for-profit companies.

Three-quarter housing

Three-quarter houses are buildings that rent beds in apartments and houses. These buildings are operated by for-profit companies and are currently unregulated in NYC. Originally fed by referrals from the city shelter system, operators now also recruit tenants leaving substance use disorder units or being discharged from hospital psychiatric units or correctional facilities. Some companies advertise support services and assistance with finding permanent housing, but the quality and frequency of these services are varied and have received criticism by residents and advocacy groups.

On page 165 of the *Legal* chapter, you will find the listing for **Mobilization for Justice**, which provides advice, counsel, and representation to residents on housing and related legal matters. Leave a message on their intake line at **212.417.3705** or call **212.417.3700** for information about where and when they meet with clients throughout NYC.

Organizations for People Without Homes

ABRAHAM HOUSE



340 Willis Avenue, Bronx, NY 10454
Telephone: 718.292.9321
www.abrahamhouse.org

Provides transitional housing for formerly incarcerated individuals, operates a food pantry on Saturdays from 6:30am–7:30am, and provides scholarships for career training programs through the Successful Steps Initiative.

ACACIA NETWORK—GREENHOPE SERVICES FOR WOMEN, INC.

Provides one- and two-bedroom permanent housing, six-month residential rehab, and three-month transitional housing for formerly incarcerated women.

See the full listing for Greenhope on page 242.

THE DOE FUND—AFFORDABLE & SUPPORTIVE HOUSING



345 East 102nd Street, New York, NY 10029
Telephone: 212.628.5207
www.doe.org/programs/affordable-supportive-housing

Provides dorm and single-apartment units for formerly incarcerated people throughout NYC. Most clients are referred by a shelter. Clients must abstain from drugs and alcohol while in the program. Call for information about intake.

THE FORTUNE SOCIETY



Provides supportive emergency, phased-permanent, and permanent housing solutions for homeless people with histories of incarceration and their families.

See the full listing for The Fortune Society on page 41.

HOUR CHILDREN



Provides transitional and permanent supportive housing in communal and independent settings throughout Queens for formerly incarcerated mothers and their children.

See the full listing for Hour Children on page 292.

THE LADIES OF HOPE MINISTRIES (THE LOHM)—HOPE HOUSE NYC 

Telephone: 646.600.8573
http://hopehouse.nyc

Provides housing for single women who have experienced incarceration and are returning to NYC for up to one year. Services offered include help obtaining an ID and Social Security card, third-party professional case management and medical care, help searching for permanent housing, job search and interview techniques, and on-site therapists. The intake form can be found on the website.

See the full listing for The LOHM on page 243.

PROVIDENCE HOUSE 

703 Lexington Avenue, Brooklyn, NY 11221
Telephone: 718.455.0197 or 718.778.1310
www.providencehouse.org

Provides transitional residences, individual apartments, and permanent supportive housing specifically for women recently paroled from prison (and their children). Active clients are referred through Women's Community Justice Project (WCJP), PATH, and the DHS. No walk-ins. Clients receive shelter, food, and support services including enrolling in education or job-training programs, searching for employment, obtaining medical services, and finding a permanent place to live.

WOMEN'S PRISON ASSOCIATION (WPA) 

Provides shelter, case management, and support services to womxn, and their children, who have been impacted by the criminal legal system. Placements are made through the Department of Homeless Services (DHS).

See the full listing for WPA on page 46.

ACE PROGRAMS FOR THE HOMELESS

30-30 Northern Blvd., Suite B100, Long Island City, NY 11101
Telephone: 212.274.0550
www.acenewyork.org

Assists New Yorkers with reentering the workforce. Project Comeback, a vocational rehabilitation program, provides soft skills training, adult education in literacy and math, industry-specific certifications (OSHA 30, food protection, custodial maintenance, forklift, retail), paid work experience opportunities, individualized counseling, and job placement assistance. Participants graduate when they secure full-time permanent employment. Project Stay, an employment-retention aftercare program, offers graduates life-long support and services assisting with maintaining employment, transitioning to self-sufficiency, and increasing earning power over time.

BAILEY HOUSE 

1751 Park Avenue, 3rd Floor, New York, NY 10035
Telephone: 347.473.7400
www.baileyhouse.org

Provides confidential, bilingual services including housing, health, and support to adults and children living with HIV/AIDS and other chronic illnesses. All participants are referred through NYC's HIV/AIDS Service Administration (HASA). Provides programs that specifically serve transgender individuals and LGBTQI+ youth.

THE BOWERY MISSION 

277 Bowery, New York, NY 10002
Telephone: 212.674.3456
www.bowery.org

A faith-based organization that serves homeless and hungry New Yorkers. Offers meal service, clothing, showers, shelter, medical

care, residential recovery programs, transitional housing programs, vocational training, and employment services. Call for locations, hours, and intake information.

BREAKING GROUND (ES)

505 8th Avenue, New York, NY 10018
Telephone: 212.389.9300 / Central Intake: 800.324.7055
www.breakingground.org

Provides supportive housing to the chronically homeless, low-income working adults, youth aging out of foster care, veterans, seniors, people diagnosed with HIV/AIDS, and people living with mental illness. Call central intake for applications.

BRONXWORKS—HOMELESS OUTREACH TEAM

Operates a mobile outreach team and a 24-hour drop-in center in the Bronx with laundry and shower facilities, as well as three meals per day. Provides support services including housing placement, benefits assistance, and alcohol and substance use disorder treatment referrals.

See the full listing for BronxWorks on page 313.

CENTER FOR URBAN COMMUNITY SERVICES (CUCS) (ES)



198 East 121st Street, New York, NY 10035
Telephone: 212.801.3300
www.cucs.org

Offers services including case management and on-site medical and psychiatric services to individuals and families in supportive housing units in Brooklyn, Manhattan, and the Bronx. Trained housing consultants provide telephone consultation and referrals to service providers, advocates, family members, and homeless people in search of information on mental health supportive

housing. Also provides free financial assistance and a supported employment program. The Reentry Coordination System facilitates referrals to supportive housing including coordination of video teleconference interviews, and referrals to care coordination/ACT services for people living with serious mental illness and are being released from NYS prisons to the 5 boroughs of NYC.

COALITION FOR THE HOMELESS ES

129 Fulton Street, New York, NY 10038
Crisis Hotline: 888.358.2384
www.coalitionforthehomeless.org

The Crisis Intervention Program provides a full spectrum of services and support, including help accessing emergency shelters and obtaining government benefits, as well as information and advocacy to secure permanent housing. Referrals to emergency mail services, mental health or substance use treatment, job training, eviction prevention resources, and other services are available upon request. Does not operate shelters but can advocate on behalf of homeless individuals and families with the NYC municipal shelter system. Please call the Crisis Hotline to speak with an advocate.

The Resource Guide is a directory of information on food, shelter, and services for homeless individuals and families that is available on the website. Borough-based resource lists are also regularly updated during the COVID-19 pandemic and can be found at **www.coalitionforthehomeless.org/covid-19**.

COVENANT HOUSE NEW YORK

A 24-hour multiservice walk-in center and shelter for young adults ages 16–24 experiencing homelessness.

See the full listing for Covenant House on page 284.

PROJECT RENEWAL (ES) 

200 Varick Street, 9th Floor, New York, NY 10014
Telephone: 212.620.0340
www.projectrenewal.org

Offers services to homeless people with disabilities, including substance use disorder, mental illness, or chronic illness. Areas of service include housing, outreach, healthcare, substance use disorder treatment, mental healthcare, and employment. Must be referred (referrals are usually through the shelter system, social service programs, and prisons); however, assistance will be provided in obtaining a referral if necessary.

Housing Assistance

NYC HOUSING AUTHORITY (NYCHA) (ES)

Telephone: 718.707.7771
www.nyc.gov/nycha

Bronx/Manhattan/Queens Customer Contact Center
478 East Fordham Road, 2nd Floor, Bronx, NY 10458
Hours: Mon–Fri 8–5

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

Provides affordable housing to low- and moderate-income residents in publicly owned buildings throughout the 5 boroughs. Offers residents opportunities to participate in community, educational, and recreational programs, as well as providing job-readiness and training initiatives.

Apply for NYCHA housing online at **https://apply.nycha.info**. Applications may also be picked up in person at a Customer Contact Center or mailed out after calling a Customer Contact Center. Applicants select a first- and second-choice borough and

provide information about their total household income, family composition, and current living situation. Applicants will receive an acknowledgment letter within 2 weeks of receipt of their application. The waiting lists for public housing are long, particularly in Manhattan and Queens.

FAMILY REENTRY PROGRAM 

Information Line: 212.306.6024

Helps to reunite select individuals leaving prison and jail with their families who live in qualified public housing apartments and provides reentry services. Eligible individuals must demonstrate that they are motivated to make a positive change in their lives and must agree to intensive case management services. Accepts applications with currently incarcerated people who have a release date or with people who were released from a prison, jail, juvenile facility, or federal facility within the last three years.

NYC DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT (HPD) (ES)

100 Gold Street, New York, NY 10038
Telephone (affordable housing lottery): 212.863.6300
https://www1.nyc.gov/site/hpd/index.page

Offers a wide variety of programs that create newly constructed or renovated affordable housing throughout the 5 boroughs. Affordable apartments are for low-, moderate-, and middle-income individuals and families. The Housing Connect website includes a list of rental and homebuying opportunities, as well as additional resources for apartment seekers. Information is offered in multiple languages.

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—HOMEBASE (ES)

Infoline: 718.557.1399
https://www1.nyc.gov/site/hra/help/homebase.page

Offers a range of services including assistance with public benefits, help to prevent eviction, emergency rental assistance, financial counseling and money management, help with relocating, and short-term financial assistance.

Rentals

It is extremely difficult in most areas of New York City to find decent housing at an affordable rent. It may require time and patience for individuals to find what they are looking for. There are many websites dedicated to listing housing options, including rentals. If the help of a real estate agent is contracted, you may have to pay a broker's fee. However, the amount one can be charged for this fee is currently being contested in the courts, so please make sure to stay up-to-date with current regulations.

NYC DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT (HPD)—NYC HOUSING CONNECT (AFFORDABLE RENTAL LOTTERIES) ES

Telephone: 311
Affordable Housing Lottery Helpline: 212.863.7990
www.nyc.gov/housingconnect

Provides New Yorkers with information on affordable housing opportunities. Individuals can learn how to apply for affordable housing, view current and upcoming housing opportunities, and apply to housing options for which one may qualify. Information is available in multiple languages.

METROPOLITAN COUNCIL ON HOUSING ES

168 Canal Street, 6th Floor, New York, NY 10013
Tenant Hotline: 212.979.0611
www.metcouncilonhousing.org

Provides fact sheets on tenant rights, rent guidelines, rent control/

stabilization, subletting/roommates, heat, hot water, pests, and housing court. Call Mon and Wed 1:30–8, Tue 5:30–8, and Fri 1:30–5 for information, advice, assistance, and brief answers to rights as a tenant including information about evictions.

Tenant Rights & Housing Discrimination

In New York City, tenants have many rights relating to the safety and quality of their housing. In addition, rent regulation laws have been renewed and strengthened, including an increase in civil penalties for landlords who harass tenants.

Some people confuse fair housing rights with tenant rights. If an individual experiences difficulties with an application, lease, lease renewal, services, or rent that are believed to be the result of a discriminatory act (occurring because of one's membership in a particular protected class [e.g., race, creed, national origin]), that person should call **311** and ask for the **Commission on Human Rights**. See the full listing for the NYC Commission on Human Rights in the *Legal* chapter on page 189.

More information for renters can be found in the *COVID-19* chapter, starting on page 22.

NYS DIVISION OF HOMES AND COMMUNITY RENEWAL (DHCR)—OFFICE OF RENT ADMINISTRATION ES

Telephone: 833.499.0343
www.nyshcr.org/Rent

Tenants in rent-controlled or rent-stabilized apartments may contact DHCR with complaints and DHCR may impose penalties on building owners in the form of rent reductions if a tenant's problems are valid.

NYC DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT (HPD)—TENANT RIGHTS (ES)

Telephone: 311
https://www1.nyc.gov/site/hpd/services-and-information/tenants-rights-and-responsibilities.page

The website contains information on tenants' rights and provides other resources in multiple languages. Call for complaints about lack of heat and hot water, or a landlord's refusal to make emergency repairs in an apartment or building. A complete and up-to-date handbook of New York City tenant rights called *The ABC's of Housing* can be found online.

For the most recent information and updates related to COVID-19 visit https://www1.nyc.gov/site/hpd/services-and-information/covid-19-updates.page.

NYC HOUSING AUTHORITY (NYCHA)—MAINTENANCE COMPLAINT (ES)

Telephone: 718.707.7771 or 311
https://portal.311.nyc.gov/article/?kanumber=KA-01076

Tenants with maintenance complaints about apartments in NYCHA buildings can report maintenance issues 24 hours a day, 7 days a week. If the NYCHA property is privately managed the report should be made directly to the management company first, which can be found by contacting NYCHA.

For the most recent information and updates visit https://www1.nyc.gov/site/nycha/about/covid-19-resources.page.

NYC HUMAN RESOURCES ADMINISTRATION—LEGAL SERVICES FOR TENANTS (ES)

Telephone: 311 and ask for the "Tenant Helpline"
https://www1.nyc.gov/site/hra/help/legal-services-for-tenants.page

Offers universal phone-based access to free legal advice and counsel for New York City residential renters, regardless of immigration status, in need of assistance with legal issues related to their housing including legal questions or issues about tenancy, eviction, or landlord-tenant disputes.

During COVID-19, legal providers are available Mon–Fri 9–5 to provide over-the-phone legal assistance to callers with legal questions or issues about tenancy, eviction, or landlord-tenant disputes. For more information call or email **civiljustice@hra.nyc.gov**.

NYC MAYOR'S OFFICE TO PROTECT TENANTS (MOPT) ES

https://www1.nyc.gov/content/tenantprotection/pages/covid19-home-quarantine

Provides information and resources for NYC tenants including eviction prevention and community legal resources for tenants, rental assistance, housing application assistance, and more.

The **Tenant Resource Portal** is an online resource to help residential renters access free resources to help prevent evictions and keep tenants stably housed. The portal features an eviction prevention tool to help renters navigate free public and private resources available at **https://www1.nyc.gov/content/tenantprotection/pages/tenant-resource-portal**.

EVICTION FREE NYC!

Housing Court Answers Hotline: 212.962.4795
www.evictionfreenyc.org

For legal questions and for more information or resources on how to fight evictions call the hotline or email **p.estupinan@newsettlement.org**.

HOUSING COURT ANSWERS

Housing Court Hotline: 212.962.4795
http://housingcourtanswers.org

Provides up-to-date information about housing situations during COVID-19. A wealth of information for tenants, landlords, and advocates is available on the website. Call for assistance with housing court and housing court procedures; landlord and tenant rules and regulations; enforcement of housing code violations; referrals for free legal help; referrals to community organizations that help with housing problems; referrals to charitable organizations or information about the Human Resources Administration's rules for assistance with back rent; and more.

JUSTFIX.NYC

www.justfix.nyc

A website with online tools for tenants, housing organizers, and legal advocates. The Learning Center has information about COVID-19, eviction, charges, repairs, laws, and discrimination. The Letter of Complaint tool creates and sends a formal letter via USPS Certified Mail to your landlord for free, requesting repairs in your apartment. The Emergency HP Action tool walks you through the steps to sue your landlord in Housing Court to demand repairs and/or stop harassment. It files your case online automatically. Who Owns What is a one-stop-shop to research your building and landlord. It provides information about code violations, evictions, rent stabilized apartments, and property ownership. It also links to data from city agencies. The Rent History Online Form allows you to request a copy of your apartment's rent history from the Division of Housing and Community Renewal (DHCR). Your apartment's rent history can help you find out if your apartment is rent stabilized and if you're being overcharged on rent. Eviction Free NYC is a resource that checks if you have the right to a free attorney through the Right to Counsel legislation. It also provides contact information for the legal service providers and housing organiza-

tions who are located closest to you (available in English, Spanish, French, and Haitian Creole).

NEIGHBORHOOD ASSOCIATION FOR INTER-CULTURAL AFFAIRS (NAICA)—LEGAL SERVICES

1075 Grand Concourse, Suite 1B, Bronx, NY 10452
Telephone: 718.538.3344
www.naicany.org

Offers eviction prevention and rental assistance application services to single adults, families, and older people who are Bronx tenants. Can submit a Family Eviction Prevention Subsidy (FEPS) application and provide free legal representation to tenants. The tenant must be a recipient of full public assistance benefits (Medicaid, cash, rent), must have children ages 18 or under on the public-assistance case (if 18, the child must be enrolled in high school), and tenant's rent must be affordable according to FEPS guidelines.

NO RENT (ES)

www.norent.org

A free online tool built by JustFix.nyc that guides renters through the process of notifying landlords about the inability to pay rent due to a COVID-19 related issue. The website sends a letter to a landlord via email or USPS mail, for free. Also provides information and rights for tenants and referrals to resources to take legal or organizing action.

Financial Assistance

WE LIVE IN CAPITALISM, ITS POWER SEEMS INESCAPABLE—BUT THEN, SO DID THE DIVINE RIGHT OF KINGS. ANY HUMAN POWER CAN BE RESISTED AND CHANGED BY HUMAN BEINGS.

— URSULA K. LE GUIN



USED WITH PERMISSION FROM THE ARTIST.

ARTWORK BY S. LUCAS

Dealing with government agencies requires patience and persistence. Service can be impersonal and it is not uncommon to be sent from one office or agency to the next in search of simple answers. Most government departments and community groups have posted their application forms, eligibility requirements, and procedures online.

Due to COVID-19, HRA locations have been consolidated, and many are closed. For information on open locations and operating hours call the general information line at **718.557.1399** or visit **https://www1.nyc.gov/site/hra/locations/locations.page**.

Public Benefits

NYC HUMAN RESOURCES ADMINISTRATION (HRA) ES

General Infoline: 718.557.1399
www.nyc.gov/hra

Administers programs in a number of areas, including:

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

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 lists of frequently asked questions about benefits. Chinese and Russian information is available by phone. Visit **https://www1.nyc.gov/site/hra/locations/locations.page** to find updated information on open locations.

LEGAL AID SOCIETY—ACCESS TO BENEFITS (A2B) HELPLINE (ES)

Helpline: 888.663.6880 (Mon–Fri 10am–3pm)
www.legalaidnyc.org/get-help/covid-19/covid-19-information-for-clients

Assists New Yorkers with HRA public assistance, employment and unemployment benefits matters, issues related to Medicaid/health law, Supplemental Nutrition Assistance Program (SNAP), and disability and other benefits and issues related to COVID-19.

See the full listing for Legal Aid Society on page 162.

URBAN JUSTICE CENTER (ES) 

Provides New Yorkers help with access to public assistance and other forms of aid.

See the full listing for Urban Justice Center on page 167.

Temporary Cash Assistance

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—CASH ASSISTANCE (ES)

http://www1.nyc.gov/site/hra/help/cash-assistance.page

Recipients of this benefit fall into four general categories:

- Families with children under 18 (or 21 if they attend school) without sufficient means of support due to absence or incapacity of one or both parents (Aid to Dependent Children, or ADC)
- Families with dependent children without sufficient means of support because of an unemployed parent (Aid to Dependent Children with Unemployed Parent, or ADC-U)
- Certain persons in need of financial assistance for such

reasons as temporary illness, layoff, or injury (Home Relief, or HR)
- 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 job training and placement, education, resume services, workshops, and other support services. Those participating in an approved program will receive car fare and childcare expenses so that they can meet their requirements. For a list of Job Centers in one's area, call **718.557.1399** or visit **https://www1.nyc.gov/site/hra/locations/locations.page**.

Emergency Assistance

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—SPECIAL GRANT (ES)

Telephone: 718.557.1399
https://www1.nyc.gov/site/hra/help/special-grant-document-guide.page

NYC residents may apply for a one-time emergency grant, also called a one-shot, when an unforeseen circumstance prevents the applicant from meeting an expense. An applicant must meet eligibility guidelines and is subject to an investigative review of the application. Emergency grant applicants may obtain rental assistance in cases of impending evictions, assistance with home energy and utility bills, disaster assistance including moving expenses, and assistance with the purchase of personal items for health and safety.

Food Stamps (SNAP)

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—SNAP ES

https://www1.nyc.gov/site/hra/help/snap-benefits-food-program.page

SNAP, the Supplemental Nutrition Assistance Program, 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 place of cash. People receiving public assistance can sign up for food stamps at an HRA Job Center. For information on shopping for groceries online with SNAP benefits and a list of participating stores visit **https://www1.nyc.gov/site/hra/help/snap-online-shopping.page**.

ACCESS NYC ES

Telephone: 718.557.1399
www.nyc.gov/accessnyc

The online tool for New Yorker's applying for food stamps and other benefits. Call to request a mailed application package. The application is available on the HRA website and available in Spanish, Chinese, Arabic, Russian, Korean, and Creole.

Daily updates related to benefits, food, housing, and unemployment due to COVID-19 is available at **https://access.nyc.gov/coronavirus-covid-19-updates**.

Food

NYC 311–FOOD PANTRIES AND SOUP KITCHENS (ES)

Telephone: 311
https://portal.311.nyc.gov/article/?kanumber=KA-02740
Call or visit the website to find nearby locations of food pantries, soup kitchens, free meals for seniors, and summer meals for children under 18.

NYC FOOD POLICY—EMERGENCY FOOD ASSISTANCE (ES)

Emergency Foodline: 866.888.8777
https://www1.nyc.gov/site/foodpolicy/programs/emergency-food.page
Call or visit the website for a referral to food pantries located throughout NYC 24 hours a day, 7 days a week.

COALITION FOR THE HOMELESS—RESOURCE GUIDE

www.coalitionforthehomeless.org/get-help/i-need-food
An online resource guide that provides a list of emergency food options, based on location.

FOOD BANK FOR NEW YORK CITY (ES)

Telephone: 212.566.7855
www.foodbanknyc.org/get-help
A website to locate food pantries, soup kitchens, senior centers, and other resources to obtain meals in NYC neighborhoods. Contact by phone for more information on programs in the food-assistance network. Also provides assistance with SNAP applications and re-certifications.

CATHEDRAL COMMUNITY CARES (ES)

Cathedral Church of St. John the Divine
1047 Amsterdam Avenue, New York, NY 10025
Telephone: 212.316.7583 / 212.316.7584
www.stjohndivine.org/education/community

A soup kitchen that is open every Sunday from 10am–3pm for take-away brown bag meals. Clothing Closet available for distribu-

tion of emergency clothing free of charge. Can contact for clothing referrals for individuals being released from prison.

COALITION FOR THE HOMELESS—GRAND CENTRAL FOOD PROGRAM

Provides healthy meals as well as other essential items at 25 stops in Manhattan and the Bronx every night of the year. The starting location is St. Bart's, 51st Street between Park and Lex at 5:30. Call or visit the website for a list of stops.

See the full listing for Coalition for the Homeless on page 86.

GREENMARKET (ES)

100 Gold Street, Suite 3300, New York, NY 10038
Telephone: 212.788.7476 x243
www.grownyc.org/greenmarket

Coordinates and promotes over 50 farmers' markets offering fresh, local, and seasonal produce across all 5 boroughs. All locations accept EBT/food stamps. Call to request a mailed map of locations. Days and times for each market differ.

HOLY APOSTLES SOUP KITCHEN (ES)

296 9th Avenue, New York, NY 10001
Telephone: 212.924.0167
www.holyapostlessoupkitchen.org

Provides meals Mon–Fri 10:30am–12:30pm.

ST. JOHN'S BREAD AND LIFE (ES)

795 Lexington Avenue, Brooklyn, NY 11221
Telephone: 718.574.0058
www.breadandlife.org

Provides combination breakfast/lunch grab-and-go bags from Mon–Thu 10–12. Call for information on assistance with benefits, mail service, to make an appointment at the medical clinic, and information on what documents are needed.

Clothing

Look up Clothing in the index of this book to find organizations that provide free clothing.

NYC DEPARTMENT OF SANITATION—DONATENYC
https://www1.nyc.gov/assets/donate/index.shtml
Visit the website for a list of locations to find clothing and more.

Medical Assistance

MEDICAID ES
Telephone: 877.267.2323 / NY Medicaid Helpline: 800.505.5678
www.medicaid.gov
The federal program working in cooperation with state governments to partly finance medical assistance to low-income people. Eligibility information and applications are available online. Call for more information or to order an application kit. Information is available in over 20 languages online.

MEDICARE ES
Telephone: 800.633.4227 / TTY: 877.486.2048
www.medicare.gov
The federal government's health insurance program for people over age 65.

ELDERLY PHARMACEUTICAL INSURANCE COVERAGE (EPIC) ES
Telephone: 800.332.3742 / TTY: 800.290.9138
www.health.ny.gov/health_care/epic
Helps seniors pay for prescription drugs. Call or go online for information on eligibility in multiple languages. The Helpline is available from Mon–Fri 8:30am–5pm.

Victim Assistance

FEDERAL TRADE COMMISSION (FTC)—BUREAU OF CONSUMER PROTECTION (ES)

600 Pennsylvania Avenue NW, Washington, DC 20580
Telephone: 877.382.4357
www.ftc.gov

Provides information and printed guides that contain lists of non-profit, state, and local agencies that can help resolve consumer issues. Contact to file complaints regarding identity theft, scams and rip-offs, unwanted telemarketing/text/spam on mobile devices or telephones, internet services, online shopping, computers, education, jobs, making money, or credit and debit, and more.

NYS OFFICE OF VICTIM SERVICES (ES)

55 Hanson Place, 10th Floor, Brooklyn, NY 11217
Telephone: 800.247.8035
https://ovs.ny.gov

Provides reimbursement under certain conditions for medical expenses, loss of earnings, funeral expenses, and lost or destroyed essential personal property. Contact for more information and eligibility requirements. Language assistance is available in Bengali, Hatian-Creole, Russian, Chinese, and Korean.

Financial Counseling

THE NEW YORK PUBLIC LIBRARY (NYPL)—FINANCIAL LITERACY SERVICES

The Business Center at Stavros Niarchos Foundation Library (SNFL)
455 Fifth Avenue, 5th Floor, New York, NY 10016
Telephone: 917.275.6975

www.nypl.org/moneymatters

Offers information and services to assist individuals in making financial choices. Webinars cover tax assistance, budgeting, college planning and financial aid, investing in stocks and bonds, avoiding scams and fraud, and more. Budget and Credit Coaching offers individuals ongoing assistance with debt problems. Financial Counseling offers individuals help with finances. Financial professionals will answer questions about any personal money matters one might have. Half-hour sessions are private and confidential. Visit the website for more information on registration and how to sign up.

BROOKLYN PUBLIC LIBRARY (BPL)—FINANCIAL SERVICES

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.622.4460
www.bklynlibrary.org/calendar/list/Finance
www.bklynlibrary.org/adult-learning/learning-centers

Provides free financial counseling along with classes on topics including budgeting, investing, student loans, preparing for retirement, and more. Also provides help with taxes. Offers one-on-one help to connect to social services such as childcare referrals, housing assistance, health care, legal services, employment opportunities, navigating college and training programs, and more. Visit the website for class schedules, registration information needed to sign-up for classes, and the appointment form for one-on-one assistance.

INTERNAL REVENUE SERVICE (IRS) ES

Telephone: 800.829.1040
www.irs.gov

Provides information on all tax topics including information on alternative filing methods, exemptions, tax extensions, itemized deductions, child and dependent care credit, and whether or not one should itemize.

CAMBA (ES)

1720 Church Avenue, 2nd Floor, Brooklyn, NY 11226
Telephone: 718.287.2600
www.camba.org

Provides economic development programs including education and advocacy services, financial counseling, money management, small business services, workforce development services, refugee assistance, and services to Housing Preservation and Development (HPD) Section 8 recipients. Provides foreclosure and eviction prevention counseling and services. Also provides a broad range of programs within education and youth development, family support, health, housing, and free legal services to low-income residents. Operates in multiple locations throughout the 5 boroughs. Visit the website for updates regarding programming updates and eligibility.

COMMUNITY SERVICE SOCIETY (ES) 

633 3rd Avenue, 10th Floor, New York, NY 10017
Telephone: 212.254.8900
www.cssny.org

Provides a wide array of services to low-income New Yorkers. Offers free one-on-one assistance including helping people find, use, and resolve problems with health insurance and care; financial advocacy and support, including assistance with student loan debt questions and problems; income support services, reentry legal and direct services and youth mentoring; and senior services.

MONEY MANAGEMENT INTERNATIONAL (MMI) (ES)

Telephone: 866.889.9347
www.moneymanagement.org

903 Sheridan Avenue, 2nd Floor, Suite 1, Bronx, NY 10451

1501 Broadway, 12th Floor, Suite 12021, New York, NY 10036

161-10 Jamaica Avenue, Suite 407, Jamaica, NY 11432

Provides free counseling for people with financial or credit problems. Offers advice for student loans (by appointment over the phone), foreclosures, mortgage, and bankruptcy. Help with preparing budgets and how to establish credit is also available. Call 24 hours, 7 days a week.

URBAN UPBOUND (ES) 

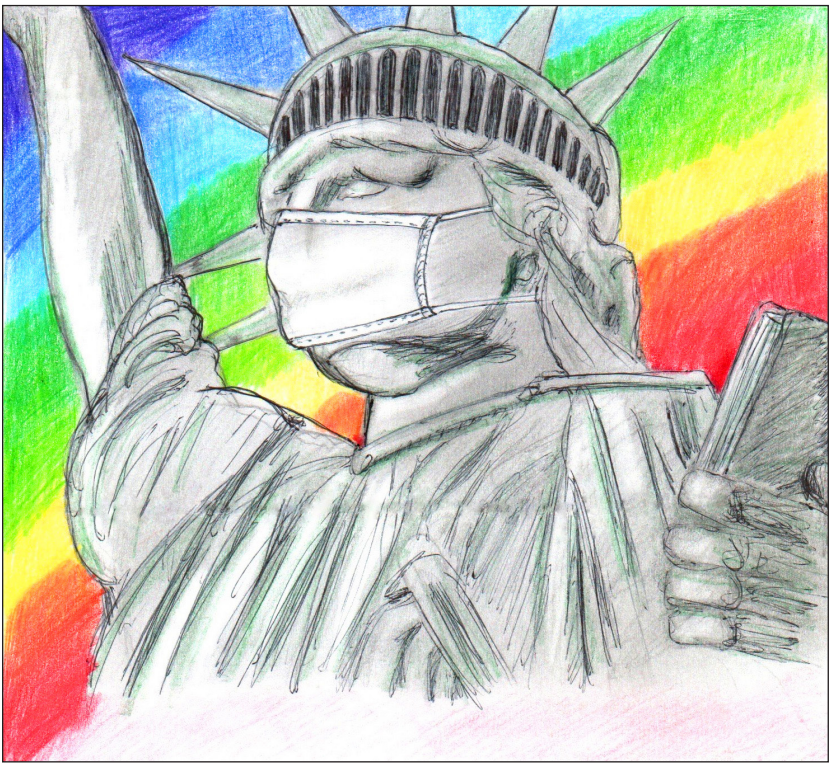
Administration Office
1211 40th Avenue, Long Island City, NY 11101
Telephone: 718.784.0877
https://urbanupbound.org

Provides services to public housing residents and other low-income New Yorkers in locations throughout NYC. Offers employment services, financial counseling, free tax preparation, financial inclusion services, youth development, a college access program, and a worker cooperative initiative. Visit the website for contact information and to set up an appointment.

Physical & Mental Health

CARE IS THE ANTIDOTE TO VIOLENCE.

— SAIDIYA HARTMAN



USED WITH PERMISSION FROM THE ARTIST.

ARTWORK BY JOSEPH SHEROD CANNON JR.

NYC HEALTH + HOSPITALS—CORRECTIONAL HEALTH SERVICES (CHS) 

Telephone: 347.774.7000
www.nychealthandhospitals.org/correctionalhealthservices

Provides medical, nursing, dental, vision, substance-use treatment, and mental health services, including social work reentry support, to patients from pre-arraignment through discharge. Emergency response, urgent care, and access to nurses and physicians are available 24 hours a day, 7 days a week.

Substance use

Provides treatment and support to patients with substance use disorders (SUDs), including opioid use disorders (OUDs). Services start at intake and include substance-use screening and counseling, and overdose-prevention and naloxone training. Through the Key Extended Entry Program (KEEP), provides methadone and buprenorphine maintenance to patients while they are in jail and provides linkages to community-based treatment and harm reduction services to patients reentering their communities. Also maintains a voluntary, housing area-based program that provides counseling and recovery support to patients, and provides overdose prevention training and naloxone kits to people visiting loved ones on Rikers Island.

Community Connections Service (CCS)

Provides reentry support to all patients, starting at intake. Helps patients complete Medicaid applications, connect to counseling in their communities, fill their prescriptions at local pharmacies, and schedule appointments with community providers. Also maintains a dedicated phone line within the jails to enable patients to connect directly with the CCS team to discuss reentry needs.

Hepatitis C

Initiates treatment for hepatitis C while patients are incarcerated, or continues treatment for those who enter jail during treatment. When a patient is discharged before they have finished their treatment regimen, referrals are provided to ensure treatment continues in the community.

Community Re-entry Assistant Network (CRAN)

Provides information to patients about established community services that can help support reentry, and helps patients fill prescriptions and make health appointments. Also helps patients make referrals to mental health, substance-use, and medical services, as well as to housing, educational, and vocational services. Individuals with serious mental illness are also eligible for up to 6 months of case management services post-release. Individuals can make an appointment or walk into any of the offices below Mon–Fri 9–5 (for Staten Island only Mon–Thu).

Bronx
1020 Grand Concourse, North Professional Wing, Bronx, NY 10451
Telephone: 718.538.7416

Brooklyn
175 Remsen Street, 5th floor, Brooklyn, NY 11010
Telephone: 718.975.0180

Manhattan
80 Centre Street, Suite 200C, New York, NY 10013
Telephone: 718.975.1180

Queens
120-34 Queens Blvd., Suite 225, Kew Gardens, NY 11415
Telephone: 718.261.4202

Staten Island
120 Stuyvesant Place, Suite 410, Staten Island, NY 10301
Telephone: .718.727.9722

Point of Reentry & Transition (PORT) Practices

PORTline: 646.614.1000

Provides telephone assistance and in-person navigation and patient care by CHS providers in community Health + Hospitals facilities. The PORT Practices are primary-care clinics available to all individuals released from the NYC jail system. The clinics are staffed by Community Health Workers (CHWs) with lived experience and physicians who are sensitive to the challenges faced by those with histories of court involvement. Also connects patients to other treatment providers and community-based social supports. Same-day appointments are available and patients will be seen

regardless of insurance status. For information about jail-based healthcare, where to get help with reentry needs, and to be connected to the PORT Practices, call the PORTline.

Bellevue Hospital PORT Practice
462 1st Avenue, New York, NY 10016
Call or text on-site peer: 929.505.2117 (Mon–Fri 10–5)

Kings County Hospital PORT Practice
451 Clarkson Avenue, E Building, Brooklyn, NY 11203
Call or text on-site peer: 347.978.6290 (Mon–Fri 10–5)

COMMUNITY HEALTHCARE NETWORK—CARE COORDINATION HEALTH HOME PROGRAM (ES)

Administrative Office
60 Madison Avenue, 5th Floor, New York, NY 10010
Telephone: 855.246.4422
https://carecoordination.chnnyc.org

Links members to medical providers, social supports, and social services in their communities so that members can manage their conditions more effectively and avoid unnecessary ER and hospital utilization. To be eligible an individual must be 21 or over, enrolled in unrestricted Medicaid, and have either two or more chronic conditions (ie: substance use disorder, cardiovascular disease, metabolic disease, or respiratory disease) or be diagnosed with HIV or a serious and lasting mental health condition. Individuals must also have a need for care coordination. More information on specific programs and referrals is available online. Bengali, Haitian Creole, French, Russian, Mandarin, Cantonese, Urdu, Hindi, Yoruba, and Punjabi are spoken. Language Line interpreters are also available.

Free & Low-Cost Medical Care

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)—SEXUAL HEALTH CLINICS (ES)

Hotline: 347.396.7959
https://www1.nyc.gov/site/doh/services/sexual-health-clinics.page

Offers low- to no-cost services for sexually transmitted infections (STIs), including HIV, for anyone ages 12 and over regardless of immigration status, and no parental consent is necessary. Call or visit the website for a list of clinic locations across NYC. The Hotline is available Mon–Fri 9–3:30. No appointment is necessary, but know that wait times may be longer due to reduced capacity safety measures being taken.

THE ALLIANCE FOR POSITIVE CHANGE (ES)

64 West 35th Street, 3rd Floor, New York, NY 10001
Telephone: 212.645.0875 / Testing Hotline: 855.427.2692
www.alliance.nyc

Provides services for conditions including HIV/AIDS, hepatitis, substance use disorder, mental illness, and other chronic health conditions for individuals living in NYC. Programs include care management, harm reduction and recovery services, HIV and hepatitis C testing, peer education and workforce reentry services, disease prevention and coaching, and supportive housing. Services are free, confidential, and multilingual. Call or visit the website for a list of operating locations.

THE BEDFORD-STUYVESANT FAMILY HEALTH CENTER (ES)

www.bsfhc.org

1456 Fulton Street, Brooklyn, NY 11216

Telephone: 718.636.4500

1238 Broadway, Brooklyn, NY 11221
Telephone: 718.443.2428

WIC Nutrition: 20 New York Avenue, Brooklyn, NY 11216
Telephone: 718.636.4500

Offers a broad range of integrative healthcare services with an emphasis on prevention, education, and critical support services. Services include dentistry, family planning, family practice, internal medicine, nutrition, obstetrics/gynecology, pediatrics, prenatal care, psychiatry, substance use disorder assessment, and an HIV/AIDS clinic. On-site specialty services include surgical consultation, urology, cardiology, podiatry, and eye care. French Creole is spoken. Signing capability is also on-site. Telehealth services are also available.

CHARLES B. WANG COMMUNITY HEALTH CENTER ES

www.cbwchc.org

Provides primary healthcare and services including pediatric care, dentistry, mental health, OB/GYN, social work services, and health education. Visit the website for contact information for locations and services being offered, hours, and to schedule an appointment. Mandarin, Cantonese, Taishanese, Shanghainese, Fujianese, Vietnamese, and Korean are spoken. Telehealth services are also available.

COMMUNITY HEALTHCARE NETWORK ES

60 Madison Avenue, 5th Floor, New York, NY 10016
Telephone: 866.246.8259
www.chnnyc.org

A nonprofit network of New York Health Centers with over 10 locations across the Bronx, Manhattan, Brooklyn, and Queens, and a Mobile Health Center. Primary care, reproductive health, family planning, STI testing, and comprehensive HIV services provided.

Dental, mental health, foot care, prenatal care, mammogram referrals, and cancer screening are also available. Offers sliding-scale fees for people without insurance and provides services regardless of ability to pay. Call for more information, the nearest site, and languages spoken. Centers accessible to people with disabilities. Telehealth services are also available.

THE INSTITUTE FOR FAMILY HEALTH—THE TRAUMA-INFORMED LINKAGE TO CARE (TLC) CLINIC ES

230 West 17th Street, New York, NY 10011
Telephone: 646.946.4482
https://institute.org/health-care/services/the-tlc-clinic

Offers safe, sensitive, and respectful medical care for anyone who has experienced sexual violence or human rights abuses regardless of age, gender, insurance, or documentation status. Services include routine physicals, OB-GYN and pregnancy care, STI tests, pregnancy tests, birth control, diabetes care, gender-affirming care, HIV care, and PrEP. Also provides care navigation, survivor-led services and Osteopathic Manipulative Medicine (OMM). Can make referrals for mental health care, dentistry, and acupuncture. Telehealth services are also available.

MOUNT SINAI INSTITUTE FOR ADVANCED MEDICINE—MORNINGSIDE CLINIC—COMING HOME PROGRAM ES



440 West 114th Street, 6th Floor, New York, NY 10025
Telephone: 212.523.6500
https://www.mountsinai.org/patient-care/iam/services/diverse-communities

Offers comprehensive medical and support services for formerly incarcerated individuals ages 18 and over. Provides primary health/medical care, OB/GYN, mental health treatment, dental care, case management and social services, legal services, support groups, substance use counseling and more. On-site

pharmacy services are available. It is helpful to bring a photo ID, insurance card, and any medical records to the initial visit.

General Health Information Resources

NYS DEPARTMENT OF HEALTH—OFFICE OF PROFESSIONAL MEDICAL CONDUCT (OPMC) (ES)
150 Broadway, Suite 355, Albany, New York 12204
Telephone: 800.663.6114
www.health.ny.gov/professionals/doctors/conduct
Call or write to make a complaint about a doctor.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (ES)
Telephone: 311
www.nyc.gov/doh
The website provides a variety of information on common health concerns. Each health article is written in an easy-to-understand style.

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC) (ES)
Telephone: 800.232.4636
www.cdc.gov
Provides information on diseases and other health topics. Call anytime to request free publications or information on HIV/AIDS, cancer, diabetes, tobacco-related illness, nutrition, and other topics. Information on many topics is available in multiple languages.

MEDLINE PLUS
www.medlineplus.gov
A website that answers health questions, referring to authoritative information and tutorials from government agencies, medical schools, and organizations. It also has a medical dictionary, information about drugs and supplements, health news, and directories for hospitals, doctors, and dentists. Information in other languages is available on many topics.

Helplines: Physical Health

NYC TUBERCULOSIS PROVIDER HOTLINE (ES)
Telephone: 844.713.0559
https://www1.nyc.gov/site/doh/providers/health-topics/tuberculosis.page
Provides referrals to free tuberculosis clinics, testing, exams, and treatment.

AMERICAN CANCER SOCIETY HELPLINE (ES)
132 West 32nd Street, New York, NY 10001
Telephone: 800.277.2345
www.cancer.org
Cancer Information Specialists are available 24 hours a day, 7 days a week to answer questions about specific cancers, treatment options, side effects, coping with cancer, medicines, pain control, clinical trials, prevention, screening, and help locating local resources. Information packets and publications can be found on the website or requested by mail.

THE POISON CONTROL CENTER HOTLINE (ES)
Telephone: 800.222.1222 or 212.764.7667
www.poison.org
Poison specialists are available 24 hours a day to provide free, expert, and confidential guidance in a poison emergency. Translators are available for 150 different languages.

Health Insurance

For more information on Medicaid, see page 102 in the chapter *Financial Assistance.*

NYS DEPARTMENT OF HEALTH—HEALTH PLAN MARKETPLACE (ES)

Helpline: 855.355.5777 / TTY: 800.662.1220
www.nystateofhealth.ny.gov

The State of New York provides a number of public health insurance programs for eligible residents. Contact for program information and eligibility. The following is information on several kinds of public health insurance in New York City.

Medicaid: a program for New Yorkers who cannot afford to pay for medical care.

Child Health Plus: for New Yorkers under age 19 whose family income is too high to qualify for Medicaid.

Family Planning Benefit Program: provides confidential family planning services to any person of childbearing age and those 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 healthcare coverage through Medicaid.

Prenatal Care Assistance Program: includes specific plans for pregnant New Yorkers.

HIV Special Needs Plan: for people living with HIV/AIDS.

Medicare: for adults over the age of 65.

If a child is uninsured, help paying for treatment may be available through public health insurance. To request help, call the **NYC Human Resources Administration, Department of Social Services**, at **718.557.1399**.

Those who do not have health insurance but are working and making too much money to qualify for the programs above may contact the New York State of Health. Call the Helpline Mon–Fri 8–8, Sat 9–1, or visit the website for information on purchasing private plans, as well as how to apply for assistance in lowering the cost of insurance.

COMMUNITY SERVICE SOCIETY (ES)

Staff can help enroll participants in free or affordable health insur-

ance, apply for financial assistance to pay for health insurance, compare and understand different health insurance options, and renew New York Health Marketplace coverage. Also provides a specialized program to help individuals access insurance and care for mental health and substance use disorders. Services are free and confidential.

See the full listing for Community Service Society on page 105.

HIV & AIDS

NYS HIV/AIDS INFORMATION AND COUNSELING HOTLINE (ES)
AIDS Hotline: 800.541.2437 / Counseling Hotline: 800.872.2777
www.health.ny.gov/diseases/aids/general/about/hotlines.htm
Provides taped information on prevention, diagnosis, and treatment of HIV/AIDS. Provides referrals to testing, counseling programs, and treatment facilities.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)
125 Worth Street, New York, NY 10013
https://www1.nyc.gov/site/doh/health/health-topics/aids-hiv.page
Write for free brochures and information on AIDS in English or Spanish. The website also provides information on how to order a free home test kit to check HIV status, and updated information on clinics and organizations that provide direct services. For those who need emergency post-exposure prophylaxis (PEP) to prevent HIV, call the **NYC PEP Hotline** at **844.373.7692**.

NYC HUMAN RESOURCES ADMINISTRATION—HIV/AIDS SERVICES ADMINISTRATION (HASA)
Telephone: 212.971.0626 / TTY: 212.971.2731
Call for confidential information on AIDS and HIV testing and service referrals.

NYS DEPARTMENT OF HEALTH—THE HIV UNINSURED CARE PROGRAMS

Empire Station, P.O. Box 2052, Albany, NY 12220
Telephone: 800.542.2437 / TDD: 518.459.0121

www.health.ny.gov/diseases/aids/general/resources/adap

Programs provide access to free healthcare for uninsured or underinsured NYS residents living with HIV. Services help provide access to HIV and AIDS medications. The application can be downloaded from the website or requested by mail or phone.

ARGUS COMMUNITY, INC.—ACCESS PROGRAM (ES)

Provides intensive case management and services for people living with HIV. Assistance with medical care, housing, access to benefits, legal help, and other needs are provided.

See the full listing for Argus on page 136.

BOOM!HEALTH (ES)

Telephone: 718.295.2666
www.boomhealth.org

Harm Reduction Center
226 East 144th Street, Bronx, NY 10451

Wellness Center
3144 3rd Avenue, Bronx, NY 10451

Provides youth drop-in, supportive counseling, showers and food pantry (144th Street location), legal advocacy, domestic violence education, peer mentoring, case management services, support and health education, prevention education and HIV testing, and syringe services. Call for hours and services offered at each location.

BRIDGING ACCESS TO CARE (ES)

Telephone: 347.505.5000
www.bac-ny.org/new

260 Broadway, 4th Floor, Brooklyn, NY 11211

Telephone: 347.505.5120

2201-B Bedford Avenue, Brooklyn, NY 11226
Telephone: 347.505.5146

2261 Church Avenue, Brooklyn, NY 11226
Telephone: 347.505.5176

A community-service program for underserved communities in NYC living with or affected by HIV or AIDS. Provides culturally sensitive prevention education, testing, counseling and support groups, comprehensive social services and referrals, a community food pantry, and more. Harm reduction services are provided for people living with HIV who have substance use disorder histories, while the First Steps Program provides intensive outpatient substance use disorder treatment.

COMMUNITY HEALTH ACTION OF STATEN ISLAND (ES)

56 Bay Street, Staten Island, NY 10301
Telephone: 718.808.1300 / Hotline: 718.448.2255
www.chasiny.org

Offers case management to people living with HIV, education services to people who are currently incarcerated, and reentry support for people on parole, as well as support groups, domestic violence and trauma services tailored for families and LGBTQ survivors and people involved in the criminal legal system, job-search assistance, housing assistance, counseling, food bank, and a medically supervised outpatient program for clients dealing with substance use disorder. Services are free and confidential. Contact for service locations and information on the mobile food pantry.

FORGING AHEAD FOR COMMUNITY EMPOWERMENT AND SUPPORT (FACES) (ES)

123 West 115th Street, New York, NY 10026
Telephone: 212.283.9180
www.facesny.org

Provides free services to New Yorkers, including those who are chronically homeless, living with HIV/AIDS, living with substance use disorder, or living with mental illness, and court-involved individuals. Primary services include housing; HIV/AIDS/hepatitis prevention, testing, and counseling; and reentry services for court-involved people. Support services include case management, substance use disorder and mental health services, treatment adherence, entitlement advocacy and representation, vocational/educational assessment, food and nutrition programs, and health and wellness counseling. Ancillary services include art therapy, recreational activities, and after-school care for children.

THE FORTUNE SOCIETY (ES)  

29-76 Northern Blvd., Long Island City, NY 11101
Telephone: 212.691.7554
www.fortunesociety.org

Offers a range of health services to formerly incarcerated people including mental health and substance use counseling, help obtaining medical insurance and connecting participants to medical services, with tailored services available for people living with HIV. Nutritious meals are also provided for all participants. Contact for intake information.

See the full listing for The Fortune Society on page 41.

GMHC (ES)

307 West 38th Street, New York, NY 10018
Telephone: 212.367.1000 / Hotline: 800.243.7692
www.gmhc.org

Provides direct services and support for any New Yorker including youth and transgender and gender nonconforming people affected by HIV or AIDS. Offers one-on-one counseling and numerous support groups for people living with HIV or AIDS and their loved ones. Other programs include financial and legal counseling, educational workshops and training, workforce development,

mental health services including psychiatric care, substance use counseling, food pantry, housing assistance, and public education and advocacy efforts. Offers free home HIV tests with the support of a counselor and referrals for STI testing. Hotline available Mon and Fri 2–6. Free brochures and information on AIDS in English or Spanish available upon request.

HAITIAN-AMERICAN COMMUNITY COALITION (HCC) ES

3807 Church Avenue, Brooklyn, NY 11203
Telephone: 718.940.2200
www.hccinc.org

Provides services to people and families affected by HIV or AIDS. Services include health and fitness programs, housing placement assistance and mental health counseling at the Be Well Center. French and Creole are spoken.

THE HISPANIC AIDS FORUM, INC. ES

975 Kelly Street, Suite 201, Bronx, NY 10459
Telephone: 718.328.4188
www.hafnyc.org

HAF-Queens Pride House
76-11 37th Avenue, Jackson Heights, New York 10372
Telephone: 718.429.5309

Provides information, counseling, and support groups for anyone with questions about HIV or AIDS. Offers rental-assistance resources, case management, and LGBT-specific health and support services. Provides referrals and free HIV and hepatitis C testing. Write or call for free brochures. Call to make an appointment.

PLANNED PARENTHOOD OF NYC—PROJECT STREET BEAT

ES

Telephone: 855.778.2328
www.projectstreetbeat.org

Provides confidential healthcare, counseling, and support to adults and young people. Services are available to all genders, regardless of immigration status or ability to pay and includes STI screening and treatment, HIV testing and counseling, needle exchange and overdose prevention counseling, wellness exams, and gynecologic care. Call or visit the website for information on mobile unit hours, locations, and to schedule an appointment. Telehealth services are available.

AIDS Discrimination

PRISONERS' LEGAL SERVICES OF NEW YORK (PLSNY)



Provides free legal services to incarcerated people in NYS prisons, with regional offices in Albany, Buffalo, Ithaca, Newburgh, and Plattsburgh.

See the full listing for PLSNY on page 167.

NYC COMMISSION ON HUMAN RIGHTS ES

Contact to file a complaint for discrimination in employment, housing, and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, immigration or citizenship status, gender (including sexual harassment), gender identity, sexual orientation, disability, veteran or active military service member status, pregnancy, marital status, and partnership status.

See the full listing for NYC Commission on Human Rights on page 189.

Hepatitis C

AMERICAN LIVER FOUNDATION (ES)

39 Broadway, Suite 2700, New York, NY 10006
Telephone: 800.465.4837
https://liverfoundation.org/alf-greater-new-york

Provides printed information on liver disease, including hepatitis C and HIV/HCV coinfection, as well as referrals to support groups for people with HCV, community health centers, and liver specialists in the New York area.

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)—DIVISION OF VIRAL HEPATITIS

1600 Clifton Road NE, Mailstop US12-3, Atlanta, GA 30329
Telephone: 800.232.4636
www.cdc.gov/hepatitis

Provides information and publications about hepatitis C (also called HCV, or viral hepatitis C) and HCV/HIV coinfection.

Mental Health

Any person in need of psychiatric help can report to the emergency room of any municipal hospital, even without health insurance. Hospitals make referrals, link people to outpatient programs, and can help with medication if necessary.

CENTER FOR ALTERNATIVE SENTENCING AND EMPLOYMENT SERVICES (CASES)—NATHANIEL CLINIC

ES

Provides telehealth services including integrated mental health, substance use, and primary healthcare services for youth and adults.

See the full listing for CASES on page 35.

NYS OFFICE OF MENTAL HEALTH—BRONX PSYCHIATRIC CENTER

ES 

1500 Waters Place, Bronx, NY 10461
Telephone: 718.931.0600
www.omh.ny.gov/omhweb/facilities/brpc

Provides inpatient and outpatient psychiatric intervention and supportive counseling to individuals with serious mental illness. No referral necessary.

COMMUNITY ACCESS

ES

17 Battery Place, Suite 1326, New York, NY 10004
Telephone: 212.780.1400
www.communityaccess.org

Blueprint Supported Education
2090 Adam Clayton Powell Jr. Blvd., 12th Floor, New York, NY 10027
Telephone: 646.503.5600
https://www.blueprintsed.org

Provides a range of services to people living with mental health concerns including supportive housing, education and job training, health and wellness programs, and advocacy.

The Blueprint Supported Education program provides assistance

with school admissions and financial planning; course registration; skill development in studying, note-taking, and time and stress management; employment and internship opportunities; and more.

East Village Access and the Community Access Mobile Teams (Care Coordination, Intensive Mobile Treatment, Pathway Home, Shelter ACT) offer telehealth services. Contact for in-person service updates and options.

Also runs the **Crisis Respite Center**, an alternative to emergency hospitalization for individuals ages 18 and over experiencing crisis. Call **646.257.5665 (then press 0)** for more information.

FOUNTAIN HOUSE INC.

425 West 47th Street, New York, NY 10036
Telephone: 212.582.0340
www.fountainhouse.org

Provides a community-based, restorative environment for people who are living with mental illness. Offers specific youth and senior programs, pre-vocational day programs, transitional employment opportunities, a full-time employment program, subsidized food, recreation, housing alternatives, and support for members who are interested in being peer specialists. Call for membership details. Sign language also available.

GOODWILL INDUSTRIES—BRONX ACE PROGRAM

384 East 149th Street, Bronx, NY 10455
Telephone: 718.401.2555
www.goodwillnynj.org

Offers supported employment services to adults 18 and over with mental health and co-occurring substance use diagnoses. Services include intake interviews, one-on-one and group job counseling, job development and placement assistance, and off-site and on-site job coaching.

THE JEWISH BOARD—MENTAL HEALTH CLINICS (ES)

135 West 50th Street, New York, NY 10020
Telephone: 212.582.9100 / Toll-free: 888.523.276
Hotline: 844.663.2255
www.jewishboard.org

Provides individual, couple, family, and group therapy, as well as evaluation, assessment, and medication management for New Yorkers in 15 clinics throughout NYC. Programs for children, teens, trauma survivors, and those with intellectual and developmental disabilities are also available. Services include care coordination, supportive housing, addiction support, and job training. Accepts Medicaid and offers sliding-scale fees. Services are available in multiple languages. Telehealth services are available.

NATIONAL ALLIANCE ON MENTAL HEALTH (NAMI)—NYC METRO

505 8th Avenue, Suite 1103, New York, NY 10018
NYC Helpline: 212.684.3264
www.naminycmetro.org

Provides free education and support groups for individuals and families affected by mental illness. The Helpline is available Mon–Fri 10–6 to answer any questions about mental health.

NATIONAL INSTITUTE OF MENTAL HEALTH—INFORMATION RESOURCE CENTER (ES)

6001 Executive Blvd., Room 6200, Bethesda, MD 20892
Telephone: 866.615.6464 / TTY: 866.415.8051
www.nimh.nih.gov

Provides information on a range of mental health topics. The website offers a live online chat feature to field inquiries during business hours.

SERVICES FOR THE UNDERSERVED (S:US) ES

463 7th Avenue, 17th Floor, New York, NY 10018
Telephone: 212.633.6900 / Intake Services: 877.583.5336
www.sus.org

A nonprofit human services agency that offers housing, treatment and rehabilitation, skill-building, and care coordination for New Yorkers.

Counseling

JUST DETENTION INTERNATIONAL ES

3325 Wilshire Blvd., Suite 340, Los Angeles, CA 90010
Telephone: 213.384.1400
www.justdetention.org

A health and human rights organization that advocates to end sexual abuse in all forms of detention. Call, mail, or visit the website for information and resource guides for survivors of sexual violence and a state-by-state guide to legal services and psychological counseling resources for survivors who are still incarcerated, those who have been released, and their loved ones.

MUSTARD SEED COUNSELING SERVICES ES

1118 Bedford Avenue, Brooklyn, NY 11216
Telephone: 718.875.7411
www.mustardseedforensic.com

Provides assessment and treatment for individuals charged with or convicted of a sexual offense, or those involved in sexual behaviors that interfere with personal and work relationships. Call for more information on hours and fees.

QUEENS COUNSELING FOR CHANGE (QCC) ES

30-46 Northern Blvd., Long Island City, NY 11101
Telephone: 718.424.6191
www.qcfc.org

Provides group behavioral counseling services from licensed counselors. Specialized services include problematic sexual behaviors, batterer accountability, anger/aggression, bias incidents, and DWI/U (evaluation only). Medicaid/insurance accepted for sexual behavioral counseling. Telehealth services are available.

SHILOH CONSULTING

566 7th Avenue, 4th Floor, New York, NY 10018
Telephone: 212.564.7631
www.shilohconsultingllc.com

An Article 31 OMH Outpatient Clinic that provides mental health and sex offense treatment. Services provided include SIST (Strict Intensive Supervision and Treatment), Anger Management, Pre-Contemplation (Stage 1), Contemplation (Stage 2), Preparation (Stage 3), Action (Stage 4), Maintenance (Stage 5), MISO (Mentally Ill Sex Offenders), Internet Offenders, Socialization Group, Hearing Impaired, Social Interactions, and Individual and Couples Counseling. Telehealth services are available.

STOP IT NOW!

351 Pleasant Street, Suite B-319, Northampton, MA 01060
Helpline: 888.773.8368 / Telephone: 413.587.3500
www.stopitnow.org

A toll-free number for adults who are at risk for sexually abusing a child and for friends and family members of sexual abusers and/or survivors. Available Mon–Fri 12–6. All calls are confidential and will be answered by a trained staff member. Visit the website for

resource guides, an online help center, an advice column, and prevention tools.

ANTI-VIOLENCE PROJECT (AVP) ES 

Offers free and confidential support services to the LGBTQI+ community and people living with HIV who are survivors of bias violence, intimate-partner violence, pickup violence, police misconduct, HIV-related violence, rape, and sexual violence.

See the full listing for AVP on page 262.

CRIME VICTIMS TREATMENT CENTER (CVTC) ES 

40 Exchange Place, Suite 510, New York, NY 10005
Telephone: 212.523.4728 / Legal Helpline: 212.683.0605
www.cvtcnyc.org

Provides medical, legal, and psychological support for survivors of sexual assault and interpersonal violence. Services include crisis intervention, individual and group trauma-focused therapy, legal advocacy, shelter placement, and complementary therapy and psychiatric consultation. All services are confidential and free of charge. Telehealth services provided. Call to schedule an intake appointment.

MALE SURVIVOR

P.O. Box 276, Long Valley, NJ 07853
www.malesurvivor.org

Provides support and resources for male survivors of sexual trauma.

Helplines: Mental Health

NYC WELL (ES)
Telephone: 888.692.9355 / TTY: 711
https://nycwell.cityofnewyork.us
Offers free and confidential mental health support to all New Yorkers, who can speak to counselors via phone, text, or chat and get access to mental health and substance use disorder services, in more than 200 languages, 24 hours a day, 7 days a week. Provides suicide prevention and crisis counseling, peer support and short-term counseling, assistance scheduling appointments or accessing other mental health services, and follow-up services.

ANXIETY AND DEPRESSION ASSOCIATION OF AMERICA (ADAA) (ES)
https://adaa.org
Provides information on prevention, treatment, and symptoms of anxiety, depression, and related conditions. Not a direct service agency.

CHILDREN AND ADULTS WITH ATTENTION-DEFICIT/ HYPERACTIVITY DISORDER (CHADD) (ES)
Telephone: 800.233.4050
www.chadd.org
Provides information and referrals on ADHD, including local support groups. Information specialists are available at **866.200.8098**, Mon–Fri 1–5.

DEPRESSION AND BIPOLAR SUPPORT ALLIANCE (DBSA)
Telephone: 800.826.3632
www.dbsalliance.org
Provides information on bipolar disorder and depression; offers in-person and online support groups and forums.

INTERNATIONAL OCD FOUNDATION (ES)
Telephone: 617.973.5801
https://iocdf.org
Provides information on OCD and treatment referrals.

NATIONAL EATING DISORDERS ASSOCIATION (NEDA) (ES)
Helpline: 800.931.2237

www.nationaleatingdisorders.org
Provides support to individuals and families affected by eating disorders. The helpline is confidential and support is available Mon–Thu 11–9 and Fri 11–5.

NATIONAL SUICIDE PREVENTION LIFELINE (ES)
Lifeline: 800.273.8255 / TTY: 800.799.4889
Spanish: 888.628.9454
https://suicidepreventionlifeline.org
Offers free and confidential support for people in distress and prevention and crisis resources 24 hours a day, 7 days a week.

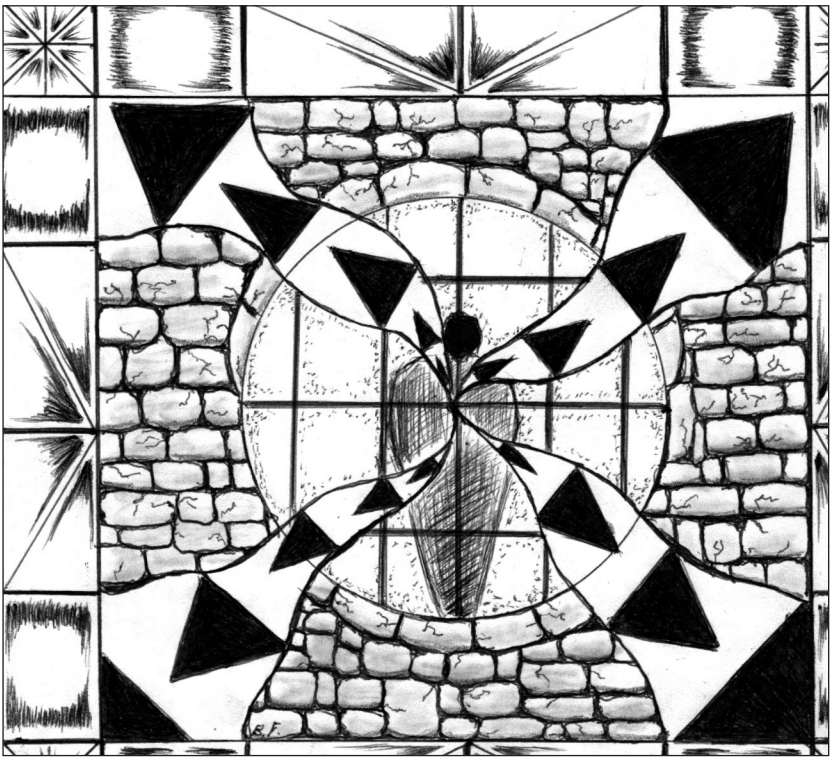
SCHIZOPHRENIA AND RELATED DISORDERS ALLIANCE OF AMERICA (SARDAA)
Telephone: 240.423.9432
https://sardaa.org
Maintains the Schizophrenia Anonymous programs, which are self-help groups that are also available as toll-free teleconferences.

SIDRAN INSTITUTE
Telephone: 410.825.8888
www.sidran.org
Provides information and referrals to manage and treat trauma and dissociation and maintains a helpline for information and referrals.

TARA
Telephone: 888.482.7227
www.tara4bpd.org
Offers a referral center for information, support, education, and treatment options for Borderline Personality Disorder.

Addiction

IF IT IS TRUE FOR YOU, IT IS TRUE FOR SOMEONE ELSE,
AND YOU ARE NO LONGER ALONE.
— COLSON WHITEHEAD



ARTWORK BY BRIAN FAGAN

USED WITH PERMISSION FROM THE ARTIST.

Treatment Programs & Organizations

Substance use disorder treatment programs are either drug-free programs (ambulatory or residential) or dependence maintenance programs, of which methadone treatment clinics are an example.

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION—BEHAVIORAL HEALTH TREATMENT SERVICES LOCATOR

https://findtreatment.samhsa.gov

An online directory for treatment programs, including residential and outpatient, around the country searchable by address, city, or zip code.

NYS OFFICE OF ADDICTION SERVICES AND SUPPORTS (OASAS)

ES

Helpline: 877.846.7369

www.oasas.ny.gov

Provides information and referrals to state-certified treatment programs and an online treatment availability dashboard, searchable by location. Call 24 hours a day, 7 days a week.

EXODUS TRANSITIONAL COMMUNITY—WELLNESS CENTER



An 822 OASAS–licensed outpatient program that provides mental health assessments and individual counseling. Services include substance use disorder treatment, anger management, and relapse prevention.

See the full listing for Exodus on page 39.

EXPONENTS



Provides treatment and recovery services, educational services, and professional development and training services for those

impacted by HIV/AIDS, substance use, incarceration, and behavioral health challenges.

See the full listing for Exponents on page 40.

NEW DIRECTIONS—ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM (ES)

500 Atlantic Avenue, Brooklyn, NY 11217
Telephone: 718.398.0800
www.newdirectionsbrooklyn.com

An outpatient treatment program. Services include individual and group counseling, family and couples counseling, anger management, art therapy, vocational/educational evaluation, and consultation. Provides services for DWI and domestic violence issues. Specialized services for court-involved individuals include individual and group counseling, supervised urinalysis and breathalyzer screening, and anger management, as well as domestic violence, parenting skills, and other educational counseling workshops. Accepts most insurance and Medicaid. Offers sliding-scale fees. Call for more information about requirements and services. Telehealth services are available.

REALIZATION CENTER

www.realizationcenternyc.com

175 Remsen Street, Brooklyn, NY 11201
Telephone: 718.342.6700

19 Union Square West, New York, NY 10003
Telephone: 212.627.9600

An outpatient treatment center. Specialized areas of service include substance use disorder, dual diagnosis, chronic relapse, binge eating disorder, hypersexual disorder, gambling disorder, DWI/DUI issues, parenting skills, codependency, depression and anxiety, healthcare services for LGBTQI+ people, and anger management. Also operates a treatment program specifically for

formerly incarcerated people as well as programs for families and adolescents ages 19–25. Sliding-scale fees. Most major insurance plans are accepted, including Medicaid. Hours are Mon–Fri 8:30am–9pm and Sat 8:30am–2pm. Telehealth services are available.

ALBERT EINSTEIN COLLEGE OF MEDICINE—MONTEFIORE-EINSTEIN DIVISION OF SUBSTANCE ABUSE  



www.einstein.yu.edu/departments/psychiatry-behavioral-sciences/division-of-substance-abuse

Montefiore Wellness Center at Melrose
260 East 161st Street, Bronx, NY 10451
Telephone: 718.993.3397

Montefiore Wellness Center at Port Morris
804 East 138th Street, Bronx, NY 10454
Telephone: 718.742.7803

Montefiore Wellness Center at Waters Place
1510 Waters Place, Bronx, NY 10461
Telephone: 718.597.3888

Offers outpatient centers. Other services include group and individual counseling, primary care, and medically supervised withdrawal services. Medicaid accepted and fees are on a sliding scale. Contact for specific program information, hours, and updated information about the medication-assisted opioid treatment program.

ADDICTS REHABILITATION CENTER (ARC)  



1881 Park Avenue, New York, NY 10035
Telephone: 212.427.1342
www.addictsrehabcenterfund.org

A drug-free faith-based residential program for people ages 18 and

over. Services include case management, HIV counseling, vocational counseling, legal assistance, and therapy and treatment. The average stay is 6–9 months.

ARGUS COMMUNITY, INC. 

760 East 160th Street, Bronx, NY 10456
Telephone: 718.401.5700 / Intake: 718.401.5720
www.arguscommunity.org

Provides treatment and prevention programs including care management and coordination, intensive residential treatment, outpatient services, career training, client money-management services, a reentry initiative, an HSE program, and youth intervention and development. Contact for more information about programs, residential treatment locations, intake requirements, and walk-in hours.

ARMS ACRES—OUTPATIENT SERVICES 

www.armsacres.com

3584 Jerome Avenue, Bronx, NY 10467
Telephone: 718.653.1537

80-02 Kew Gardens Road, Kew Gardens, NY 11415
Telephone: 718.520.1513

Outpatient clinics for those in need of alcohol or substance use disorder counseling. A broad range of services and programs are offered, which vary depending on location. No referral needed and most insurance accepted. Call for information about programs and requirements.

THE BOWERY MISSION ES

Offers short- and long-term residential programs for alcohol or substance use disorder treatment for men. Attendance at Christian

religious services is compulsory when operating, as is work detail in maintaining the residence. Identification required, preferably a Social Security card or birth certificate. Participants must arrive through Emergency Shelter and make an appointment with a social worker. Intake requirements: 90 days abstinent from alcohol or drugs, referrals from the Department of Homeless Services (DHS), and willing to take a tuberculosis test.

See the full listing for The Bowery Mission on page 84.

CREATE, INC. 

73 Lenox Avenue, New York, NY 10026
Telephone: 212.663.1975 / Clinic: 212.663.1596
www.createinc.org

An outpatient substance use disorder clinic providing treatment and recovery services. Offers specialized services for those who have co-occurring mental illness and substance use disorder, transitional living for homeless young adults, vocational counseling, job preparation and placement, day services for older people, and emergency food distribution for the hungry.

ELMCOR YOUTH AND ADULT ACTIVITIES, INC. 

107-20 Northern Blvd., Corona, NY 11368
Telephone: 718.651.0096
www.elmcor.org

Provides outpatient and residential services. The outpatient program is a medically supervised Article 32 program offering services to individuals ages 15 and over struggling with co-occurring and substance use disorders. The intensive residential program provides services for people ages 18 and over with chronic substance use disorders. Services include individual and group counseling, gender-specific groups, vocational training, health education, relapse prevention, referrals, mental health evaluations, and psychopharmacology. Letters of reasonable assurance

can be provided to assist with supportive services once a client is released.

GREENWICH HOUSE—CHEMICAL DEPENDENCY PROGRAM 

122 West 27th Street, 6th Floor, New York, NY 10001
Telephone: 212.691.2900
www.greenwichhouse.org

An 822 outpatient treatment facility. Provides individual, couples, and family treatment, group and specialty group treatment, psychiatric evaluation, dual-diagnosis treatment, and medication management and Suboxone maintenance. Also offers vocational, educational, and computer programs. Fees are on a sliding scale and Medicaid is accepted. Contact for intake information and hours.

LOWER EASTSIDE SERVICE CENTER, INC.

80 Maiden Lane, Suite 305, New York, NY 10038
Telephone: 212.566.5372
www.lesc.org

Provides a range of opioid treatment and care for New Yorkers ages 18 and over. Inpatient and outpatient services are available at various locations throughout NYC. Treatment services include individual therapy, vocational services, medical care, case management, and legal help. Mental health services, HIV/AIDS supportive housing, and primary healthcare services are also offered. Call for locations and admission instructions.

ODYSSEY HOUSE 

219 East 121st Street, New York, NY 10035
Telephone: 212.987.5100 / Helpline: 866.888.7880
www.odysseyhousenyc.org

Offers residential and outpatient treatment programs to New Yorkers living with a substance use disorder. The residential program is a drug-free community for people ages 18 and over. Outpatient services are available for people ages 12–17. Programs typically include a combination of counseling and medication along with access to support services including housing, education, and job training. Contact for more information on requirements.

PHOENIX HOUSE 

Telephone: 888.671.9392 / Admission Inquiries: 844.815.1508
www.phoenixhouse.org

A substance use disorder treatment provider for adults ages 18 and over. Offers short- and long-term residential, intensive outpatient, and general outpatient treatment. Centers are located in Queens and Long Island. Call for hours and services at each location.

QUEENS VILLAGE COMMITTEE FOR MENTAL HEALTH FOR J-CAP, INC. ES 

116-30 Sutphin Blvd., Jamaica, NY 11434
Telephone: 718.322.2500 / Intake: 718.322.2500
www.jcapprograms.com

Offers a drug-free residential treatment program for people ages 18 and over. Educational and vocational services are provided. Walk-ins welcome, but appointments by phone or referral preferred.

SAMARITAN DAYTOP VILLAGE, INC. ES 

138-02 Queens Blvd., Briarwood, NY 11435
Telephone: 718.206.2000 / Hotline: 718.943.8535
www.samaritanvillage.org

Offers intensive residential and outpatient programs in locations

throughout NYC, as well as ambulatory methadone-to-abstinence programs and an aftercare program in Queens. Other programs include medical care and health education, HIV testing, counseling, support groups, and treatment programs for youth and veterans. Also has two Peer Assisted Recovery Center (PARC) locations, where individuals in all stages of recovery can socialize and receive a range of support services. Specialized Model for Adult Re-entry (SMART) provides various classes and programs to individuals currently incarcerated or recently released. Contact for more information on services and locations.

START TREATMENT & RECOVERY CENTERS

22 Chapel Street, Brooklyn, NY 11201
Telephone: 718.260.2900
www.startny.org

A medically supervised outpatient treatment program offering comprehensive drug-free treatment. Services include mental health assessment and psychiatric referrals, relapse prevention, polydrug group, vocational and educational workshops, HIV testing and counseling, and individual and group counseling. Locations across Manhattan and Brooklyn. Contact for program information and requirements.

VIP COMMUNITY SERVICES

1910 Arthur Avenue, Bronx, NY 10457
Telephone: 718.583.5150 / Intake: 800.850.9900
www.vipservices.org

Provides recovery and wellness services to people with histories of substance use disorder including outpatient and residential treatment, health services, care coordination, HIV/AIDS prevention, education and treatment, and supportive and permanent housing. Contact for hours. Telehealth services are available.

Support Groups

AL-ANON—NYC (ES) 

4 West 43rd Street, Suite 308, New York, NY 10036
Telephone: 212.941.0094
www.nycalanon.org

Holds support meetings for the relatives and friends of a person with alcohol use disorder. Call or visit the website to find meeting information.

ALCOHOLICS ANONYMOUS (AA)—NEW YORK (ES)

307 7th Avenue, Room 201, New York, NY 10001
Telephone: 212.647.1680
www.nyintergroup.org

A support group for those recovering from alcohol use disorder open to all ages. Meetings are held throughout NYC. Contact for meeting and outreach information.

GAM-ANON FOR NEW YORK (ES)

P.O. Box 307, Massapequa Park, NY 11762
Telephone: 718.352.1671
www.gam-anon.org

A support group for individuals whose lives have been affected by someone with a gambling disorder. Call or visit the website to find meeting information.

NARCOTICS ANONYMOUS—GREATER NEW YORK REGION

154 Christopher Street, Suite 1A, New York, NY 10014
Telephone: 212.929.7117 / Helpline: 212.929.6262

www.newyorkna.org

A support group for those recovering from substance use disorder. Call or visit the website for meeting information.

NEW YORK CRYSTAL METH ANONYMOUS INTERGROUP

P.O. Box 1517, Old Chelsea Station, New York, NY 10113
Telephone: 212.642.5029
www.nycma.org

A support group for those recovering from crystal meth use. Call or visit the website for meeting information.

PILLS ANONYMOUS

Telephone: 212.874.0700
www.pillsanonymous.org

A support group for those recovering from pill use. Call or visit the website for meeting information.

SEXUAL COMPULSIVES ANONYMOUS OF NEW YORK ES



70A Greenwich Avenue, Suite 337, New York, NY 10011
Telephone: 917.722.6912
www.scany.org

A 12-step fellowship and recovery program, inclusive of all sexual orientations, open to anyone with a desire to recover from sexual compulsion, porn addiction, or romantic obsession. Literature resources are available in Spanish. There are no requirements for admission to the meetings. Call or visit the website for meeting information.

Resources & Other Services

NYS SMOKERS' QUITLINE (ES)

Telephone: 866.697.8487
www.nysmokefree.com

Provides pre-recorded tapes on how to quit smoking, access to counselors, and other materials upon request. Will check with insurance for coverage of nicotine replacement therapy. Call Mon–Thu 9–9, Fri–Sun 9–5.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)—NYC QUITS (ES)

Telephone: 311
https://www1.nyc.gov/site/doh/health/health-topics/smoking-nyc-quits.page

Offers nicotine-replacement therapy patches, along with instructions and tips on quitting smoking, at no cost to NYC smokers ages 18 and over.

AMERICAN HEART ASSOCIATION—QUIT SMOKING TOBACCO (ES)

Telephone: 800.242.8721
www.heart.org

Offers a free informational packet on the dangers of smoking and how to quit. Call 24 hours a day, 7 days a week.

NATIONAL ASSOCIATION FOR SHOPLIFTING PREVENTION (ES)

225 Broadhollow Road, Suite 400E, Melville, NY 11747

Telephone: 631.923.2737 or 800.848.9595
www.shopliftingprevention.org

Provides information on help with avoiding shoplifting. If court-ordered, the Shoplifters Alternative Course (SA Course) can be done either by mail or online. The SA Course is available for adults in Spanish in the CD and workbook form only.

NEW YORK HARM REDUCTION EDUCATORS (NYHRE) (ES)

104-106 East 126th Street, 1A, 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 support services including counseling, legal assistance, case management and referrals to HIV testing, substance use disorder treatment, medical care, and food pantries. Location accessible to people with disabilities. Contact for hours and more information on services.

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION (SAMHSA) (ES)

Telephone: 877.726.4727
www.samhsa.gov

Provides nationwide treatment options, support group information, and a referral service operating 24 hours a day. Visit the website for alcohol and drug information. Assistance available in multiple languages.

Helplines

NYS HOPELINE (ES)
HOPEline: 877.846.7369
https://oasas.ny.gov/hopeline
Offers help 24 hours a day, 365 days a year for alcohol use disor-

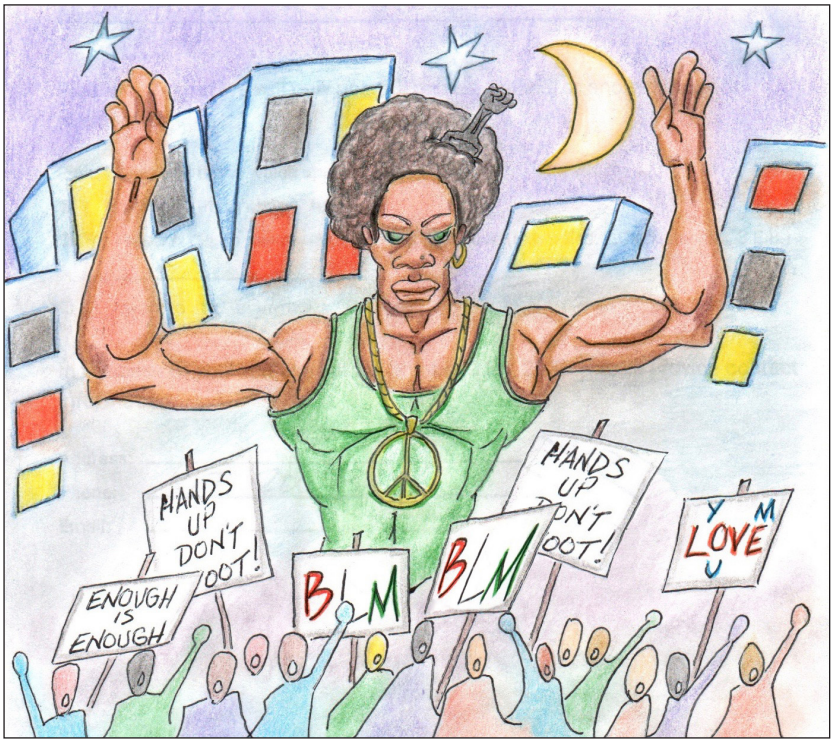
der, substance use disorder, and gambling disorder. All calls are toll-free, anonymous, and confidential.

NYC WELL (ES)
Telephone: 888.692.9355
https://nycwell.cityofnewyork.us
Offers help 24 hours a day, 365 days a year for alcohol use disorder, substance use disorder, and gambling disorder. Provides referrals to free and low-cost services in NYC.

Legal

A COMMON MISCONCEPTION ABOUT EQUITY IS THAT IT SIMPLY REQUIRES APPLYING THE SAME RULES IN THE SAME WAY IN EVERY INSTANCE. BUT JUSTICE REQUIRES AN ABILITY TO BEND THE RULES. RULES DON'T HOLD US TOGETHER, DON'T UNITE US—THE GRAVITY OF HUMAN CONNECTION DOES.

— VIRGINIA EUBANKS



ARTWORK BY D. GAMBLE

USED WITH PERMISSION FROM THE ARTIST.

For detailed information on how to clean up one's rap sheet, restore one's rights, and avoid discrimination while looking for work, see *The Job Search* chapter, starting on page 309.



Police Interactions: Know Your Rights

The following includes information from the ACLU that can be found at **www.aclu.org/know-your-rights/stopped-by-police**.

A note from ACLU: Being stopped by police is a stressful experience that can go bad quickly. The following information describes what the law requires and also offers strategies for handling police encounters. The burden of de-escalation does not fall on private citizens—it falls on police officers. However, you cannot assume officers will behave in a way that protects your safety or that they will uphold your rights even after you assert them. You may be able to reduce risk to yourself by staying calm and not exhibiting hostility toward the officers. The truth is that there are situations where people have done everything they could to de-escalate a police encounter, yet still ended up injured or killed.

Your rights

- You have the right to remain silent. To exercise that right, say so out loud.
- You have the right to refuse to consent to a search of yourself, your car, your home, or your electronic devices. To exercise that right, say so out loud.
- If you are not under arrest, you have the right to walk away.
- You have the right to a lawyer if you are arrested. Ask for one immediately.

How to reduce risk to yourself

- Try to stay calm.
- Do not run, resist, or obstruct the officers.
- Keep your hands where the police can see them.
- Do not lie or give false documents.

If you are stopped for questioning

- Ask, “Am I free to leave?” If the officer says yes, calmly and silently walk away. If you are being detained or under arrest, you have a right to know why.
- If police say you are not free to leave, then you are being detained, but not necessarily arrested. You may be asked for identification and although you are not legally required to carry an ID in New York City, in many cases it’s safer to show an ID.
- You have the right to remain silent and cannot be punished for refusing to answer questions. If you wish to remain silent, say aloud, “I am choosing to remain silent.”
- Everything you say or do can and will be used against you in a court of law. Remember that law enforcement is specially trained to use your words and actions to justify arrest, prosecution, and conviction.
- You do not have to consent to a search of yourself or your belongings, but police may pat down your outermost clothing if they suspect a weapon. You should not physically resist, but you have the right to refuse consent for any further search. If you do consent, it can affect you later in court. Say out loud, “I do not consent to this search.”

If you are stopped in your car

- Both drivers and passengers have the right to remain silent. If you are a passenger, you can ask if you are free to leave. If yes, silently leave.
- Stop the car in a safe place as quickly as possible. Turn off the car, turn on the internal light, open the window and place your hands on the wheel. Avoid making sudden movements.
- Upon request, show police your driver’s license, registration, and proof of insurance.
- If an officer or immigration agent asks to look inside your car, you can refuse to consent to the search and should say so out loud. But if police believe your car contains evidence of a crime, your car can be searched without your consent.

If police officers come to your home

- You do not have to let them in unless they have certain kinds of warrants, signed by a judge.
- Ask the officer to slip the warrant under the door or hold it up to the window so you can inspect it. A search warrant allows

police to enter the address listed on the warrant, but officers can only search the areas and for the items listed. An arrest warrant allows police to enter the home of the person listed on the warrant if they believe the person is inside.
- Even if officers have a warrant, you have the right to remain silent. If you choose to speak to the officers, step outside and close the door.

If you are arrested

- For your safety, do not resist arrest, even if you believe the arrest is unfair.
- Say you wish to remain silent and ask for a lawyer immediately. Do not give any explanations or excuses. If you can't pay for a lawyer, you have the right to a free one. Do not say anything, sign anything or make any decisions without a lawyer.
- If you have been arrested contact **Good Call** at **833.346.6322** (**833.3.GOODCALL**) for free legal support.
- You have the right to make a local phone call. The police cannot listen or record your call if you call a lawyer.
- Prepare yourself and your family in case you are arrested. Memorize the phone numbers of your family and your lawyer. Make emergency plans if you have children or take medication.
- If bail is set and you can't afford it, ask your lawyer about contacting a bail fund.

DNA Collection

In New York, the police are required to get a warrant or court order before taking your DNA. Ways to protect against unwarranted DNA collection include:

- Stating aloud that you do not consent to the police taking your DNA swab without a warrant or court order.
- Avoiding drinking, smoking, or chewing gum in police custody, as used items have your DNA on them.
- Keeping your mask and other PPE as you go through the arrest process, as those items have your DNA on them.
- Parents with a child in custody can tell the police that they do not consent to any collection of their child's DNA either through a swab or from something the child ate or drank.

If you feel your rights have been violated

- Remember, it can be dangerous to challenge police misconduct

on the street. Do not physically resist officers or threaten to file a complaint.

- Write down everything you remember, including officers' badge and patrol car numbers, which agency the officers were from, and any other details. Get contact information for witnesses. If you are injured, seek medical attention and take photographs of your injuries.
- File a written complaint with the agency's internal affairs division and/or the civilian complaint board. In most cases, you can file a complaint anonymously if you wish. Visit **https://www1.nyc.gov/site/ccrb/index.page** or call **800.341.2272** to file a complaint to the **NYC Civilian Complaint Review Board**.

What you can do if you witness police abuse or brutality

- You have a right to record or photograph police interactions, as long as you do not interfere with or obstruct their movements.
- Do not try to hide the fact that you are recording. When they are performing their jobs, police officers do not have the same privacy protections as civilians. However, recording or photographing civilians without their permission can put them at risk for additional surveillance.
- Police officers may not confiscate or demand to view your photographs or video without a warrant, and they may not delete your photographs or video under any circumstances. If an officer orders you to stop recording or orders you to hand over your phone, you should politely but firmly tell the officer that you do not consent to doing so, and remind the officer that taking photographs or video is your right under the First Amendment. Be aware that some officers may arrest you for refusing to comply even though their orders are illegal. The arrest would be unlawful, but you will need to weigh the personal risks of arrest (including the risk that officers may search you upon arrest) against the value of continuing to record.
- Whether or not you are able to record everything, make sure to write down everything you remember, including officers' badge and patrol car numbers, which agency the officers were from, how many officers were present and what their names were, any use of weapons (including less-lethal weapons such as Tasers or batons), and any injuries suffered by the person stopped. If you are able to speak to the person stopped by

police after the police leave, they may find your contact information helpful in case they decide to file a complaint or pursue a lawsuit against the officers.

In Public Housing

- You have the same rights as anyone else on the street or in private housing.
- Police can approach you inside public housing if they think you are violating a NYCHA House Rule, such as hanging out in the lobby. They may ask for ID and ask questions about what you're doing and where you're going. But, unless they have "reasonable suspicion" that you have, are, or are about to commit a crime, you have the right to walk away and not answer their questions. You should handle this situation like any other police interaction.
- If police check to verify whether you are a resident or a resident's guest, they are detaining you in a "stop." They cannot do this unless they have "reasonable suspicion" that you are trespassing or committing another crime. You should handle this situation like any other police interaction.
- If police believe you are trespassing in public housing, they may give you the opportunity to leave before arresting you. If police ask you to leave and you don't, they may arrest you.
- It is the NYPD's policy that they can arrest anyone, including residents, found on the roof, roof landing (top of the stairs), or other alleged "restricted areas" regardless of what you are doing there.



Protest Safety & Rights

It's important to understand the risks of attending a protest, including the risk of arrest and detention, which have different implications for different people, including legal complications and safety risks for people with previous criminal legal system involvement, undocumented immigrants, people with disabilities, transgender and gender nonconforming people, and others.

The following information is compiled from the ACLU, NYCLU, and The Legal Aid Society.

You Have the Right to Protest

- New Yorkers have the constitutional right to engage in protest activity on public sidewalks and streets, and in public parks. This includes the right to distribute flyers or leaflets; the right to hold press conferences, demonstrations, and rallies; and the right to march on public sidewalks and in public streets. The City can impose restrictions, and in some instances requires a permit.
- The police may issue a dispersal order. If they do, they are obliged to provide clear notice and an opportunity for you to leave the area.

General Information if You Are Arrested

- If you are detained, questioned, or arrested, it is your right to remain silent. Anything you say can be used against you or others.
- If you are arrested, it is your right to ask for a lawyer immediately. The **National Lawyers Guild** specializes in representing people arrested during protest. The phone number of the **NYC Chapter** of the **National Lawyers Guild** is: **212.679.6018**.
- If you or someone you know was falsely arrested or a victim of police misconduct during a protest, contact **The Legal Aid Society** at **212.298.3303**.

Protect Your Digital Security

Every electronic device that you have with you has the potential to be taken by law enforcement if you are arrested. Ways to protect digital security include:

- Disabling face/fingerprint unlock on your phone and using strong passcodes of 10 characters or more.
- Turning off GPS, Bluetooth, WiFi, and all location services.
- Reviewing your social media privacy settings to limit who can see your posts and accounts.
- You have the right to refuse a search of your devices and you are not required to unlock your device for police. To ensure your refusal is known, you can state it out loud if asked.
- Do not tag or post identifiable images of people without their permission. Doing so puts people at risk for additional surveillance.
- If your phone is confiscated, attempting to remotely wipe your device can result in criminal charges against you.

- Paying for your MetroCard with a credit card connects the MetroCard and your movements to your identity.

For more information about digital surveillance and protesting, visit the guide by the **Electronic Frontier Foundation** (**EFF**) at **https://ssd.eff.org/en/module/attending-protest**.



Digital Policing & Surveillance

New technology has given law enforcement agencies (such as the NYPD and ICE) more tools to use when policing. Digital information is being collected and stored, and law enforcement agencies use this information to watch, assess, and arrest people. Laws have struggled to keep up when it comes to people's digital privacy rights, meaning that digital surveillance is currently used without many regulations.

Advanced technology used by federal, state, and local law enforcement agencies includes predictive policing, automated decision-making and risk-assessment systems, face and voice recognition, and other digital surveillance tools. These tools use artificial intelligence and algorithms, but it is not always publicly known how, where, or when they are being used.

Digital information being collected is used to create files on specific people or to create databases of groups of people. Law enforcement databases can be over-inclusive and racially discriminatory because the data collected reflects biased assessments and existing surveillance. The gang database created and used by the NYPD does not require any evidence of criminality or suspicion of wrongdoing in order for a person to be added. People are not notified when they are included in the database, and minors may be added to the NYPD gang database without parental notification. There is no official way to challenge inclusion and no criteria or protocol for removal from the gang database.

The NYPD has stated that there are two ways in which a person can be added to the database. One way is if a person admits to police that they are a gang member, if they make an admission on social media, or if they are identified as a gang member by two

of what the police consider reliable sources. The second way is if a person meets two or more of the following criteria: being in a location associated with a gang, wearing colors associated with a gang, using hand signs associated with a gang, having tattoos associated with a gang, and association with gang members in person or online, such as connections on social media ("liking," being tagged in pictures, or commenting on posts).

Visit the Legal Aid Society's webpage at **https://legalaidfoil.backspace.com** for more information on the gang database, including information on submitting a Freedom of Information Law (FOIL) request about being in the gang database.

Phone Surveillance in NYC and NYS Facilities

Securus Technologies, LLC (Securus) is a prison technologies firm that delivers telephone services in New York State Department of Correction and Community Supervision (DOCCS) and New York City Department of Correction (DOC) facilities.

Phone calls and conversations made by people who are currently incarcerated are recorded, logged, and analyzed. Speaker recognition technology is used to identify people by their voice. Those who are currently incarcerated are required to record their voice in order to gain access to use the phone system. With each person's voice on file, the technology can identify who is speaking within the first few seconds of each phone call. The people who they speak to on the phone (friends, families, advisers, minor children, etc.) can be identified by their voices and included in a database that can compare voices and identify potential matches. A loved one who accepts a call from a facility may not be able to be identified by name, but the system can record information such as their phone number, how often they call, who they are in conversation with, and what they say. Additionally, the voices of previously incarcerated people will remain in the database and those people would be identifiable by name if they accepted a call from a facility. Background conversations of people not on the call can also be picked up and recorded.

In addition to identifying who is speaking on a phone call, Securus is also able to conduct real-time, undetectable monitoring by live investigators. The investigators are assisted by an automated

"covert alert" feature, which alerts an investigator when a flagged person places a phone call, and immediately and clandestinely connects the investigator to that call. Further, their technology can identify "suspicious" key words or phrases and suspected criminal activity. Securus's methods of defining suspicious key words, or what constitutes suspected criminal activity, are proprietary and therefore not subject to public scrutiny.

Some phone calls are considered private, such as those subject to attorney-client privilege, and the system designates certain phone numbers as "private," automatically eliminating them from monitoring or recording, and listing them as "private" in call logs. However, Securus does not publicly share information about how it remains accountable for following protocols around private phone calls.

Further privacy issues arise regarding data storage and retention. DOCCS officials can access the database remotely on an internet browser with only a username and password and without the need to be on a DOCCS network. Other users with access to the database, such as local police departments, can retain recordings indefinitely, with the ability to copy recorded conversations onto any external device connected to the user's personal computer.

Until there are laws in place to protect the privacy of currently and formerly incarcerated people and their loved ones, it is important to be aware of these privacy risks and to use the phone system in any facility with caution.

For more information visit the **Surveillance Technology Oversight Project** (**STOP**)'s website at **www.stopspying.org/listening-beyond-the-bars**.

Changes to NYC DOC Family Visiting

Due to COVID-19, the NYC DOC canceled in-person visiting and transitioned to video visitation that can be done using any electronic device with a camera, an internet connection, and an active email account. This change impacts visitor privacy. With the new video visitation format, **all family visits are recorded**. The new protocol to record all family visits does not align with previously established minimum standards of visitor privacy and incarcerated people and their families should be aware of the privacy implications.

According to NYC Board of Corrections Minimum Standards (policies that define the rights of incarcerated people and their families in NYC), family visits should be considered private. The standards that govern surveillance of family visiting are outlined in the NYC Administrative Code, Title 40, section § 1-09 (g), and read as follows:

> *(5) Supervision shall be provided during visits solely to ensure that the safety or security of the facility is maintained.*
> *(6) Visits shall not be listened to or monitored unless a lawful warrant is obtained, although visual supervision should be maintained.*

The full text of the NYC Board of Corrections Minimum Standards can be found at **https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYCrules/0-0-0-79126**.

Phone calls are also regularly recorded, however a significant difference is that loved ones do not need to pre-register personal information in order to receive a phone call from a DOC facility. (It is still important to be aware that one's voice is recorded, along with the content of their conversation, and the phone number being called.) In contrast, video visits require a visitor's name, address, date of birth, phone number, email address, and a scan or photo of a valid government-issued ID. With a video visit, personal identifiable information about each visitor is recorded, along with video and audio of each visit. The DOC does not state how long the recordings are kept, with which other agencies the recordings are shared, or how the recordings can be used, other than stating that, "Any statements made during your visit can be shared with law enforcement."

The DOC's Visitor Televisit information page can be found at **https://www1.nyc.gov/site/doc/inmate-info/televisits.page**.

Be aware of what you post on social media

Law enforcement agencies use social media in many ways including browsing social media (Facebook, Instagram, etc.), creating fake profiles and pages (to gain access to both public and non-public information), and monitoring and tracking search words and hashtags (#s) people use on social media websites. Law enforcement agencies also monitor friend connections, people you follow,

people who follow you, group page affiliations, and "likes" to create a profile on a person. Be aware that there are ways for law enforcement agencies to access more information (such as location data) on things you post, such as videos or images.

It is important to remember that anything you post publicly, either on a public page or in public groups, can be legally used against you or another person. No subpoena is required for accessing public data like this. Even if you use privacy settings, everything you post online is in some way accessible to everyone. While you may be able to delete a post or your profile later, during the time between making the post and deleting it, law enforcement may have already preserved a copy or someone may have saved it or posted it somewhere that you do not have the ability to delete it from. Do not post something online if you do not want everyone (including law enforcement agencies) to see it.

Know about location data and how police use it

Law enforcement agencies use location data from cell phones to find and track people. Your cell phone itself, and nearly every individual app on your phone, can track your location. Turning off or disallowing the location tracking in the settings of your phone will limit the ability for your phone to be tracked.

When you have location enabled for an app, that information is stored and law enforcement agencies can issue a warrant to see your cell phone's location. For example, Google keeps location information and the history is detailed enough to describe the street-by-street movements of a person.

Make sure to go through the settings on your cell phone. Check to see if location services are enabled for the apps on your phone.

Resources

The **Electronic Frontier Foundation** (**EFF**) works to protect online privacy. EFF's project **Surveillance Self-Defense** is a website that offers tips, tools, and how-tos for safer online communication, that can be accessed at **https://ssd.eff.org/en**. The website provides basic information on how online surveillance works and tool guides with instructions on installing secure applications that can help protect your privacy. The Further Learning section has tips on how to reduce the risk to yourself in different scenarios, such as being

in Facebook Groups, protecting yourself on social networks, things to consider when crossing the border, and more.

The **Surveillance Technology Oversight Project (STOP)** litigates and advocates for privacy, fighting discriminatory and excessive local and state-level surveillance. Research and more information can be found at **https://stopspying.org** including how to request Know Your Rights training and workshops.

The **Brennan Center for Justice** has a resource called *New York City Police Department Surveillance Technology*, which provides an overview of the NYPD's surveillance technology, based on publicly available information, as well as the potential impact of the use of these tools, in chart form available online at **www.brennancenter.org/our-work/research-reports/new-york-city-police-department-surveillance-technology**.

Representation & Assistance



Discovery Law

In 2020, New York State replaced its discovery law with a new statute that requires evidence sharing between the prosecution and defense on an accelerated timeline. Three months later, the statute was amended, relaxing the timeline and limiting disclosure of certain witnesses' identifying information.

Even under the less stringent guidelines, the reform may shrink case processing times by facilitating the defendant's ability to prepare a defense, and potentially removing incentive to accept an unfavorable plea deal.

More information is available at **www.courtinnovation.org/publications/discovery-NYS**.

THE BRONX DEFENDERS (ES)

360 East 161st Street, Bronx, NY 10451
Telephone: 718.838.7878 / Emergency Hotline: 347.778.1266

www.bronxdefenders.org

A public defender organization representing Bronx residents in civil, criminal, family, housing, and immigration court. Provides reentry services and advocacy on behalf of individuals eligible for alternative-to-incarceration programs. In case of a legal emergency, call the 24-hour emergency hotline.

BROOKLYN DEFENDER SERVICES (BDS) ES 

177 Livingston Street, 7th Floor, Brooklyn, NY 11201
Telephone: 718.254.0700 / Toll-free: 888.898.0700
Family Defense Practice: 347.592.2500
www.bds.org

Provides free legal representation to people who cannot afford an attorney. Attorneys are assigned cases by the court system, but can provide referrals, legal education, and brief legal advice on a case by case basis. Attorneys specialize in criminal defense for people arrested in Brooklyn, family defense for parents or caretakers with an open ACS (child welfare) case or being investigated by ACS, and immigration cases for people at risk of deportation. Provides additional legal and social work services for clients, including civil legal advocacy, such as educational needs of clients or their children, housing and benefits advocacy, affirmative immigration applications, and reentry support.

COMMUNITY SERVICE SOCIETY ES 

Legal Hotline: 646.759.8088

Offers advice, brief service, and legal representation for individuals facing barriers to reentry in employment, licensing, housing, and civic engagement. Attorneys also represent individuals in motions to seal convictions. All services are free of charge.

See the full listing for Community Service Society on page 105.

THE EXONERATION INITIATIVE (EXI) ES 

223 Broadway, Suite 2370, New York, NY 10279
Telephone: 212.965.9335
http://exonerationinitiative.org

Provides free legal assistance to wrongfully convicted people in New York on cases that lack DNA evidence. Cases are reviewed with a focus on weak evidence that has recently proven unreliable such as mistaken eyewitnesses, false confessions, police misconduct, and perjury. Participants or their family members can write or call directly for case evaluation forms, or complete the forms online.

FEDERAL DEFENDERS OF NEW YORK ES 

www.federaldefendersny.org

Eastern District
One Pierrepont Plaza, 16th Floor, Brooklyn, NY 11201
Telephone: 718.330.1200

Southern District
52 Duane Street, 10th Floor, New York, NY 10007
Telephone: 212.417.8700

Defends those accused of federal crimes who cannot afford representation. Clients are referred from the court. Also represents clients on appeals and continues to provide help with reentry programs for recently released people with substance use disorder and mental illness. The Eastern District serves Brooklyn, Queens, Staten Island, and Long Island. The Southern District serves Manhattan, the Bronx, and counties north of New York City. Can be contacted through an individual's public defender.

GOOD CALL ES

Telephone: 833.346.6322
https://goodcall.nyc

A hotline and emergency contact directory designed to assist people in New York City immediately after an arrest. Call 24 hours a day, 7 days a week for free immediate legal support.

When someone is arrested, their phone is taken away, and they may not have memorized the phone numbers of all the people they want to reach. When someone calls the hotline, they are connected to a free lawyer. If the person arrested has saved their loved ones' contact information in Good Call's directory, their new lawyer can search the directory to get in touch with friends and family. Family members and friends can also add their own information to make sure they are alerted and connected with a lawyer in case their loved ones are arrested. The service is free and confidential.

THE INNOCENCE PROJECT 

40 Worth Street, Suite 701, New York, NY 10013
Telephone: 212.364.5340
www.innocenceproject.org

Represents clients seeking post-conviction DNA testing to prove their innocence. Only considers cases 1) that are post-conviction, 2) that have physical evidence that, if subjected to DNA testing, will prove that the defendant is actually innocent, 3) where the defendant was convicted of a crime, and 4) where the crime occurred in the United States, but not California, Washington, Ohio, or Wisconsin. Contact by mail with a brief letter stating the defendant's name, the conviction, date of arrest, sentence, contact information, the defendant's claim to innocence, and the city, state, and county of the case.

LAMBDA LEGAL ES

120 Wall Street, 19th Floor, New York, NY 10005
Telephone: 212.809.8585
www.lambdalegal.org

Provides help and advocacy for the LGBTQI+ community and those

living with HIV who have faced discrimination of any kind. The website includes rights publications and other resources. The Help Desk provides information and resources regarding discrimination related to sexual orientation, gender identity and expression, and HIV status. Please note that calls will not be initially answered by an attorney and that help desk analysts cannot give legal advice. Walk-ins not accepted.

LEGAL ACTION CENTER (LAC) ES 

225 Varick Street, New York, NY 10014
Telephone: 212.243.1313
www.lac.org

Provides free legal services to New Yorkers with records of arrest and conviction, experience with substance use disorder, and people living with HIV or AIDS. Client services include help overcoming employment barriers, fighting discrimination, and protecting confidentiality. Also provides free rap sheets (arrest and conviction records) and helps people correct rap sheet errors, apply to seal eligible cases, and apply for Certificates of Relief from Disabilities and Certificates of Good Conduct. Provides additional legal services for people with substance use disorder or living with HIV or AIDS. Must call to set up an appointment.

LEGAL AID SOCIETY ES 

199 Water Street, 3rd Floor, New York, NY 10038
Telephone: 212.577.3300
Prisoners Rights Project: 212.577.3530 (Mon–Fri 9–5 for conditions in prison or jail)
www.legal-aid.org

Offers free legal counsel and advice to NYC residents who cannot afford a private lawyer. Please contact the civil office in your local borough if you have legal questions about housing, benefits, disability, domestic violence, family issues, health, employment, immigration, HIV/AIDS, and elder law. Please contact the criminal office in the borough where you were arrested if you need an attor-

ney in a criminal trial, appeal, parole revocation or prison condition concern. The juvenile rights practice provides representation for children who appear before the family court in matters involving child protective proceedings, juvenile delinquency, people in need of supervision (PINS), and in appellate cases involving children. Legal Aid provides free representation to low-income individuals.

The Parole Revocation Defense Unit can provide legal representation and social work diversion services to a person who is charged with violating the conditions of their release. An attorney will be appointed to the individual at their first hearing. If the individual is not eligible for a Legal Aid lawyer, they can write the supreme court of the county they are in to request court-appointed counsel. If an individual has a parole problem anywhere outside the 5 boroughs of NYC, they must write to the local court of that area.

The following are numbers by borough (call Mon–Fri 9–5):

Bronx Criminal Defense: 718.579.3000
Bronx Civil: 718.991.4758

Brooklyn Criminal Defense: 718.237.2000
Brooklyn Civil: 718.722.3100

Manhattan Criminal Defense: 212.732.5000
Manhattan Civil: 212.426.3000

Queens Criminal Defense: 718.286.2000
Queens Civil: 718.286.2450

Staten Island Criminal Defense: 347.422.5333
Staten Island Civil: 347.422.5333

LEGAL HAND ES

www.legalhand.org

250 Kingston Avenue, Brooklyn, NY 11213
Telephone: 718.619.4248

650 Rockaway Avenue, Brooklyn, NY 11212
Telephone: 347.404.9585

149-13 Jamaica Avenue, Jamaica, NY 11435
Telephone: 646.741.6411

1759 Jerome Avenue, Bronx, NY 10453
Telephone: 929.222.2015

713 East Tremont Avenue, Bronx, NY 10457
Telephone: 929.222.2014

Provides free legal information, assistance, and referrals to residents of New York from non-lawyer volunteers trained and assisted by a legal services attorney. Services include public benefits, employment, housing, family, immigration, health, divorce, and domestic violence. Call to make an appointment.

LEGAL SERVICES NYC ES

40 Worth Street, Suite 606, New York, NY 10013
Telephone: 646.442.3600
Legal Assistance Hotline: 917.661.4500
www.legalservicesnyc.org

Provides free civil legal services to those who are income-eligible in offices located throughout NYC. Attorneys represent clients in matters relating to housing, welfare, and public benefits. The reentry practice represents people who are having trouble obtaining or keeping employment because of past criminal history and provides advice or representation to people seeking Certificates of Relief or Good Conduct, help negotiating with employers, and representation to clients in affirmative litigation against employers and agencies that discriminate against them because of criminal history. Individuals who wish to legalize a name change can call or write for more information or find the location of the neighborhood legal office for which one is eligible. Help is available in any language. Call Mon–Fri 10–4.

LGBT BAR ASSOCIATION OF GREATER NEW YORK (LEGAL) ES 

Administrative Office
601 West 26th Street, Suite 325-20, New York, NY 10001
Telephone: 212.353.9118
https://lgbtbarny.org/helpline

Provides several legal services to the LGBTQI+ community including a helpline, a virtual legal clinic, and an online legal help platform. Staffed by volunteer attorneys who are available to provide general guidance and legal referrals, but not legal representation.

MOBILIZATION FOR JUSTICE ES

100 William Street, 6th Floor, New York, NY 10038
Telephone: 212.417.3700
http://mobilizationforjustice.org

Offers free legal assistance to low-income New Yorkers to resolve legal problems in the areas of housing, civil rights, disability rights, aging rights, bankruptcy, tax, consumer, employment, government benefits, immigration, and kinship care. Provides advice, counsel, and representation to help people with past criminal records reenter the workforce. Online resources are available in Spanish and Chinese. Translators are available for most languages.

NEIGHBORHOOD DEFENDER SERVICE OF HARLEM ES

317 Lenox Avenue, 10th Floor, New York, NY 10027
Telephone: 212.876.5500
www.ndsny.org

Provides legal representation to residents of Harlem. Practice areas include pre-arrest services, criminal defense, family defense, housing defense, immigration defense, and youth law.

NEW YORK CITY BAR LEGAL REFERRAL SERVICE (ES)



42 West 44th Street, New York, NY 10036
Telephone: 212.626.7373 / Spanish: 212.626.7374
www.citybarlegalreferral.org

Assists with finding help with legal matters. Offers referrals to an experienced, screened, and approved lawyer or the right resource. Initial consultations are 30 minutes at no charge. If further consultation or representation with the lawyer is needed, fees are agreed with the lawyer.

NEW YORK COUNTY LAWYERS ASSOCIATION (NYCLA)—LEGAL COUNSELING PROJECT

14 Vesey Street, New York, NY 10007
Telephone: 212.267.6646
www.nycla.org

Provides free legal consultations to individuals seeking help in the areas of family law, employment law, and landlord/tenant law. Individuals are able to speak one-on-one with an attorney by making an appointment at a weekly evening clinic to discuss their legal problems, ask questions, and explore options and solutions.

NEW YORK LEGAL ASSISTANCE GROUP (ES)

7 Hanover Square, 18th Floor, New York, NY 10004
Telephone: 212.613.5000
COVID-19 Legal Resource Hotline: 929.356.9582
www.nylag.org

Provides free civil legal services to low-income individuals and families who would otherwise be unable to access legal assistance. Practice areas include healthcare, public benefits, housing, consumer protection, disaster relief, special education, financial counseling, immigration, family law, LGBTQ law, and employment

law. Call the Hotline Mon–Fri 7am–1pm and leave a message to receive a follow-up call.

PAROLE PREPARATION PROJECT 

168 Canal Street, 6th Floor, New York, NY 10013
Telephone: 347.620.5906
www.paroleprepny.org

An advocacy organization that works and collaborates with incarcerated individuals who are serving life sentences in NYS Prisons but are parole-eligible. Volunteers are trained to work alongside parole applicants, many of whom have been incarcerated for decades and denied parole, despite being eligible for release. Those interested can write a letter directly.

PRISONERS' LEGAL SERVICES OF NEW YORK (PLSNY)



Central Intake Unit
41 State Street, Suite M112, Albany, NY 12207
Telephone: 607.273.2283
www.plsny.org

Provides free legal services to incarcerated people in NYS prisons, with regional offices in Albany, Buffalo, Ithaca, Newburgh, and Plattsburgh. Handles cases involving mental health and medical care, discrimination, guard brutality, prison disciplinary matters, excessive use of force, conditions of confinement, sentence calculation, jail time credit, immigration, and clemency appeals. Decisions to provide legal counsel are determined on a case-by-case basis.

URBAN JUSTICE CENTER 

40 Rector Street, 9th Floor, New York, NY 10006
Telephone: 646.602.5600
www.urbanjustice.org

A legal services and advocacy organization serving residents of NYC. Composed of 13 initiatives consisting of Asylum Connect, The Brave House, College Athlete Advocacy, Domestic Violence Project, Human Rights Project, Freedom Agenda, Mental Health Project, Youth Project, Power of Purpose, Safety Net Project, Sex Workers Project, Street Vendor Project, and the Surveillance Oversight Technology Project. An interpreting service is available.

Research Resources

Many of the city's public libraries have small circulating collections of legal handbooks for non-lawyers on topics like employment law, family law, tenants' rights, copyright and patent law, small business incorporation, and more.

A robust collection of legal material can be found at the New York Public Library's Business Center at Stavros Niarchos Foundation Library, located at 455 Fifth Avenue, New York, NY 10016. For more information on the Business Center, see page 316.

COLUMBIA HUMAN RIGHTS LAW REVIEW—A JAILHOUSE LAWYER'S MANUAL (JLM) ES

435 West 116th Street, New York, NY 10027
Telephone: 212.854.1601
http://jlm.law.columbia.edu

A handbook of legal rights and procedures designed for currently incarcerated people, available for free online. Physical copies must be purchased. In addition to the JLM, the Texas and Louisiana State supplement and an Immigration and the Consular Access supplement are available. Orders can be placed online or through the mail. Contact for information on pricing and order forms by mail.

Note during COVID-19
Expect delays in delivery and use the new mailing address below, email **jlm.board.mail@gmail.com**, or call **646.470.2054**.

A Jailhouse Lawyer's Manual
Attn: Hanna Lauritzen
1525 Miramonte Avenue #3249
Los Altos, CA 94024

PUBLIC ACCESS LAW LIBRARIES

The following are public access law libraries located in New York City. Please be aware that law librarians cannot give legal advice, interpret legal material, or recommend language for use on legal documents. Contact for the most updated information about services being offered. Visit **https://askalawlibrarian.nycourts.gov/faq/274972** for remote legal reference services via online chat, text, or email.

Bronx Supreme Court Law Library
851 Grand Concourse, Room 214, Bronx, NY 10451
Telephone: 718.618.3710

Kings County Supreme Court Law Library
360 Adams Street, Room 349, Brooklyn, NY 11201
Telephone: 347.296.1144

New York County Courts Public Access Law Library
80 Centre Street, Room 242, New York, NY 10013
Telephone: 646.386.3715

Queens Supreme Court Law Library
88-11 Sutphin Blvd., Room 65, Jamaica, NY 11435
Telephone: 718.298.1206

Richmond County Law Library
25 Hyatt Street, Room 515, Staten Island, NY 10301
Telephone: 718.675.8711

Bail



Bail Update

In January 2020, bail legislation was implemented eliminating money bail and pretrial detention in many cases. Three months later, NYS passed a series of amendments, which went into effect in July 2020. These revisions made more cases eligible again for bail and detention.

In the initial reform, money bail and detention were eliminated for nearly all misdemeanor and nonviolent felony cases. The amended reform makes more than two dozen additional charges eligible for bail and detention. The revisions also create new categories of defendants eligible for detention, such as individuals charged with a new case and a still pending case involving "harm to an identifiable person or property," even when neither charge is otherwise eligible for bail. State law contains no definition of such "harm."

New Release Conditions

As introduced in the original statute, the amended law retains a presumption of release in all cases, unless there is a "risk of flight to avoid prosecution." In cases where a risk is considered to exist, judges must use the "least restrictive condition(s)" necessary to assure the accused will return to court and comply with court conditions. The revised law adds to the list of nonmonetary conditions. Along with options such as pretrial supervision or travel restrictions, judges can impose conditions such as counseling, treatment, or intimate partner violence programming; maintaining employment or school attendance; or measures regarding victim safety.

For more information on the amended law and the impact on bail reform please visit **www.courtinnovation.org/publications/bail-revisited-NYS**.

The following information is compiled from the NYC 311 website. For more information visit **https://portal.311.nyc.gov/article/?kanumber=KA-01398**.

What is bail?

Bail is an amount of money set by a judge at court. The stated purpose is to ensure that a defendant attends future court dates. If a defendant's family or friends are able to provide the cash bail to the court (to post bail), the defendant is released before trial and must attend all court dates. If a defendant does not show up for a court date, the court may keep the bail (the money has been forfeited) and issue a warrant for the defendant's arrest. If a defendant makes all court appearances, the bail will be refunded back, minus a 3% fee if the defendant is found or pleads guilty. If a defendant cannot post bail, they will be held at a Department of Correction (DOC) facility until bail is paid, the case has been disposed of, or they are released for another reason. A judge can set a bond instead of bail. A bond is a legal contract that requires someone to pay money if the defendant does not appear at a court date.

When is bail set?

Bail is generally set at the first court appearance (arraignment), which must occur within 24 hours of the defendant's arrest. If the defendant pleads not guilty at arraignment, a judge has four release options. They may release the defendant on their own recognizance, meaning the defendant is free to go without paying any money or providing a bond; the judge may set bail in various forms, which the defendant (or friends or family) must post to be released; the judge may release the defendant to a supervised release program, which will require the defendant to check in by phone and in person; and lastly, for certain felonies, bail may be denied and the defendant will be remanded to DOC custody.

How to pay bail in person

To post bail, you must present personal identification and provide the New York State Identification (NYSID) or Book and Case number of the person to be bailed.

Bail will be accepted in any of the following forms:

- U.S. cash for the full amount;
- Cashier's/teller's check, in any amount not exceeding the bail figure;
- Money order from Federal Express, U.S. Postal Service,

Travelers Express Company, Western Union, or a private bank—up to $1,000
- Credit or debit card

Personal checks are not accepted. Cashier's checks, teller's checks, or money orders must be made payable to the New York City Department of Correction. The amount of each money order must not exceed $1,000. If the total bail amount is more than $1,000, you can pay with multiple money orders or a combination of money orders, checks, and cash. The total amount you pay must exactly match the bail amount. No change will be provided.

Call **311** for the most updated list of locations where you can pay bail. At the time of publication, you can pay bail in person 24 hours a day, 7 days a week at any of the following DOC facilities:

Brooklyn Detention Complex
275 Atlantic Avenue, Brooklyn, NY 11201

Manhattan Detention Complex
125 White Street, New York, NY 10013

Queens Detention Complex
126-01 82nd Avenue, Kew Gardens, NY 11415

Vernon C. Bain Center
1 Halleck Street, Bronx, NY 10474

Rikers Island
16-16 Hazen Street, East Elmhurst, NY 11370

For individuals housed at Horizon Juvenile Center, bail may be paid at Horizon or at any of the above locations. However, Horizon cannot accept payments for individuals detained at other facilities.

Bail can also be paid at the Bronx Criminal Court, Lower Level, Room M-05C, 7 days a week, 8am–1am.

How to pay bail online?
You can pay bail online if:
- A judge has set credit card bail as a form of bail payment for that individual

- The individual doesn't have any surety conditions, such as a surety interview
- DOC has logged the individual's bail conditions into their Inmate Lookup Service

Online bail payment is not available on any court dates following arraignment. If you want to pay bail on any court date other than arraignment, you should pay directly at the courthouse's cashier window.

To pay bail online, you first need to look up the individual using their first and last name, NYSID, or Book and Case Number, using the DOC Inmate Lookup Service online at **https://www1.nyc.gov/site/doc/inmate-info/inmate-lookup.page**. There may be a short waiting period after arraignment before the individual's information is logged into the system.

If bail is eligible to be paid online, clicking on the Pay Bail button on the Inmate Details page will take you to a new page where you can begin the transaction. If the Pay Bail button is grayed out, then the individual isn't eligible for online bail payment yet, or their information has not yet been entered into the system.

The online payment system accepts credit and debit cards and can be used to pay bails of any amount. You will be charged a non-refundable 2% fee per transaction.

If you have questions about whether an individual is eligible for bail, contact the individual's attorney.

If the person you are paying bail for has a warrant, hold, or additional case, they may not be released until those additional issues are resolved. You will receive a refund from the Department of Finance roughly 8 weeks after the case for which you paid bail has been resolved. Your refund will not include the 2% online bail processing fee. An additional 3% will be taken if the defendant is found guilty.

What if the defendant misses a court appearance?

If a defendant misses a court appearance, the judge may issue a court order for the Department of Finance (DOF) to keep the cash bail, called a "forfeit order." You should receive a letter notify-

ing you that your cash bail has been forfeited by the court. You should contact the court that ordered the forfeiture or the District Attorney's Office within 45 days of the date of the letter to learn the reason for the forfeiture. There is a procedure called "remission of forfeiture" which allows you to apply for the cash bail to be returned once it has been forfeited. You may want to hire a lawyer to help you with this, but you can also do it on your own. You must apply for this remission within one year of the date that the court ordered the bail forfeited.

What is a commercial bail bond?
Commercial bail bondsmen charge a fee and require collateral from a defendant's friends and family to write a bond and post that bond with the court to secure a defendant's release pretrial. Commercial bail bond providers commonly charge 10% of the total bail, plus collateral. The collateral required is typically property, including real estate and cars, and a judge must sign-off on the bail bond and the amount of collateral. By issuing a bail bond, the bondsman commits to paying the court the full amount of the defendant's bail, should the defendant fail to return to court. If you have the cash for bail available, you may prefer to pay the bail directly, because that way you will avoid fees charged by commercial bail bondsmen.

Locating Someone in Custody

FEDERAL BUREAU OF PRISONS (BOP)

Telephone: 202.307.3198
www.bop.gov/locations

Call or visit the website for a comprehensive listing of federal detention centers throughout the United States, along with information about an incarcerated person.

U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE) ES

Telephone: 888.351.4024
https://locator.ice.gov/odls/#/index

Call or visit the website for information about people held in ICE custody. Call Mon–Fri 8–8 Eastern Time (excluding holidays). Language assistance is available.

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS) ES

Telephone: 518.457.5000
www.doccs.ny.gov

Call or visit the website for a list of NYS correctional facilities, their addresses and phone numbers, information to locate someone who is in prison, and research documents.

NYC CENTRAL BOOKING ES

Telephone: 311

Call for information to locate someone who has been arrested. Provides information about people who were arrested in the last 24–48 hours and who have not yet seen a judge.

NYC DEPARTMENT OF CORRECTION (DOC) ES

Telephone: 311
www.nyc.gov/doc

Call or visit the website for information about people in jail held by the NYC DOC. The website provides a list of the city's jails, information on how and when a person can be visited, how and where to pay bail, and how to place money in someone's account.

Voting Registration & Rights

Voting Registration Pardons

In New York State, almost everyone on parole and post-release supervision received a voting restoration pardon that automatically restored the right to vote soon after release. People do not need to apply for this pardon. For more information, see the Voting Restoration Pardons section on the Governor's clemency website at www.ny.gov/services/apply-clemency.

If you have only misdemeanor or violation convictions, your criminal record does not affect your right to vote. Only felony convictions limit your right to vote.

The following is general information only, not legal advice for your specific situation.

A voting restoration pardon only affects your right to vote. It is not a pardon for any other purposes, including convictions.

You can register to vote with a felony charge or conviction if you are:

- In jail awaiting trial;
- Serving a jail sentence for a felony conviction and you have a Certificate of Relief from Disabilities (CDR) for that conviction;
- On probation, parole or post-release supervision and you received a voting restoration pardon—which almost everyone on parole has received—or, you received a CDR or a Certificate of Good Conduct;
- Finished with your sentence.

You cannot register to vote with a felony conviction if you are:

- In jail serving a sentence for a felony conviction and do not have a Certificate of Relief for that conviction;
- In prison serving a sentence for a felony conviction, even with a Certificate of Relief
- On parole or post-release supervision and have not yet received a voting restoration pardon, Certificate of Relief, or Certificate

of Good Conduct. Check the Parolee Lookup website at **https://publicapps.doccs.ny.gov/ParoleeLookup/default**.

If you plan to vote, you must register to vote if:

- You have never registered to vote, or
- You registered to vote before being sentenced to jail or prison for a felony conviction.

You can register through the Department of Motor Vehicles website at **www.dmv.org/ny-new-york/voter-registration.php** or by providing a paper form in person or by mail to your county board of elections.

If you are in jail awaiting trial or serving time for a misdemeanor or violation you may vote with an absentee ballot. You must complete and mail an absentee ballot request form. To request an absentee ballot application you can call the **Board of Elections in New York City** at **866.868.3692**.

Your Right to Vote

The following information is from **www.aclu.org/know-your-rights/voting-rights** and outlines some scenarios that may come up when trying to exercise the right to vote.

If you run into any problems or have questions on Election Day, call the **Election Protection Hotline**:

- English: 866.687.8683
- Spanish: 888.839.8682
- Arabic: 844.925.5287
- Bengali, Cantonese, Hindi, Urdu, Korean, Mandarin, Tagalog, or Vietnamese: 888.274.8683

General rights on Election Days

Your rights:

- If the polls close while you're still in line, stay in line–you have the right to vote.
- If you make a mistake on your ballot, ask for a new one.
- If the machines are down at your polling place, ask for a paper ballot.

Your rights if the poll worker says your name is not on the list of registered voters:

- Voters are entitled to a provisional ballot, even if they aren't in the poll book.
- After Election Day, election officials must investigate whether you are qualified to vote and registered. If you are qualified and registered, they will count your provisional ballot.

What to do:

- Ask the poll worker to double-check for your name on the list of registered voters. Make sure to spell your name out for the poll worker.
- If your name is not on the list, ask if there is a supplemental list of voters.
- If the poll worker still cannot find your name, confirm that you are at the correct polling place. Request that the poll workers check a statewide system (if one is available) to see if you are registered to vote at a different polling place. If the poll worker does not have access to a statewide system, ask them to call the main election office. If you are registered at a different location, in most instances you will have to travel to that location to cast a regular ballot.
- If the poll worker still cannot find your name or if you cannot travel to the correct polling place, ask for a provisional ballot.

Voters with a disability

Your rights:

- Under federal law, all polling places for federal elections must be fully accessible to older adults and voters with disabilities. Simply allowing curbside voting is not enough to meet Americans with Disabilities Act (ADA) accessibility requirements.
- In federal elections, every polling place must have at least one voting system that allows voters with disabilities to vote privately and independently. Usually, this is a machine that can read the ballot to you (for people with vision disabilities or dyslexia), and let you vote by pushing buttons (for people with mobility disabilities).
- Under federal law, voters with disabilities and voters who have difficulty reading or writing English have the right to receive in-person help at the polls from the person of their choice. This helper cannot be the voter's employer, an agent of the voter's employer, or an agent or officer of the voter's union. The helper

must respect the voter's privacy, not looking at the voter's ballot unless the voter asks them to do so.
- Election officials (including poll workers) must make reasonable accommodations as needed to help you vote.
- Election officials must provide you with help if it's possible for them to do so.
- A voter with a mental disability cannot be turned away from the polls because a poll worker thinks they are not 'qualified' to vote.

What to do:
- You can bring a family member, friend, or another person of your choice to assist you at the polls. Do not bring your employer or an agent of your employer or union.
- If you bring a person to assist you, let the poll workers know that when you check-in. They may ask you to swear under oath that you have a disability and that you have asked that person to help you. Your helper may also be required to sign a form swearing that they did not tell you how to vote.
- If there are long lines and you have a physical or mental health condition or disability that makes it difficult for you to stand in line, tell a poll worker.
- Tell election officials what you need. For example, if it's hard for you to stand, they should provide you with a chair or a place to sit while you wait. If the crowds or noise are hard for you, election officials can find a quiet place for you to wait and call you when it's your turn to vote.
- If you are not able to enter your polling place because the pathway to it is not fully accessible, ask poll workers for curbside assistance.
- If you have difficulty using the materials provided to make your ballot selections, review, or cast your ballot, let a poll worker know and ask for the help you need. Accessibility is the law.
- If you face any challenges in voting privately and independently or are unable to cast your vote, report the problem to the **Election Protection Hotline**. Trained attorneys can assist you and make sure that other voters do not experience the same problem.

Additional information:

- Find detailed voting guides from the **Bazelon Center for Mental Health Law** at **www.bazelon.org/our-work/voting**.
- For a toolkit on voting with a disability from the **Autistic Self Advocacy Network** visit **https://autisticadvocacy.org/policy/toolkits/voting**.
- For accessible trainings on how to exercise your right to vote with a disability by **SABE's GoVoter Project** visit **www.sabeusa.org/govoter**.
- A course on polling place accessibility requirements is available at **https://rockymountainada.talentlms.com/catalog/info/id:133**.
- For voting information in American Sign Language, visit **https://signvote.org**.

Voters who speak English less than "very well"

Your rights:

- Under federal law, voters who have a hard time reading or writing English may receive in-person help at the polls from the person of their choice. This person cannot be the voter's employer, an agent of the voter's employer, or an agent or officer of the voter's union.
- The federal Voting Rights Act contains a number of protections for voters who require language help. In NYC, depending on where you live, language assistance is available in Spanish, Chinese, Korean, and Bengali. All registration or voting notices, forms, instructions, and other information relating to voting, including ballots, must be provided in other languages. Visit **https://ag.ny.gov/civil-rights/voting-rights** or call **866.868.3692** for more information, including which polling sites have interpreters available.

What to do:

- You can bring a family member, friend, or another person of your choice to help you at the polls. Do not bring your employer, or an agent of your employer or union.
- If you live in a county with bilingual voting help for a language you speak, you can request oral help from a bilingual poll worker and ask for voting materials, such as a ballot, in that language.

If someone is interfering with your right to vote

Examples of voter intimidation:

- Aggressively questioning voters about their citizenship, criminal record, or other qualifications to vote.
- Falsely representing oneself as an elections official.
- Displaying false or misleading signs about voter fraud and related criminal penalties.
- Other forms of harassment, particularly harassment targeting non-English speakers and voters of color.
- Spreading false information about voter requirements.

Your rights:

- It's illegal to intimidate voters and a federal crime to "intimidate, threaten, [or] coerce ... any other person for the purpose of interfering with the right of [that] other person to vote or to vote as he may choose."
- You do not need to speak English to vote, in any state. You do not need to pass a test to vote, in any state. In New York, only first time voters need to present photo identification if they did not provide valid identification at the time they registered to vote.

What to do if you experience voter intimidation:

- Report intimidation to your local board of elections. Their offices are open on Election Day.
- In New York, you can give a sworn statement to the poll worker that you satisfy the qualifications to vote in your state, and then proceed to cast a ballot.

Voter Suppression

Voter suppression is any effort, either legal or illegal, by way of laws, administrative rules, and/or tactics that prevent citizens from registering to vote or voting. Examples of voter suppression include, but are not limited to, voter ID laws, voter registration restriction, voter intimidation, felony disenfranchisement, voter purges, polling site closures, and gerrymandering. To learn more about voter suppression visit **www.aclu.org/news/civil-liberties/block-the-vote-voter-suppression-in-2020**.

BOARD OF ELECTIONS IN NEW YORK CITY (ES)

Telephone: 866.868.3692 / TTY: 212.487.5496

www.vote.nyc.ny.us

Call to request a voter registration form, an absentee ballot, or for information about registering to vote in NYC.

Obtaining Personal Documents

The Legal Action Center recommends that individuals keep a copy of their prison release papers, as they might prove useful in becoming eligible for certain benefits or programs. If they are lost, people formerly incarcerated in state facilities can write to those facilities for copies. Those formerly incarcerated in New York City may call 311 and ask for Inmate Jail Release Services.

SOCIAL SECURITY ADMINISTRATION (SSA) ES

Telephone: 800.772.1213 / TTY: 800.325.0778
www.ssa.gov

You can create an account to apply for a replacement Social Security card online if you:

- Are a U.S. citizen age 18 or older with a U.S. mailing address (this includes APO, FPO, and DPO addresses);
- Are not requesting a name change or any other change to your card; and
- Have a driver's license or state-issued identification card from one of the many participating states or the District of Columbia.

If you are unable to apply for a card online, you can contact Social Security by phone Mon–Fri 8–5:30.

Call **311** or visit **https://portal.311.nyc.gov/article/?kanumber=KA-03117** for the most updated information on Social Security card center services, locations in NYC, and documentation needed.

NYS DEPARTMENT OF MOTOR VEHICLES (DMV) ES

224-260 South Pearl Street, Albany, NY 12202
Telephone: 518.486.9786 / TDD: 711 or 800.662.1220
www.dmv.ny.gov/driver-license/get-driver-license

Provides information on how to obtain a NYS driver's license. A person of any age who does not have a driver's license can apply for a nondriver's ID card. This card contains the same personal information, photograph, signature, and special protection against alteration and fraud as a photo driver's license. Visit the website to renew registration online, download forms, and find the location of a local center.

NYS UNIFIED COURT SYSTEM—NAME CHANGES ES

25 Beaver Street, New York, NY 10004
Telephone: 800.268.7869 / TTY: 711
www.nycourts.gov/courts/nyc/civil/namechanges.shtml

Those who live in NYC may bring a name change proceeding in any county in the city. It costs $65 to change a name in civil court. Forms can be found on the civil court's website or one may go to the name-change location in each courthouse and get the forms from the court clerk.

Applicants must bring either an original or certified copy of their birth certificate. The papers will be reviewed by the court clerk and submitted to a judge. If approved, the applicant must publish the new name in one or more newspapers, for a fee.

Parents or legal guardians who want to change a child's name need a notarized consent form signed by any other parent or legal guardian. If consent cannot be obtained, the other parent or legal guardian must be given notice of the name change case and come back to the court to see the judge. If an address for the other parent or legal guardian is not known, steps must be taken to locate them. If they cannot be located, the court will consider the name change without their consent. If an applicant wants to

change the name of a child who is 14 years of age or older, a notarized consent form must be signed by the child.

Name change requests can be viewed by anyone because they are public records. If the name change needs to be kept private for safety or other reasons, the clerk should be told before the petition is filed. The clerk will provide information on how one can request to seal the records and/or avoid publication of the name change.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)—OFFICE OF VITAL RECORDS (ES)

125 Worth Street, New York, NY 10013
Telephone: 311
www.nyc.gov/vitalrecords

Call or visit the website for updated information on how to obtain a birth certificate for a person born in the 5 boroughs of NYC.

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 are located online at **www.cdc.gov/nchs/w2w.htm**.

IDNYC (ES)

Telephone: 311
https://www1.nyc.gov/site/idnyc/index.page

A city-issued identification card available to all NYC residents ages 10 and over. Immigration status and conviction history do not matter. Applications are available online in more than 25 languages. Call or visit the website for updated information on applications, renewals, and replacements; to learn more about the ID; the accepted forms of identity and residency documentation; and enrollment center location information.

OFFICE OF THE CITY CLERK—MARRIAGE BUREAU (ES)

Telephone: 311
www.cityclerk.nyc.gov/html/marriage/license.shtml

Call or visit the website for updated information on how to obtain a marriage license. For information about the virtual marriage license process visit Project Cupid at **www.nyc.gov/Cupid**.

PUERTO RICO FEDERAL AFFAIRS ADMINISTRATION (ES)

www.prfaa.pr.gov

Provides information to Puerto Ricans on how to obtain birth certificates, identification papers, and other important documents that may be needed for the job hiring process.

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)—PUERTO RICO VITAL RECORDS (ES)

Department of Health, Demographic Registry
P.O. Box 11854, Fernandez Juncos Station, San Juan, PR 00910
Telephone: 787.765.2929 x6131
www.cdc.gov/nchs/w2w/puerto_rico.htm

Provides information on cost and how to obtain birth, death, marriage, and divorce certificates.

Discrimination, Grievances, & Rights

For information on avoiding discrimination while looking for work, see page 340 in *The Job Search*. For legal issues affecting immigrants, please see the *Immigrants* chapter starting on page 199. For legal issues affecting veterans, please see the *Veterans* chapter starting on page 219.

Grievance process while incarcerated

According to the Prison Litigation Reform Act (PLRA), you must "exhaust" (use up) all of the available grievance procedures before you can take your complaint to court.

If you have an issue that cannot be resolved after you have verbally consulted with your Housing Officer, Counselor, or Legal or Grievance Coordinator, you may present a complaint in writing to the Grievance Coordinator in your facility who will guide you through the steps to a formal resolution. You may submit a complaint about things that directly affect you such as department policies, how the policies are carried out, or someone else's behavior, including an officer.

How to write an effective grievance

When using the Inmate Grievance Process, you should follow several guidelines to increase your chances of obtaining relief (help). First, if you file a formal grievance with a grievance resolution committee, write out your grievance in detail and list exactly what attempts you made to resolve the problem. If you do not try to resolve the problem on your own, your grievance may be dismissed and closed at the grievance committee hearing. Second, your complaint must show that you are personally affected by the policy or issue that you are filing a grievance against. If that is not the case, your complaint must show that you will be affected at some point in the future unless relief is granted and changes are made. Third, you should state the problem accurately and precisely. Using inflammatory language (such as curse words) in your complaint will reduce your chances of success. Fourth, the more specific you are about the relief you are seeking, the more likely you are to receive it. You should list in detail every aspect of relief that you seek because the Inmate Grievance Resolution Committee may not consider types of relief that you do not specifically request. For example, explain the conditions or policies you want changed.

The Jailhouse Lawyer's Manual (JLM) has an entire chapter on how to file an effective grievance. See the full listing for JLM on page 168.

NYS OFFICE OF THE INSPECTOR GENERAL

Empire State Plaza, Agency Building 2, 16th Floor, Albany, NY 12223
Hotline: 800.367.4448
https://ig.ny.gov/form/complaint-form-long

Contact to file a complaint regarding conditions in NYS correctional facilities. Write or call the toll-free Hotline 24 hours a day, 7 days a week. The Hotline puts callers in contact with trained staff who can discuss with you the specifics of your complaint.

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS)—OFFICE OF SPECIAL INVESTIGATIONS (OSI)

Office of Special Investigations—Intake Unit
NYS Department of Corrections and Community Supervision
The Harriman State Office Campus
1220 Washington Avenue, Albany, NY 12226
Telephone: 844.674.4697
https://doccs.ny.gov/office-special-investigations-osi

The organization within DOCCS whose mandate is to investigate allegations of criminal activity related to DOCCS and any other wrongdoing within DOCCS. Contact to file a complaint about physical or sexual abuse, drug trafficking, contraband possession, staff misconduct and corruption, and suspected terrorist activities committed by anyone at DOCCS facilities. Provide details about the incident, who was involved, time and place of the incident, the identity of any victim, and names of any witnesses.

NYC BOARD OF CORRECTION (BOC)

1 Centre Street, Room 2213, New York, NY 10007
Telephone: 212.669.7900
https://www1.nyc.gov/site/boc/index.page

An oversight board that regulates, monitors, and inspects the NYC correctional facilities. If you are within the New York City jail system, contact to file a complaint.

FEDERAL TRADE COMMISSION (FTC)—IDENTITY THEFT RECOVERY (ES)

Telephone: 877.438.4338 / TTY: 866.653.4261
www.identitytheft.gov

The website provides checklists of what to do immediately after an individual realizes their personal information has been stolen and used, how to repair the damage, and potential additional steps that may be necessary.

USA.GOV—CONSUMER ISSUES (ES)

Telephone: 844.872.4681
www.usa.gov/consumer

Provides a wide range of information to consumers including on safe banking, automobile purchase and care, how to file complaints effectively for common consumer problems; finding and keeping a home; common types of insurance and how to choose the one that's best; recalled medications, food, vehicles, and child safety seats; saving and investing; how to protect oneself from and respond to scams, frauds, and identity theft; and how to stop unwanted mail and telemarketing calls.

NYC—311 (ES)

Telephone: 311 / TTY: 212.504.4115
https://www1.nyc.gov/311

Provides information on all NYC government services. Operates 24 hours a day, 7 days a week. Services are provided in over 170 languages. Use this service to:

- Report 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
- Pay a parking ticket online
- View street-cleaning and trash-collection schedules
- View New York City job openings
- View upcoming civil-service exams
- Report heat, hot water, or residential maintenance issues

NYC CIVILIAN COMPLAINT REVIEW BOARD ES

100 Church Street, New York, NY 10007
Telephone: 800.341.2272 or 311
www.nyc.gov/html/ccrb

Call anytime to make a complaint against NYC police officers in cases of the use of excessive or unnecessary force, abuse of authority, discourtesy, or the use of offensive language. The complaint form is also available online.

NYC COMMISSION ON HUMAN RIGHTS ES

Telephone: 212.416.0197 or 311
www.nyc.gov/humanrights

Contact to file a complaint for discrimination in employment, housing, and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, immigration or citizenship status, gender (including sexual harassment), gender identity, sexual orientation, disability, veteran or active military service member status, pregnancy, marital status, and partnership status.

In employment, the law affords additional protection against

discrimination based on arrest or conviction record; credit history; status as a victim of domestic violence, sexual violence, or stalking; pre-employment marijuana testing; unemployment status; sexual and reproductive health decisions; salary history; and status as a caregiver (for a child or sick family member).

In housing, the law affords additional protections based on lawful source of income (including housing subsidies such as Section 8, and LINC and public assistance programs such as SSD and SSI), lawful occupation, family status (including Presence of Children), and status as a victim of domestic violence, sexual violence, or stalking.

The law also prohibits retaliation and protects against discriminatory harassment and bias-based profiling by law enforcement.

The law's protection includes discrimination based on an individual's actual status as well as what people think or perceive an individual's status to be. Individuals are also protected based on their association with other individuals who fall into a protected category.

Anyone who has reason to believe that they have been a victim of discrimination in New York City may file a complaint with the Commission. Complaints must be filed within one year of the last incident of alleged discrimination or three years for cases involving gender-based harassment.

For in-person or borough-specific inquiries, please see CHR Community Service Centers listings below.

1932 Arthur Avenue, Room 203A, Bronx, NY 10457
Telephone: 718.579.6900

25 Chapel Street, Suite 1001, Brooklyn, NY 11201
Telephone: 718.722.3130

22 Reade Street, 1st Floor, New York, NY 10007
Telephone: 212.306.7450

153-01 Jamaica Avenue, Room 203, Jamaica, NY 11432
Telephone: 718.657.2465

60 Bay Street, 7th Floor, Staten Island, NY 10301
Telephone: 718.390.8506

NYC DEPARTMENT OF CONSUMER AND WORKER PROTECTION (DCWP) ES

42 Broadway, New York, NY 10004
Telephone: 311
www.nyc.gov/dca

Provides assistance to consumers, workers, and business owners in NYC. Information on workers' rights, job searching, free one-on-one financial counseling, tax prep, and a guide to business licenses is available. Contact to file a complaint if you believe you have been a victim of consumer fraud.

NYC PUBLIC ADVOCATE

www.pubadvocate.nyc.gov

The website provides information about housing, education, government transparency, business assistance, and consumer advice.

Prison Rape Elimination Act (PREA)

The PREA information in this book was compiled from several sources, most listed with web addresses in each section, and the ACLU's toolkit found online at www.aclu.org/other/prison-rape-elimination-act-prea-toolkit-end-abuse-protecting-lgbti-prisoners-sexual-assault.

What is PREA?
The Prison Rape Elimination Act (PREA) is a federal law passed by Congress in 2003. The intention of PREA is to address the prevention, reduction, and elimination of sexual assault and rape within all jails and prisons, including juvenile facilities and immigration

detention centers. In May 2012, the Department of Justice (DOJ) published a comprehensive set of regulations implementing the Act. These regulations are currently in effect.

Do the PREA regulations apply to all prisons and jails?

The PREA regulations apply to prisons, jails, police lock-ups, juvenile detention centers, and community confinement facilities. The regulations apply to the federal government, states, local governments like cities and counties, and private prisons contracted with government agencies. The DOJ PREA regulations do not apply to federal immigration detention facilities or federal Health & Human Services (HHS) facilities. These agencies were directed to promulgate their own PREA regulations.

Safety

No one has the right to force you into a sexual act. You do not have to put up with sexual harassment, sexual abuse, or being forced to have unwanted sexual contact with anyone. If you are being pushed, threatened, or blackmailed into a sex act by someone incarcerated with you, by a peer on parole, or by staff, you should report it. You should also report if anyone tries to retaliate against you because you reported such an incident or spoke to an investigator about sexual abuse.

24-hour support is available for victims of sexual abuse and harassment:

- **National Sexual Assault Hotline: 800.656.4673**
- **NYS Domestic and Sexual Violence Hotline: 800.942.6906**
- **In NYC: 800.621.4673**

Just Detention International (JDI) is an organization dedicated to ending sexual abuse in detention through advocacy, education, and legal measures. If you have been the victim of sexual assault and would like the JDI's Survivor Packet mailed to you, call **213.384.1400 x110**. See the full listing for JDI on page 127.

Information on reporting sexual assault and harassment

If you have experienced sexual abuse, voyeurism, or sexual harassment:

- You can file a complaint by telling anyone who works at the

facility, including a volunteer, trusted staff member, counselor, medical staff, or PREA Compliance Manager.
- You can tell them verbally (out loud) or in writing. It's a good idea to keep a copy of any written reports.
- You do not have to tell the person who hurt you that you are reporting the abuse or report the abuse to someone you are afraid of.
- The person you tell is required to tell only those required to begin the investigation, and no one else. They are instructed to keep your complaint confidential, but make sure to tell the individual you trust most.
- You can report the abuse at any time, but the sooner you report it, the sooner it can be investigated and steps can be taken to protect you.
- You can also have someone else report the abuse for you. If you think someone else is being sexually abused or sexually harassed, you should report that too.

When you tell the facility staff about sexual abuse, they must:
- Act immediately by telling a supervisor;
- Begin to investigate promptly;
- Separate you from the person or people who hurt you;
- Let you know the results of the investigation: If the person who hurt you is punished, transferred, or fired, the facility staff must tell you.

When you tell the facility staff that you were sexually abused they cannot:
- Retaliate against you;
- Put you in solitary confinement as a punishment. The facility staff may put you in solitary based on a claim that it is for your protection, and there is paperwork that must be done to prove it. This is called protective custody.

If you have been a victim of sexual abuse:
- Staff may ask you not to shower or not to brush your teeth. They may ask you to do these things to protect evidence, but it is ultimately your choice.
- The facility may place you in protective custody (solitary).
- Medical providers will check you for injuries that you may or may not be able to see right away. They can also provide treatment

for sexually transmitted diseases and collect evidence of the sexual abuse. Medical providers will also discuss the possibility of pregnancy.

Confidentiality:

- All records of reports of sexual abuse are confidential under Civil Rights Law § 50-B. The identity of a victim of sexual abuse, the person reporting sexual abuse, any witnesses, and the facts of the report itself are confidential. Information is only shared with the people involved in the reporting, investigation, discipline, and treatment process, or as otherwise required by law.

Prosecution for a false report:

- Law enforcement may charge a person with making a false report if, after investigation, it is proven that the person made the statement knowing it was false or baseless, or the person reported an alleged crime or incident knowing it did not occur. A report made in good faith is not falsely reporting an incident or lying, even if the investigation does not substantiate the allegation.

The following pages list where to report sexual assault and harassment. The investigative agencies listed respond to reports from people incarcerated in state (DOCCS), city (DOC), juvenile (OCFS), federal (BOP), and immigration (ICE) facilities.

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS)

https://doccs.ny.gov/prea

To report sexual assault or harassment directly to DOCCS:
Office of Special Investigations—Intake Unit
NYS Department of Corrections and Community Supervision
The Harriman State Office Campus
1220 Washington Avenue, Albany, NY 12226
Telephone: 844.674.4697
https://doccs.ny.gov/doccs-office-special-investigations-osi
The DOCCS Office of Special Investigations is an internal unit whose mandate is to investigate allegations of criminal activ-

ity related to DOCCS and any other wrongdoing within DOCCS. Contact to file a complaint about physical or sexual abuse, drug trafficking, contraband possession, staff misconduct and corruption, and suspected terrorist activities committed by anyone at DOCCS facilities. Provide details about the incident: who was involved, the time and place of the incident, the identity of any victim, and the names of any witnesses.

To report sexual assault or harassment to an outside agency:
NYS Commission of Corrections
Alfred E. Smith State Office Building
80 South Swan Street, 12th Floor, Albany, NY 12210
Telephone: 518.485.2346
www.scoc.ny.gov
Acts as the regulatory oversight agency of New York State DOCCS. Investigates state prisons, county jails, and police lock-ups. All complaints and grievances must be sent via mail so that there is written documentation.

Office of the Public Advocate
1 Centre Street, 15th Floor, New York, NY 10007
Telephone: 212.669.7200
https://pubadvocate.nyc.gov
Assists constituents (including incarcerated people) who have complaints, problems, or inquiries involving government-related services.

Office of the State Inspector General
Empire State Plaza, Agency Building 2, 16th Floor, Albany, NY 12223
Telephone: 800.367.4448
https://ig.ny.gov
The Office of the State Inspector General has the responsibility to detect, investigate, deter, and eliminate abuse and misconduct by NYS employees.

NYC DEPARTMENT OF CORRECTION (DOC)

http://rules.cityofnewyork.us/tags/prison-rape-elimination-act

Call 311 from any NYC DOC facility.

City of New York
Department of Investigation—Complaint Bureau
180 Maiden Lane, New York, NY 10038
Telephone: 212.825.5900
https://www1.nyc.gov/site/doi/contact/contact-doi.page

Board of Correction
1 Centre Street, Room 2213, New York, NY 10007
Telephone: 212.669.7900
https://www1.nyc.gov/site/boc/about/how-to-make-a-complaint.page

NYS OFFICE OF CHILDREN AND FAMILY SERVICES (OCFS)—JUVENILE FACILITIES

https://ocfs.ny.gov/main/rehab/prea.asp

New York State Justice Center
161 Delaware Avenue, Delmar, NY 12054
Hotline: 855.373.2122
www.justicecenter.ny.gov/incident-reporting/report-abuse
The New York State Justice Center is the focal point for sexual abuse incident reporting and investigations for OCFS. If you suspect an occurrence of sexual abuse in an OCFS residential juvenile justice facility, contact the New York State Justice Center. All reports of potential sexual abuse will be investigated by the Justice Center.

FEDERAL BUREAU OF PRISONS (BOP)

https://www.bop.gov/inmates/custody_and_care/sexual_abuse_prevention.jsp

To report sexual abuse by someone incarcerated with you:
Federal Bureau of Prisons
National PREA Coordinator
Reentry Services Division

400 1st Street NW, Room 4027, Washington, DC 20534

To report sexual abuse by BOP staff:
Federal Bureau of Prisons
Office of Internal Affairs
320 1st Street NW, Room 600, Washington, DC 20534

To initiate an investigation, provide information about the incident(s) including the dates, times, and locations where each incident took place and the names and identifying information of the person(s) involved. Any details you can provide will greatly assist an investigation.

You can report to an outside party by calling the National Sexual Assault Hotline: 800.656.4673.

U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

https://www.ice.gov/prea

To report sexual assault or harassment directly to DHS:

ICE Detention Reporting and Information Line
Telephone: 888.351.4024 (from inside a detention facility: 9116#)

DHS Office of Inspector General/MAIL STOP 0305
Attn: Office of Investigations—Hotline
245 Murray Lane SW, Washington, DC 20528
Telephone: 800.323.8603 (from inside a detention facility: 518#)
www.oig.dhs.gov/about/contact

To report sexual assault or harassment to an outside agency:

Write to the Consular Official from your home country who is assigned to the United States.

Call the National Sexual Assault Hotline at 800.656.4673.

Call Freedom for Immigrants at 510.806.1430. See the full listing for Freedom for Immigrants on page 211.

When you report a sexual abuse or assault incident, the facility and/or an appropriate law enforcement agency will conduct

an investigation. You may be asked to participate in an interview to gather information. ICE will inform you of the result of any investigation once it is completed. There is a difference between reporting the incident and choosing to press charges. You may choose not to immediately press charges, but you can always decide to do so later. If criminal charges are filed, they will be presented for possible prosecution. It is important for you to discuss any concerns you have with the prosecutor (or your attorney) or a victim advocate.

You do not have to give your name to report sexual abuse or assault. You can choose to report anonymously. Any report of sexual abuse or fear of being abused or assaulted will not negatively affect your immigration case. The law states that no one can retaliate against you in any way for reporting sexual abuse or assault.

The Department of Homeland Security finalized regulations implementing PREA in 2014. Even with those regulations in place, DHS PREA standards do not protect immigrants in all detention facilities. The regulations are enforced in facilities that have contracts with DHS that are new, renewed, or modified since 2014.

Immigrants

AND BABY I AM HERE

TO REMIND YOU TO SIT IN THOSE MOMENTS

TO SIT IN THAT WHIRLPOOL

BUT JUST KNOW THAT THERE ARE PEOPLE LIKE ME

PICKING UP THE LOAD WHEN YOU CAN'T

THERE ARE PEOPLE LIKE ME PUSHING

SO THE WEIGHT OF THIS COUNTRY DOES NOT CRUSH YOU

THAT THERE ARE PEOPLE LIKE YOU

WHO WILL FIGHT WHEN I CAN'T

WE WILL TAKE TURNS

PUSHING AGAINST THESE WALLS

— YOSIMAR REYES

Immigration Law & Enforcement

Immigration laws and policies change frequently. It is important to stay up to date with these changes and to understand your rights. Speak to a lawyer or contact one of the organizations listed in this chapter to find legal support and advice. A criminal court case can have immigration consequences. Talk to your defense lawyer about your immigration status and history. The information you tell your lawyer is confidential, and they have a responsibility to attempt to minimize immigration consequences and advise you about them.

New York City is considered a Sanctuary City, but immigrants are still at risk of ICE arrest and deportation. However, there are policies that are intended to limit how NYC law enforcement interacts with immigration enforcement.

The New York Police Department (NYPD) and the NYC Department of Correction (DOC) are not supposed to cooperate with ICE in transferring people from criminal to immigration custody or notify ICE of their release from criminal custody, with very few exceptions. However, fingerprints taken by the NYPD at the time of arrest are automatically shared with ICE, which can put someone at risk of enforcement in their home and community.

Law enforcement agencies, including ICE, use social media and digital technologies to surveil people. For more information about digital policing and resources for online privacy, including information about location cell phone data, see page 153.

Who is at Risk From ICE

The federal government can deport certain immigrants including

- Anyone without lawful immigration status.
- People with status (e.g., lawful permanent residents, refugees, and visa holders) who have certain criminal convictions.

ICE prioritizes certain cases including

- People with pending criminal cases and/or prior criminal convictions.
- People with final orders of removal.
- People who have committed fraud or misrepresentation in applications to the government.
- People they believe pose a threat to public safety or national security.

You could still be a target even if

- Your conviction is from years ago.
- You didn't serve time in jail or prison.
- Your case was minor or a misdemeanor.
- You've been a lawful permanent resident for a long time.
- All the other members of your family are U.S. citizens.

Common ICE tactics

- ICE agents may pose as police officers and lie to get consent to enter your home. They might say they want to talk to you about identity theft or an ongoing police investigation.
- They might be wearing plain clothes, or they might wear a vest with the words "POLICE ICE" written on the back.
- ICE agents might present a document that says "warrant," but that may not be a valid warrant signed by a judge. Learn to recognize the difference. A valid warrant will have the name of a state or federal court at the top and will have a judge's signature at the bottom. It will also list your address or name a person who lives at your address.



Know Your Rights

All immigrants, regardless of immigration status, have rights under the constitution. It is important to learn about these rights and how to best prepare for an encounter with immigration enforcement. The following is not intended as legal advice. Find more information and resources about your rights, online at **www.aclu.org/know-your-rights/immigrants-rights**, **www.immigrantdefenseproject.org**, and **www.informedimmigrant.com**.

In any interaction with ICE agents, whether in public, at your home,

or in a courthouse, you have the right to remain silent. This means you do not have to answer questions about your immigration status, your country of origin, where you were born, or any questions ICE might have about a person they are looking for. You can affirm this right by saying "I have the right to remain silent."

To reduce risk to yourself, do not lie about your status, do not run, argue, or physically resist. Do not carry any documents from your country of origin or any false documents. (More information on how to obtain a free NYC ID card is on page 184.)

If you are asked about your immigration status by law enforcement

- Remain silent. Do not say anything except "I have the right to remain silent."
- Do not answer questions about where you were born, whether you are a U.S. citizen, or how you entered the country. (Separate rules apply at international borders and airports and for individuals on certain nonimmigrant visas, including tourists and business travelers.)
- If you are not a U.S. citizen and you have valid immigration papers, you should show them if an immigration agent requests it.
- Do not lie or provide fake documents and do not give any foreign documents.

If you are approached by ICE in public places

- Try to stay calm and use your right to remain silent. Do not answer any questions about your immigration status or where you were born.
- Ask "Am I free to go?" If they say "Yes," calmly walk away.
- If the officers answer "No," you are now being detained. Do not run away.
- If ICE arrests you, ask to speak to a lawyer and affirm your right to remain silent.
- You have the right to refuse a search. If ICE starts to search inside your pockets or belongings, say "I do not consent to a search."
- If ICE arrests you when you are in criminal court for a court date, ask to speak to your defense lawyer before they take you away.

If ICE comes to your home

- Do not open the door.
- ICE is only allowed to enter if they have a valid judicial search warrant or arrest warrant with your correct name and/or address, signed by a judge.
- A warrant is only valid if it is signed by a judge (not an immigration official), it has the address of the home to be searched, and it describes the area to be searched.
- Ask them to slip the warrant under the door for you to look at. If they give you a warrant of removal/deportation, you do not have to let them inside.

If ICE has a valid warrant or enters your home without permission

- Call a lawyer right away.
- Remain silent. Do not say anything except "I have the right to remain silent."
- Do not sign any papers. You do not have to sign anything without your lawyer there.
- Record or note all the details of the incident including badge numbers, agency, and full names. If you are using a phone or camera and are asked to stop, do so to reduce risk to yourself, and try to remember everything to write down immediately after.

If ICE arrests or detains you

- Remain silent. Anything you say can be used against you in court.
- You have the right to a lawyer, but the government will not provide one. Call the **New Americans Hotline** at **800.566.7636** to find options for legal counsel. Many other organizations listed in this chapter also provide access to legal services.
- You have the right to contact your consulate or have an officer inform the consulate of your arrest.
- Do not discuss your immigration status with anyone but your lawyer.
- Do not sign anything, such as a voluntary departure document or stipulated removal document, without talking to a lawyer. If you sign, you may be giving up your opportunity to try to stay in the U.S.
- Memorize your immigration number ("A" number) and give it to your family. It will help them locate you.

If you feel your rights have been violated

- Write down everything you remember, including the officer's badge and patrol car numbers, which agency the officers were from, and any other details. Get contact information from any witnesses. If you are injured, seek medical attention immediately and take photographs of your injuries.
- File a written complaint about ICE employee misconduct with the **ICE Office of Professional Responsibility (OPR)** at **www.ice.gov/leadership/opr**, **877.246.8253**, or **ICE Office of Professional Responsibility, P.O. Box 14475, Pennsylvania Avenue NW, Washington, DC 20044**.

Locating a loved one who has been detained

- Use the USCIS Online Detainee Locator System to find a person currently in ICE custody, or who was released from ICE custody for any reason within the last 60 days at **https://locator.ice.gov/odls/homePage.do**.

Immigration fraud warning

- Beware of Notario Público Fraud. In many Spanish speaking countries, a Notario Público is an attorney. In the United States, they are not (although attorneys may offer Notary Public services). Notaries Public may certify your identity and signatures (and charge a small fee), but they may not represent you before USCIS, in immigration court, or give you legal advice.
- If you are a victim of immigration fraud, call the **New Americans Hotline** at **800.566.7636**.

Emergency Planning

For those facing possible deportation or detention due to immigration status, it is important to have an emergency plan. **The Immigration Defense Project** provides resources at **www.immigrantdefenseproject.org/emergency-preparednes**.

Some steps that can be taken

- Carry a Know Your Rights card to show to ICE if they stop you.
- Organize important documents including all personal, immigration, and criminal court documents. Create copies and keep these documents safe. Do not give them to ICE.

- Memorize important phone numbers including family members and an immigration/criminal attorney.
- Make arrangements for your children or other loved ones. **The Immigrant Legal Resource Center** provides an excellent information packet for families to create a **Family Preparedness Plan** found at **www.ilrc.org/step-step-family-preparedness-plan**.

Organizations

THE NEW YORK PUBLIC LIBRARY (NYPL)—IMMIGRANT SERVICES (ES)

Telephone: 917.275.6975
www.nypl.org/immigrants

Offers a series of free programs and services related to work and life skills development, as well as cultural and recreational presentations through local partnerships, volunteers, and performers, for people of all ages. Services include English for Speakers of Other Languages (ESOL) classes, and free legal assistance and services for immigrants through partnerships with NYC Mayor's Office of Immigrant Affairs and Immigration Justice Corps Fellows. The New Americans Corners (NAC) program provides materials to check out and informational resources on citizenship and other immigration-related topics. Please call or email **outreach@nypl.org** for more information about programs, requirements, and to make appointments.

BROOKLYN PUBLIC LIBRARY (BPL)—IMMIGRANT SERVICES (ES)

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.968.7275
www.bklynlibrary.org/learn/immigrants

Offering free virtual citizenship classes; call **718.230.2007** or

email **immigrantservices@bklynlibrary.org** for more information. Offers programs in multiple languages including English conversation groups, family cultural events, free citizenship classes, and adult literacy courses. Language Line is a free language interpretation service via telephone and is available in over 170 languages in all 60 BPL locations and telephone reference lines. Free immigration legal assistance is provided by Immigrant Justice Corps (IJC). Full confidential screenings are provided to determine eligibility for immigration benefits, green card applications and renewals, TPS, naturalization, work permits, and referrals to trusted immigration specialists. Services are available in English, Spanish, and Kreyòl.

QUEENS PUBLIC LIBRARY—NEW AMERICANS PROGRAM

ES

89-11 Merrick Blvd., Jamaica, NY 11432
Telephone: 718.990.0894
www.queenslibrary.org/programs-activities/new-americans

Offers free workshops in the most widely spoken immigrant languages of Queens. Informational workshops related to new immigrants' acculturation are offered on topics such as citizenship and job-training, advice on helping children learn, starting a business, health, and 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. Provides ESOL classes at beginning, intermediate, and advanced levels as well as English conversation groups. Citizenship application or other immigration legal services (visas, green cards, etc.) are referred to other community based organizations. Visit the website or email **napref@queenslibrary.org** for more information.

U.S. CITIZENSHIP AND IMMIGRATION SERVICES—GREEN CARDS

Telephone: 800.375.5283 / TTY: 800.767.1833
Outside the United States or a U.S. territory: 212.620.3418

www.uscis.gov/green-card

The website provides information on green cards including eligibility, how to renew or replace, steps on how to apply, what happens after applying, forms and fees, and more. Call for more information and a mailing address.

NYS OFFICE FOR NEW AMERICANS (ONA) (ES)

New Americans Hotline: 800.566.7636
www.newamericans.ny.gov

Provides information on ESOL classes, naturalization and DACA assistance, federal immigration law and policy information and referrals, and business development training in centers throughout NYS. Call the hotline for general questions about immigration and naturalization, referrals, and locations. Available in multiple languages.

The Liberty Defense Project, administered by ONA, is run in partnership with law firms, legal associations, advocacy organizations, major colleges and universities, and bar associations. Provides free legal consultations and screenings for immigrants; direct representation to immigrants in deportation proceedings as well as other cases; help with filing immigration applications for naturalization, employment authorization, permanent residency, and more; and Know Your Rights training. Call the New Americans Hotline or visit www.ny.gov/programs/liberty-defense-project for more information.

NYC MAYOR'S OFFICE OF IMMIGRANT AFFAIRS—ACTIONNYC (ES)

Telephone: 800.354.0365 or 311 and say "ActionNYC"
https://www1.nyc.gov/site/immigrants/help/legal-services/actionnyc.page

Offers free, safe immigration legal help in a network of trusted community organizations and schools. Provides legal screenings

to find out if you qualify for any immigration benefit and legal help from an experienced attorney or accredited representative for a range of cases, including citizenship, green card applications and renewals, DACA, Temporary Protected Status (TPS), and more. An appointment is needed to receive services. Help is available in over 200 languages. The website also provides additional resources including Know Your Rights information, tips for avoiding fraud, information for immigrants caregivers, and more.

THE BRONX DEFENDERS—NEW YORK IMMIGRANT FAMILY UNITY PROJECT 

Provides free legal representation to non-citizen New Yorkers who cannot afford legal representation and are facing deportation in NYC, as well as detained New Yorkers facing deportation in New Jersey immigration courts.

See the full listing for The Bronx Defenders on page 158.

BRONXWORKS—IMMIGRATION SERVICES

Offers help with filing and processing immigrant visa applications; assistance with renewing employment authorization cards, green cards, and temporary protected status; assistance with filing naturalization and citizenship applications legal representation before U.S. Citizenship and Immigration Services and the immigration court; ESOL classes; civics classes; and counseling on resources for housing, financial, and health needs.

See the full listing for BronxWorks on page 313.

BROOKLYN DEFENDER SERVICES (BDS)—IMMIGRATION PRACTICE 

Telephone: 718.564.6290

Provides free legal representation to those at the intersection of the criminal legal system and the immigration system and those

who are detained in immigration jail with pending cases in NYC. For questions regarding individuals who are currently in ICE detention call **347.768.3040**.

See the full listing for BDS on page 159.

CABRINI IMMIGRANT SERVICES—NYC ES



139 Henry Street, New York, NY 10002
Telephone: 212.791.4590
http://cis-nyc.org

A faith-based agency that provides a broad range of services to immigrants and their families. Direct legal services include green card renewals, family-based petitions, DACA renewals, FOIA requests, and citizenship applications. Connects currently incarcerated people to appropriate resources. Also provides legal referrals for refugees and asylees, case management and short-term crisis intervention counseling, programming for students and families, a weekly food pantry (contact for operating hours), referrals to community resources, advocacy, and online Know Your Rights workshops. Updates related to health, housing, food pantry, COVID testing, education, and more will be available at **http://cis-nyc.org/updates**.

CAMBA—IMMIGRATION LEGAL SERVICES ES

20 Snyder Avenue, Brooklyn, NY 11226
Telephone: 718.287.0010

Provides legal advice, application assistance, and representation to individuals and families who are Brooklyn residents and meet income guidelines.

See the full listing for CAMBA on page 105.

CATHOLIC CHARITIES—IMMIGRANT AND REFUGEE SERVICES (ES)

80 Maiden Lane, 13th Floor, New York, NY 10038
Telephone: 212.419.3700 / Immigration Hotline: 800.566.7636
https://cccsny.org

Offers information and referrals as well as direct service for immigration-related problems. 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 to schedule an appointment.

CHINESE-AMERICAN PLANNING COUNCIL

150 Elizabeth Street, New York, NY 10012
Telephone: 212.941.0920
www.cpc-nyc.org

Provides culturally sensitive programs for immigrants and low-income New Yorkers of all ages. Offers free ESOL classes, job training, programs for children and youth, programs for seniors, and more.

CITY UNIVERSITY OF NEW YORK (CUNY)—CITIZENSHIP NOW! (ES)

Telephone: 646.664.9400
http://www1.cuny.edu/sites/citizenship-now

Provides free, confidential immigration law services to individuals and families on their path to U.S. citizenship. Attorneys and paralegals offer one-on-one consultations to assess participants' eligibility for legal benefits and assist them in applying when qualified. Available to all members of the community, both CUNY students and nonstudents. Call to schedule an appointment.

See the full listing for CUNY on page 60.

EMERALD ISLE IMMIGRATION CENTER (EIIC) ES

www.eiic.org

4275 Katonah Avenue, Bronx, NY 10470
Telephone: 718.324.3039

59-26 Woodside Avenue, Woodside, NY 11377
Telephone: 718.478.5502

Provides information on the procedures for most immigration matters such as reentry permits, lost or replacement green cards, family immigration visas, and more. Offers a citizenship program, by appointment, where one can obtain assistance with the application forms, as well as get the necessary photographs. Call to set up an appointment.

EMMA'S TORCH ES

345 Smith Street, Brooklyn, NY 11231
Telephone: 718.243.1222
www.emmastorch.org

A 10-week paid apprenticeship program in culinary training for refugees, asylees, or survivors of human trafficking over the age of 18, who are authorized to work in the United States. Offered throughout the program are weekly English classes focused on culinary vocabulary and interview preparation, job-readiness workshops, mock interviews, and weekly evaluations to track progress and prepare for a long-term career. French, Arabic, Hebrew, and Korean are also spoken. More information, email contact, and the application are available online.

FREEDOM FOR IMMIGRANTS ES

1322 Webster Street, Suite 300, Oakland, CA 94612
Telephone: 510.822.2722
www.freedomforimmigrants.org

National Immigration Detention Hotline
Hotline: 209.757.3733 / From Detention: 9233

An advocacy organization fighting to end immigration detention. Operates a Direct Support Fund which provides financial support for people affected by immigration detention, a National Detention Bond Fund to help those who cannot afford bond amounts set by ICE or by immigration judges, and the National Immigration Detention Hotline, a confidential service offered to people in U.S. immigration detention at no cost to them. The hotline is available Mon–Fri 9am–11pm EST (6am–8pm PST).

IMMIGRANT DEFENSE PROJECT ES

40 West 39th Street, 5th Floor, New York, NY 10018
Telephone: 212.725.6422
www.immigrantdefenseproject.org

Provides targeted litigation in support of challenges to deportations and other adverse immigration consequences based on criminal convictions and arrests. Other services include expert advice, legal training, and community defense work that builds the capacity of advocates and directly impacted individuals to respond to issues of immigrant criminalization. Also provides Know Your Rights flyers for encounters with ICE and resources for emergency planning.

IMMIGRATION EQUALITY ES

Telephone: 212.714.2904 (Wed 1pm–4pm)
From Detention: 917.654.9696 (Mon–Thu 9:30–5:30)
www.immigrationequality.org

Provides free legal services to LGBTQI+ people and those living with HIV who are asylum seekers physically present in the United States and LGBTQ people and people living with HIV in immigration detention facilities. Advocates for queer and trans asylum seekers in the courts, and same-sex married couples whose children are

unlawfully denied recognition of their U.S. citizenship. The legal help contact form is available on the website.

INFORMED IMMIGRANT ES

www.informedimmigrant.com

A website that provides guides for undocumented immigrants on rights, family preparedness, help for people in detention or facing deportation, a directory to find free or low-cost legal services by zip code, and more. Also provides resources for service providers and schools.

A resource guide for those impacted by COVID-19 is updated weekly and available at www.informedimmigrant.com/guides/coronavirus.

LEGAL AID SOCIETY ES 

Immigration Helpline: 844.955.3425

Offers free legal counsel and advice to non-citizen New Yorkers who are detained by Immigration and Customs Enforcement (ICE) who cannot afford a private lawyer. Factsheets and other resources are available online. Those in need of assistance can call the helpline Mon–Fri 9–5. Collect calls from detention facilities and prisons are accepted.

See the full listing for Legal Aid Society on page 162.

MAKE THE ROAD NEW YORK ES

www.maketheroadny.org

301 Grove Street, Brooklyn, NY 11237
Telephone: 718.418.7690

92-10 Roosevelt Avenue, Jackson Heights, NY 11372
Telephone: 718.565.8500

161 Port Richmond Avenue, Staten Island, NY 10302
Telephone: 718.727.1222

Provides a range of legal, social, and education services. Legal services include advice and representation on immigration cases, including citizenship, asylum, and deportation defense. Also advocates for worker and tenant rights, providing legal help against workplace exploitation and wage-theft, evictions, and unsafe housing conditions. Provides legal support and advocacy to transgender, gender nonconforming, intersex, and queer (TGNCIQ) immigrants and workers.

Assists with benefits applications, health insurance and food stamp enrollment, navigating the health system, and negotiating hospital bills. Provides emergency food services and free wellness programs.

Offers support and activities for LGBTQI+ youth, as well as a range of adult education and programs including ESOL and citizenship test classes, bilingual health and safety trainings for workers, and a Community Health Worker Training that provides students with skills and job placement assistance. Provides leadership training to people interested in advocating for change in their communities.

MERCY CENTER—IMMIGRATION SERVICES (ES)

www.mercycenterbronx.org

332 East 149th Street, 8th Floor, Bronx, NY 10451
Telephone: 718.942.9815

377 East 145th Street, Bronx, NY 10454
Telephone: 718.993.2789

Offers free legal assistance with naturalization applications for legal permanent residents, DACA renewals, and green card renewals. Makes referrals to partner organizations for all other legal immigration matters. Also offers adult education programs such as ESOL classes, citizenship classes in English, workforce development courses, and HSE classes in Spanish.

MIXTECA ORGANIZATION INC. (ES)

245 23rd Street, 2nd Floor, Brooklyn, NY 11215
Telephone: 718.965.4795
www.mixteca.org

Provides a range of services to Spanish speaking immigrants in NYC. Offers ESOL classes, computer classes, and adult basic education and literacy classes in Spanish. Also provides free health screenings and workshops, mental health services, domestic violence support services, Know Your Rights workshops, youth programming, as well as and referrals to free and low-cost immigration, legal, and social services.

NEW SANCTUARY COALITION (NSC) (ES)

239 Thompson Street, New York, NY 10012
Telephone: 646.395.2925
www.newsanctuarynyc.org

The Pro Se Clinic provides support to people facing deportation and offers help with identifying ways to prevent deportation and detention, preparing for court appearances or interviews, applying for asylum, and accessing immigration-related benefits. Provides Beyond Your Rights information to empower communities facing escalated ICE activity. NSC also accompanies people facing deportation to their immigration hearings and ICE check-ins, and the Anti-Detention Program advocates for the release of detained immigrants so that they can fight their cases from their communities instead of behind bars. The social work team provides assessment and referrals for social service needs. Contact to set up appointments. To report ICE raids or activity, call **646.395.2925** or **908.791.5309**.

NEW-YORK HISTORICAL SOCIETY (ES)

170 Central Park West, New York, NY 10024
Telephone: 212.873.3400 x511

www.nyhistory.org/education/citizenship-project

Offers an online citizenship course to prepare permanent residents for the civics test portion of the United States Citizenship and Immigration Services (USCIS) naturalization interview. Online citizenship classes are taught in English and are accessible to English Language Learners. Spanish citizenship class offered for people who qualify for the English language exemption. Must register in advance.

NEW WOMEN NEW YORKERS (NWNY) ES

Telephone: 646.847.9560
www.nywomenimmigrants.org

Provides free workforce development programs to immigrant women in NYC. LEAD, We Speak, We LEAD, and Bridge to LEAD begin with an interactive job-readiness workshop series providing critical knowledge and skills for the job search process, complemented by company sessions (mock interviews, field visits, career advice coffee chats, etc.), and individual support in the form of resume building, mock phone screenings, interview prep, and career counseling. Also offers free community and storytelling programs. Visit the website to learn more and register.

NEW YORK JUSTICE FOR OUR NEIGHBORS ES

Telephone: 212.870.3785
www.nyac-jfon.org

A national network of church-based, volunteer-supported immigration law clinics that provides free legal advice and representation to vulnerable and low-income immigrants on all immigrant law issues. Call to schedule an appointment. Services are also available Chinese.

NORTHERN MANHATTAN COALITION FOR IMMIGRANT RIGHTS (NMCIR) ES

5030 Broadway, Suite 639, New York, NY 10034
Telephone: 212.781.0355
https://nmcir.org

Provides immigration services including one-on-one legal consultations and application assistance on issues such as adjustment of legal status, filing for citizenship and naturalization, and family-based petitions. ESOL and citizenship classes are offered. The Worker Center provides resources and training including OSHA 30.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)—OFFICE OF NEW AMERICANS

Provides free services for the immigrant community of Bushwick and the surrounding area. Services include preparation classes for citizenship exams, ESOL classes, computer classes, and entrepreneurship training. Provides assistance with filing for naturalization, green card renewal, and certificate of citizenship. Must call to make an appointment, no walk-ins accepted.

See the full listing for OBT on page 324.

QUEER DETAINEE EMPOWERMENT PROJECT (QDEP) ES



P.O. Box 180249, Brooklyn, NY 11218
Telephone: 347.645.9339 / Hotline: 347.645.9339
www.qdep.org

Works with LGBTQI+ immigrants who are currently in detention centers, those that have been recently released from detention centers, and those at risk of entering immigration detention in the tri-state area (Connecticut, New Jersey, New York). Assists people coming out of immigration detention in securing structural, health/wellness, educational, legal, and emotional support and services.

Assistance from the hotline is available Mon–Fri 10–5. Services are also available in French.

SAFE PASSAGE PROJECT (ES)

185 West Broadway, New York, NY 10013
Telephone: 212.324.6558
www.safepassageproject.org

Offers help with the legal needs of indigent immigrant youth living in NYC. Provides representation for unaccompanied minors in immigration court and resources for Special Immigrant Juvenile Status (SIJS), asylum, as well as other possible immigration alternatives for children. The social work team assists with additional mental health and school-related support services.

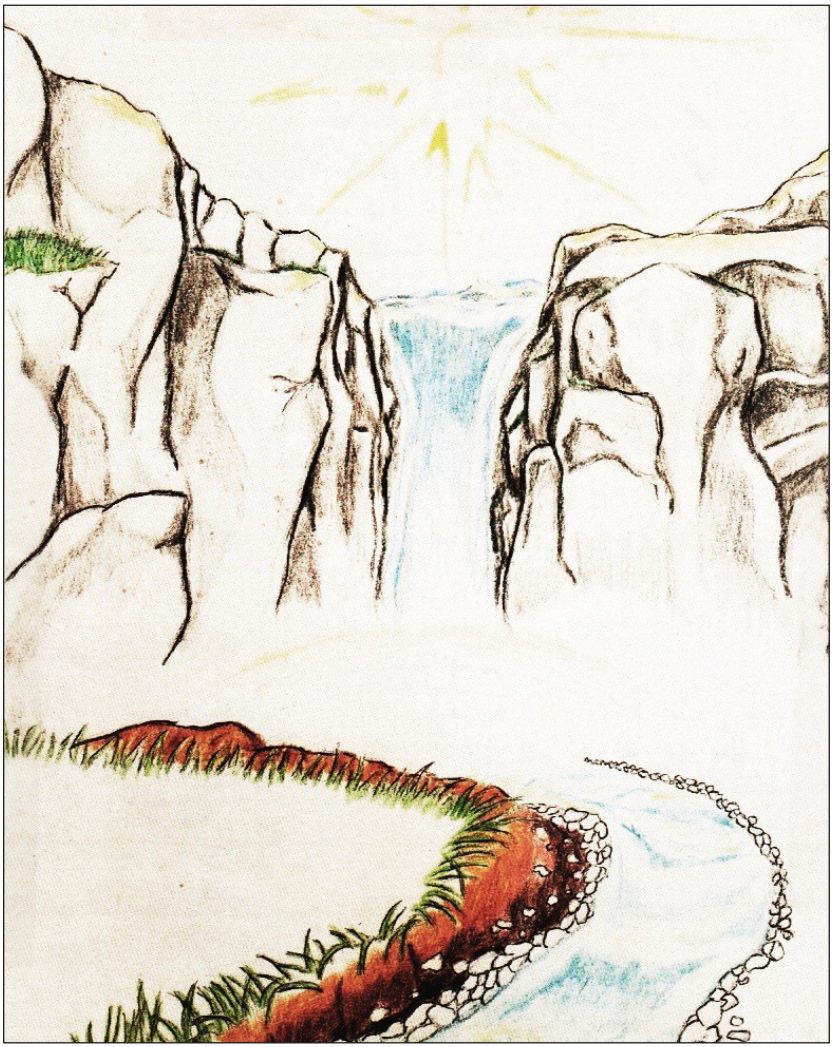
Veterans

LIVE NOT FOR BATTLES WON.

LIVE NOT FOR THE-END-OF-THE-SONG.

LIVE IN THE ALONG.

— GWENDOLYN BROOKS



ARTWORK BY S. JORDAN

USED WITH PERMISSION FROM THE ARTIST.

Veteran Benefits & Incarceration

The U.S. Department of Veterans Affairs (VA) can pay certain benefits to veterans who are incarcerated in a federal, state, or local penal institution; however, the amount paid depends on the type of benefit and reason for incarceration. For more information, please visit **https://benefits.va.gov/persona/veteran-incarcerated.asp**. It is important to speak directly with a VA representative to figure out what specifically applies to your situation.

Disability compensation

Payments are reduced if a veteran is convicted of a felony and imprisoned for more than 60 days. Once a veteran is released from prison, compensation payments may be reinstated based upon the severity of the service-connected disability or disabilities at that time. Payments are not reduced for recipients participating in work-release programs, residing in halfway houses (also known as "residential reentry centers"), or under community supervision. Compensation benefits are not reduced if incarcerated for a misdemeanor.

Pension

If you are incarcerated as the result of a conviction of a felony or misdemeanor, your pension payment will be discontinued effective on the 61st day of imprisonment following conviction. Failure to notify the VA of a veteran's incarceration could result in the loss of all financial benefits until the overpayment is recovered.

Education benefits

Beneficiaries incarcerated for charges other than a felony can receive full monthly benefits if otherwise entitled. Those convicted of felonies residing in halfway houses, or participating in work-release programs also can receive full monthly benefits. Claimants incarcerated for a felony conviction can be paid only the costs of tuition, fees, necessary books, equipment, and supplies.

Apportionment to spouse or children

All or part of the compensation not paid to an incarcerated veteran may be apportioned to the veteran's spouse, child or children, and dependent parents on the basis of individual need. An appor-

tionment of an incarcerated veteran's VA benefits is not granted automatically to the veteran's dependents. The dependent(s) must file a claim for an apportionment.

Are you eligible for VA medical care while incarcerated?
Incarcerated veterans do not forfeit their eligibility for medical care; however, current regulations restrict the VA from providing hospital and outpatient care to a currently incarcerated veteran. The VA may provide care once the veteran has been unconditionally released from the penal institution.

When will VA benefits be resumed?
Veterans may inform the VA to have their benefits resumed within 30 days or less of their anticipated release date based on evidence from a parole board or other official prison source showing the veteran's scheduled release date. Your award for compensation or pension benefits shall be resumed the date of release from incarceration if the VA receives notice of release within one year following release. Depending on the type of disability, the VA may schedule you for a medical examination to see if your disability has improved. You will need to visit or call your local VA regional office for assistance. You are considered to have been released from incarceration if you are paroled or participating in a work-release or halfway housing program.

STATESIDE LEGAL

www.statesidelegal.org

A website for veterans, service members, and the general public looking to understand the complex systems of laws and benefits unique to those with military service. Provides legal information and resources important to the rights and benefits of individuals with military service, as well as their families and caregivers; hosts a national directory of free- and low-cost service providers, state agencies, law school clinics, and other resources that can help enforce legal rights and benefits.

Organizations

U.S. DEPARTMENT OF VETERANS AFFAIRS (VA) ES



VA Regional Benefits Office
245 West Houston Street, New York, NY 10014
Telephone: 800.827.1000 / TTY: 800.829.4833
www.va.gov

Provides near-comprehensive healthcare services to eligible military veterans at VA medical centers and outpatient clinics located throughout the country along with several non-healthcare benefits including disability compensation, vocational rehabilitation, education assistance, home loans, and life insurance. Contact for more information, forms, how to request military records (including DD214), and instructions for applying for benefits.

The Healthcare for Re-entry Veterans (HCRV) program provides services including outreach and pre-release assessment services and referrals and linkages to medical, mental health, and social services, including employment services on release and short-term case management assistance on release.

The Veterans Justice Outreach (VJO) program for court-involved and incarcerated people provides help with access to Veterans Health Administration (VHA) services, as clinically indicated. Specialists provide direct outreach, assessment and case management for court-involved veterans in local courts and jails, and liaison with local criminal legal system partners. Does not offer legal services.

Local Veterans Centers, listed below, have therapists and clinicians that provide a broad range of counseling and referral services to eligible veterans and their families. Provides counseling for combat-related trauma, counseling for those who have been sexually traumatized in the military, and bereavement counseling. Eligibility determined upon intake by one's DD214. Call for services provided and to schedule an appointment.

2471 Morris Avenue, Suite 1A, Bronx, NY 10468
Telephone: 718.367.3500

25 Chapel Street, Suite 604, Brooklyn, NY 11201
Telephone: 718.630.2830

32 Broadway, Suite 200, New York, NY 10004
Telephone: 212.951.6866

75-10B 91st Avenue, Woodhaven, NY 11421
Telephone: 718.296.2871

60 Bay Street, 1st Floor, Staten Island, NY 10301
Telephone: 718.816.4499

JAMES J. PETERS VA MEDICAL CENTER ES 

130 West Kingsbridge Road, Bronx, NY 10468
Telephone: 718.584.9000 / Nurses Helpline: 800.877.6976
www.bronx.va.gov

Provides comprehensive healthcare through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, cardiology, orthopedics, infectious diseases, radiology, specialty clinics, rheumatology, multiple sclerosis, spinal cord injury, and extended care. The Helpline provides assistance 24 hours a day.

NYS DIVISION OF VETERANS' SERVICES ES

Hotline: 888.838.7697
www.veterans.ny.gov

Provides assistance to veterans and their families with any matters related to veterans' benefits. Clients should bring their DD214, copy of their birth certificate, Social Security card, proof of address, and proof of income, if any. Assistance is also given in obtaining a copy of one's DD214.

NYC DEPARTMENT OF VETERANS' SERVICES 

1 Centre Street, 22nd Floor, Suite 2208, New York, NY 10007
Telephone: 212.416.5250 or 311
www.nyc.gov/vets

Provides services and assistance to NYC veterans and their families including help with benefits, employment and entrepreneurship, housing support, physical and mental health, and education.

NYC DEPARTMENT OF SMALL BUSINESS SERVICES—PRIORITY1

Telephone: 311
https://www1.nyc.gov/site/sbs/careers/veteran-services.page

Offers intensive career services and job-placement opportunities to veterans and their spouses at all Workforce1 Career Centers in NYC. At certain locations, clients can meet with a Veteran Specialist for one-on-one advisement sessions. Call or visit the website for locations and information on the Virtual Workforce1 Career Center System.

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, social readjustment, upgrading discharges, and more. Makes referrals to shelters. Must have DD214 military discharge papers. Can assist veterans in acquiring this documentation.

CITY BAR JUSTICE CENTER—VETERANS ASSISTANCE PROJECT (ES)

42 West 44th Street, New York, NY 10036
Telephone: 212.382.4722 / Toll-free: 877.564.3383
www.citybarjusticecenter.org

Provides disabled and low-income veterans in NYC with free legal assistance on issues related to their claims for benefits from the VA. Veterans can call to have their cases screened and, as appropriate, invited to a monthly legal clinic. At the legal clinic, volunteer lawyers assess possible legal remedies and help veterans file claims and appeals to the VA. Assistance ranges from locating service documents and medical records, to preparing and filing claims, and directly representing veterans at hearings. For non benefit inquiries such as housing, child support, or bankruptcy please call **212.626.7383**.

CITY UNIVERSITY OF NEW YORK (CUNY)—OFFICE OF VETERANS AFFAIRS (COVA) (ES)

555 West 57th Street, 14th Floor, New York, NY 10019
Telephone: 646.664.8835
http://www2.cuny.edu/about/university-resources/veterans-affairs

Provides support for veterans and reservists on CUNY campuses. Offers information about benefits, entitlements, counseling, and advocacy resources to assist veterans in pursuing academic and civilian careers. Call Mon–Thu 9–5.

See the full listing for CUNY on page 60.

IRAQ AND AFGHANISTAN VETERANS OF AMERICA (IAVA)



85 Broad Street, 18th Floor, New York, NY 10004
Telephone: 212.982.9699 / Quick Reaction Force: 855.917.2743
http://iava.org

An advocacy and support organization for Iraq and Afghanistan veterans and their families. Provides information and referrals on disability claims, education benefits, for-profit school counseling, mental health, financial assistance, legal services, employment, housing services, and public benefits. The Quick Reaction Force provides free and confidential peer support, remote care management, and connections to resources for veterans and family members. Call 24 hours a day, 7 days a week to speak with a Veteran Care Manager.

NYU LANGONE MEDICAL CENTER—THE STEVEN A. COHEN MILITARY FAMILY CLINIC

1 Park Avenue, 8th Floor, New York, NY 10016
Telephone: 855.698.4677
www.nyulangone.org/locations/military-family-clinic

Provides free therapy for service members and their families who are experiencing the lasting effects of all phases of military service and other life stressors, including post-traumatic stress, traumatic brain injury, depression, anxiety, alcohol and substance use disorder, grief and loss, relationship and family conflict, military sexual trauma, readjustment issues, ADHD, parenting concerns, children's behavioral or academic problems, relationship difficulties, school problems, unemployment, and relocation issues. Telehealth services are available. Call to make an appointment.

PARALYZED VETERANS OF AMERICA (PVA)

Bronx National Service Office—James J. Peters VAMC
130 West Kingsbridge Road, Room 1D-52A, Bronx, NY 10468
Telephone: 718.584.9000 x6272 / Toll-free: 866.297.1319
TTY: 800.795.4327 / Benefits Hotline: 866.734.0857
Caregiver Support: 855.260.3274
Legal Services Support: 800.424.8200
www.pva.org

An advocacy and support organization for veterans who have experienced spinal cord injury or dysfunction. Provides resources

and professional, medical, and legal services to disabled veterans, their caregivers, and their families, including employment support, vocational rehabilitation, help with veteran benefits, entitlements or claims, healthcare, and caregiver support.

SERVICES FOR THE UNDERSERVED (S:US)—VETERAN SERVICES 

Telephone: 646.790.2449

Provides case management, education and employment services, and referrals to assist with reintegration. Supportive services are available for veteran families.

See the full listing for S:US on page 127.

VETERANS CRISIS LINE

Crisis Line: 800.273.8255 (press 1) / TTY: 800.799.4889
www.veteranscrisisline.net

Connects veterans in crisis, and their families and friends, with qualified VA responders through a confidential toll-free hotline. Online chat and texting are also available. Support is offered 24 hours a day, 7 days a week, 365 days a year.

People with Disabilities

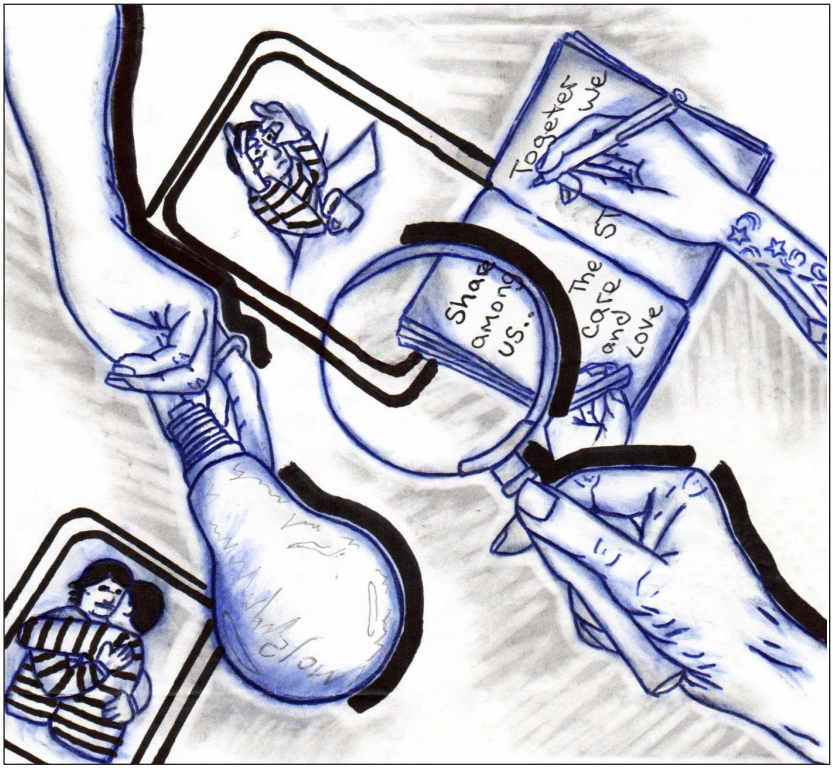
WHEN I HEAR US DREAM OUR FUTURES,

BELIEVE WE WILL MAKE IT TO ONE,

WE WILL MAKE ONE.

THE FUTURE LIVES IN OUR BODIES

— LEAH LAKSHMI PIEPZNA-SAMARASINHA



ARTWORK BY ANONYMOUS

USED WITH PERMISSION FROM THE ARTIST.

NEW YORK RELAY CENTER (ES)
Telephone: 711
www.nyrelay.com
Connects standard (voice) telephone users with Deaf, hard of hearing, DeafBlind, Speech-Disabled, or Late-Deafened people who use Teletypewriter (TTYs) or Voice Carry-Over (VCO) phones.



Rights While Incarcerated

The following is from the ADA National Network's fact sheet found online at **https://adata.org/factsheet/corrections**.

The Department of Justice issued revised Americans with Disabilities Act (ADA) Title II regulations which took effect March 15, 2011. These regulations require adult and juvenile jails and prisons (including private prisons) to make accessible benefits, services, programs, and activities to any incarcerated person with a disability. The law requires that qualified people with disabilities should have access to all programs to which they would otherwise be entitled, including educational, vocational, work release, employment, and religious programs, whether mandatory or voluntary.

People with disabilities must be housed in the most integrated setting appropriate to the needs of the individuals. This means there needs to be accessible housing in all security classifications and/or program levels of a facility. Unless it is appropriate to make an exception, jails and prisons shall not place people with disabilities:

- In inappropriate security classifications because no accessible cells or beds are available
- In medical areas, unless they are actually receiving medical care or treatment
- In facilities that do not offer the same programs as facilities where they otherwise would be housed
- In distant facilities where they would otherwise not be housed that would deprive them of visitation with family members

Facilities should provide accessible mobility features to cells such as an accessible route to and through the room, an entry door

with adequate clear width, maneuvering clearance, and accessible hardware. Altered cells with mobility features shall be provided in each classification level.

People should have equal physical access to areas used for visitation, dining, recreation, educational programs, medical services, work programs, religious services, and other offered programs. If it is technically infeasible to house someone in an area that meets these standards, a transfer within the same prison system must be provided.

If your rights have been violated, please see page 185 for information on filing a grievance.

ADA NATIONAL NETWORK—NORTHEAST ADA CENTER

K. Lisa Yang and Hock E. Tan Institute on Employment and Disability
Cornell University: ILR School
201 Dolgen Hall, Ithaca, NY 14853
Telephone: 800.949.4232
https://adata.org

The regional center in charge of NYS. Provides information, training, and guidance on the Americans with Disabilities Act.

DISABILITY RIGHTS NEW YORK ES

25 Chapel Street, Suite 1005, Brooklyn, NY 11201
Telephone: 518.432.7861 / Toll-free: 800.993.8982
TTY: 518.512.3448
www.drny.org

Provides free civil legal assistance to individuals with disabilities, including individuals in state prisons and local jails. Assistance is limited to disability-related matters within agency resources.

Organizations

THE NEW YORK PUBLIC LIBRARY (NYPL)—SERVICES FOR PEOPLE WITH DISABILITIES

www.nypl.org/locations/map

NYPL 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 library sites are accessible to people using wheelchairs. Full accessibility is indicated on the locations web page listed above. Libraries 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. For patrons who are Deaf or hard of hearing, sign language interpretation or real-time captioning for library classes and programs can be arranged. Please email **accessibility@nypl.org** at least 2 weeks ahead of time to request accommodations.

THE NEW YORK PUBLIC LIBRARY (NYPL)—ANDREW HEISKELL BRAILLE AND TALKING BOOK LIBRARY

40 West 20th Street, New York, NY 10011
Telephone: 917.275.6975
www.nypl.org/locations/heiskell

Provides reading materials for people who are blind, visually impaired, or have a physical disability that makes it difficult to read a book or standard print. Audiobooks, as well as an audiobook player, can be mailed to your home free of charge. Also provides access to a free audiobook app, on-site assistive technology, and one-on-one technology coaching. Call, email **talkingbooks@nypl.org**, or go to **www.nypl.org/accessibility/print-disabilities** for more information.

NYS COMMISSION FOR THE BLIND (NYSCB) (ES)

Telephone: 866.871.3000
www.ocfs.state.ny.us/main/cbvh

Provides information on financial resources and vocational training. Help with transportation and use of Braille is available. To be eligible, one must be blind from birth or have been declared legally blind. Call or visit the website for more information and locations.

NYS DEPARTMENT OF EDUCATION—ADULT CAREER AND CONTINUING EDUCATION SERVICES–VOCATIONAL REHABILITATION (ACCES–VR)

89 Washington Avenue, Albany, NY 12234
Telephone: 800.222.5627
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. Contact for updates on ACCES-VR orientation sessions and services.

Bronx residents: 718.931.3500
Brooklyn residents: 718.722.6700
Manhattan residents: 212.630.2300
Harlem Office: 212.961.4420
Queens residents: 347.510.3100
Staten Island residents: 718.816.4800

NYS OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

44 Holland Avenue, Albany, NY 12229
Telephone: 866.946.9733
www.opwdd.ny.gov

Coordinates services for individuals with developmental disabili-

ties. Provides direct service and referrals to a network of providers with a wide variety of services and support. Call a local office for information on referral services.

Front Door Offices
Bronx: 718.430.0757
Brooklyn: 718.642.8576
Manhattan: 646.766.3220
Queens: 718.217.6485
Staten Island: 718.982.1913

I/DD ID Cards
A new state law now makes identification cards available to people who have a medically diagnosed developmental disability. I/DD ID cards contain basic information, along with an emergency contact, and are meant to be presented to law enforcement, firefighters, and emergency medical services personnel to aid in the communication process. The cards are free and voluntary. Visit the website at **https://opwdd.ny.gov/form/i-dd-id-cards** to request an ID card.

NYC DEPARTMENT OF TRANSPORTATION—PARKING PERMITS FOR PEOPLE WITH DISABILITIES (ES)

30-30 Thomson Avenue, 2nd Floor, Long Island City, NY 11101
Telephone: 718.433.3100 / TTY: 212.504.4115
www.nyc.gov/html/dot/html/motorist/pppdinfo.shtml

Call for updated information on obtaining a special parking permit for physically disabled residents and extended expiration dates.

NYC MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES (ES)

100 Gold Street, 2nd Floor, New York, NY 10038
Telephone: 311 / Video Phone: 646.396.5830
www.nyc.gov/mopd

Offers information and referrals in the areas of housing, trans-

portation, discrimination, education, health, Social Security, and services to the homebound. Other languages are also spoken.

NYC TAXI AND LIMOUSINE COMMISSION—ACCESSIBILITY DISPATCH PROGRAM

Telephone: 311 / Dispatch: 646.599.9999
http://accessibledispatch.com

Provides wheelchair-accessible green and yellow taxi dispatching services. Accommodates pickups and drop-offs in all 5 boroughs and NYC airports. There are no extra costs for passengers. To book a taxi, call, visit the website, or download the Accessible Dispatch mobile app.

CENTER FOR HEARING AND COMMUNICATION

50 Broadway, 6th Floor, New York, NY 10004
Telephone: 917.305.7700 / TTY: 917.305.7999
www.chchearing.org

Appointment Numbers
Audiology: 917.305.7766 / Speech and Language: 917.305.7840
Psychotherapy 917.305.7739

Offers a comprehensive program of rehabilitative and human services for those who are Deaf or hard of hearing including free hearing screening, assistive devices, and listening center. Lip-reading offered. Mental health options include individual psychotherapy, couples therapy, family therapy, therapeutic support groups, and crisis intervention. Sign language also available.

THE DEAF HOTLINE

Hotline: 800.799.7233 / TTY: 800.787.3224
https://thedeafhotline.org

Provides support for Deaf, DeafBlind, and DeafDisabled callers

nationwide, offering advocacy and information regarding domestic violence and sexual assault 24 hours a day, 7 days a week.

FEDCAP

www.fedcap.org

Headquarters
633 3rd Avenue, New York, NY 10017
Telephone: 212.727.4200

Vocational Rehabilitation
210 East 43rd Street, New York, NY 10017
Telephone: 212.727.4327

Offers comprehensive vocational rehabilitation services for people with disabilities who are ages 18 and over and referred by ACCES-VR, the Commission for the Blind and Physically Handicapped, or the Department of Veterans Affairs. Provides business solutions, educational services, occupational health services and home health services.

HEARING LOSS ASSOCIATION OF AMERICA (HLAA)—NYC CHAPTER

P.O. Box 602, Radio City Station, New York, NY 10101
Telephone: 212.769.4327
www.hearinglossnyc.org

Provides information, education, support, and advocacy for people with hearing loss. Contact for chapter meeting information. All meetings feature open captioning and meeting rooms are equipped with audio loops, which transmit sound directly to hearing aids and cochlear implants equipped with telecoils. An ASL interpreter is available upon request with 5 days' notice.

INDEPENDENT LIVING CENTERS (ILCS) (ES)

Nonprofit community-based, independent nonprofit organizations run by and for individuals with disabilities in New York City. Provides services that help those with disabilities lead independent, productive, and meaningful 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 to live independent lives. Please contact the individual organization for information on particular services offered.

Bronx Independent Living Services, Inc.
4419 3rd Avenue, Suite 2C, Bronx, NY 10457
Telephone: 718.515.2800 / TTY: 718.515.2803
Videophone: 866.426.8059
http://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

Manhattan Center for Independence of the Disabled NY
841 Broadway, Suite 301, New York, NY 10003
Telephone: 212.674.2300 / TTY: 212.674.5619
Videophone: 646.350.2681
www.cidny.org

Harlem Independent Living Center
289 Street, Nicholas Avenue, Suite 21, Lower Level, New York, NY 10027
Toll-free: 800.673.2371 / Telephone: 212.222.7122
TTY: 212.222.7198 / Videophone: 646.755.3092
Relay: 866.326.5892
https://hilc.org

Queens Center for Independence of the Disabled NY
80-02 Kew Gardens Road, Suite 400, Kew Gardens, NY 11415
Telephone: 646.442.1520 / TTY: 718.866.0428

Videophone: 347.905.5088
www.cidny.org

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

INSTITUTE FOR CAREER DEVELOPMENT (ICD)

123 William Street, 5th Floor, New York, NY 10038
Telephone: 212.585.6000
www.icdnyc.org

Provides services to individuals with disabilities. Vocational training programs include building-repair technician, custodial services, information technology, office technology, veterinary assistant, human services, and early child development. Work-readiness programs and job-placement services also offered. In order to qualify for services, individuals must be referred through ACCES-VR. ASL interpreters available. Call to make an appointment.

JOB PATH, INC.

256 West 38th Street, 2nd 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. Offers Community Connections and Supported Living, providing individuals with assistance and safeguards as needed.

LIGHTHOUSE GUILD VISION PLUS HEALTH

250 West 64th Street, New York, NY 10023
Telephone: 800.284.4422 / TTY: 711

www.lighthouseguild.org

Provides a range of services for people who are blind or visually impaired, including those with multiple disabilities or chronic medical conditions. Offers assistance with learning how to navigate one's home, work, and the city, using adaptive technology, getting and keeping a job, and coping emotionally with the stress of vision loss. Provides access to a health center for diabetes-related services. Russian and Chinese are also spoken. Adult Tele-Support Groups meet by phone or online every other week and are led by a licensed professional to offer support on coping with COVID-19 and vision loss and help finding resources. Contact for more information.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA)

Telephone: 511 / TTY: 711
www.mta.info

Offers fare discounts for seniors and people with disabilities. Access-A-Ride provides transportation for people who are unable to use public bus or subway service for some or all of their trips. Call or visit the website for applications, more information, or for a list of accessible subway and rail stations for customers who have ambulatory disabilities, are accompanied by a service animal, or use a wheelchair.

NEW YORK COUNTY LAWYERS ASSOCIATION (NYCLA)—SOCIAL SECURITY SDNY PROJECT

Assists individuals who are appealing their denial of Social Security Disability and/or Supplemental Security Income benefits in federal court after exhausting all administrative remedies.

See the full listing for NYCLA on page 166.

SINERGIA (ES)

2082 Lexington Avenue, 4th Floor, New York, NY 10035
Telephone: 212.643.2840 / Toll-free: 866.867.9665
www.sinergiany.org

Provides services, housing, and advocacy for people with disabilities in the Bronx and Northern Manhattan. Multicultural services to individuals and families whose complex needs go beyond disability-related services are also provided. Services include homelessness prevention, immigration services, unemployment services, pathway to employment services, poverty management and prevention, and support with discrimination based on disability, race, language status, sexual orientation, or gender identity. Programs are designed to meet the needs of individuals of all ages and their families.

VISIONS

Telephone: 888.245.8333
www.visionsvcb.org

VISIONS Headquarters
500 Greenwich Street, Suite 302, New York, NY 10013
Telephone: 212.625.1616

VISIONS at Selis Manor
135 West 23rd Street, New York, NY 10011
Telephone: 646.486.4444

Provides rehabilitation and social services to blind and visually impaired people of all ages to adjust to blindness and vision loss, lead independent lives, and obtain work. Offers vision rehabilitation therapy, orientation and mobility training, occupational therapy, low vision exams and aids, counseling, workforce development services, training and support for families and unpaid caregivers, public education, and information and referral services including the Blindline website and call center.

Women

OUR MINDS ARE INTRICATE. OUR DESIRES ARE COMPLEX. WE ARE GORGEOUSLY CONTRADICTORY IN OUR EPISTEMOLOGIES. WE WERE NOT INVENTED YESTERDAY.

— KATHLEEN COLLINS



ARTWORK BY ANONYMOUS

USED WITH PERMISSION FROM THE ARTIST.

Organizations

ACLU—REPRODUCTIVE FREEDOM PROJECT

125 Broad Street, 18th Floor, New York, NY 10004
Telephone: 212.549.2500
www.aclu.org/know-your-rights/prisoners-rights/#im-pregnantand-in-prison

The Reproductive Freedom Project advocates for pregnant people who are incarcerated to receive reproductive health services. Write for a Know Your Rights fact sheet. If you are pregnant, being in prison or jail does not mean you lose your right to decide whether to continue your pregnancy or have an abortion.



Your rights:

- You have the right to an abortion if you want one, and to refuse an abortion if you do not want one.
- You have the right to prenatal and other medical care for your pregnancy and postpartum care.
- You cannot be forced to pay before you can get the medical care you need.
- You have the right to refuse sterilization or other unwanted birth control after your pregnancy.

What to do if you think your rights have been violated:

- If you are not getting the medical care you need, ask other medical staff to help you.
- Document everything that happens. Put your request for an abortion or other medical care in writing and keep a copy. Also, keep a list of the people who you've spoken to or contacted and write down what they say and the dates and times you spoke to them.
- In addition to your request for medical care, you should also file a grievance (an official complaint) if your medical needs are not met.
- If your grievance is denied or rejected, file an appeal and pay attention to all the rules and deadlines of the grievance system,

which are usually written in the inmate handbook. For more information on filing a grievance, please see page 185.

If you are not being provided the medical care you need, contact your lawyer or the ACLU.

CENTER FOR COMMUNITY ALTERNATIVES (CCA)—CROSSROADS FOR WOMEN 

A substance use disorder treatment program offered as an alternative to incarceration for women ages 18 and over.

See the full listing for CCA on page 36.

EDWIN GOULD SERVICES FOR CHILDREN AND FAMILIES—STEPS TO END FAMILY VIOLENCE 

Main Office: 151 Lawrence Street, 5th Floor, Brooklyn, NY 11201
Phone: 212.437.3500 / Helpline: 877.783.7794
www.egscf.org

Offers individual and group support as well as legal advocacy and court accompaniment to survivors of intimate partner violence and other forms of gender-based violence who have been criminalized for their efforts to survive or resist abusive partner behavior. Contact for updates on services and other locations.

ACACIA NETWORK—GREENHOPE SERVICES FOR WOMEN, INC.

435 East 119th Street, New York, NY 10035
Telephone: 212.360.4002
https://acacianetwork.org

Provides residential programs for women with a history of a substance use disorder who are seeking treatment. Services include individual and group substance use disorder counseling, domestic violence education and support, legal advocacy services,

vocational and educational services, prevention services, and assistance with connection to supportive housing.

HOUR CHILDREN 

Provides comprehensive services to incarcerated and formerly incarcerated women and their families.

See the full listing for Hour Children on page 292.

THE LADIES OF HOPE MINISTRIES (THE LOHM) 



8 West 126th Street, New York, NY 10027
Telephone: 646.820.0011
www.thelohm.org

Runs Hope House, a safe housing space for formerly incarcerated women and girls, located in the Bronx. The Angel Foods Project delivers free healthy food to formerly incarcerated women and their families and the families of incarcerated women. The Parole & Probation Accountability Project (PPAP) focuses on challenging and changing parole and probation. Faces of Women Imprisoned is a Speakers Bureau created and run by formerly incarcerated women with the goal to deepen and broaden the public conversation, empower formerly incarcerated women, and provide income for women as they speak around the country.

PROVIDENCE HOUSE 

Provides transitional residences, individual apartments, and permanent supportive housing for women recently paroled from prison (and their children).

See the full listing for Providence House on page 83.

WOMEN ON THE RISE TELLING HERSTORY (WORTH)



171 East 122nd Street, Suite 2R, New York, NY 10035
Telephone: 646.918.6858
https://womenontheriseworth.wordpress.com

An advocacy and consultant group comprised of currently and formerly incarcerated women. Provides services including leadership development, organizing, mentoring, and mutual support.

WOMEN'S PRISON ASSOCIATION (WPA) ES



Provides a range of services for womxn, and their families, who have been impacted by the criminal legal system.

See the full listing for WPA on page 46.

NYS DEPARTMENT OF HEALTH—WOMEN, INFANTS, AND CHILDREN (WIC) PROGRAM ES

Telephone: 800.522.5006
www.health.ny.gov/prevention/nutrition/wic

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 pregnant, breastfeeding, or postpartum; having children under the age of 5; being at nutritional or medical risk; and being income eligible. Verified public assistance, Medicaid, and food stamp participants are automatically WIC eligible. Call for a referral. Other languages are also spoken.

NYC MAYOR'S OFFICE TO COMBAT DOMESTIC VIOLENCE—FAMILY JUSTICE CENTERS (FJCS) ES



Provides free and confidential legal, counseling, and supportive services for survivors of domestic violence, elder abuse, and sex

trafficking, with immediate assistance for victims of domestic violence, regardless of language, immigration, or economic status.

See the full listing for FJCs on page 295.

THE BOWERY MISSION—WOMEN'S CENTERS ES

Provides residential programs and transitional housing for women ages 18–55 with services including counseling, life-skills classes, money management, and job training in a private home.

See the full listing for The Bowery Mission on page 84.

BREAST AND CERVICAL CANCER DETECTION

Memorial Sloan Kettering Cancer Center
Telephone: 212.639.2000
Central Scheduling: 646.227.3700 (screening services)
Physician Breast Service Appointments: 800.525.2225
www.mskcc.org

Breast Examination Center of Harlem
MSK Ralph Lauren Center, 1919 Madison Avenue, New York, NY, 10035
Telephone: 212.987.1777
Nurse practitioners on staff. Services to uninsured people at no out-of-pocket cost include breast cancer screening, mammograms, pelvic examinations, and pap smears.

Evelyn H. Lauder Breast Center
300 East 66th Street, Floors 1–4, New York, NY 10065
Telephone: 646.888.5200
Services include medical oncology, surgery consultations, chemotherapy, pathology, diagnostic imaging including mammograms, gynecologic medical services, and screening programs.

CRIME VICTIMS TREATMENT CENTER (CVTC) ES 

Provides medical, legal, and psychological support for survivors of sexual assault and interpersonal violence.

See the full listing for CVTC on page 129.

FELICITY HOUSE ES

25 East 22nd Street, New York, NY
Telephone: 646.362.0007
https://felicity-house.org

A community center for women ages 18 and over with a professional diagnosis of autism. Offers opportunities to be social and part of a community around other women with autism in a safe space through a range of programming including workshops, lectures and performances, activities and more. Call or visit the website for a schedule of programming.

GRACE INSTITUTE

40 Rector Street, 14th Floor, New York, NY 10006
Telephone: 212.832.7605
www.graceinstitute.org

Offers tuition-free job-skills training for women in administrative fields and provides job placement and job retention support for low-income women. Visit the website to find more information on requirements and application process.

HOT BREAD KITCHEN

Offers programs and services for women, immigrants, and people of color who are interested in a career in the food industry.

See the full listing for Hot Bread Kitchen on page 323.

NONTRADITIONAL EMPLOYMENT FOR WOMEN (NEW)

An employment and training program for womxn interested in construction, utility, and maintenance trades.

See the full listing for NEW on page 324.

PLANNED PARENTHOOD OF GREATER NEW YORK (ES)

Telephone: 800.230.7526
www.ppgreaterny.org

Offers a wide range of services including low- or no-cost gynecological care; birth control; cancer screenings; pregnancy testing; STI testing and treatment; HIV prevention, testing, and counseling; gender affirming hormone therapy; and vasectomy. Provides abortion services. Services available to everyone, regardless of age, sexual orientation, gender identity or expression, immigration status, or ability to pay. Call or visit the website to make an appointment and for information on virtual telehealth services.

QUEENS COLLEGE—WOMEN AND WORK PROGRAM

A 14-week program to help prepare women to enter or reenter the workplace.

See the full listing for the Women and Work Program on page 325.

SAFE HORIZON (ES)

2 Lafayette Street, #3, New York, NY 10007
Telephone: 212.577.7700
www.safehorizon.org

Domestic Violence Hotline: 800.621.4673
Rape and Sexual Assault Hotline: 212.227.3000
Crime Victims: 855.243.1042

Offer crisis counseling and information or referrals to a wide variety of resources, including crime-victim services and domestic violence shelters for women who are survivors of domestic violence in multiple locations across the 5 boroughs. Can provide new locks. Other languages are also spoken. Call 24 hours a day, 7 days a week.

SAKHI FOR SOUTH ASIAN WOMEN

P.O. Box 1333, Church Street Station, New York, NY 10008
Telephone: 212.714.9153 / Helpline: 212.868.6741
Text: 305.697.2544
www.sakhi.org

An organization fighting for the end of violence against South Asian or South Asian identifying women. Provides services including crisis response, safety planning, ongoing emotional support, weekly support groups, public benefits, accompaniments, and translation assistance. Provides advocacy in court, during healthcare visits, and at public benefits and welfare agencies. Also offers immigration and civic engagement services, and youth empowerment programs. Provides assistance in South Asian languages such as Hindi, Urdu, Bengali, and Malayalam.

WIN NYC

Provides shelter and supportive services for women with children.

See the full listing for Win NYC on page 299.

Helplines

AMERICAN CANCER SOCIETY—NEW YORK (ES)
Helpline: 800.227.2345
www.cancer.org/about-us/local/new-york.html
Provides help with any patient services, resource requests, or

cancer (including breast cancer) information questions 24 hours a day, 7 days a week.

THE GROWING UP HEALTHY HOTLINE (ES)
Telephone: 800.522.5006
www.health.ny.gov/community/pregnancy/health_care/prenatal/guh.htm
Provides referrals to low-income people who are pregnant or who have children under the age of 5, and assistance with accessing affordable prenatal care or other healthcare, contraceptives, insurance, food pantries, and other services for families. Call 24 hours a day, 7 days a week.

NATIONAL DOMESTIC VIOLENCE HOTLINE (ES)
Hotline: 800.799.7233 / TTY: 800.787.3224
www.thehotline.org
Provides free and confidential advocacy and information regarding domestic violence and sexual assault 24 hours a day, 7 days a week.

SEX CRIMES REPORT LINE (ES)
Telephone: 212.335.9373
www.manhattanda.org/victim-resources/sex-crimes
Staffed by specially trained detectives who take police reports over the phone, conduct investigations, and provide information and referrals. Call 24 hours a day, 7 days a week.

STRONGHEARTS NATIVE HELPLINE
Helpline: 844.762.8483
www.strongheartshelpline.org
A safe domestic dating and sexual violence helpline for American Indians and Alaska Natives, offering culturally-appropriate support and advocacy daily from 8am–11pm (7 am–10 pm CT). Anonymous and confidential.

Older People

AGING IS THE NEXT GREAT ADVENTURE.

— VIVIAN STEPHENS



ARTWORK BY CESAR GUZMAN

USED WITH PERMISSION FROM THE ARTIST.

Organizations

OSBORNE ASSOCIATION—ELDER REENTRY INITIATIVE PROJECT (ERI) 

Care managers and mentors work with older adults, age 50 or older, to create individualized, age-appropriate discharge and care management service plans. Upon release, each participant is supported throughout the process of securing services and receives follow-up services. Services include financial assistance, benefits and entitlements, employment training and opportunities, medical services, home-delivered meals, appropriate housing placement, elder abuse and crime victims services, legal services, services for LGBTQI+ seniors, services for veterans, vision rehabilitation and hearing loss services, and local senior centers memberships.

See the full listing for Osborne Association on page 44.

RELEASE AGING PEOPLE IN PRISON PROJECT (RAPP) 

168 Canal Street, 6th Floor, New York, NY 10013
Telephone: 631.885.3565
www.rappcampaign.com

A community organizing and advocacy organization working to end mass incarceration by promoting racial justice and the release of older people from prison. Visit the website for information about monthly meetings.

BROOKLYN PUBLIC LIBRARY (BPL)—SERVICES FOR OLDER ADULTS

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.230.2442
www.bklynlibrary.org/seniors

Offers a range of programs, services, resources, and events for adults ages 50 and over and their caregivers including lectures, health and wellness series, musical performances, art classes, classes on computer basics, and more. Also provides retirement literacy, estate planning workshops, senior housing and rent freeze programs, and job-readiness programs. The Books by Mail program provides books, audiobooks, and videos to people who are homebound or have a visual disability; and, the Books-to-Go service supplies books, audiobooks, and videos to nursing homes, senior centers and adult day-care centers.

NYS OFFICE OF CHILDREN AND FAMILY SERVICES—ADULT PROTECTIVE SERVICES (APS)

Telephone: 844.697.3505
https://ocfs.ny.gov/main/psa

A mandated service, provided by local social services districts, involving intake investigation and assessment of referrals of abuse, neglect, and financial exploitation of vulnerable adults. APS workers develop service plans for eligible clients to remedy physical abuse, sexual abuse, emotional abuse, neglect, financial exploitation, or to address unmet, essential needs of adults. Services provided (directly or through referral) range from safety monitoring, linkages with other service providers (health, mental health, etc.), assistance in obtaining benefits, informal money management, appointment as a representative payee, and petitioning a court for appointment as a guardian or for some other legal intervention. Call Mon–Fri 8:30am–8pm.

NYC COMMISSION ON HUMAN RIGHTS ES

Contact to file a complaint for discrimination in employment, housing, and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, immigration or citizenship status, gender (including sexual harassment), gender identity, sexual orientation, disability, veteran or active

military service member status, pregnancy, marital status, and partnership status.

See the full listing for NYC Commission on Human Rights on page 189.

NYC DEPARTMENT FOR THE AGING (DFTA) (ES)

2 Lafayette Street, New York, NY 10007
Aging Connect: 212.244.6469 or 311
www.nyc.gov/aging

Partners with hundreds of community-based organizations to provide services through senior centers, which offer cultural, creative, recreational, and fitness activities in addition to nutritious meals; case-management agencies, which help seniors obtain needed in-home services, entitlements, and benefits; home-delivered meal programs; mental health and friendly visiting programs; naturally occurring retirement communities; and much more in each borough. Also has a Senior Employment Services Unit, Caregiver Resource Center, Elderly Crime Victims Resource Center, Grandparent Resource Center, Foster Grandparent Program, Bill Payer Program, and volunteer opportunities. For more information call Aging Connect Mon–Fri 8:30am–5:30pm to speak with an aging specialist.

NYC MAYOR'S OFFICE TO COMBAT DOMESTIC VIOLENCE—FAMILY JUSTICE CENTERS (FJCS) (ES)

Provides free and confidential legal, counseling, and supportive services for survivors of domestic violence, elder abuse, and sex trafficking, with immediate assistance for victims of domestic violence, regardless of language, immigration, or economic status.

See the full listing for FJCs on page 295.

CHINESE-AMERICAN PLANNING COUNCIL—SENIOR SERVICES

Offers aid and social activities to New York's population of older Chinese. Information and help in several languages on entitlements, food stamps, housing applications, and case assistance are provided.

See the full listing for Chinese-American Planning Council on page 210.

DOROT—UNIVERSITY WITHOUT WALLS

Telephone: 877.819.9147
www.dorotusa.org

Offers hundreds of teleconference programs, appealing to a wide range of interests via telephone. Support groups enable older adults to connect with peers over common experiences such as vision loss and coping with the loss of a loved one. Class size is limited to encourage discussion. The Caring Calls program matches seniors with volunteers for social connections by phone once or twice a week.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA)—REDUCED-FARE METROCARD (ES)

Telephone: 511 / TTY: 711
https://new.mta.info/accessibility/reduced-fares

Offers fare discounts for people ages 65 and over and people with disabilities. Call or visit the website for more information and application instructions.

NYC-ARTS—CULTURAL GUIDE FOR SENIORS

www.nyc-arts.org/seniors

Provides details on programs for senior citizens, ticket and membership discounts, and assistance available for visitors with disabilities. The cultural groups include museums, dance and theater companies, libraries, performing arts venues, zoos, and more throughout NYC.

RESERVE ES

Telephone: 877.290.6145
www.reserveinc.org

Matches continuing professionals ages 50 and over with nonprofit organizations, public institutions, and government agencies that need their expertise. Participants are placed in capacity-building and direct service part-time positions, which draw on the professional skills they acquired during their primary careers. Participants receive stipends.

SENIOR PLANET—OLDER ADULTS TECHNOLOGY SERVICES (OATS) ES

National Tech Hotline: 920.666.1959 / NYC Hotline: 917.936.441
https://seniorplanet.org

Helps older people access technology through online courses, programs, and activities. Older people can also learn how to connect with friends and loved ones through Zoom video conferencing. Call the hotline for one-on-one technology assistance and more information.

SERVICES AND ADVOCACY FOR LGBT ELDERS (SAGE) ES

Provides crisis intervention, support groups to LGBTQI+ people, and individual, homebound, family, and group counseling to people ages 60 or over and their caregivers.

See the full listing for SAGE on page 266.

Medical Care

A Complete Guide to Health Insurance Coverage for Older New Yorkers can be found online at **www1.nyc.gov/site/dfta/services/health-insurance-assistance.page**.

MEDICARE (ES)
Telephone: 800.633.4227 / TTY: 877.486.2048
www.medicare.gov
The federal government's health insurance program for people ages 65 and over.

ELDERLY PHARMACEUTICAL INSURANCE COVERAGE (EPIC) (ES)
Telephone: 800.332.3742 / TTY: 800.290.9138
www.health.ny.gov/health_care/epic
Helps seniors pay for prescription drugs. Call or visit the website for information on eligibility.

Housing

Please also see in the *Housing* chapter, starting on page 82, for more organizations and shelters. The Doe Fund, The Fortune Society, Greenhope, Hour Children, Providence House, and the Women's Prison Association all provide housing for older people.

NYC HOUSING AUTHORITY (NYCHA)—FAMILY REENTRY PROGRAM (ES) 

Telephone: 212.306.6024
https://www1.nyc.gov/site/nycha/residents/family-partnerships.page

Helps to reunite select individuals leaving prison and jail with their families who live in qualified public housing apartments and provides reentry services. Eligible individuals must demonstrate that they are motivated to make a positive change in their lives and must agree to intensive case management services. Accepts applications with currently incarcerated people who have a release

date or with people who were released from a prison, jail, juvenile facility, or federal facility within the last three years.

CENTERS HEALTHCARE (ES)

4770 White Plains Road, Bronx, NY 10470
Telephone: 718.931.9700
www.centershealthcare.com

Composed of over 40 nursing homes and two assisted living facilities across New York State, New Jersey, and Rhode Island. Offers discharge planning for the chronically ill.

LGBTQI+

BUT YOU LIVE OH, YOU LIVE

EVERYDAY YOU WAKE YOU RAISE THE DEAD

EVERYTHING YOU DO IS A MIRACLE

— DANEZ SMITH

Protections Against Discrimination

Under the NYC Human Rights Law, it is illegal to discriminate based on actual or perceived sexual orientation or gender. Discrimination because of gender includes discrimination based on gender identity or expression, or being intersex. These protections cover discrimination in many places including work, school, housing, and public spaces. The law also protects NYC's LGBTQI+ communities against retaliation, discriminatory harassment, and bias-based profiling by law enforcement.

Visit **https://www1.nyc.gov/site/cchr/media/pride.page** for information on how to identify discrimination; myth, facts and common misconceptions on gender identity and gender expression protections; brochures on protections against discrimination based on sexual orientation, gender identity, and gender expression; a resource portal on equal bathroom access; and legal guidance.

Lambda Legal (full listing on page 161) also provides Know Your Rights resources and information on their website at **https://www.lambdalegal.org/know-your-rights** including rights in court, a legal guide for transgender people and their advocates, a section for LGBTQI+ teens and young adults, and more.

What To Do If You're Discriminated Against

If you have experienced discrimination, contact the **NYC Commission on Human Rights** at **212.416.0197** or use the online form **https://www1.nyc.gov/site/cchr/about/report-discrimination.page** to report your case. You are able to report anonymously and never asked about immigration status.

Rights During Police Interactions

- The police are not allowed to make transphobic or homophobic remarks or discriminate against you based on actual or perceived gender identity or sexual orientation.
- You have the right to be referred to by names, titles, and pronouns that reflect your gender identity, even if it doesn't match the information on your ID.

- It is illegal for police to frisk or search you to determine your gender.
- If you are in police custody, you should be searched by an officer of the gender you request. You should also be held in sex segregated police facilities according to your gender identity, even if it differs from the sex you were assigned at birth, unless there is a concern for your safety.
- If you are concerned for your safety, you should ask to be treated as a "special category prisoner" and held in a cell by yourself. The police cannot handcuff you to rails, bars or chairs for unreasonable periods of time because you asked to be treated as a "special category prisoner."

For more information on rights during police interactions, see page 147.

Healthcare

In NYC, it is illegal to discriminate on the basis of a person's sexual orientation, gender identity, or gender expression in public accommodations, including healthcare settings. The NYC Health website, available at **https://www1.nyc.gov/site/doh/health/health-topics/lgbtq.page**, provides information on the Health Care Bill of Rights and more resources.

If you believe you have been mistreated or denied care because of your sexual orientation, gender identity or gender expression, you can file a complaint with the **NYC Commission on Human Rights** by calling **212.416.0197** or use the online form at **https://www1.nyc.gov/site/cchr/about/report-discrimination.page**.

The **NYC Health Map** is a directory of LGBTQI+ knowledgeable providers offering services in primary care, sexual health care, gender affirming care, HIV testing, treatment, and other services. Information can be searched for at **https://a816-healthpsi.nyc.gov/NYCHealthMap** or by calling **311**.

Organizations & Resources

NYC COMMISSION ON HUMAN RIGHTS (ES)

Contact to file a complaint for discrimination in employment, housing, and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, immigration or citizenship status, gender (including sexual harassment), gender identity, sexual orientation, disability, veteran or active military service member status, pregnancy, marital status, and partnership status.

See the full listing for NYC Commission on Human Rights on page 189.

NYC COMPTROLLER'S OFFICE—LGBTQ+ GUIDE (ES)

1 Centre Street, New York, NY 10007
Telephone: 212.669.3500
https://comptroller.nyc.gov/services/for-the-public/lgbtq-guide/overview

A directory of LGBTQ+ organizations and programs available in NYC. Contains over 500 listings with descriptions and contact information. Contact for a printed copy.

ALI FORNEY CENTER (AFC)

Provides emergency housing and services to LGBTQI+ youth ages 16–24 experiencing homelessness.

See the full listing for Ali Forney Center on page 284.

ANTI-VIOLENCE PROJECT (AVP) (ES) 

116 Nassau Street, 3rd Floor, New York, NY 10038
Telephone: 212.714.1184 / Hotline: 212.714.1141
TTY: 212.714.1134
www.avp.org

Offers free and confidential support services to the LGBTQI+ community and people living with HIV who are survivors of bias violence, intimate-partner violence, pickup violence, police misconduct, HIV-related violence, rape, and sexual violence. Provides accompaniment to police, court, medical, or social-service agencies. Economic empowerment counseling, legal services, and individual and group counseling is available. The crisis hotline offers 24-hour assistance from counselors and trained volunteers.

BLACK & PINK 

2406 Fowler Avenue, Suite 316, Omaha, NE 68111
Telephone: 531.466.3346
www.blackandpink.org

Provides advocacy, support, and direct services to currently and formerly incarcerated LGBTQI+ people. Services to incarcerated members include pen-pal matching and correspondence, a visitation program, and solidarity packages. Also offers a coming home support working group.

CALLEN-LORDE HEALTH CENTER (ES)

Telephone: 212.271.7200
www.callen-lorde.org

3144 3rd Avenue, Bronx, NY 10451
Telephone: 718.215.1800

230 West 17th Street, New York, NY 10011
Telephone: 212.271.7200

356 West 18th Street, New York, NY 10011
Telephone: 212.271.7200

Provides healthcare and related services targeted to the LGBTQI+ community and people living with HIV/AIDS, regardless of ability to pay. Offers primary care, HIV care, women's healthcare, adolescent healthcare, transgender healthcare (including hormone therapy), mental healthcare, care coordination, dental services, and sexual health services. Call before visiting and for information on current services and locations. For pharmacy services, use the online form or call **877.436.3452**.

CENTER FOR ANTI-VIOLENCE EDUCATION ES

P.O. Box 260488, 2273 Church Avenue, Brooklyn, NY 11226
Telephone: 718.788.1775
www.caeny.org

Offers classes in karate and self-defense for all women (cis and trans), gender nonconforming individuals, and those on the trans spectrum, regardless of age or physical ability. Programs for girls and transgender youth ages 12–19, and women and transgender people who are survivors of sexual abuse, domestic violence, or child abuse, are free. Select programs are offered to cisgender men.

DESTINATION TOMORROW ES 

452 East 149th Street, Suite 3, Bronx, NY 10455
Telephone: 646.723.3325
www.destinationtomorrow.org

Offers in-house and referral-based services to the LGBTQI+ community. Services include a youth drop-in center, counseling, support groups, legal referrals, and trans-affirming healthcare in partnership with Montefiore Medical Clinic's Cicero Program. Free classes, including job-readiness training, computer programming, and financial literacy, are also available. Chinese also spoken.

HETRICK-MARTIN INSTITUTE (HMI)

Provides free year-round programs and services for LGBTQI+ youth and allies ages 13–24.

See the full listing for HMI on page 286.

IDENTITY HOUSE

www.identityhouse.org

Provides peer-counseling, resources, and referrals to support LGBTQI+ adults who are working through issues related to sexual orientation, and gender identity and expression. Visit the website for more information and to schedule an appointment. Virtual walk-in sessions are available.

LAMBDA LEGAL (ES)

Provides help and advocacy for the LGBTQI+ community and those living with HIV who have faced discrimination of any kind.

See the full listing for Lambda Legal on page 161.

LESBIAN, GAY, BISEXUAL, AND TRANSGENDER COMMUNITY CENTER (THE CENTER) (ES)

208 West 13th Street, New York, NY 10011
Telephone: 212.620.7310
www.gaycenter.org

Serves as a meeting place for over 400 organizations concerned with the social, health, political, cultural, and business concerns of the LGBTQI+ community. Offers many free and low-cost cultural and social activities. Provides support, substance use recovery and health services, career services, advocacy programs, and family and youth services. Also hosts a lending library of LGBTQI+ material and a national archive of LGBTQI+ history.

LGBT BAR ASSOCIATION OF GREATER NEW YORK (LEGAL) ES 

Provides several legal services to the LGBTQI+ community including a helpline, a virtual legal clinic, and an online legal help platform.

See the full listing for LeGaL on page 165.

NATIONAL CENTER FOR LESBIAN RIGHTS (NCLR) 

National Headquarters
870 Market Street, Suite 370, San Francisco, CA 94102
Telephone: 415.392.6257 / Legal Helpline: 800.528.6257
www.nclrights.org

A national legal organization committed to advancing the civil and human rights of lesbian, gay, bisexual, and transgender people and their families through litigation, legislation, policy, and public education. Works at the local, state, and federal levels to ensure that LGBTQI+ incarcerated people are as safely housed as possible and have access to medical care.

NYC HEALTH + HOSPITALS—LGBTQ HEALTH CARE SERVICES ES

Pride Health Centers COVID-19 Line: 212.925.5000
Telephone: 212.423.7292
www.nychealthandhospitals.org/services/lgbtq-health-care-services

Mandates LGBTQ training for all staff. Offers a variety of services through Pride Health Centers including services for women's health; men's health; gender transition; hormone therapy; HIV and STD prevention, screening, and treatment services; adolescent care; social work and behavioral health services; and general primary care. The website also provides patient information and

resources for healthcare centers and providers. Contact for information on services and locations.

For urgent sexual or reproductive services, LGBTQI+ affirming care, or mental health support call the COVID-19 line and press 3 after the language prompt to speak with a nurse. Initial screenings are all done over the phone.

QUEER DETAINEE EMPOWERMENT PROJECT (QDEP) ES



Works with LGBTQI+ immigrants who are currently in detention centers, those that have been recently released from detention centers, and those at risk of entering immigration detention in the tri-state area (Connecticut, New Jersey, New York).

See the full listing for QDEP on page 217.

SERVICES AND ADVOCACY FOR LGBT ELDERS (SAGE) ES

305 7th Avenue, 15th Floor, New York, NY 10001
Telephone: 212.741.2247 / Hotline: 877.360.5428
www.sageusa.org

Provides crisis intervention, support groups to LGBTQI+ people, and individual, homebound, family, and group counseling to people ages 60 and over and their caregivers. The Hotline provides information about community support resources such as healthcare, transportation, counseling, legal services, and emotional support programs, and is available 24 hours a day, 7 days a week.

SAGE Center Bronx
260 East 188th Street, 2nd Floor, Bronx, NY 10458
Telephone: 718.960.3354

SAGE-GRIOT/Brooklyn
25 Flatbush Avenue, 5th Floor, Brooklyn, NY 11217
Telephone: 718.246.2775

Sage Center Brooklyn at Stonewall House
271 Myrtle Avenue, Brooklyn, NY 11201
Telephone: 212.741.2247

SAGE Center Harlem
220 West 143rd Street, New York, NY 10030
Telephone: 646.660.8951

Edie Windsor SAGE Center
305 7th Avenue, 15th Floor, New York, NY 10001
Telephone: 646.576.8669

SAGE-Pride Center of Staten Island
25 Victory Blvd., 3rd Floor, Staten Island, NY 10301
Telephone: 718.808.1365

STONEWALL COMMUNITY FOUNDATION (ES)

1270 Broadway, Suite 501, New York, NY, 10001
Telephone: 212.457.1341
www.stonewallfoundation.org

Offers grants to U.S.-based 501(c)(3) nonprofits that serve the LGBTQI+ community. Microgrants, ranging from $25–$650, are offered to LGBTQI+ women and nonbinary individuals who have an express need for support. Scholarships are also available to LGBTQI+ individuals, refugees, or asylum seekers for opportunities and access to education in NYC. Visit the website for requirements needed to apply for grants and scholarships.

SYLVIA RIVERA LAW PROJECT (ES)

147 West 24th Street, 5th Floor, New York, NY 10011
Telephone: 212.337.8550
https://srlp.org

Provides free legal services to transgender, gender nonconforming, and/or intersex people (TGNCI) who are people of color and/or low-income. Clients must live in the 5 boroughs of NYC or be held in a NYS prison. Legal services include name changes, healthcare,

ID updates, currently incarcerated people rights, immigration assistance, and more. Also offers Know Your Rights trainings and resources that can be sent to a person's housing, employment, or office. Call or email **info@srlp.org** for eligibility information and to make an appointment.

TRANS LIFELINE

195 41st Street, #11253, Oakland, CA 94611
Telephone: 510.771.1417 / Hotline: 877.565.8860
www.translifeline.org

A national, trans-led nonprofit hotline and microgrants organization offering direct emotional and financial support to transgender people in crisis. Operators for the hotline are available 18 hours a day every day of the week, and volunteer operators may be available during off-hours. Operators will only call emergency services with your express consent. Volunteers are all trans-identified and educated in the range of difficulties transgender people experience. The microgrants program can help people with changing their legal name and updating government identification documents. Visit the website for an application.

TRANSGENDER LAW CENTER (TLC) ES

P.O. Box 70976, Oakland, CA 94612
Telephone: 510.587.9696 / Collect: 510.380.8229
https://transgenderlawcenter.org

A national trans-led organization advocating self-determination for all people, grounded in legal expertise and committed to racial justice. The Detention Project works to end the abuses transgender and gender nonconforming (TGNC) people experience in prisons, jails, immigration detention, state hospitals, other forms of detention, and at the hands of law enforcement.

TRANSGENDER LEGAL DEFENSE & EDUCATION FUND (ES)

520 8th Avenue, Suite 204, New York, NY 10018
Telephone: 646.862.9396
www.tldef.org

The Name Change Project provides pro bono legal name change referrals for low-income TGNCNB (transgender, gender nonconforming, nonbinary) people through partnerships with law firms and corporate law departments in NYC. The Trans Health Project aims to ensure that all transgender and nonbinary people can access the trans-related health care needed. The website provides resources and tools, including an insurance tutorial. Visit the website for more information on eligibility and intake form.



Rights for Incarcerated Transgender, Intersex, & Gender Nonconforming People

The ACLU has information for incarcerated transgender people, since the Bureau of Prisons (BOP) recently rolled back policies intended to protect them. According to the BOP's "Transgender Offender Manual," prison staff should "use biological sex as the initial determination" for housing. Additionally, the Prison Litigation Reform Act (PLRA) states that you must fully go through the grievance process at your facility before taking a case to court. For more information on filing a grievance, please see page 185.

The following is from the ACLU's Know Your Rights factsheet for incarcerated transgender people. You may read the full text at **www.aclu.org/know-your-rights/prisoners-rights/#im-experiencing-discrimination-or-abuse-in-prison-because-im-transgender**.

Or reach out to:

ACLU National Prison Project
915 15th Street NW, 7th Floor
Washington, DC 20005
Telephone: 212.549.2500

PREA Standards require prisons and jails to make individualized housing and program placements for all transgender and intersex people, including when assigning them to male or female facilities. Many correctional facilities house transgender people in solitary confinement to protect them from violence. PREA says you cannot be segregated against your will for more than 30 days and if you are in protective custody you must have access to programs, privileges, and education and work opportunities to the extent possible.

Staff must evaluate you for gender dysphoria within a reasonable time if you request it. Medical treatment for incarcerated people diagnosed with gender dysphoria should be delivered according to accepted medical standards. Additionally, blanket bans on specific types of treatments, such as a ban on hormone therapy or gender confirmation surgery, are unconstitutional.

Staff should generally allow you gender-appropriate clothing and grooming supplies, and allow you to present yourself in a manner consistent with your gender identity, or they may be in violation of the Eighth Amendment.

Strip searches must be conducted professionally and respectfully. A strip search conducted in full view of other people and staff may violate your privacy rights. If there is no emergency, male staff should not strip-search women (including transgender women) and vice versa. Some jails have policies allowing transgender people to choose the gender of the staff who search them. Staff cannot conduct strip and pat-down searches solely to assess your genitals. Staff must be trained to conduct searches of transgender and intersex people in a professional and respectful manner, and in the least intrusive manner possible, consistent with security needs. If you request a private shower, PREA requires that officials grant you access.

Information on your legal rights

Get a copy of your prison's or jail's appeal policy. Always follow the policy exactly. Remember that PLRA only applies to cases that are brought by an incarcerated person. This means that your case will not be controlled by most of the PLRA provisions if you file it after your release. Because other legal deadlines may apply, though, you should always try to get legal advice before you make any decisions about when or how to file a lawsuit about something that happened to you in prison or jail.

Keep track of everything that happened to you—the names of officers, other incarcerated people, where and when things happened, which policies are available, and which are not available, etc. Even if you never bring a case to court, having details about what happened can be very important if you reach out to other people for help. If you are afraid that staff might take your paperwork, send copies to people you trust on the outside. Be aware, though, that if you are not sending information by legal mail to an attorney or legal organization, staff will likely read everything you put in letters or envelopes.

For organizations that specialize in helping transgender people and other LGBTQI+ people, please consider reaching out to the National Center for Lesbian Rights (NCLR), the Transgender Law Center (TLC), and the Sylvia Rivera Law Project listed in this chapter.

More information on PREA starts on page 191.

Youth

REMEMBER YOU ARE ALL PEOPLE AND ALL PEOPLE ARE YOU.
REMEMBER YOU ARE THIS UNIVERSE AND THIS UNIVERSE IS YOU.
REMEMBER ALL IS IN MOTION, IS GROWING, IS YOU.
— JOY HARJO



ARTWORK BY MELISSA NESTELL

USED WITH PERMISSION FROM THE ARTIST.

Raise the Age

In 2017, Raise the Age legislation was signed into law. The legislation raises the age of adult criminal responsibility in the State of New York to the age of 18 for most charges. The changes went into effect for 16-year-olds on 10/1/18 and for 17-year-olds on 10/1/19. This information can be found at **www.ny.gov/programs/raise-age-0**.

Parental notification

- Parents must be notified when their children are arrested.
- Questioning of youth must take place in age-appropriate settings, with parental involvement, and for appropriate lengths of time.

Misdemeanors

- All misdemeanor cases (other than Vehicle and Traffic Law misdemeanors) will be heard in Family Court pursuant to the Family Court Act.

Felonies

- All felony cases will start in the Youth Part of the adult criminal court.
- All non-violent felonies will be transferred from the Youth Part to Family Court unless the District Attorney (DA) files a motion within 30 days showing "extraordinary circumstances" as to why the case should remain in the Youth Part. The Judge must decide within 5 days whether to prevent the transfer of the case to Family Court.
- Violent felonies can also be transferred from the Youth Part to the Family Court. If the charges do not include the accused displaying a deadly weapon in furtherance of the offense, causing significant physical injury, or engaging in unlawful sexual conduct, the case will transfer to Family Court unless the DA files a motion within 30 days showing "extraordinary circumstances." If the charge does include an element listed above, removal to Family Court is only possible with the consent of the DA. Vehicle and Traffic Law cases and Class A felonies other than Class A drug offenses cannot be transferred.
- 16- and 17-year-olds whose cases remain in the Youth Part will

be referred to as "Adolescent Offenders." Adult sentencing will apply, but the judge must take the youth's age into account when sentencing. Adolescent Offenders are eligible for Youthful Offender treatment, as is the current law with respect to 16- and 17-year-olds charged as adults.
- Adolescent Offenders may voluntarily participate in services while their case is pending.

Family Court

- Youth whose cases are heard in the Family Court will be processed pursuant to existing Juvenile Delinquency (JD) laws, which includes the opportunity for adjustment. They will not have a permanent criminal record.

Youth Part of Adult Court

- The Youth Part is a special branch of the adult criminal court presided over by Family Court judges. All 13–15-year-old Juvenile Offenders and all 16–17-year-old Adolescent Offenders will have their cases in the Youth Part.

Facilities

- No 16- or 17-year-old will be sentenced to or detained in a facility with adults, as of October 1, 2018.
- Youth whose cases are heard in Family Court may be detained or placed in OCFS-operated, OCFS-licensed, or ACS facilities (including Close to Home), as Juvenile Delinquents currently are.
- Adolescent Offenders who are detained pretrial will be held in a specialized secure juvenile detention center for older youth, regulated by OCFS and the state commission of correction. Judges have the discretion to order that Adolescent Offenders sentenced to less than a year serve such sentences in a specialized juvenile detention center for older youth.
- Adolescent Offenders who are sentenced to state imprisonment will be placed in an Adolescent Offender facility operated jointly by DOCCS and OFCS.

Organizations & Resources

ADVOCATES FOR CHILDREN (AFC) ES 

151 West 30th Street, 5th Floor, New York, NY 10001
Telephone: 212.947.9779 / Helpline: 866.427.6033
www.advocatesforchildren.org

Advocates and works on behalf of children who are at risk for school-based discrimination and/or academic failure due to poverty, disability, race, ethnicity, immigrant or English language learner status, sexual orientation, gender identity, homelessness, or involvement in the foster care or juvenile court systems. Provides free advocacy services and legal representation to families from low-income backgrounds, including representation at school-related hearings and appeals. Serves students ages 0–26 who live in the 5 boroughs of NYC, including students with disabilities, immigrant students and English language learners, students facing disciplinary issues, students involved in the child welfare system, court-involved youth, and students in temporary housing.

Free workshops and trainings, as well as guidebooks and other informational resources for parents, youth, and social service providers are offered. Cantonese, Mandarin, Spanish, and Haitian-Creole are spoken with the capacity to serve speakers of other languages via Language Line. Call the Helpline Mon–Thu 10–4. No walk-ins.

THE ANIMATION PROJECT (TAP) ES

413 West 14th Street, Suite 200, New York, NY 10014
Telephone: 212.227.7755
http://theanimationproject.org

A program that teaches digital art technology skills to underserved and court-involved NYC youth ages 12–24 as a therapeutic medium and workforce development tool.

AVENUES FOR JUSTICE (AFJ)—ANDREW GLOVER YOUTH PROGRAM

100 Centre Street, Room 1541, New York, NY 10013
Telephone: 212.349.6381
www.agyp.org

A supervised alternative-to-incarceration program for court-involved youth in Manhattan. Provides supervision, education and mentorship, counseling referrals, job training, and offers court advocacy.

BRONXCONNECT



432 East 149th Street, Bronx, NY 10455
Telephone: 718.402.6872
https://bronxconnect.org

A community and faith-based organization offering alternatives-to-detention and -incarceration to court-involved youth in the Bronx and Manhattan. Services include court advocacy, community therapeutic programming focused on areas impacted by gun violence, leadership classes, mentoring, employment readiness programs, workforce development, reentry case management, and tutoring. Offers a Misdemeanor Program with employment-focused alternatives-to-incarceration for youth age 24 and under facing 6–12 months in Rikers Island.

CENTER FOR ALTERNATIVE SENTENCING AND EMPLOYMENT SERVICES (CASES)—YOUTH SERVICES



151 Lawrence Street, 3rd Floor, Brooklyn, NY 11201
Telephone: 212.553.6300
www.cases.org/youth

Provides educational, employment, behavioral health, and related services to individuals who are court-ordered to participate in

its alternative-to-incarceration and alternative-to-detention programs, as well as those who participate in voluntary programs. Services offered through various programs include comprehensive screening and assessment, case management, education and employment services, mentoring, in-home family therapy, state-licensed mental health treatment, substance use disorder counseling, assistance with obtaining public benefits, service-learning projects, paid internships, assistance developing career plans, college placement, and retention services. Visit the website for referral information. Telehealth services available at the mental health clinic in Central Harlem.

CENTER FOR COMMUNITY ALTERNATIVES (CCA)—YOUTH SERVICES NYC

25 Chapel Street, 7th Floor, Brooklyn, NY 11201
Telephone: 718.858.9658 x401
www.communityalternatives.org

Provides services to court-involved youth including intensive community-based supervision, individual case management, educational and vocational counseling, life-skills groups, after-school arts enrichment, volunteer work in the community, and referrals to community-based services including tutoring. Family Court-involved youth through age 15 are eligible if they face a pending delinquency case or if they are at risk of placement through the Office of Children and Family Services. Young people in the adult criminal court system are eligible if they are indicted in the Supreme Court as an adult or adjudicated on a delinquency matter, and detained at a juvenile facility. Referrals are initiated by legal guardians, defense counsel, and the courts.

THE CHILDREN'S VILLAGE

www.childrensvillage.org

400 East Fordham Road, 6th Floor, Bronx, NY 10468
Telephone: 718.220.4700

2139 Adam Clayton Powell Jr. Blvd., New York, NY 10027
Telephone: 212.932.9009

Provides services including residential treatment centers, shelters for undocumented children, foster homes, mom/baby boarding homes, runaway/homeless shelters, foster care related services, residential programs, community centers, after-school programs, mentoring, and daycare to children and teens. The Arches program provides a mutual aid support system, education and employment support, and creative therapeutic techniques to Bronx-area young adults ages 16–24 on probation. Next S.T.E.P.S. (Striving Towards Engagement & Peaceful Solutions) is an 11-month community program that works to decrease the number of violent crimes and incarcerations in Harlem. The Bravehearts program offers weekly support meetings and mentoring for young adults who have been in foster care, were homeless, or were incarcerated. The Bravery Behind Bars provides similar support to currently incarcerated young adults.

ELITE LEARNERS—REENTRY SERVICES

https://elitelearners.org

45 Belmont Avenue, Brooklyn, NY 11212
Telephone: 347.697.0426

4517 Avenue D, Brooklyn, NY 11203
Telephone: 347.742.7913

Offers support services to youth where mentees receive one-to-one case management, general issue advocacy training, as well as wrap-around family support. Support services include job-readiness skills building, job placement, workshop training such as computer literacy, financial literacy, entrepreneurship, housing connections, mental health counseling, and more. Also provides referrals where necessary for court advocacy and support services.

EXALT YOUTH

17 Battery Place, Suite 307, New York, NY 10004
Telephone: 347.621.6100 x110
https://exaltyouth.org

A professional and educational paid internship program for court-involved youth ages 15–19 of all gender identities who do not have a high school diploma. The program involves 6 weeks of pre-internship training classes (weeks 5 and 6 paid), 8 weeks paid internship, and a paid 2 weeks post-internship class. After completion of the program, young people remain involved as a part of the alumni network, which can provide services for court and for school. Individuals can be referred by the court system, or be self-referred. Participants must have a Social Security number. Works with youth in Close to Home facilities.

EXODUS TRANSITIONAL COMMUNITY—YOUTH EMPOWERMENT ES

2268 3rd Avenue, 2nd Floor, New York, NY 10035
Telephone: 917.492.0990
www.etcny.org

Provides assistance with employment, housing, food, hygiene items, clothing, emergency assistance and support, substance use or mental health treatment, and medical care. Contact for operating hours and information on mentoring and peer support programs, case management, access to in-house substance use services and mental health referrals, job and internship readiness training and placement, and court advocacy.

FRIENDS OF ISLAND ACADEMY ES

www.friendsny.org

Main Office–Harlem
127 West 127th Street, Suite 127, New York, NY 10027

Telephone: 212.760.0755

Bronx Office
424 East 147th Street, Suite 200, Bronx, NY 10455
Telephone: 718.653.5301

Brooklyn Office
25 Chapel Street, #1206, Brooklyn, NY 11201
Telephone: 347.689.4771

Queens Office
161-10 Jamaica Avenue, 4th Floor, #417, Jamaica, NY 11432
Telephone: 718.739.2999

A community-based organization that serves young people ages 16–24 including those who have been to jail, are on probation, or otherwise court-involved. Each member who joins is paired with a youth advocate who serves as a counselor, mentor, and coach. Interactions begin while youth are still incarcerated and continue into the community. Other services include youth advocacy and mentorship, defender-based court advocacy, leadership training, alternative education including HSE preparation, career services, and arts and recreation. Also offers fatherhood programs for both young men (under age 25) and adults (ages 25 and over), and a mentoring program for young mothers.

GETTING OUT AND STAYING OUT (GOSO) 

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

A reentry program for men ages 16–24 focused on education, employment, and emotional well-being through mental health and social services. Services include supportive counseling, educational support, vocational training, and workforce development. During sign-up, staff determines immediate housing, counseling, treatment needs, and provides technology such as phones to those who need them to stay in contact with service providers. Referrals are provided to mental health services, substance use

disorder treatment, anger management services, and emergency housing if needed.

GIRL VOW, INC.

509 Willis Avenue, Suite #4, Bronx, NY 10455
Telephone: 347.918.8723
www.girlvow.org

A mentoring program for girls who identify as part of the LGBTQI+ community who are court-involved or in foster care. Connects young womxn to mentoring services, youth development workshops, and life-skills training, including career planning and academic planning. Services also include crisis intervention, leadership training, and advocacy and support. Visit the website for self-referrals.

HOW OUR LIVES LINK ALTOGETHER (H.O.L.L.A!)

Public Science Project, 6th Floor, 365 5th Avenue, New York, NY 10016
Telephone: 347.575.6900
www.healwithholla.com

Conducts youth organizing training programs designed to build capacity for critical social analysis and community organizing. Programming includes political education, intersectional healing, community organizing skill-building, keynote speeches and stakeholder briefings with policymakers, and trips to colleges and universities.

OSBORNE ASSOCIATION 

Provides virtual mentoring services and case management to young people ages 16–24 who either are on probation in the Bronx, or live near Butler, Patterson or Castle Hill, and job readiness services for people 18–30 with prior criminal legal system involvement.

See the full listing for Osborne Association on page 44.

POLICE ATHLETIC LEAGUE (PAL)—JUVENILE JUSTICE

www.palnyc.org

991 Longwood Avenue, Bronx, NY 10459
Telephone: 718.991.2447 x28 or 646.565.8252

2588 Atlantic Avenue, Brooklyn, NY 11207
Telephone: 718.342.3902 or 917.232.0825

441 Manhattan Avenue, New York, NY 10026
Telephone: 212.665.8699 x215 or 646.565.8253

The Brooklyn location offers the Mentorship and Advocacy Program (MAAP) for court-involved and underserved youth ages 12–21 where participants are matched with a mentor after a referral from either the Juvenile Justice Initiative (JJI), Close to Home, or the Family Assistance Program (FAP). The Bronx and Harlem locations offer the Youth Link Program that provides court-involved and underserved youth ages 12–17 with counseling, group workshops, tutoring, educational trips, mentoring, sports and recreation, paid internship opportunities, and more.

POSSIBILITY PROJECT—YOUTH JUSTICE PROGRAM



104 West 27th Street, 12th Floor, New York, NY 10001
Telephone: 212.924.9204
http://the-possibility-project.org

An online performing and digital arts program open to NYC youth ages 15–21 who are or have been involved in the legal system. Meetings held online Mondays and Wednesdays 5pm–7pm from July to December. Recruitment occurs in May and June with rolling admission throughout the program. Visit the website for information on how to schedule a virtual meeting.

YOUTH REPRESENT 

11 Park Place, Suite 1512, New York, NY 10007
Telephone: 646.759.8080 / From Rikers: 646.759.8086
http://youthrepresent.org

Provides free comprehensive legal services to court-involved NYC youth. Services include representation in criminal and housing court, school suspension hearings, guidance on college applications, advocacy in employment matters, representation for young parents in family court, criminal history review, counseling on criminal history disclosure, and correction of erroneous criminal history records.

BROOKLYN PUBLIC LIBRARY (BPL)—YOUTH & FAMILY SERVICES

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.968.7275
www.bklynlibrary.org/kids

Offers programming for children of all ages and their families including storytime, STEM, and more.

NYC ADMINISTRATION FOR CHILDREN'S SERVICES (ACS)—JUVENILE JUSTICE 

150 William Street, New York, NY 10038
Telephone: 212.676.9421 / Collect: 212.619.1309
https://www1.nyc.gov/site/acs/justice/juvenile-justice.page

Provides a wide range of services including prevention programs, alternative-to-detention programs, and placement services for young New Yorkers. A list of borough locations can be found online at **https://www1.nyc.gov/site/acs/about/borough-locations.page**.

NYC DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT (DYCD) (ES)

2 Lafayette Street, 19th Floor, New York, NY 10007
Telephone: 800.246.4646 or 646.343.6800
www.nyc.gov/dycd

Offers a wide range of programs for NYC youth including after-school, community development, family support, literary services, youth services, and youth workshop development, internships, and job placement. Services include vocational training, HSE preparation, and assistance with finding jobs and shelter.

ALI FORNEY CENTER (AFC)

224 West 35th Street, 15th Floor, New York, NY 10001
Telephone: 212.222.3427
www.aliforneycenter.org

Drop-in Center
321 West 125th Street, New York, NY 10027
Telephone: 212.206.0574

Provides emergency housing and services to LGBTQI+ youth ages 16–24 experiencing homelessness. Offers a drop-in program that provides case management, food, clothes and hygiene products, job search assistance, and referrals to medical care and mental health services. Also offers transitional housing, and ongoing supportive group therapy and support groups. Employment and education assistance is also available. Clients seeking housing or long-term services should call the drop-in center and provide their information to be placed on an intake waitlist and paired with an intake coordinator.

COVENANT HOUSE NEW YORK (ES)

Intake and Crisis Shelter
550 10th Avenue, New York, NY 10018

Telephone: 212.613.0300
https://ny.covenanthouse.org

A 24-hour multiservice walk-in center and shelter for young adults ages 16–24 experiencing homelessness. Services include crisis care, shelter, transitional living, healthcare, job-readiness training, educational support, legal services, street outreach, and aftercare.

THE DOOR—A CENTER OF ALTERNATIVES (ES)

555 Broome Street, New York, NY 10013
Telephone: 212.941.9090
www.door.org

Mailing Address
121 Avenue of the Americas, New York, NY 10013

Provides a wide range of services including healthcare and counseling; HSE preparation; ESOL; tutoring and homework help; college preparation and computer classes; career development and training; job placement; legal services; arts and recreation; dental assistance; and sexual health and birth control for NYC youth ages 12–24. Must be a member to access services. Membership is free and applicants do not need to bring anything with them.

GENERATION NYC

https://growingupnyc.cityofnewyork.us/generationnyc

An online platform that helps teens and young adults navigate NYC's resources and find support for a wide range of issues that they might be facing. Provides easy-to-read information on many subjects including school, work, budgeting, counseling, voting, housing, health, and more.

GIRL'S EDUCATIONAL AND MENTORING SERVICES (GEMS)

Telephone: 917.837.0357
www.gems-girls.org

Provides counseling, therapeutic and recreational groups, referrals to housing, legal, and educational resources, transitional housing, court advocacy, and peer mentoring for girls and women ages 12–24 who have experienced commercial sexual exploitation and/or domestic trafficking.

HETRICK-MARTIN INSTITUTE (HMI) ES

100 Broadway, 10th Floor, New York, NY 10005
Telephone: 212.674.2400 / Legal Helpline: 718.562.8181
https://hmi.org

Provides free year-round programs and services for LGBTQI+ youth and allies ages 13–24 in NYC. Services include adult education, behavioral health, case management and service coordination, employment assistance, health information and support, HSE classes and testing, HIV/AIDS services, meals, family and group counseling, services for homeless youth, and more.

THE JEWISH BOARD—CROSS ROADS YOUTH CLINIC ES

A mental health clinic for young people ages 14–26. Offers one-on-one care, group therapy, family support, medication management, and opportunities to connect with peers. Accepts Medicaid, private health insurance, and offers a sliding scale fee for those without insurance.

See the full listing for The Jewish Board on page 126

LOVE IS RESPECT

Telephone: 866.311.9474 / TTY: 800.787.3224
P.O. Box 90249, Austin, Texas 78709
www.loveisrespect.org

Offers information, support, and advocacy to young people ages 13–26 who have questions or concerns about their romantic relationships and dating violence support. Call or text "loveis" 24 hours a days, 7 days a week.

SAFE HORIZON—STREETWORK PROJECT DROP-IN CENTERS (ES)

Hotline: 800.708.6600
www.safehorizon.org/streetwork

Harlem Drop-In Center
209 West 125th Street, New York, NY 10027
Telephone: 212.695.2220

Lower East Side Drop-In Center
33 Essex Street, New York, NY 10002
Telephone: 646.602.6404

Operates drop-in centers which provide free services to homeless youth up to age 25, including emergency services such as crisis housing, hot meals, showers, clothing, medical services, legal assistance, individual and group counseling, HIV prevention materials and testing, and assistance obtaining public benefits including Medicaid. Intake is required. Call or visit the website to find information on services and operating hours.

THE TREVOR PROJECT

P.O. Box 69232, West Hollywood, CA 90069
Telephone: 212.695.8650 / Lifeline: 866.488.7386
www.thetrevorproject.org

A national organization providing crisis intervention and suicide prevention services to LGBTQI+ young people under 25. The lifeline for immediate help is free, confidential, and available 24 hours a day, 7 days a week.

Working Papers

All New York City public school students between the ages of 14 and 17 must have working papers in order to apply for a job. Those in school can ask their guidance office for a working papers application. Those not enrolled in school can go to the nearest high school and ask for an application. They are required by law to provide you with one. During the summer months, District Friendly Advocates can provide applications and issue working papers. For information, call the **New York City Department of Education** at **718.935.2000** or visit online at **www.schools.nyc.gov/school-life/rules-for-students/working-papers**.

Parents & Caregivers

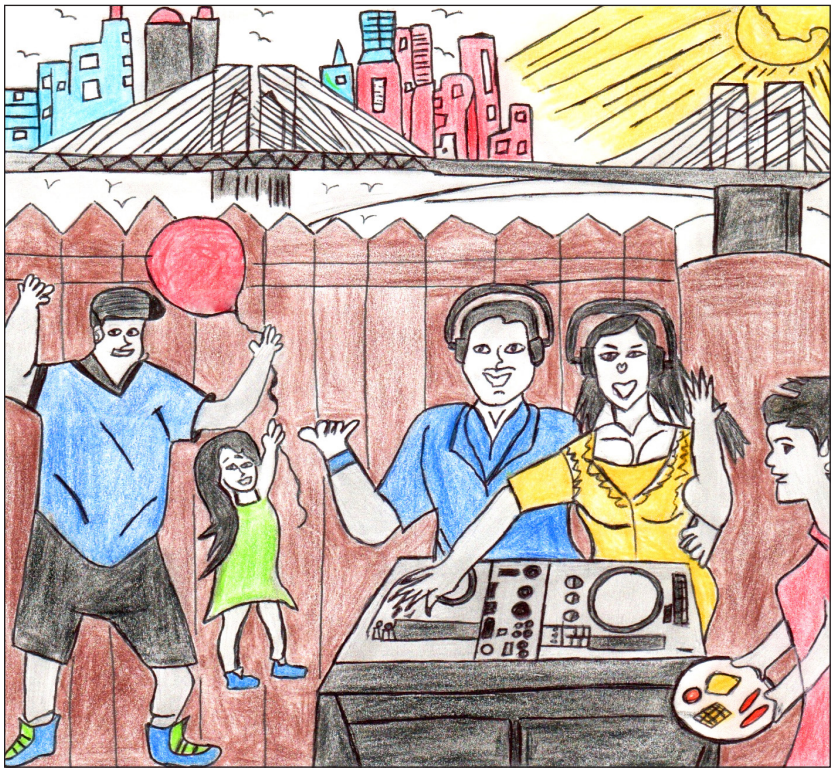
I BELIEVE IN LIVING.

I BELIEVE IN BIRTH.

I BELIEVE IN THE SWEAT OF LOVE

AND IN THE FIRE OF TRUTH.

— ASSATA SHAKUR



ARTWORK BY MCINTOSH

USED WITH PERMISSION FROM THE ARTIST.

Organizations & Resources

BRONXWORKS—STRONG FATHERS, STRONGER FAMILIES

Provides free services including employment services, parenting and healthy relationship education, child-support cases, management assistance, legal seminars, financial education, peer mentorship, health insurance benefits screening, and participation incentives. Open to fathers ages 18 and over.

See the full listing for BronxWorks on page 313.

CENTER FOR COURT INNOVATION—UPNEXT



Midtown Community Court
314 West 54 Street, New York, NY 10019
Telephone: 646.264.1354
www.courtinnovation.org/programs/upnext

A workforce development and fatherhood engagement initiative for non-custodial fathers. Provides training, resources, and advocacy to help individuals find employment and connect with families including visitation and help navigating child support. The traditional program is 6 weeks long, and includes a 6 week case management follow-up. Provides alternative programming for individuals who are currently working or have a schedule conflict. Call for enrollment information.

THE CHILD CENTER OF NY



118-35 Queens Blvd., 6th Floor, Forest Hills, NY 11375
Telephone: 718.651.7770
www.childcenterny.org

Offers a range of programs for children and families in locations throughout NYC. Services include individual and family counsel-

ing, substance use disorder treatment, and early childhood mental health support for families with children ages 0–5, televisiting for children and families with an incarcerated parent at various correctional facilities, and support groups for children with a parent at any correctional facility. Offers education programs including home-based services for children under age 3 and their families who live in Astoria, Corona, and Woodside. Also offers virtual pediatrician visits at the Jamaica location. Families can enroll in social benefits and health insurance and receive financial and legal assistance.

CHILDREN OF PROMISE, NYC (CPNYC) 

Telephone: 718.483.9290
www.cpnyc.org

1842 Webster Avenue, Bronx, NY 10457

54 MacDonough Street, Brooklyn, NY 11216

Provides an after-school program, a summer day camp, a mentoring initiative, a licensed mental health clinic, and family engagement services for children of incarcerated parents ages 6–17.

CHILDREN'S AID 

711 3rd Avenue, Suite 700, New York, NY 10017
Telephone: 212.949.4800
www.childrensaidnyc.org

Provides services and support to children, youth, and their families in targeted high-need NYC neighborhoods. Services include adoption and foster care, education, healthcare and counseling, specialized eye and dental clinics, Head Start classes, after-school/weekend/summer programs, substance use and teen pregnancy prevention, parenting programs, and emergency assistance. Also provides reentry programs for youth in the Bronx and

Manhattan. Participants receive reentry plans and employment readiness.

COMMUNITY CONNECTIONS FOR YOUTH (CCFY)—PARENT PEER SUPPORT PROGRAM

369 East 149th Street, 7th Floor, Bronx, NY 10455
Telephone: 347.590.0940
https://cc-fy.org

Provides parents of court-involved youth with peer coaches to help guide them through their child's involvement in the juvenile court system. Peer coaches connect families to parent support groups and family strengthening programming. Peer coaches are also available on call to support parents in crisis situations.

HOUR CHILDREN

36-11 12th Street, Long Island City, NY 11106
Telephone: 718.433.4724
https://hourchildren.org

Provides comprehensive services to incarcerated and formerly incarcerated women and their families. Community-based programs include transitional and permanent supportive housing, a comprehensive employment training and placement program, case management and therapeutic services, pre- and post-release adult mentoring, mentoring for children with incarcerated parents, childcare that includes a fully-licensed daycare center and a free after-school program, two thrift shops, and a community food pantry. Programming provided at Bedford Hills Correctional Facility and Taconic Correctional Facility includes transportation and visitation services, parenting education, mental health support for women, advocacy, and a residential nursery unit.

IN ARMS REACH, INC.

160 Convent Avenue, New York, NY 10031

Telephone: 212.650.5894
www.inarmsreach.net

Provides services to low-income children and families including children of incarcerated parents. Integrated programs involve mentoring, tutoring, free weekend visitation trips, college prep, and youth development. An appointment is needed for intake.

NATIONAL RESOURCE CENTER ON CHILDREN AND FAMILIES OF THE INCARCERATED

http://nrccfi.camden.rutgers.edu

An online directory of programs for children, parents, and families of people who are incarcerated. Helpful materials, fact sheets, and research resources for service providers and families are also available.

OSBORNE ASSOCIATION 

Provides a range of virtual workshops and services including a healthy relationships workshop and support groups for caregivers and adults who have an incarcerated loved one; reentry services and case management for women returning from prison; video visitation; and youth development workshops, recreation and peer support for children of incarcerated parents.

See the full listing for Osborne Association on page 44.

SINGLE PARENT RESOURCE CENTER 

228 East 45th Street, 5th Floor, New York, NY 10017
Telephone: 212.951.7030
www.singleparentusa.com

Provides programs for single parents and their families. Services are available to support all single parents, including those who are

living in transitional housing, living with a substance use disorder, or have been recently incarcerated.

NYC PUBLIC LIBRARIES—CULTURE PASS

www.culturepass.nyc

The New York Public Library: Bronx, Manhattan, Staten Island
Telephone: 917.275.6975

Brooklyn Public Library
Telephone: 718.968.7275

Queens Public Library
Telephone: 718.990.0700

A program for NYC public library cardholders ages 13 and over. By using a library card, New Yorkers can reserve a pass and get free admission or sign-up for virtual community programming to partnering NYC cultural institutions including museums, historical societies, heritage centers, public gardens, and more. Patrons can reserve one pass per cultural institution per calendar year and can have four active reservations per library card. Visit the website for the most updated information on reservations and participating organizations.

THE NEW YORK PUBLIC LIBRARY (NYPL)—FAMILY & CULTURAL PROGRAMMING

Telephone: 917.275.6975
www.nypl.org

Offers free programs, classes, and events for children and teens. Programs include story hours for infants, toddlers, preschoolers, and school-age children, science and art workshops for children of all ages, homework help and tutoring, musical performances, and more. Also offers an array of cultural programs including lectures, concerts, films, exhibitions, and author talks. Call or go online to find programs and how to sign-up.

NYC ADMINISTRATION FOR CHILDREN'S SERVICES (ACS)— EARLYLEARN (ES)

Telephone: 311
https://www1.nyc.gov/site/acs/early-care/acs-child-care-options.page

Managed by the Department of Education (DOE), provides a number of free or low-cost EarlyLearn programs offering early care and education for children from birth to two years old, all year round for up to 10 hours a day. Includes education, health, nutrition, and social services. Must be income and family-size eligible. Sliding scale fee. Call Mon–Fri 8–6 and Sat and Sun 9–1 for more information.

NYC DEPARTMENT FOR THE AGING—GRANDPARENT RESOURCE CENTER

Telephone: 311
https://www1.nyc.gov/site/dfta/caregivers/caring-for-children.page

Provides information and assistance to people who are raising grandchildren and other young relatives. Individuals should call to find out about financial and health benefits they and their families may be entitled to, as well as information on adoption and child-custody options and how to negotiate the city's aging and child welfare systems.

NYC MAYOR'S OFFICE TO COMBAT DOMESTIC VIOLENCE—FAMILY JUSTICE CENTERS (FJCS) (ES) 

Telephone: 311
https://www1.nyc.gov/site/ocdv/programs/family-justice-centers.page

198 East 161st Street, 2nd Floor, Bronx, NY 10451

Telephone: 718.508.1220

350 Jay Street, 15th Floor, Brooklyn, NY 11201
Telephone: 718.250.5111

80 Centre Street, 5th Floor, New York, NY 10013
Telephone: 212.602.2800

126-02 82nd Avenue, Kew Gardens, NY 11415
Telephone: 718.575.4545

126 Stuyvesant Place, Staten Island, NY 10301
Telephone: 718.697.4300

Provides free and confidential legal, counseling, and supportive services for survivors of domestic violence, elder abuse, and sex trafficking, with immediate assistance for victims of domestic violence, regardless of language, immigration, or economic status. Call 311 to be connected to the nearest NYC Family Justice Center.

NEW YORK COUNTY LAWYERS ASSOCIATION (NYCLA)—STATE CENTRAL REGISTRY PROJECT

Volunteer attorneys, law graduates, and law students provide counsel and representation to individuals who have been wrongfully or unfairly placed on the New York State Central Register of Child Abuse and Maltreatment, and seek to have their reports on the Register amended and/or sealed.

See the full listing for NYCLA on page 166.

NEW YORK FOUNDLING

590 6th Avenue, New York, NY 10011
Telephone: 212.633.9300 / Helpline: 888.435.7553
www.nyfoundling.org

Provides foster care, educational programs, mental health services, and many other community-based services for children, families, and adults. Services for court-involved youth include inter-

vention, alternatives-to-incarceration, and reentry services. Has a mental health clinic for youth and families with services for children under age 18 who are struggling with family conflict, truancy, depression, anger, anxiety, trouble focusing, substance use, peer issues, and court involvement. Conducts telehealth sessions to address medical and mental health needs. The Helpline offers crisis counseling for distressed parents 24 hours a day, 7 days a week. At the crisis nursery, newborn babies and young children can stay for up to 21 days in order to provide parents a chance to get their health or household back in order. 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, emergency support for food, and aftercare.

POSTPARTUM RESOURCE CENTER IN NEW YORK (ES)

Helpline: 855.631.0001 or 631.422.2255
www.postpartumny.org

Offers support to those affected by a perinatal mood or anxiety disorder like postpartum depression or depression during pregnancy. The Helpline is available 7 days a week 9–5, and calls are returned on the same day. Also provides educational information, healthcare resources, support group resources, and more.

SAFE HORIZON (ES)

2 Lafayette Street, 3rd Floor, New York, NY 10007
Telephone: 212.577.7700
www.safehorizon.org

Domestic Violence Hotline: 800.621.4673
Rape and Sexual Assault Hotline: 212.227.3000
Crime Victims: 855.243.1042

Provides support for victims of crime and abuse, their families, and communities. Offers assistance to victims and families that includes shelter, advocacy, counseling, legal services, supervised

visitation, Know Your Rights training, and more. Programs welcome women, men, transgender, and GNC survivors of all ages, backgrounds, and immigration status.

SANCTUARY FOR FAMILIES (ES)

P.O. Box 1406, Wall Street Station, New York, NY 10268
Telephone: 212.349.6009
https://sanctuaryforfamilies.org

A service provider and advocate for survivors of domestic violence, sex trafficking, and related forms of gender violence. Culturally sensitive counseling and crisis services are offered in multiple languages and include individual counseling, group counseling, case management, crisis intervention, and a mentor program. Legal services offered include access to legal representation for adults and children. Shelter services are available for women and families escaping abusers, including access to confidentially located and secure shelters. A career readiness and technology training program is available. Children and youth services include individual, family, and group counseling; educational advocacy and tutoring; childcare and children's activity groups; and parenting support. The anti-trafficking initiative provides survivors of sex trafficking a range of resources to escape violence and build stable lives free from exploitation including legal services, counseling, and case management. Telehealth services are available.

SCO FAMILY OF SERVICES (ES)

154 Lawrence Street, Brooklyn, NY 11201
Telephone: 718.797.3068
Foster Care Emergency Assistance Hotline: 718.674.7800
www.cflsp.org

Provides a range of services to children, families, and adults with special needs. Services for court-involved youth and young adults include therapeutic, educational, vocational, and supportive services for young adults on Rikers Island prior to and after release; Multi-Systemic Therapy for youth involved in the criminal legal

system; and a residential program for youth, including those with developmental disabilities, that provides counseling, structure, education, skill-building, and connection to family, as an alternative to incarceration. Services for children include childcare, early childhood education centers, foster care, nurse home visits for first time mothers, and summer and after-school programs. Services for teens include specialized schools for teens with special needs, developmental disabilities, or who are under-credited and over-age, as well as help with college, career preparation, and employment and life skills development. Family and community services include counseling, mental health, community centers, education, employment, shelters, and substance use treatment.

WIN NYC

1 State Street Plaza, 18th Floor, New York, NY 10004
Telephone: 212.695.4758
www.winnyc.org

Provides shelter and supportive services for women with children in NYC. Services include job-readiness training, survival skills, HSE and ESOL classes, and computer training. All placements into family shelters are made through the Department of Homeless Services (DHS), and referrals are required. No walk-ins accepted.



Custody Rights for Incarcerated Parents

The Administration for Children's Services (ACS) is a New York City agency with the stated purpose of protecting children and with the power to remove children from their parents in cases of abuse or neglect.

Incarcerated parents are at a much higher risk of being investigated by ACS, so every incarcerated parent should understand how ACS's process for supervising and removing children works, and what they can do to prevent that from happening.

Find out if there's an ACS case involving your children

- Contact a lawyer for help finding out if there is a Family Court case involving your family.
- If you have a case, contact Family Court and ask to have a lawyer assigned to represent you.
- Contact ACS directly to find out the status of your case, to propose a family member or friend who could care for your children, to ask for a service plan, or to ask for visits with your children.
- Be careful what information you provide ACS since anything you say can be used against you. If you can, talk with a lawyer before speaking with ACS.

Make a plan with family members or friends who can care for your children

- Give their names and contact information to your lawyer and the ACS caseworkers.
- Your lawyer can fight for your children to live with a family member or friend instead of being placed with strangers. This will help keep ACS from getting involved in the first place and will give you better options during the process if ACS does get involved.

Maintaining contact with your children is important

- You have to show you are staying involved in your children's lives to help keep your rights as a parent.
- You should stay in touch with your children however you can, including visits, phone calls, videos, photos, letters, cards, etc.—as long as there is no court order prohibiting contact with your children.
- **The Children of Incarcerated Parents Program (CHIPP)** may be able to help bring your children to see you regularly: **212.341.3322**
- **Osborne Association** offers televisiting for some facilities: **718.637.6560**

Stay in touch with ACS and keep records of everything

- Keeping a written record of any visits with your children may help you prove your case in court. Get written proof of any services you attend, communication with ACS or the foster care agency, and any child support payments you make.

- The foster care agency has to prove they worked with you to set up visits with your children, so make sure you keep a record of any time you contacted the agency or ACS to set up a visit.

Be careful about what you say to ACS and the Foster Care Agency

- Do not discuss any aspect of your legal case with ACS or Foster Care Agency caseworkers without speaking with your lawyer first.
- Get professional help when dealing with ACS (like a public defender, hired lawyer, or nonprofit agency).
- Do not say anything regarding your mental health, criminal case, substance use, or domestic violence—these statements are admissions that could be used against you in court.

You have the right to make educational and medical decisions for your children

- Even if your children are in foster care, you have the right to make medical and educational decisions for your children. (As long as your parental rights have not been terminated.)
- Contact your children's schools and medical offices and ask them to send you updates on educational conferences or medical appointments, and the well-being and performance of your children.

You have the right to be present at any court date involving your children

- This is called "being produced."
- Contact Family Court and ACS to find out about any upcoming court dates.
- Send a request to Family Court for an order to be produced.
- State prisons will usually transport you to court.
- Federal prisons will usually set you up on a phone or video call.
- Get help from legal advocates to set this up.

This content is adapted from *What Do Incarcerated Parents Need to Know About ACS?*, a guide created in collaboration with the Center for Urban Pedagogy (CUP), The Bronx Defenders, Brooklyn Defender Services, and Manuel Miranda Practice. Find a PDF of *What Do Incarcerated Parents Need to Know About ACS?* at

http://welcometocup.org/Store?product_id=207 or for a printed copy, write to:

Attn: Jail Services
Brooklyn Defender Services
177 Livingston Street, 7th Floor
Brooklyn, NY 11201

CENTER FOR FAMILY REPRESENTATION (CFR) ES 

Telephone: 212.691.0950
www.cfrny.org

Manhattan Headquarters
40 Worth Street, Suite 605, New York, NY 10013

Queens Community Office
89-14 Parsons Blvd., Floor 2, Jamaica, NY 11432

Provides families in crisis with free legal assistance and social work services to enable children to stay with their parents safely. A family defense team includes an attorney, a social worker, and a parent advocate.

NYC ADMINISTRATION FOR CHILDREN'S SERVICES (ACS)—OFFICE OF ADVOCACY ES 

150 William Street, 1st Floor, New York, NY 10038
Helpline: 212.676.9421 / Collect: 212.619.1309
TTY: 212.442.1447
https://www1.nyc.gov/site/acs/about/advocacy.page

Provides information about rights to parents who have had to place a child in foster care while incarcerated. Incarcerated parents may call the collect line.

LEGAL INFORMATION FOR FAMILIES TODAY (LIFT) ES

32 Court Street, Suite 1208, Brooklyn, NY 11201
Family Law Helpline: 212.343.1122
www.liftonline.org

A nonprofit organization that provides free legal information and advice about NYS family law and Family Court, including issues of child support, custody, and visitation. Visit the website to access multilingual legal resource guides on topics including child support, custody, visitation, service, how to start a court case, and more. Accepts collect calls and requests for information by mail from incarcerated parents. Does not provide full legal representation. Call the helpline for information and to connect to programs.

Child Support

Anyone who has a child support order is obligated to pay child support, even those who are currently incarcerated. Child support orders are based on the information available at the time of the hearing. Unpaid child support adds up and becomes debt called arrears. Arrears never go away, even after your child turns 21.

Either parent has the right to file a petition in Family Court to modify (change) the amount of the child support order if there is a substantial change in circumstances or the needs of the child are not being met. You can find the address for each borough's Family Court on page 305.

In New York State, child support orders prior to October 13, 2010 treat incarceration as "voluntary unemployment" and typically may not be modified. For orders issued on or after October 13, 2010, incarcerated parents may file a modification petition due to a substantial change in circumstances, as long as their incarceration is not due to non-payment of child support, or an offense against the custodial parent or child.

The determination of whether a court will agree to a child support

modification during a parent's incarceration is the judge's decision. Only a judge can change or modify a child support order. A court may decide that the child support payments should remain the same during a parent's incarceration.

Look up Child Support in the index to find more organizations that offer help navigating child support.

NYS OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE—CHILD SUPPORT SERVICES (ES)

Child Support Helpline: 888.208.4485 / TTY: 866.875.9975
Voice Response System: 800.846.0773
www.childsupport.ny.gov/dcse/home.html

The Child Support Helpline is available Mon–Fri 8am–7pm.

Call or visit **https://www.childsupport.ny.gov/dcse/covid19_services.html** for the most updated information and to find local child support offices operating hours throughout New York State by county.

Custodial Parents
Provides custodial parents with assistance in obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, and collecting and distributing child support payments. The application to apply for child support services is available on the website.

Noncustodial Parents
Provides noncustodial parents with information on how to make payments, checking payment history, petitioning for a downward modification, what to do if your situation has changed (job, health insurance, custody), and benefits for working parents.

Bronx County Contact Information
Mailing Address: Bronx County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013

Family Court: Bronx County Family Court, 900 Sheridan Avenue, Bronx, NY 10451
Telephone: 718.503.5200

Kings (Brooklyn) County Contact Information
Mailing Address: Kings County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013
Family Court: Kings County Family Court, 330 Jay Street, Brooklyn, NY 11201
Telephone: 718.724.5300

New York County Contact Information
Mailing Address: New York County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013
Family Court: New York County Family Court, 60 Lafayette Street, New York, NY 10013
Telephone: 212.356.1800

Queens County Contact Information
Mailing Address: Queens County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013
Family Court: Queens County Family Court, 151-20 Jamaica Avenue, Jamaica, NY 11432
Telephone: 718.558.2200

Richmond (Staten Island) County Contact Information
Mailing Address: Richmond County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013
Family Court: Richmond County Family Court, 100 Richmond Terrace, Staten Island, NY 10301
Telephone: 718.876.3620

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—OFFICE OF CHILD SUPPORT SERVICES (OCSS) ES

Customer Service Walk-In Center
151 West Broadway, 4th Floor, New York, NY 10013
Child Support Helpline: 888.208.4485
https://www1.nyc.gov/site/hra/help/child-support-services.page

Provides a range of services for custodial and noncustodial

parents in NYC. Visit the website for forms, brochures, and other information.

Custodial Parents/Guardians
Provides custodial parents/guardians help with applying for child support, locating the other parent, establishing paternity (legal fatherhood), establishing child support and medical support orders, collecting and distributing support payments, enforcement of child support orders, and more. Other services include account information, change of address, child support calculator, free financial counseling, and mediation services.

Noncustodial Parents
Provides noncustodial parents help with suspended driver's licenses or professional licenses, lowering or even eliminating child support debt owed to the government, changing an existing child support order, finding a job, paying current or past-due child support using a credit card, and more. Other services include account information, DNA Testing, establishing paternity, free financial counseling, making payments, debt reduction programs, mediation services, and the Support Through Employment Program (STEP).

Provides three programs for low-income noncustodial parents to reduce child support orders and arrears owed. The Modify DSS Order (MDO) program helps those who have orders that are not based on current incomes. The Arrears Cap Initiative can put a limit on accumulated child support owed. The Arrears Credit Program (ACP) can help with reducing the amount of arrears that are owed. Contact for more information on qualifying and how to apply.

CHILD FIND OF AMERICA—PARENT HELP (ES)

Hotline: 800.716.3468
http://childfindofamerica.org/services/parent-help

Provides free and confidential services for parents living apart, including visitation/custody mediation over the phone.

COMMUNITY MEDIATION SERVICES (CMS)

89-64 163rd Street, Jamaica, NY 11432
Telephone: 718.523.6868
www.mediatenyc.org

Provides a network of mediation and conflict resolution programs to individuals, youth, and families in NYC. Visitation/custody and divorce mediation offered on a sliding fee scale. Other services include court diversion programs, therapeutic interventions, specialized educational programs, and school-based services.

NEW YORK PEACE INSTITUTE

www.nypeace.org

111 John Street, Suite 600, New York, NY 10038
Telephone: 212.577.1740

210 Joralemon Street, Suite 618, Brooklyn, NY 11201
Telephone: 718.834.6681

Provides free visitation/custody mediation. Divorce mediation offered on a sliding-scale fee schedule.

Additional Hotlines & Directories

NYS CHILD PROTECTIVE SERVICES ABUSE HOTLINE (ES)
Hotline: 800.342.3720 / TTY: 800.638.5163
https://ocfs.ny.gov/main/cps
Call to report child abuse 24 hours a day, 7 days a week.

NYS DOMESTIC AND SEXUAL VIOLENCE HOTLINE (ES)
Hotline: 800.942.6906
www.opdv.ny.gov/help/dvhotlines.html
Provides referrals to local services. Call 24 hours a day, 7 days a week.

NYC 311–CHILD CARE FINANCIAL ASSISTANCE

https://www1.nyc.gov/apps/311utils/providerInformation.htm?serviceId=1050

An online directory for childcare financial assistance in NYC.

ACS CONNECTME

https://acsconnectme.nyc.gov

Online directory for youth and families served by ACS in NYC. Searchable by zip code, resources include parenting support, public assistance, education, employment, health, legal services, mental health, and recreation.

GROWING UP NYC (ES)

https://growingupnyc.cityofnewyork.us

Offers information on programs, resources, and activities for children throughout NYC provided by government agencies and community partners. Lists program descriptions, eligibility requirements, and information on how to apply and get help.

NATIONAL PARENT HELPLINE

Helpline: 855.427.2736

www.nationalparenthelpline.org

Provides emotional support and advocacy for parents and caregivers, to youth of all ages, Mon–Fri 1pm–10pm (10am–7pm PST).

The Job Search

Contents

Organizations for Job Seekers 312

Job Search Assistance & Placement 313

Online Resources 326

Starting Your Own Business 328

Preparing for the Job Search 332

What You Can Do Before Leaving Prison 333

What You Can Do Upon Release 334

Avoiding Discrimination in Your Job Search 340

What To Do While Unemployed 344

Assessing Your Skills 345

Personal Skills Worksheet 346

Writing a Resume 349

Sample Resumes 353

How to Use a Resume 360

Ways to Look for a Job 360

Applying for a Job 363

Writing a Cover Letter 364

Filling Out a Job Application 367

Interviewing for a Job 372

After the Interview 380

Being Offered a Job 381

Helpful Hints in Adjusting to a New Job 382

Leaving a Job 383

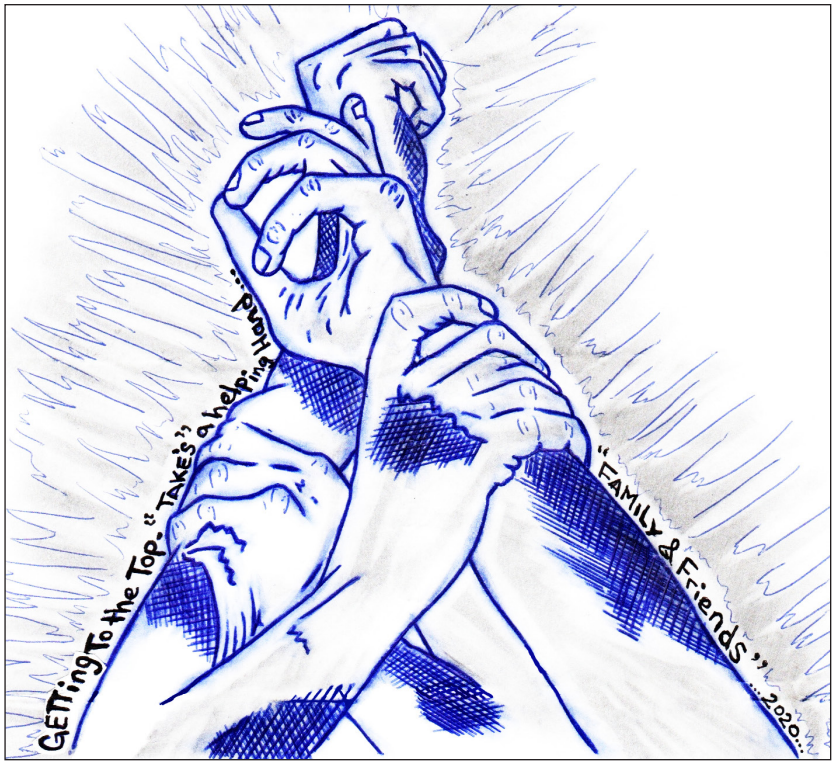
Being Unemployed 384

Personal Fact Sheet 385
Record of Job Contacts Made 386

Organizations for Job Seekers

WHAT IS OFTEN CALLED EXCEPTIONAL ABILITY IS NOTHING MORE THAN PERSISTENT ENDEAVOR.

— PAULI MURRAY



ARTWORK BY ALBERTO RAMIREZ

USED WITH PERMISSION FROM THE ARTIST.

Job Search Assistance & Placement

BRONXWORKS (ES)

Administration Office
60 East Tremont Avenue, Bronx, NY 10453
Telephone: 646.393.4000 / Hotline: 718.731.3114
www.bronxworks.org

Offers workforce development programs and services including job training, job placement, referrals, financial education, and benefits assistance for adults ages 18 and over. The Young Adult Internship Program offers out-of-school youth ages 16–24 a 14-week paid orientation, job training, personal development, and short-term internship opportunities. Also provides support services for New Yorkers including benefits assistance, children and youth programs, family programs, services for seniors, immigration services, eviction prevention, homeless services, and help for people living with chronic illnesses. Services are provided in locations throughout the Bronx. Call the Hotline for more information on programs, eligibility, and locations of services.

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO)

Provides employment and training programs to individuals with criminal convictions and young adults ages 18–24.

See the full listing for CEO on page 37.

DEFY VENTURES

5 Penn Plaza, 19th Floor, New York, NY 10001
Telephone: 800.680.0563
www.defyventures.org

Provides employment readiness, reentry planning, personal

development, and entrepreneurship training to individuals who are formerly and currently incarcerated. Programs include CEO of Your New Life (CEO YNL), Entrepreneur Bootcamp, Business Accelerator, and alumni programs. To apply post-release, visit the website to fill out an application for admissions.

THE DOE FUND—READY, WILLING & ABLE 

Administration Office
345 East 102nd Street, Suite 305, New York, NY 10029
Telephone: 212.628.5207
www.doe.org

Provides paid transitional work, transitional housing, education, career development and training, personalized case management, and social services for homeless and formerly incarcerated men. Homeless assessment number is required for the residential program. Clients must abstain from drugs and alcohol while in the program. Call for information on intake.

DRIVE CHANGE

630 Flushing Avenue, 5th Floor, Brooklyn, NY 11206
www.drivechangenyc.org

A paid fellowship program for formerly incarcerated young people 18–25 years old. Fellows train in the food and hospitality industry, and participate in workshops designed to develop the skills needed to be successful within the industry.

THE HORTICULTURAL SOCIETY OF NEW YORK (THE HORT)—GREENHOUSE 

148 West 37th Street, 13th Floor, New York, NY 10018
Telephone: 212.757.0915
www.thehort.org

A therapeutic horticulture and vocational training program based on Rikers Island serving groups at RMSC, RNDC, and AMKC through in-person groups and interactive remote lesson packages. Participants learn professional gardening skills with indoor and outdoor plants, growing garden produce, and deepening their knowledge of the natural world. Hands-on and classroom instruction includes botany, nutrition, organic farming, and garden design. All participants receive certificates after meeting the requisite hours and eligible participants can become part of the Hort's GreenTeam, a workforce development program that offers horticultural training in paid internships upon release. Interested candidates on Rikers Island should contact their dorm officer or person in charge of assignment. Individuals returning from state facilities who are interested in the GreenTeam can call for more information.

INDUSTRIAL WORKERS OF THE WORLD (IWW)—INCARCERATED WORKERS ORGANIZING COMMITTEE (IWOC) 

IWOC HQ, P.O. Box 414304, Kansas City, MO 64141
Telephone: 510.368.3426
https://incarceratedworkers.org

An incarcerated person-led worker union, fighting for fair working conditions for incarcerated people. IWW membership is free for incarcerated individuals. Contact to request information on forming a branch and to receive an application.

NEW YORK COUNTY LAWYERS ASSOCIATION (NYCLA)—PROJECT RESTORE

Provides free representation to individuals with criminal records who have been denied vocational licenses and who are challenging the denial. Advocacy includes representing license seekers in administrative law proceedings, appealing adverse Administrative Law Judge decisions to agency commissioners, and, when war-

ranted, appealing commissioners' decisions to the New York State Supreme Court via Article 78 Petitions.

See the full listing for NYCLA on page 166.

THE NEW YORK PUBLIC LIBRARY (NYPL)—CAREER SERVICES

The Business Center at Stavros Niarchos Foundation Library (SNFL)
455 Fifth Avenue, 5th & 6th Floors, New York, NY 10016
Telephone: 917.275.6975
https://www.nypl.org/education/adults/career-employment/virtual

Provides information on all aspects of career development. Services include workshops, webinars on resumes, interviews, networking, one-on-one assistance, and more. Updated lists of job search and job information websites prepared by library staff include resources such as job search databases, civil service exam study guides, resume and cover letter handbooks, and guidebooks.

The One-on-One Job Support Service provides assistance with resumes and cover letters, online job searching and application, and connecting people to partner organizations that provide training and specialized assistance. The One-on-One Career and Resilience Coaching service provides in-depth career development help and support for creating a resilient mindset for the job search and other life events. Visit the website to schedule an appointment or email **careerservicesSNFL@nypl.org** for more information.

BROOKLYN PUBLIC LIBRARY (BPL)—BUSINESS & CAREER SERVICES

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.968.7275
www.bklynlibrary.org/business

Offers programs and assistance related to job searching, financial literacy, and starting, running, and growing a business. Offers free one-on-one resume and career help (currently via email and online

Zoom meetings) and meetings with a Job Information Resource Librarian for feedback on a resume or cover letter, an overview of resources or programs that could help you in your job search, or to answer other job search-related questions. Also offers free access to Brainfuse JobNow, which provides real-time online coaching on resume writing and interviewing. Financial coaching by phone addresses concerns about debt and managing money. Additionally, the PowerUP! business plan competition awards up to $20,000 annually to winning applicants to start a small business. Additional resource guides and tutorials are available online. Visit the website for more information on all events and services.

QUEENS PUBLIC LIBRARY—JOB & BUSINESS ACADEMY (JBA)

89-11 Merrick Blvd., Jamaica, NY 11432
Telephone: 718.990.8625 or 718.661.1205
www.queenslibrary.org/programs-activities/job-business

Provides free job-search assistance and technology training. Services are designed to build the skills needed to compete in a fast-changing and competitive employment landscape. Provides entrepreneurs with knowledge they can use to build and further develop their small business ideas.

Free workshops are offered on topics related to job search strategies, online technology and networking tools, work skills identification, job readiness (writing impactful resumes, mistake-free cover letters, and mock interviews), entrepreneurship and small business, and technology training (computer basics, and Microsoft Office).

Employment Counselors and Career Coaches are available upon request via email and provide help with job search questions and resume assistance. Assistance is available Mon–Fri, on a first-come, first-served basis. Email a MSWord version of your resume or job search questions to **jobsearchhelp@queenslibrary.org**.

NYS DEPARTMENT OF LABOR—FEDERAL BONDING PROGRAM

Telephone: 518.485.8037
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 illegal activity by an employee (larceny, embezzlement, forgery). Because private insurance companies often do not bond people who have drug or criminal records, the federal government has initiated a federal bonding program that can bond an employee for up to $25,000. An employer's commitment to hiring the applicant is required in advance. Call or go online to find local bonding coordinators.

NYC DEPARTMENT OF SMALL BUSINESS SERVICES—WORKFORCE 1 (WF1) CAREER CENTERS (ES)

Telephone: 311
www.nyc.gov/html/sbs/wf1

Provides career counseling, resume and cover letter assistance, and job-placement services. Offers training programs in food service, healthcare, construction, media and entertainment, technology, and more. Job-training grants are also available. For more information, call and ask for "Workforce 1" or visit the website.

NYC HOUSING AUTHORITY (NYCHA)—JOBS-PLUS

www.opportunitynycha.org/workforce-development/jobs-plus

A workforce development and financial empowerment program for NYC Housing Authority (NYCHA) residents. Serves the residents of 27 NYCHA developments by providing job-readiness assistance, vocational training, job placement and retention, financial counseling, and career planning services. If one's NYCHA development

is not listed below, go to the nearest program site for referrals to resources.

Bronx

BronxWorks–630 Jackson Avenue, Bronx, NY 10455
Serves: East 152nd Street–Courlandt Avenue, Moore, Betances, and Melrose Houses
Telephone: 718.993.8880

East Side House–201 St. Ann's Avenue, Basement, Bronx, NY 10454
Serves: Mill Brook Houses
Telephone: 718.304.0155

Goodwill Industries–1620 Bruckner Blvd., Bronx, NY 10473
Serves: Sack Wern, Clason Point Gardens, and Monroe Houses
Telephone: 347.291.8050

Brooklyn

Bedford Stuyvesant Restoration Corporation–425 New Lots Avenue, Main Suite, Brooklyn, NY 11207
Serves: Pennsylvania Avenue–Wortman Avenue Houses
Telephone: 347.537.2925

Bedford Stuyvesant Restoration Corporation–630 Flushing Avenue, 1st Floor, Brooklyn, NY 11206
Serves: Marcy, Lafayette, Armstrong I, and Armstrong II Houses
Telephone: 917.267.5575

DB Grant–330 Powell Street, Brooklyn, NY 11212
Serves: Van Dyke I and Brownsville Houses
Telephone: 347.599.9655

Manhattan

Henry Street Settlement–24 Avenue D, New York, NY 10009
Serves: Wald and Riis II Houses
Telephone: 212.254.4333

Urban Upbound–335 East 111th Street, New York, NY 10029
Serves: Jefferson, Johnson, and Clinton Houses
Telephone: 718.269.6822

Queens

Urban Upbound–4-25 Astoria Blvd., Astoria, NY 11102
Serves: Astoria Houses
Telephone: 718.204.2430 x221

Staten Island
Arbor/ResCare–30 Bay Street, 4th Floor, Staten Island, NY 10301
Serves: Mariners Harbor, Richmond Terrace, Stapleton, South Beach, West Brighton I, and Todt Hill Houses
Telephone: 718.285.8394

AMERICA WORKS (ES)

Telephone: 212.947.5627
www.americaworks.com

A for-profit organization providing companies with candidates for entry-level positions. Specializes in helping people who receive public assistance obtain employment through free job training, work readiness, skills building, job placement, and other support. Offers veterans services. Call for orientation dates and times.

BROOKLYN WORKFORCE INNOVATIONS (BWI)

621 Degraw Street, Brooklyn, NY 11217
Telephone: 718.237.2017
www.bwiny.org

Helps New Yorkers establish careers in sectors that offer good wages and opportunities for advancement. Offers seven sector-based training programs and one general job-readiness certification program, including Brooklyn Workforce Collaboration (manufacturing and industrial businesses), Brooklyn Networks (voice and data telecommunications cable installation), Brooklyn Woods (skilled woodworking and green cabinetmaking), The "Made in NY" PA and Post Production Training Programs (TV and film production), New York Drives (careers while earning a New York State driver's license), Red Hook on the Road (commercial driving), and New York City Housing Authority (NYCHA) Training Academy (NYCHA

residents only). Also offers financial coaching, legal assistance, and a wide range of referrals for various needs. Contact for orientation dates and qualification details.

CAMBA—WORKFORCE DEVELOPMENT ES

2244 Church Avenue, 4th Floor, Brooklyn, NY 11226
Telephone: 718.282.0108

Offers a range of workforce development services including referrals to assist in job matching, a customer service and critical thinking program, job readiness training, and refugee and asylee services tailored to help overcome obstacles to employment. Also offers small business services including one-on-one consultations, workshops, and loans. Call for information on eligibility.

See the full listing for CAMBA on page 105.

CAREER GEAR

600 5th Avenue, The Studio, 2nd Floor, New York, NY 10022
Telephone: 212.577.6190
www.careergear.org

Provides suiting and employment retention services for men. The Job Readiness Program offers clothing, interview preparation, and counseling. The Professional Development Series offers weekly group workshops facilitated by corporate managers and career counselors focusing on job search techniques, financial literacy, family and child support services, and life-skills development. The Mentoring Program provides individualized counseling for 6 months to help navigate barriers and challenges. Clients are referred by partner agencies.

CHINESE-AMERICAN PLANNING COUNCIL—WORKFORCE DEVELOPMENT DIVISION

Offers training programs for construction pre-apprenticeship,

hospitality careers, and customer service jobs to low-income New Yorkers. Partners clients with an employment specialist who assists with personalized assessments, resume review, interview skills, application screenings, job referrals, and post-hire support.

See the full listing for Chinese-American Planning Council on page 210.

DRESS FOR SUCCESS WORLDWIDE—NEW YORK PROGRAM

https://newyork.dressforsuccess.org

129-11 Merrick Blvd., Jamaica, NY 11434
Phone: 718.805.248

32 East 31st Street, 6th Floor, New York, NY 10016
Telephone: 212.532.1922

Provides professional attire and employment retention services for women. Clients are referred by partner agencies, which include homeless shelters and job-training programs.

EPRA—JOB PLACEMENT SERVICES (ES)

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

A vocational rehabilitation program for individuals in recovery from substance use disorder. Provides vocational training and career counseling. Services include job placement, readiness training and evaluation, and assessment of work experience. Provides follow-up to help clients deal with workplace issues. Must be at least 18 years old, unemployed, have stable housing, and be in treatment or recovery.

GOODWILL NYNJ—WORKFORCE DEVELOPMENT

4-21 27th Avenue, Astoria, NY 11102
Telephone: 718.728.5400
www.goodwillnynj.org/what-we-do/job-seekers-and-employers

Provides training and job-placement for job seekers. GoodTemps is a contractual temporary staffing service, specializing in short- and long-term employment and temp-to-hire opportunities for a diverse population, including people with disabilities, seniors, and those with barriers to employment.

THE HOPE PROGRAM (ES)

Telephone: 347.773.4623
www.thehopeprogram.org

1360 Garrison Avenue, Bronx, NY 10474

1 Smith Street, 4th Floor, Brooklyn, NY 11201

Provides programs for job training and job placement including HOPEworks (animal care, retail, customer service, and more), FOODworks (food industry), and Sustainable South Bronx (sustainable construction). Support services include legal counseling, food and clothing, and assistance in childcare, medical, and transitional work benefits. Students must attend an information session before being invited into the intensive training program, be legally authorized to work in the U.S., and be age 18 or over. Visit the website to register for an information session.

HOT BREAD KITCHEN

630 Flushing Avenue, Brooklyn, NY 11201
COVID-19 Hotline: 929.292.9226
https://hotbreadkitchen.org

Offers programs and services for women, immigrants, and people

of color who are interested in a career in the food industry. Visit the website for current program offerings.

NONTRADITIONAL EMPLOYMENT FOR WOMEN (NEW)

243 West 20th Street, New York, NY 10011
Telephone: 212.627.6252
www.new-nyc.org

An employment and training program for womxn interested in construction, utility, and maintenance trades. Must have a high school diploma or HSE, be eligible to work in the U.S., and be 18 years or older. Visit the website or call **646.291.2375** for information session details and registration.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)

www.obtjobs.org

Employment training centers for adults and youth providing basic education, HSE preparation, job training, job placement, and follow-up services. Specialized classes vary and currently include a young adult internship program for ages 17–24, youth education and job-training program for ages 16–24, web design and coding program for ages 17–24, business and leadership program for ages 16–24, young adult literacy program for ages 16–24, job placement assistance for adults ages 18 and over, and a medical administrator program for ages 17–24. Also provides immigration assistance for new Americans, including ESOL classes. Visit the website for information about classes and registration.

783 4th Avenue, Brooklyn, NY 11232
Telephone: 718.369.0303

20 New York Avenue, Brooklyn, NY 11216
Telephone: 718.399.9700

25 Thornton Street, Brooklyn, NY 11206
Telephone: 718.387.1600

280 Wyckoff Avenue, Brooklyn, NY 11237
Telephone: 718.381.3222

168-25 Jamaica Avenue, Suite 202, Jamaica, NY 11432
Telephone: 718.526.2984

QUEENS COLLEGE—WOMEN AND WORK PROGRAM

65-30 Kissena Blvd., Flushing, NY 11367
Telephone: 718.997.4886
www.qc.cuny.edu/community/womenwork

A 14-week program to help prepare women to enter or reenter the workplace. Microsoft Office instruction, math, workplace reading and writing, resumes, professional attire, and interview skills are covered. Includes post-program support. Must be legally able to work in the United States and have a high school diploma or HSE. Computer experience is not required.

STREETWISE PARTNERS

222 Broadway, 19th Floor, New York, NY 10038
Telephone: 646.704.0039
www.streetwisepartners.org

Connects underemployed/unemployed New Yorkers looking for work with mentors who are achieving success in professional fields. Helps job seekers develop office and computer skills, be prepared for interviews, learn how to network, and more. Must commit to 13 consecutive weekly sessions and have a high school diploma or HSE. Call or visit the website for further eligibility requirements.

STRIVE INTERNATIONAL

205 East 122nd Street, 3rd Floor, New York, NY 10035
Telephone: 212.360.1100
www.striveinternational.org

A 10–12 week work-readiness and job-placement program offering job training and support for people ages 18 and over. The Strive Career Path provides a job readiness workshop, followed by hard skills training in 2 career pathways: construction and maintenance or health and office operations. Participants can earn industry-recognized certifications and are offered internship opportunities with employer partners. Must have a high school diploma or HSE. Provides lifetime services and support to graduates of their program. Visit the website to register for an information session.

VOLUNTEERS OF LEGAL SERVICE (VOLS)—UNEMPLOYED WORKERS PROJECT

40 Worth Street, Suite 820, New York, NY 10013
Telephone: 347.521.5720
https://volsprobono.org

Provides free advice to low-wage, unemployed workers in New York who are seeking to access their government benefits, including updates as state and federal rules change. For assistance, call the hotline or visit the website to fill out the online form.

WORKERS DEFENSE LEAGUE (WDL)

P.O. Box 618, Madison Square Station, New York, NY 10159
Telephone: 212.627.1931
www.workersdefenseleague.org

A nonprofit workers' rights organization that specializes in helping people who have been denied unemployment insurance. Also conducts trainings for unions and other organizations about unemployment insurance rules and the hearing process.

Online Resources

NATIONAL HIRE NETWORK
www.hirenetwork.org

Provides publications for information on rap sheets, one's rights when applying for jobs, and a list of helpful agencies by state.

WHENPEOPLEWORK

www.whenpeoplework.com

A free online employment matching system that aligns formerly incarcerated people—as well as people in prison on track to be released—with employers who hire people who have been incarcerated.

BUREAU OF LABOR STATISTICS—THE OCCUPATIONAL OUTLOOK HANDBOOK

www.bls.gov/ooh

An authoritative resource for career information with descriptions for specific occupations including what workers do on the job, working conditions, the training and education needed, expected earnings, and expected job prospects.

NYS DEPARTMENT OF LABOR

www.labor.ny.gov/home

Search for job openings in private companies as well as publicly funded organizations. Can also search by job code and military occupational code. Information is provided on apprenticeship training and much more.

NYS DEPARTMENT OF LABOR—CAREERZONE

www.careerzone.ny.gov

Provides job descriptions, with the skills and education needed, typical wages, job outlook, and occupation assessment. Click on Guest Tools to find help in writing resumes and cover letters, a guide to employment opportunities, and job resources on the internet.

THE OFFICIAL WEBSITE OF THE CITY OF NEW YORK

https://www1.nyc.gov/jobs

Provides information about working for the City of New York. Find schedules for civil-service exams for professional, clerical, skilled-trade, health, transportation, and public-safety positions.

CAREER DISCOVERY NYC

https://careerdiscovery.cityofnewyork.us

A career search and skills training tool. Provides information about

specific careers and the skills needed to get a job in those occupations, along with free online training.

IDEALIST
www.idealist.org
Search for job listings and volunteer opportunities in the nonprofit sector, by location.

INDEED
www.indeed.com
Collects job postings from dozens of other job-search websites and puts them all in one spot for searching. It can also be used to post one's resume.

LINKEDIN
www.linkedin.com
Networking site where users can post a professional resume and connect with colleagues, coworkers, friends, and business contacts. Without an account, one can browse job postings and read workplace articles from industry leaders.

Starting Your Own Business

WORKSHOP IN BUSINESS OPPORTUNITIES (WIBO) — GUTENSTEIN FOUNDATION ENTREPRENEURIAL RE-ENTRY PROGRAM

411 Lafayette Street, 6th Floor, New York, NY 10003
Telephone: 646.400.0566
https://wibo.works/reentry-program

Provides scholarships for a 10-week or 16-week business plan workshop for formerly incarcerated people. Other services include a legal clinic, accounting clinic, business advising, and monthly seminars. Contact for more information on the application process and workshop dates.

EMPIRE STATE DEVELOPMENT—DIVISION OF MINORITY AND WOMEN'S BUSINESS DEVELOPMENT

633 3rd Avenue, 37th Floor, New York, NY 10017
Telephone: 855.373.4692
https://esd.ny.gov/doing-business-ny/mwbe

Provides information and resources to support minority- and women-owned businesses in the NYC procurement process.

NYC DEPARTMENT OF CONSUMER AND WORKER PROTECTION (DCWP)

42 Broadway, New York, NY 10004
Telephone: 311
www.nyc.gov/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. Provides free financial counseling through their Financial Empowerment Center. Visit the website for information on licenses and permits, filing a complaint, ordering a publication, booking a Financial Empowerment Center appointment, and much more.

NYC DEPARTMENT OF SMALL BUSINESS SERVICES—NYC BUSINESS SOLUTIONS

Telephone: 311
www.nyc.gov/sbs

Offers a range of services to help one start, operate, and expand a business in NYC. Provides support and help with developing a business plan, accessing business courses, finding financing, hiring workers, training employees, navigating government regulations, accessing government incentive programs, and obtaining minority- and women-owned business enterprise certification for free. Visit

the website for more information, helpful guides and checklists, and locations.

BUSINESS OUTREACH CENTER NETWORK (BOC)

www.bocnet.org

Provides business development resources to underserved entrepreneurs who are trying to start or expand their small business. Offers comprehensive small business counseling and services ranging from business plan development to licensing and permit information.

SCORE NEW YORK CITY

26 Federal Plaza, 31st Floor, New York, NY 10278
Telephone: 212.264.4507
https://newyorkcity.score.org

Provides free business counseling and advice to all types of businesses in all stages of development, from idea to start-up to success, from a national network of retired and working volunteers. Offers advice, small business counseling, and low-cost online workshops. Also offers a veterans entrepreneurship program. Visit the website to search for a counselor or to request a free mentoring appointment.

START SMALL THINK BIG

8 West 126th Street, 3rd Floor, New York, NY 10027
Telephone: 646.723.4053
www.startsmallthinkbig.org

Provides free legal, financial, and marketing services for entrepreneurs and small business owners who either live in or sell goods or services in underserved communities in New York City. Also offers classes and workshops on a range of business-related topics. Call

or visit the website for information about becoming a client and to apply for services.

Preparing for the Job Search

What You Can Do Before Leaving Prison

Take advantage of programs in your facility

Take advantage of programs and services at your facility, as they may help you prepare for release. You can ask your facility to invite people from community agencies or private companies that do a large amount of hiring. You can start reaching out to organizations that provide services to people to help them prepare for release.

If you plan to live in New York City after your release, you may want a copy of this book for yourself. You can receive a free copy of *Connections* by writing to **Correctional Services, The New York Public Library, 445 Fifth Avenue, New York, NY 10016**.

If you are not returning to New York City, please see reentry guidebooks for other parts of New York State starting on page 29 and Reentry Task Forces by county starting on page 31.

Gather the documents that you will need

To apply for jobs and to be eligible for most private or government programs, you will need certain types of documentation. You can save time if you begin to collect documentation while you are still incarcerated. At the very least, be sure to have a Social Security card (sometimes a number alone is not sufficient) and proof of identification (birth certificate, driver's license, or nondriver photo ID). Each agency or employer has its own requirements for documentation.

The following may be useful to have when you are released:

- Prison discharge papers (given to you upon release)
- Military discharge papers (DD214), more information found on page 222
- Permanent Resident Card (green card, for non-US citizens), more information found on page 206
- Proof of education (college transcripts or HSE certificate), more information found on page 50
- Working papers (required for people under 18 years of age), more information found on page 288

- Certificate of Relief from Disabilities or Certificate of Good Conduct (apply after release)

You can request a copy of your rap sheet to review and make sure there are no errors. See page 337 for more information.

These documents may not be easy to get while you are incarcerated. In some cases, a family member or friend on the outside can help. Ask your contact in the community to visit **https://portal.311.nyc.gov/category/?id=311-15** for information on how to obtain important documents including birth certificates, naturalization cards, driver's licenses, and nondriver IDs.

Personal and professional references may be required to apply for jobs, to get back into school, and to receive the certificates discussed below. Letters from people who will speak positively on your behalf about your skills, abilities, work history, and motivation can make a difference when applying for jobs. People you can ask include a former supervisor, a teacher, a mentor, or a religious or spiritual advisor. Usually, family and friends do not serve as references. Start a file or folder for these letters and keep them together so you have them all in one place when you need them.

What You Can Do Upon Release



Restore your rights

Depending on the conviction, 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 legally prohibited from applying for certain civil-service positions that are classified as public office, such as firefighters. Visit **https://niccc.csgjusticecenter.org** to search for restrictions on professional licenses. The **Institute for Justice and Opportunity at John Jay College** has published a guide explaining the process for obtaining licenses in 25 high demand occupations and professions called *Getting to Work With a Criminal Record: New York State License Guide*, available at **https://justiceandopportunity.org/research/getting-to-work-with-a-criminal-record-new-york-state-license-guides-2020-expanded-edition**.

To restore your rights, you need:

- a **Certificate of Relief from Disabilities**, for those who have been convicted of only misdemeanors and not more than one felony, or one felony only
- a **Certificate of Good Conduct**, for those who have been convicted of more than one felony

Information about certificates

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

What certificates can do

Certificates have the power to remove any legal bar 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. A certificate is not a pardon, and an employer is still allowed to conduct a criminal background check after offering you a job.

Remember that some occupational licenses may be denied to you for certain employment unless you have one of the certificates.

To learn about defending yourself against job discrimination, see page 340.

Applying for a certificate

For **Certificates of Relief from Disabilities**, you must apply to the court that sentenced you, unless:

- you were sentenced to a New York State (DOCCS) correctional facility, or
- you were convicted in a federal court or a court in another state and you are now a resident of New York State.

Certificates in these cases are issued by the New York State

Department of Corrections and Community Supervision (DOCCS). After release, there is no waiting time to apply for this certificate.

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 1993 and a class-B felony from 2003, and you were discharged from parole in 2015. Since your most serious crime was a B felony, you would have to wait five years from the completion of your most recent sentence (2015). Therefore, you would be eligible to apply for a Certificate of Good Conduct in 2020.

To request an application form for a Certificate of Relief from Disabilities if you have served time in a DOCCS facility, or were convicted out of state or in federal court, or to request an application for a Certificate of Good Conduct, write to:

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS)
Attn: Certificate Review Unit
Harriman State Campus—Building 2
1220 Washington Avenue, Albany, NY 12226

Application forms are also available at the New York State Department of Corrections and Community Supervision website at **https://doccs.ny.gov/certificate-relief-good-conduct-restoration-rights** or by calling **518.485.8953**.

What to expect

Once you submit the completed application, DOCCS will assign a field Parole Officer for an investigation (this does not mean that you are being placed on parole). The Officer will review:

- Employment history and how you have supported yourself
- Proof that you have paid income taxes for the last two years
- Proof that you have paid any fines or restitution set by the courts

After DOCCS has received all necessary documents and records from you, the field Parole Officer assigned to you will contact you to arrange an interview at your home/residence to answer any

remaining questions and confirm your current circumstances and living situation.

Even though the application does not say you must include evidence of rehabilitation in your application packet, it may be helpful to do so. Things that you may want to provide are:

- A written personal statement, about the positive changes you have made since your conviction
- Copies of certificates from programs you've attended such as job training
- Letters of support from employers, counselors, supervisors, teachers, and others
- Copies of school transcripts

Remember, even if your convictions took place outside of New York State, or in a federal court, you may apply directly upon release from custody to the Certificate Review Unit.

For more information, contact your parole/probation officer, or **The Legal Action Center, 225 Varick Street, New York, NY 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.

Clean up your rap sheet (Record of Arrest and Prosecution)
Often, arrests that should be sealed (arrests not leading to convictions, youthful offender adjudications, or convictions for noncriminal offenses) remain open or unsealed on your record and available for potential employers to see.

A study, published in 2013 by the Legal Action Center, found at least 30% of arrest and prosecution records contained at least one error, and some contained as many as ten or more.

Employers who can legally fingerprint you and get a copy of your rap sheet from New York State include: civil-service employers, banks and financial institutions, bonding agencies, hospitals, museums, childcare 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 to clean up your record,

and to have corrected or sealed whatever errors or unnecessary information may appear on it.

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 can receive a copy of your rap sheet free of charge. You must include your name, any aliases, your date of birth, your DIN, and your projected release date. 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 CRIMINAL JUSTICE SERVICES, LEGAL SERVICES OFFICE
Criminal History Record Information Access Inquiry
Alfred E. Smith Building
80 South Swan Street, Albany, NY 12210
Telephone: 518.457.5837
www.criminaljustice.ny.gov

The Legal Action Center or the Public Defender's Office in your borough can also assist you in obtaining your rap sheet.

The Legal Action Center has a useful booklet called *Your New York State Rap Sheet: A Guide to Getting, Understanding, and Correcting Your Criminal Record*. The guide is available online at **www.lac.org/resource/employment-with-a-criminal-record**, or you can request a copy by contacting them by phone at **212.243.1313** or writing to **225 Varick Street, New York, NY 10014**.

To obtain a federal rap sheet, known as an Identity History Summary, you must fill out an application with the Federal Bureau of Investigation (FBI) found at **https://forms.fbi.gov/identity-history-summary-checks-review** and send: (1) the completed application; (2) a full set of fingerprints on a standard fingerprint form, FD-258 (available at any police precinct for a fee) with the date, your name, and your date and place of birth; and (3) a money order or certified check for $18 made payable to the Treasury of the United States to: **FBI CJIS Division—Summary Request, 1000 Custer Hollow Road, Clarksburg, WV 26306**.

A complete list of instructions can be found at **www.fbi.gov/services/cjis/identity-history-summary-checks**.

Many employers are not authorized to get a copy of your rap sheet directly from the Department of Criminal Justice Services (DCJS). Prospective employers may conduct a criminal background check using a consumer-reporting agency. Federal and New York State fair credit reporting laws require that an employer get your permission before conducting a background check. 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 you may need to spend some time correcting the information. You can obtain one free credit report per year by visiting **www.annualcreditreport.com** or call **877.322.8228**. You can also write to **Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348** for more information. A Social Security number is needed to obtain your free credit report.

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 $95. Visit **www.nycourts.gov/apps/chrs** for more information.

Upgrading a less-than-honorable military discharge can be advantageous to your future. Contact the Veterans Affairs New York Regional Office at **800.827.1000** to request an application or visit **https://iris.custhelp.va.gov/app/answers/detail/a_id/1508** 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 money. Start the process now, and make sure that prospective employers do not see any unnecessary information or errors when obtaining access to your record.

Sealing criminal records with Criminal Procedure Law § 160.59

Eligible individuals may request to have their records sealed if they have not been convicted of another crime for a period of 10 years from the day they were sentenced or released from jail/prison (whichever is later). People are eligible if they have only two (2) convictions on their criminal record or, in some cases, if more than two convictions are related to the same one or two incidents. All

misdemeanor convictions, other than those requiring registration as a sex offender, are eligible, and some felonies are eligible to be sealed. A person can seal, at most, one (1) felony. Sex offenses, violent felonies, and serious felonies are not eligible for sealing.

Members of the public (including employers and housing agencies) will not be able to see a conviction that is sealed. All arms of law enforcement, including police, district attorney, the courts, and corrections will be able to see the sealed conviction/prosecution. In addition, the Financial Frauds and Consumer Protection Unit of the State Department of Financial Services, the Office of Professional Medical Conduct of the State Department of Health, the Child Protective Services Units of any local departments of social services, and any agency that issues firearm licenses or gun permits will have access to sealed convictions. Under the New York State Human Rights Law (NY Executive Law § 296.16), employers are not permitted to ask about or act in response to a conviction that has been sealed, except if a person is applying to be a police or peace officer.

To apply to have your eligible criminal conviction sealed visit the New York State Courts website at **http://nycourts.gov/FORMS/cpl_160.59_sealing_application/index.shtml** to obtain a copy of the required forms, which include the "Notice of Motion and Affidavit in Support of Sealing Pursuant to CPL §160.59" form, and instructions. The instructions also contain a list of crimes that are ineligible for sealing. Read and follow the instructions provided to file a motion for sealing with the court.



Avoiding Discrimination in Your Job Search

Know your rights as a formerly incarcerated person
Under New York State law, **Article 23A**, it is illegal for an employer to deny someone a job based on a 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 of Good Conduct, for example). With sufficient evidence

of rehabilitation, 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 law called the **Fair Chance Act** says New York City employers cannot ask about your criminal record until after offering you a job.

What does New York City's Fair Chance Act do?

- Bans job ads that say things like "no felonies" or "must pass background check"
- Bans any questions about criminal history on job applications
- Bans any questions about criminal history during job interviews
- An employer can check your criminal record history only after a conditional job offer is made

It is important to remember that a person cannot be discriminated against because of arrests, either. "Have you ever been arrested?" is an illegal question, both on a job application and during an interview. Your prior arrests can not be used against you even after a job offer is made, regardless of the reason for the arrest.

If you are denied a job because of your criminal record, the employer must explain why in writing. The employer must also connect your criminal record to job duties or show that it creates an unreasonable risk. For example, a person convicted of embezzlement at a financial institution, once released, would have difficulty getting a job handling cash at a bank. The employer must hold the job offer open for three days to allow you time to discuss the issue or any wrong information.

There are laws that require background checks and prevent people with certain serious convictions from working in some jobs with children, older people, or in law enforcement, among other positions. The Fair Chance Act does not affect these limitations or change the background check requirements. These employers are allowed to tell applicants that the jobs are subject to a background check and that they may deny employment to workers with conviction histories that may pose a risk.

In addition to all employment in New York City, applicants for positions with New York State agencies will not be required to discuss or disclose information about prior convictions until and unless the agency has interviewed the candidate and has made a conditional job offer.

If an employer did not follow the rules described here, call **311** and ask for the Commission on Human Rights. You can leave an anonymous tip or file a complaint about what happened to you. If the employer is found to have broken the law, you could recover lost wages or other damages, and the employer may have to pay a fine.

You can also contact the Legal Action Center for help if you experience discrimination by calling **212.243.313**. They can advise you on your rights and give help with how to proceed. Important information relating to employment discrimination can be found on their website at **www.lac.org** or you can write to them at **225 Varick Street, New York, NY 10014** to request information by mail.

It is important to note that the Fair Chance Act is in effect in the five boroughs of New York City. If you are looking for work outside of New York City, you may still be asked about your conviction history on a job application or during an interview. In those cases, it is important to present your history in an accurate and positive light.

You can learn more about addressing your conviction in the *Resume* section on page 349 and in the *Interview* section on page 372.

Addressing alcohol or substance use disorder in your past
It is illegal for an employer to ask you whether or not you have a history of alcohol or substance use disorder. An employer can only ask if you are currently using illegal drugs. It is illegal for an employer to discriminate against you as someone who is recovering from alcohol or substance use disorder. If you have been refused employment and believe it was due to a history of alcohol or substance use disorder, or due to participation in a treatment program, contact the **New York State Division of Human Rights** at **888.392.3644** or the **Legal Action Center** at **212.243.1313**.

Federal confidentiality laws prohibit most treatment programs

from revealing any information about your treatment without your consent. However, an employer can learn of past or current substance use by conducting a criminal background check or due to a medical exam required as part of the hiring process for some jobs.



NYC Human Rights Law

Employers cannot discriminate against job applicants and employees based on their age, race, color, religion/creed, national origin, gender, pregnancy, gender identity and gender expression, disability, sexual orientation, marital or partnership status, immigration or citizenship status, natural hair or hairstyles, arrest or conviction record, credit history, salary history, sexual and reproductive health decisions, caregiver status, status as a current or former military service member, unemployment status, or status as a victim of domestic violence, sexual violence, or stalking.

More information on the NYC Human Rights Law can be found on page 189.

In New York City, it is illegal for interviewers to ask about your past compensation amounts (salary or hourly wage).

COVID-19 and Workers' Rights

For questions about reopening, health and safety guidelines for the workplace, or to report an employer that is not following reopening requirements, call the **NYC Worker Protect Hotline** at **212.436.0381** or visit **https://www1.nyc.gov/site/dca/workers/worker-rights.page**. The website also has a PDF called *Workers' Bill of Rights* in 15 languages.

Demonstrate that you are a person who has undergone rehabilitative change

The law in New York City that prohibits questions about criminal records means that it is your decision to discuss your past in an interview. But, if you are offered a job, a background check may reveal your history. Be prepared for questions on whether your conviction relates to the job position. Certificates can act as an official line of support and a clean rap sheet will benefit you as well. Make sure to maintain supportive and accurate paperwork. In addition, practice answering questions that may be asked in order to feel confident discussing the ways you have changed.

Be ready to explain how you've managed the circumstances that led to your time in prison. For example, "Obstacles that were affecting me five years ago led to bad decision-making. Since then, I have learned to understand the underlying causes of my circumstances and choices. After release, my family and friends, as well as my educational experience, helped me develop perspective. I am positive that my past will not interfere with my work or my ability to make good decisions."

When choosing references for your resume and job application, select individuals who can testify to your present-day character and speak about your specific skills. Keep a file of these letters that speak of the meaningful ways you have changed.

What To Do While Unemployed

Assess your resources and plan realistically
It is important to plan a long-term strategy during your job search. Some questions to ask yourself: Can my family help support me while I seek work? Am I eligible for unemployment insurance, food stamps, or other types of government assistance? If I have savings, how long will they last?

Looking for work is never easy. The more time you can spend on looking for a job, the better your chances of finding one. Having people you can share your experiences with can be very important in job hunting. Make yourself accountable. If you have family or friends, talk to them about how the day went and what your plan will be for upcoming days.

Explore volunteer work for the advantages it offers
Volunteer work has many advantages. While volunteering, you gain experience and can make contacts that can later help you find a paying job. Any experience you gain should be included on your resume or job application and contacts can serve as references when applying to jobs. Volunteering shows you are a motivated individual, interested in expanding your skill set.

Assessing Your Skills

While preparing for the job search it is important to assess your interests and skills. Some people know exactly what work they want to look for, while others may be less certain.

Working with a job counselor or career coach can help make you aware of what you have to offer. It can also help to establish some realistic short and long term goals. A job counselor will interview you in order to assess your abilities in a certain skill and your preference toward a particular field of work.

If you would prefer to begin by assessing your own skills, there are books and online tools that can help such as the **CareerOneStop** online assessment at **www.careeronestop.org/ExploreCareers/Assessments/skills.aspx**. You can reach out to the job information center of your public library and ask for other materials and resources.

On the following pages is a Personal Skills Worksheet that you can use to begin a self-assessment. The worksheet can also be helpful in creating the content of your resume.

Personal Skills Worksheet

Self-management Skills

Please identify your self-management skills from the list below. There is space for you to add skills that you have that are not on the list. Those are the things that make you unique.

- ☐ Able to get along with others
- ☐ Able to make decisions
- ☐ Able to meet deadlines
- ☐ Able to work under pressure
- ☐ Accurate
- ☐ Adaptable
- ☐ Careful
- ☐ Detail oriented
- ☐ Committed
- ☐ Confident
- ☐ Consistent
- ☐ Creative
- ☐ Dependable
- ☐ Efficient
- ☐ Energetic
- ☐ Enthusiastic
- ☐ Good communicator
- ☐ Neat
- ☐ Organized
- ☐ Patient
- ☐ Positive attitude
- ☐ Punctual
- ☐ Quick learner
- ☐ Responsible
- ☐ Willing to follow directions
- ☐ Willing to use initiative
- ☐ Works quickly
- ☐ Other:_____
- ☐ Other:_____
- ☐ Other:_____

Exercise: Choose three qualities/skills that you feel are your strongest and give an example of how you show this skill. Here is an example: "I am dependable. I was never late for a shift and prepared to start the day when I arrive. I stay organized in order to meet deadlines."

1. "I am_____. I have shown this quality by:

_____

_____

_____

2. “I am_____. I have shown this quality by:

_____

_____

_____

_____

3. “I am_____. I have shown this quality by:

_____

_____

_____

_____

Identifying Job-Content Skills

Check the skills that you have now that are specific to a particular job.

Administrative Skills

☐ I can delegate work to others.

☐ I can develop a budget.

☐ I can design programs for employee training.

☐ I have the ability to resolve complaints.

☐ I know how to evaluate priorities and make decisions.

☐ I can develop innovative, time-saving work procedures.

Business Skills

☐ I communicate well by telephone and email.

☐ I can enter information into a computer.

☐ I can answer questions from customers/clients clearly.

☐ I know how to use Microsoft Office Programs: Word, Power Point, Excel, Access.

☐ I can make financial reports.

☐ I can sell goods and/or services.

Technical Skills

☐ I can assemble, tune, repair, or operate engines or other machinery.

☐ I can assess, repair, or upgrade computers and phones.

☐ I can repair automobiles.

☐ I can understand and use blueprints.

☐ I can construct, maintain, or restore buildings.

☐ I can make or repair furniture.

Skills in Working with People or Providing Services to People

☐ I can diffuse difficult situations between people.

☐ I am caring, sensitive, and people-oriented.

☐ I can help people solve problems.

☐ I enjoy teaching people a new skill.

☐ I enjoy working with all kinds of people.

☐ I can talk easily and put people at ease.

Language Skills (Spanish, American Sign Language, Creole, etc.):

_____

_____

Licenses/Certificates I Hold (driver's license, OSHA, MS Office, etc.):

_____

_____

_____

_____

Writing a Resume

What Is a resume?

A resume is a document that lists your work experience, education, and skills. It summarizes relevant facts to show a prospective employer that you can do the job you are applying for. Your resume should highlight valuable and relevant skills, in a clear and readable way. It should demonstrate that you have the right qualifications, experience, and skills for the job.

Why is a resume important?

- Most employers require that you have a resume when applying for a job.
- A well-written resume can help you get an interview.
- After the interview, it serves as a reminder for the employer, of who you are and what you discussed.
- A resume helps to organize your thoughts and skills, even if you do not need it for every job you apply to.

What goes in a resume?

- Your name, phone number, and email address
- A professional summary/objective statement/occupational goal
- A list of key skills relevant to the job you are applying to
- Work and volunteer experience, educational history, and skills

Not everything listed must appear on your resume every time, and the order can change depending on the type of resume you need and the job you are applying to.

Tailoring your resume

You should tailor your resume to show how your work experience specifically meets the needs of the job you're applying for. It is a good idea to make 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.

Ways that you can tailor your resume include:

- Write an opening statement/job objective that directly links your experience and education to the requirements of the job
- List the most relevant skills for the job first

- Include any certificates you have that are needed for the job

It is important to include relevant keywords and phrases throughout your resume, specifically words and phrases that are used in the job advertisement and description. This is because larger employers use digital application tracking systems to search and filter high volumes of resumes before they are seen by a person, and resumes that do not include the right keywords may not be seen.

Use action verbs to describe your experience
Compare the following two examples and the impression they might make upon the employer. Action verbs are underlined.

(a) 2014–2017 Smith & Sons, Bronx, NY
HVAC Technician

(b) 2014–2017 Whitney Paper Company, Bronx, NY
Storeroom Clerk
- Installed, maintained, and repaired heating, ventilation, and cooling units.
- Maintained good working order of units to ensure compliance.
- Conducted complete equipment inspections.
- Trained and supervised two apprentices.
- Performed preventative maintenance.

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, facilitated, fostered, generated, handled, hired, implemented, improved, initiated, launched, maintained, managed, marketed, mastered, motivated, operated, organized, oversaw, performed, planned, programmed, provided, publicized, recommended, reorganized, repaired, represented, researched, scheduled, screened, streamlined, supervised, trained, updated

Be sure to include all of the relevant skills you have, not just the ones that you've learned on the job. Many of us have useful skills that we may not think of when applying for a job. If you can speak

a second language, for example, include it on your resume. If you have excellent computer skills, say so. Have you ever operated any special types of vehicles—forklifts or trailer trucks? Or trained and supervised someone on the job 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? Don't neglect to list such things. 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.

Types of resumes

Although there is no single format for a resume, generally they fall into one of two categories: the Chronological Resume, and the Skills Resume (also called a Functional Resume). Choose the type of resume best suited to your individual experience.

The chronological resume lists the jobs you've had and the schools you've attended, 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 and can offer good explanations for time gaps in their work record (a return to school or service in the military, for example).

The skills resume highlights your particular skills and abilities and puts less emphasis on the record of your work and education history. It is best suited for those who have changed jobs frequently, have not worked for long periods of time, and/or acquired skills while incarcerated or in non-job-related pursuits.

How to account for time incarcerated

Employers do not like to see time gaps on resumes. They assume that a person with a strong record of employment or schooling is a more stable and dependable person, and thus less of a risk to hire. However, there are creative and professional ways to account for time gaps.

When creating your resume, be sure to explain how you spent your time in prison to your best advantage. If you finished your high school diploma program or received tutoring or took a correspondence course, say so under "Educational Background." If you

were trained in asbestos removal, list this under “Skills” or “Work Experience.” List porter work done in prison, maintenance or landscaping, and work in a prison office, library, or transitional services center.

Help in writing a resume

It is a good idea to get some expert help in writing a resume. For example, reach out to your public library’s job information center, where you will find resources on how to write a resume, along with sample resumes. Specially trained staff will be able to look over what you have written and help you strengthen any parts of your resume that need improvement.

A resume must always be typed and saved as a digital file. A digital copy of your resume is essential so that you may edit the contents of it to fit each job to which you apply. Public libraries have computers with printers for you to use, but check before visiting a branch to ensure they are available. When creating your resume, you can save a copy of it on a flash drive or email it to yourself and save it in your email inbox to access when needed.

If you need assistance with creating a digital copy of your resume, please see the *Computer Literacy* section of this book on page 56.

Sample Resumes

On the following pages are three sample resumes with notes explaining how formerly incarcerated people can present their time in prison.

DAVID COOPER

212.555.1312 | dcooper@qmail.com

OCCUPATIONAL GOAL: Automotive Technician

EDUCATION

- Plattsburgh State College, Plattsburgh, NY: current
- High School Equivalency Diploma, Elmira, NY: 2011
- Elmira CF Automotive Shop, 1,500 hours of training: 2008
- Henry Hudson High School, New York, NY: 2006
  Electrical Shop, Automotive Shop, Mechanical Drawing

1 ➔

2 ➔

VOLUNTEER EXPERIENCE, 2008–2011

- NAACP, Elmira Correctional Facility
- Treasurer, Merrick Jaycees, Merrick Correctional Facility
- Transitional Services Assistant, Little Kills Correctional Facility

WORK EXPERIENCE

- Station Attendant, AA Station, Bronx, NY: 2017–2019
  - Pumped gas and performed light auto-body repair
  - Supervised a small team of attendants

3 ➔

- House Painter, 18 months experience: 2014–2016
  - Prepared all surfaces for painting
  - Applied paint using brushes or sprayers

- Community Services Crew, Rehabilitation of Chemung County Fire House: Summer 2011
  - Responsible for electrical wiring and new window installation

- Jewelry Vendor, NYC: 2006–2007
  - Jewelry sales at neighborhood events, community centers, and flea markets

Notes to Sample Resume I

David Cooper spent three years, from 2008–2011, incarcerated in New York State correctional facilities. In his resume, he has used his experience to his best advantage.

1➔ Show that while in prison you've done constructive things with your time. Mention any educational achievements 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. Six three-month painting jobs over a four-year period can be presented as "18 months experience."

Sample Resume II: Chronological Resume

Hector Diaz

718.555.5432 | hec.george@xahoo.com

Summary

Dedicated Asbestos Worker with strong safety practices. Adept at working independently with limited supervision, or as a member of a professional waste material management team. Flexible scheduling availability to include third shifts and weekends as needed.

Education

1 ➔ Mid-Apple CF / Asbestos Abatement Program / 2014
Licensed Asbestos Handler

Ulster Community College / 2013
Associate Degree in Business Administration

US Army / 2005
Airframe and Powerplant License

Work Experience

Asbestos Handler / Mid-Apple CF / 2014–2019

2 ➔ Responsible for removing asbestos materials in steam pipes, air ducts, heating plant equipment, and tunnels at nonprofit and county sites throughout Orange County. Worked closely with team of six.

Manager / Puebla Market / 2006–2011

3 ➔ Managed fresh produce and prepared foods department of medium-size neighborhood market. Responsible for sales, ordering, pricing, and display. Supervised and trained clerks and cashiers.

Salesman / Stein Sports / 2000–2004

Organized stock, created attractive displays of new items, controlled inventory, sold merchandise, and provided customer service for credit and returns.

Other Skills & Assets

4 ➔ Fluent in Spanish, valid NYS driver's license, willing to travel

Notes to Sample Resume II

Hector Diaz spent 2011–2019 incarcerated at an upstate correctional facility. His training as an asbestos remover at the prison has provided him with marketable skills. He has learned that the New York State Labor Department lists asbestos handling among fast-growing occupations in New York City. Hector chooses to name the school upstate that granted him a degree, without mentioning that he received the degree while incarcerated. He lists the facility where he received his asbestos training only as "Mid-Apple CF," not "Mid-Apple Correctional Facility." This assures that information about his incarceration is not the first thing the employer's human resources team will notice. After being offered a job, he will have the opportunity to explain his conviction and his personal growth while incarcerated.

1➔ Be sure to include all of the formal training and education you may have received, including courses in prison. 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. Hector was sent with fellow asbestos workers from his facility to work in nonprofit and local government sites throughout the county. He makes reference to this as well as to the fact that he worked as part of a team.

3➔ Use action verbs for more effect (managed, supervised, trained, organized, sold, etc.).

4➔ Highlight the advantages that might be useful to your job (fluent in Spanish, driver's license) or in explaining your flexibility (willing to travel).

Sample Resume III: Skills Resume

Jennifer Blake 718-555-1109 | jenb@xyzmail.com

SKILLS SUMMARY

1➔ **Highly Organized**
3 years experience planning and documenting daily schedules, meetings, and calendars: managed appointments for a team of 16 people; responsible for office supply arrangements; lead organizer for weekly food drives.

Bookkeeping
Managed contract and price negotiations with office vendors, service providers, and office lease; ensured that all items are invoiced and paid on time; knowledge of QuickBooks.

2➔ **Communication**
Effectively communicated with suppliers, customers, and department heads; successfully adapted to and utilized video-conferencing technologies, ensuring smooth communication transition for remote work.

Event Planning
4 years experience with planning on- and off-site activities: organized team building exercises, managed scheduling for conferences; oversaw fundraising and advocacy events, increasing donor response by 13% over one year period.

WORK EXPERIENCE

Volunteer Office Manager | SAFE Family Project, NY
2019–Present

Grievance Office Clerk | Rose M. Singer Center, NY
2017

Administrative Assistant | Southwell Health, NY
2013–2015

EDUCATION

3➔ **Associate in Science Degree in Business Management**
2019 | CUNY Hostos, NY

Microsoft Office Specialist (MOS) Excel Certification
2016 | NYEM, New York, NY

4➔ **Administrative Assistant Certificate**
2013 | CUNY LaGuardia, NY

Notes to Sample Resume III

Jennifer Blake spent most of 2017 incarcerated on Rikers Island in New York City, convicted on a misdemeanor charge. Because she has gaps in her work history, Jennifer has decided to construct a skills-type resume. She focuses on the many skills she acquired through her volunteer experience and office work as a clerk and administrative assistant.

1➔ In choosing a skills-type resume, emphasize the skills you have learned from both your paid job experience and your unpaid job experience, including volunteer work. List your responsibilities and emphasize their importance in relation to your career objective.

2➔ Due to COVID-19, jobs which you are applying to might be remote. You may be working from home for all or part of your time. Make sure, when updating your resume, to include skills that highlight that you can successfully fulfill work duties at a workplace or independently from home.

3➔ Consider furthering your education. Many free or low-cost courses exist throughout the city in a variety of fields, including 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➔ Be sure to include all information that might be relevant to your job objective. Certificates that highlight particular vetted expertise and skills you have relevant to the job you are applying to should be included.

How to Use a Resume

- You will likely need to email a copy of your resume to a prospective employer or upload a file directly to an employer's website. If you need help doing so, you can contact your public library.
- If interviewing in person, bring copies of your resume to leave a copy with the interviewer.
- Share copies of your resume with any job-placement agency with which you establish contact.
- Share copies of your resume with professional associates and parole or probation officers who may come across job openings and notify you.

Ways to Look for a Job

There is no one definitive list of companies that hire formerly incarcerated people. This section outlines some of the ways to look for a job. Reaching out to organizations listed in this book, especially in the *Organizations for Job Seekers* section, starting on page 312, may be helpful in your job search.

Let people know that you are looking for work

Sometimes jobs are filled by word of mouth. Let your friends, relatives, and community contacts know that you are looking for work. They can spread the word, and as soon as they hear of a job opening somewhere, they can let you know about it. Many times, jobs are filled when an employer hears about possible applicants through their personal network. This may happen even before new openings are advertised.

Find jobs online

It is important to know how to look for jobs online. Most companies advertise their job openings online and many companies only advertise their openings online. This is especially true for larger companies, as opposed to small businesses. You will need an email address to email your resume to employers, to sign into job search websites, and to complete online applications. You may also need an email address for paper applications. Public libraries

and some community organizations can provide help with learning how to use and set up a free email account.

Job search websites are the most popular places online for job searching. Most require you to type in the name of a job or skill, and a list of current job openings will show up based on that search.

Employers may also look at resumes uploaded to job search and professional networking sites. Creating a jobseeker profile and uploading your resume can increase your chances of finding work. Jobseeker profiles can be created on professional networking sites, or on most of the larger job search websites. Creating a profile on more than one site can increase your chances of being spotted by an employer. It also means you'll get emailed more often about job vacancies.

More information about computer literacy is on page 56.

Contact the employer directly

Another way to learn where job openings are is to contact employers directly. By searching online, you can find the contact information of the businesses that interest you. If you know of a company that you would like to work for, you can check their website to see if they have any vacancies.

It is important to look for instructions on how to apply. If a company's website asks all applicants to apply online, follow those directions first. You can always follow up with a call or email later, but you do not want to be passed over for failing to follow the first direction.

Employment placement services

Employment placement services are similar to for-profit employment agencies in that they both provide job placement. Employment services, however, do not charge fees. They are usually attached to a government or community agency, a school, or a job-training program.

Go through the chapters *Organizations for Formerly Incarcerated People* and *Organizations for Job Seekers*. 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 (listed on page 37), include placement services. Note that some of the employment services listed specialize in job placement for specific groups, such as formerly incarcerated people, veterans, people recovering from substance use disorder, or people with disabilities.

Applying for a Job

Writing a Cover Letter

A cover letter is a one-page letter written to the person or organization offering the job you're applying for. A cover letter may not be needed for every job you apply to and certain industries do not generally use them for hiring. However, unless there are clear instructions not to send one, it is good practice to include a cover letter with your resume.

A well-written cover letter lets you introduce yourself, expand on topics covered in your resume, and showcase your writing skills. It is also a way to stand out from other people applying for the same job.

When writing a cover letter you should:

- Mention the job you are applying for and where (or how) you became aware of the opening
- Show that your skills and experience match the skills and experience needed to do the job
- Explain why you want the position and why you would be a good fit
- Request an interview and include a phone number and email address where you can be reached

When possible, address the cover letter to the director or head of a department by using the person's full name. To find this information you can search the company's website. Otherwise, "To Whom It May Concern" is the best greeting. Avoid using a gendered greeting such as "Dear Sir or Madam".

The following is a sample of a job ad and cover letter:

Plumbing and heating wholesaler, AAA Plumbing seeks reliable, hardworking Warehouse Agents to join our team. Ideal candidates have work experience in a warehouse setting and working knowledge of receiving, handling, and distribution of freight is required.

- Ability to safely & skillfully operate a forklift
- Familiarity with the use of hand trucks, pallet jacks & other necessary warehouse equipment
- Solid communication skills
- Physical stamina & ability to lift or move at least 40 lbs.

Excellent opportunity and benefits.

Immediate full-time hire for right candidate.

Job type: Full-time

Apply Online

Nelson Jimenz 718-555-0911 | njimenz@zmail.com

Dear Deanna McDonald,

I would like to express my interest in applying for the Warehouse Agent position at AAA Plumbing, advertised on your website. As a self-directed and reliable professional, with experience performing a range of general warehouse operations and knowledge of plumbing, I possess skills that will make me an excellent fit for the Warehouse Agent Position.

My background includes successfully receiving shipments, unloading goods, verifying invoices, and stocking items while working collaboratively with peers and management to maximize productivity. Through my experience, I have become highly skilled at adhering to warehouse requirements while facilitating streamlined operations.

The following achievements demonstrate my qualification for this position:

- Loading and unloading freight safely and efficiently by using various heavy machineries such as forklifts, pallet jacks, and other operating equipment.
- Evaluating inbound and outgoing product shipments to ensure quality control and accuracy.
- Demonstrating superior organizational, interpersonal, and time management abilities.
- Earning a reputation as an excellent team player and leader; regularly selected to train and mentor new hires.

My proven ability to optimize warehouse operations and team success, along with my solid skills in communication and problem solving, will contribute immensely to the success of AAA Plumbing. Thank you for your consideration, and I look forward to speaking with you soon.

Thank you in advance for your time,
Nelson Jimenz

Filling Out a Job Application

Most companies require a person to fill out a job application. To fill one out you will need to know a lot of detailed information about yourself, including your work and education history. It is a good idea to start gathering this information in advance, so you can have it ready and organized by the time you start looking for a job.

You can use the *Personal Fact Sheet* on page 385 for all your information. This way you can save time and have important names, dates, and addresses all in one place.

Many job application forms are now available online and most large companies only use an online application process. To apply online you will usually need to create an account, which will require an email address and choosing a username and password. Some online job applications must be completed in a set amount of time and some have lengthy questionnaires. The staff at most public libraries can help you with setting up a free email account and applying to jobs online.

When filling out an application on paper, take your time. Make sure your writing is clear and neat. It is helpful to look over the entire application before you start writing anything down.

Try to answer all of the questions asked on the job application. If any do not pertain to you, it is still recommended you put something in the space provided, such as "N/A" (Not Applicable). For example, if you have never served time in the military, you may write "N/A" where asked about military experience.

Review the guidelines detailed on page 340 to learn more about answering questions related to your conviction and avoiding discrimination.

Job applications are usually divided into four major categories:

- Personal Information
- Educational Background
- Work Experience/Employment History
- References

Personal information

You will need to have available:

- Your current address
- A phone number where you can be reached
- An email address

You are also likely to be asked if you are 18 or older, if you are legally allowed to work in the U.S., and whether you have served in the military.

Educational background

You will need to know information for every school you have attended. This includes a school's address, the years that you attended, and the type of degree, diploma, or certificate you received.

Include any other type of classes or school you have taken. For example, if you have taken a professional development class or went to any special type of trade or vocational school, include that information. If you've taken college classes, but have not received a degree, write the number of credits that you have earned, and in which major you were working.

Work experience/employment history

For this section, you will have to know and list your work experience and employment history starting with the most recent and going back. For each, be prepared to give the name of the company or employer, its address, the dates when you were employed, the type of work you performed, your title, and the reason for leaving.

You can also list unpaid work in this section. For example, if you have ever tutored, helped someone renovate their house, or volunteered for a community group.

For suggestions on how to account for time incarcerated in your work history, see the *Resume* section on page 349.

References

References are people your potential employer can contact to find out more about you. They are people who are familiar with your work or your character in a professional or educational setting. They can be current or former employers, supervisors, or teach-

ers. It is best not to use friends or family members as references. Make sure you know their full name, job title, and current contact details and let them know you are listing them as a reference. This prepares them for the possibility that they will be contacted and asked to say or write a few words in your support. They will be most prepared to support you if they know what type of work you are looking for and if they have a current copy of your resume.

On the following page is a sample of a job application.

Employment Application

Please complete all information. Please use ink and print clearly.

Personal Information

Last Name:_____First Name:_____

Current Address:_____City/State/Zip:_____

Telephone #:_____Other #:_____

Email:_____Preferred Name:_____

Are you eligible to work in the US? ☐ Yes ☐ No

Are you 18 or over? ☐ Yes ☐ No

Education

Institution/ School Name	Type of School	Area of Study	Highest Grade/ Degree

Employment History

List below your three most recent employers, beginning with the current or most recent one. If you have had fewer than three employers, include any relevant volunteer work.

Company Name: _____

Address: _____

Phone: _____

Job Title: _____

Type of work: _____

Date started: _____Date left:_____Why did you leave?_____

Company Name: _____
Address: _____
Phone: _____
Job Title: _____
Type of work: _____
Date started: _____Date left:_____Why did you leave?_____

Company Name: _____
Address: _____
Phone: _____
Job Title: _____
Type of work: _____
Date started: _____Date left:_____Why did you leave?_____

References

Name:_____
Company/Job Title:_____
Phone number: _____

Name:_____
Company/Job Title:_____
Phone number: _____

To the best of my knowledge, the above information is correct. I understand that the employer may wish to investigate employment history by questioning my references and former employers, and I have no objection to this. I understand that my employment is subject to a 90 day probation period.

*Signature:*_____

Interviewing for a Job

The job interview

Interviews are a chance for an employer to learn more about you. They are also your chance to learn about the company. 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.

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.

Preparing for the job interview

Job interviews can be stressful, but practicing and being well prepared can help you feel more confident.

The following tips and techniques can help you perform well in an interview:

- Prepare for interview questions
- Learn about the company
- For in-person interviews: bring the materials you will need, and arrive early and be patient
- For remote interviews: test the technology, and set-up the space and environment
- Wear professional clothing

Prepare for interview questions

One way to prepare for an interview is to think about how you will answer questions you might be asked. Practice answering common interview questions. Take your time with your answers, it is ok to pause and think. Remember, every answer you give should reflect how you are qualified for the job. The answer you provide should describe important and relevant highlights from your work background that shows you are qualified for the job. Avoid answering questions with your personal history. When an interviewer says, "Tell me about yourself," what they are really looking for is how your

past work experience and skill set make you qualified for the job in question.

Some other common interview questions are: Why do you want to work here? Tell me about a challenge or conflict you faced at work, and how you dealt with it? How do you work with others?

There are many websites that provide lists of common interview questions, such as **www.glassdoor.com/blog/common-interview-questions**.

Indeed's Career Guide, found online at **www.indeed.com/career-advice?from=careeradvice**, is a website dedicated to helping people looking for jobs and includes a section dedicated to common interview questions with examples of how best to answer them.

Be able to talk 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, "In my last job, because we relied on paper and used the old software for years, I had limited experience using Microsoft Office. Because I always want to keep my technology skills up to date, I took it upon myself to learn Microsoft Office products in free classes I found in my community. Overall, I took 100 hours of training in Excel, Word, and Outlook, in order to feel confident and comfortable using the software."

Review the guidelines detailed on page 340 to learn more about answering questions related to your conviction and avoiding discrimination.

Due to COVID-19, it is important to know what information is illegal to ask about during an interview.

Questions about your home life, about parenting or caretaking duties, or health needs may be phrased in ways that seem relevant to the job and appropriate to ask, but in fact any questions about your personal life are illegal to ask in an interview. You do not have to disclose information such as marriage status, room-

mate situation, whether or not you have children or are a caretaker, information about your physical or mental health, or your home life. If you are asked personal questions, it is best to decline to answer in a polite and professional way such as, "Whether I am working remotely or in person, I have organized my schedule so that it won't interfere with my work responsibilities." Even if an interviewer asks a question such as, "How are you holding up this year?" be sure to focus on work and not disclose personal information in your answer.

Learn about the company

Before the interview, it is very helpful to learn about the company and the job for which you are applying. Employers like it when you show them you understand what they do, how they do it, and what their challenges are. It will help you to better explain why you want to work for that particular company or employer and what attracted you to the job. This information can usually be found on the company's website, sometimes on the About Us page or History page. It is also helpful to find and know a company's Mission Statement, often located on the About Us page. The mission of The New York Public Library, for example, is "to inspire learning, advance knowledge, and strengthen communities." The Mission Statement will give you an idea of the personality and purpose of the company and give you a chance to explain how you fit into the company's culture.

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? What are the challenges associated with the job? Don't be afraid to ask questions, but keep them relevant. It reflects interest on your part.

For In-person Interviews

What you need to bring: Be sure to bring a pen, paper, and extra copies of your resume. You may also want to bring your *Personal Fact Sheet* from page 385, in case you are asked to complete a paper application form at your interview. Also, you may want to write down the name and phone number of the person who will interview you and have it ready. Bring any special documents you think you may need.

Arrive early and be patient: Being late for a job interview creates a very bad impression. Double-check the right date and time of the interview. It is best to go into the interview about 10 minutes ahead of the scheduled time, but plan to get to the location 30 minutes early to account for any delays.

Make sure you know the COVID-19 safety precautions that have been put in place by the organization or company you are applying to. You will likely need to wear a mask and have your temperature taken before entering an indoor space.

Plan out how you will get to the interview location the day 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. You can also visit the trip planner at **www.tripplanner.mta.info**.

When you arrive, be polite. Avoid any lengthy exchanges with the receptionist or others who may be waiting. Be patient if you are not called in for the interview at the exact time agreed upon. Use the time to review and compose your thoughts.

It is impossible to tell how long an interview will take. If you need to plan two interviews on the same day, make sure you have left enough time in between them, so you will not be late to the second one.

For Remote Interviews

Test the Technology: Be sure to familiarize yourself with whatever technology is being used. If you are using a video-conferencing platform, be sure to check your video and audio settings well before the interview. You may want to conduct a practice run. Every platform has different setting options and you will want to make sure you are familiar with them before the interview.

Set-up: Try to face the brightest source of light available. Do not place the source of light behind you. Make sure that the camera angle is head-on and at eye level.

Limit Distractions: Find the quietest space you have available for your interview. If you have earphones, use them to limit background noises. If you are using a video-conferencing platform, try

to find a space where the background is not distracting or overcrowded, so that you are the focus of the interview. Be aware of what is visible on camera because your surroundings can reveal personal information about you or your family.

Wear professional clothing

Whether in-person or remote, part of presenting yourself well for a job interview involves dressing neatly in clean and unwrinkled clothes. Dressing professionally shows the employer that you are taking the interview seriously and makes a good impression. This is important even if clothes are not important for the job (for instance if you will be supplied a uniform or if it is a job where people get dirty).

Think about what you would wear on a typical work day in the job you are applying to and then come to the interview dressed one step more conservatively than that. For example, a nice pair of slacks, and a shirt or sweater would be appropriate for interviewing for an auto technician—where jeans and a shirt would be the typical daily attire. A suit or dressy shirt and pants are appropriate attire for most office position interviews.

Look up Clothing in the index of this book for organizations that provide free professional clothing to job seekers.

Helpful points for interviews

- Be professional
- Listen attentively
- Be clear, complete, and brief
- Be positive in your approach
- Avoid the negative

Be professional

Show the interviewer professional respect. Don't chew gum or stare at the clock or your watch. Turn your phone on silent and do not use it during the interview. Never debate with the interviewer, even if they seem aggressive in their approach.

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), try not to fidget. Be engaged and practice active listening by hearing out full statements before formulating your answer. It is okay to take your time.

Be clear, complete, and brief

Be professional with the language you use. Always answer with more than just "yes" or "no." Think before answering to give succinct and specific information about yourself.

Be positive in your approach

It is important that you highlight your qualifications during the interview. Appear confident but never exaggerate your experience or skills. 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 that pertain to the job for which you are applying.

Avoid the negative

Keep personal problems to yourself. Do not talk about your home or financial problems. The interviewer is only interested in finding a dependable and qualified person to fill the position. Emphasize what you can do, not what you can't. Never apologize for lack of education or experience. There are many skills and talents you have developed that you can discuss in a professional way.

If you've been fired from a job, be prepared to explain what happened if you are asked about it. Recognize the mistakes that were made, but show how you have learned from them. Never speak negatively about your former employers, even when asked about challenges you faced in previous jobs. 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 didn't finish school, explain the decision in a positive way. You can explain, "I left school because I accepted a job to earn money to support my family." 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

Remember, the interview is also an opportunity for you to find out more information about the potential job and employer. At the end

of the interview, you can ask any thoughtful questions you have already prepared (during your research) or any clarifications you may need about something that was brought up in the interview. For example, you may want to ask the interviewer what they think is the main challenge of the job or if they offer opportunities for training. Usually, it is not a good idea to ask about details like lunch hours or vacations, unless the interviewer brings them up. If you are asked to discuss salary expectations, be prepared and be realistic. To see the average salary for a particular type of job, you can check the **Occupational Outlook Handbook** website at **https://www.bls.gov/ooh**, but remember it is illegal to be asked about your salary history in NYC.

In most instances, the decision whether or not to hire you will not happen at the interview. If no indication is given about when you can expect to hear from the company, ask about the notification process.

At the end of the interview thank the interviewer for the opportunity to be interviewed. Remember to remain professional until you've left the building.

After the interview, send the employer a brief and professionally written email to thank them again for the opportunity to be interviewed. This again shows the employer that you are serious about the job.

Discussing a conviction in an interview

In New York City, it is illegal for an employer to ask you about your conviction history. A criminal background check can be conducted only after a job offer is made. Learn more about this law, the Fair Chance Act, on page 341.

If you interview for a job outside of the five boroughs of New York City, you must be prepared to discuss your conviction with confidence and positivity. Do not mention the details of the conviction or try to convince the employer of innocence. If the employer asks for specifics, state the charges for which you were convicted but do not elaborate or try to explain it away—it can sound false and will keep the focus on the negative. Be as brief as possible. For example, "I was convicted of felony sales of a controlled substance."

Special consideration should be paid to the discussion of drug-related convictions. It is illegal for an employer to ask you whether or not you have a history of alcohol or substance use disorder. Current illegal drug use is not protected under employment discrimination law, and employers can ask if an applicant is currently using illegal drugs.

Employers like to see that a person knows what happened was the result of a poor decision because it shows personal reflection, growth, and a desire for change. State that you've changed. It can be as simple as saying, "I'm a different person today." Explain how you've changed by listing the concrete positive steps you've made in your life. This can cover a wide variety of areas—education, military service, work history, volunteer activities, and/or skills obtained inside or outside of prison.

After the Interview

Being Offered a Job

There are several factors to take into consideration before accepting a job offer. But remember, it is much easier to find a job when you already have one. If the job you have been offered isn't exactly what you wanted, it may still be worthwhile to accept the offer and learn as much as you can while you continue to look for another job.

Job potential

Ask yourself whether the job will challenge you. Will you be given the opportunity to work your way up to positions of more responsibility and higher pay? Will you be in a good place financially, even if you are looking for other opportunities? Try not to lose sight of your long-term goals and continue to work toward them, even if you find yourself at a job that does not live up to your expectations.

Salary or hourly wage

How much you are getting paid is an important factor when considering a job offer. Find out about your hourly wage, whether you will be receiving a fixed salary each pay period, or whether you will be dependent on commissions or tips. Also, find out if there will be opportunities for earning extra money on the job by working overtime.

When choosing between two jobs, a person will not always decide to take the one offering the highest pay. Other important factors include working conditions, benefits, better hours, an easier commute, and more opportunities for training or job advancement.

Benefits

Benefits are what you receive from an employer in addition to your wages. They may include medical insurance, paid sick leave, paid holidays and vacation, parental leave, a wellness plan, uniforms and special equipment needed on the job, unemployment insurance, worker's compensation, or tuition assistance for continuing education. It is important to find out what benefits are offered at the job you are considering.

Other factors worth your consideration

- Commuting time and costs to and from the job

- Working conditions, such as hours, weather, noise levels, lighting, and dust
- Safety factors, such as risks of injury and COVID-19 precautions
- Social environment, workplace culture, and coworkers

Helpful Hints in Adjusting to a New Job

Be dependable and responsible

Do not be late for work or be absent without having a good reason and giving advance notice. If commuting, 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 immediately. 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

When you first begin a new job, there is a lot to be learned, no matter what the job is. It's normal to be nervous during the first week or two. Your employer wants you to do well and communicating with them could help you adjust to a new role.

Follow directions

There are usually valid reasons why you are told to perform tasks the way that you are. Your success as an employee will be judged to a very large extent on your ability to listen and follow directions. If you need to understand something better, don't be afraid to ask questions.

Get along well with your coworkers

Performing your job assignment is only one aspect of job adjustment. Equally important is your ability to get along with your coworkers and/or the public you serve. If a problem occurs at work, practice professional communication and discuss the issue with your boss. If your workplace has a Human Resources department, that is where you would report serious issues like abuse, discrimination, or harassment.

Learn from constructive criticism

Constructive criticism and performance reviews are a part of every job. Do not take criticism personally. Although it takes practice, it is an important part of the workplace.

Leave personal problems at home

Work often offers you the opportunity to socialize with coworkers, and socializing is an important feature of the 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. It is unfair to take a lot of time talking with coworkers about your personal affairs when it can end up jeopardizing both your jobs.

Leaving a Job

If you decide your current job is not the right fit, it is a good idea to secure another job before leaving. Here are two good reasons:

- The job market is competitive in NYC, especially due to COVID-19 and the economic impact it has had. Securing a new job will take time.
- Employers generally prefer choosing new job applicants from those who are already employed.

If you quit a job, be sure to give your current employer at least two weeks' notice. Just like during job interviews, it is important to be professional when leaving a job. They will be more likely to give you a good recommendation for your next job.

Some things to think about

- 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 HR 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

Unemployment Insurance (UI) provides temporary financial help to workers who are unemployed through no fault of their own. If you suddenly find yourself unemployed, you may be eligible to receive unemployment insurance benefits. If you are eligible, you must declare yourself willing and able to work and actively looking for new work while receiving unemployment benefits. For more information about unemployment insurance during COVID-19 see page 26.

For recorded information on unemployment insurance, call **888.209.8124** (Spanish spoken). You will be asked by the local unemployment office to begin by bringing in your Social Security card and one or two other pieces of identification. (A pay stub from your former job is also helpful.) If you are eligible for benefits, there is a 2- or 3-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 *Financial Assistance* chapter starting on page 95), or union benefits if you were a dues-paying member of a union where you last worked. You may also be eligible for programs made to help people find work or further their education and training.

Personal Fact Sheet

Name: _____

Email: _____

Education

	Name and Address	Area of Study	Degree Received
High School:			
Vocational:			
College:			
Other Training:			

Employment/Work Experience

Company Name & Address	Name of Supervisor	From/To	Reason For Leaving

References

Name	Company/Job Title	Phone Number

Additional Information (volunteer work, certificates, languages spoken)

_____

_____

_____

_____

Record of Job Contacts Made

Name of Company

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Name of Company

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Index

Numbers

30th Street Intake for Men 73
311 188

A

Abraham House 81
Acacia Network—Greenhope Services for Women, Inc. 82, 242
Access-A-Ride 238
ACCESS NYC 18, 99
Access to Benefits (A2B) Helpline 20, 97
ACCES–VR 232
ACE Programs for the Homeless 84
ACLU National Prison Project 270
ACLU Reproductive Freedom Project 241
ACS ConnectMe 308
ActionNYC 207
ADA National Network 229
ADA National Network—Northeast ADA Center 230
Addicts Rehabilitation Center 135
Adoption Options 291
Adult Family Intake Center 76
Advocates for Children 275
Affordable Rental Lotteries 89
After Innocence 34
Al-Anon—NYC 141
Albert Einstein College of Medicine—Montefiore-Einstein Division of Substance Abuse 135
Alcoholics Anonymous 141
Ali Forney Center 261, 284
Alliance for Positive Change 111
Alliance of Families for Justice 34
American Cancer Society 115, 248
American Heart Association 143
American Indian College Fund 64
American Liver Foundation 123
America Works 320
Animation Project 275
Anti-Violence Project 129, 262
Anxiety and Depression Association of America 130
Argus Community, Inc. 118, 136

Arms Acres—Outpatient Services 136
Article 23A 340
Asian & Pacific Islander American Scholarship Fund 64
Avenues for Justice—Andrew Glover Youth Program 276

B

Background Checks 341
Bail 170
Bailey House 84
Bard College 65
Bard Prison Initiative 65
Bedford Hills College Program 68
Bedford-Stuyvesant Family Health Center 111
Behavioral Health Treatment Services Locator 133
Bennington College 66
Birth Certificate 184
Black & Pink 262
Black Veterans for Social Justice, Inc. 224
Board of Elections in New York City 181
BOOM!Health 118
Bowery Mission 84, 136, 245
Bowery Residents' Committee 34
Breaking Ground 85
Breast and Cervical Cancer Detection 245
Bridging Access to Care 118
Bronx Community College—Future Now 57
BronxConnect 276
Bronx Defenders 158, 208
Bronx Independent Living Services, Inc. 236
Bronx Supreme Court Law Library 169
BronxWorks 85, 208, 290, 313
Brooklyn Center for Independence of the Disabled 236
Brooklyn Defender Services 159, 208
Brooklyn District Attorney's Office—Re-entry Bureau 35
Brooklyn Public Library (BPL)
- Adult Learning Centers 51
- Bard Microcollege 59
- Business & Career Services 316
- Computer Classes 56
- COVID-19 Service Updates 5
- Culture Pass 294
- Financial Services 104
- Immigrant Services 205
- Services for Older Adults 251
- Youth & Family Services 283

Brooklyn Workforce Innovations 320
Bureau of Labor Statistics—The Occupational Outlook Handbook 327
Business Outreach Center Network 330

C

Cabrini Immigrant Service 209
Callen-Lorde Health Center 262
CAMBA 74, 105, 209, 321
Care Coordination Health Home Program 110
Career Gear 321
CareerZone 327
Cathedral Community Cares 100
Catholic Charities 210
Center for Alternative Sentencing and Employment Services 35, 124, 276
Center for Anti-Violence Education 263
Center for Community Alternatives 36, 242, 277
Center for Court Innovation 36, 290
Center for Employment Opportunities 37, 313
Center for Family Representation 302
Center for Hearing and Communication 234
Center for Urban Community Services 85
Centers for Disease Control and Prevention 114, 123, 185
Centers Health Care 257
Center, The 264
Certificate of Good Conduct 335
Certificate of Relief from Disabilities 335
Charles B. Wang Community Health Center 112
Childcare 26
Child Center of NY 290
Child Health Plus 116
Children and Adults with Attention-Deficit/Hyperactivity Disorder 130
Children of Promise, NYC 291
Children's Aid 291
Children's Village—Harlem Justice Community Program 277
Child Support 41, 96, 290
Chinese-American Planning Council 53, 210, 254, 321
Circles of Support 37
City Bar Justice Center—Veterans Assistance Project 225
City University of New York (CUNY) 60
  Adult Literacy/HSE/ESL Program 53
  Citizenship Now! 210
  Office of Veterans Affairs 225
Clothing 35, 84, 100, 287, 321, 322
CMO Network 38

Coalition for the Homeless 86, 100, 101
College & Community Fellowship 57
College Credit Program 50
Columbia Human Rights Law Review—A Jailhouse Lawyer's Manual 168
Columbia University—Center for Justice—Justice Through Code 38
Coming Home Program 113
Commercial Bail Bond 174
Community Access—Howie the Harp Advocacy Center 124
Community Connections for Youth—Parent Peer Support Program 292
Community Health Action of Staten Island 119
Community Healthcare Network 110, 112
Community Reentry Assistant Network 109
Community Service Society 38, 105, 116, 159
Computer Literacy 56
Cornell Prison Education Program 66
Cornell University 66
Correctional Health Services 108
Covenant House New York 86, 284
Cover Letter 364
COVID-19 Tests 15
Create, Inc. 137
Crime Victims Treatment Center 129, 246
Criminal Procedure Law § 160.59 339
Crystal Meth Anonymous Intergroup 142
Culture Pass 294
CUNY Fatherhood Academy 62
CUNY Lehman College—Reentry@Lehman 58
CUNY School of Law—Formerly Incarcerated Law Student Advocacy Association 58

D

Deaf Hotline 234
Defy Ventures 39, 313
Depression and Bipolar Support Alliance 130
Destination Tomorrow 263
Disability Rights New York 230
Division of Minority and Women's Business Development 329
Doe Fund 82, 314
Domestic and Sexual Violence Hotline 307
Domestic Violence 96, 235, 244, 247, 249, 252, 253, 295, 297, 307
Door—A Center of Alternatives 285
Dorot—University Without Walls 254
Downtown Brooklyn Neighborhood Alliance—The Lazarus, Douglass, Tubman Community 39
Dress for Success Worldwide 322

Drive Change 39, 314

E

Eating Disorders 130, 134
Edwin Gould Services for Children and Families—Steps to End Family Violence 242
Elderly Pharmaceutical Insurance Coverage 102, 256
Electronic Frontier Foundation 157
Elite Learners—Reentry Services 278
Elmcor Youth and Adult Activities, Inc. 137
Emerald Isle Immigration Center 211
Emma's Torch 211
Empire State Development—Division of Minority and Women's Business Development 329
Employment Application 370
Employment Benefits 381
Employment Discrimination 340
EPRA—Job Placement Services 322
Eviction Free NYC! 92
exalt youth 279
Exodus Transitional Community 39, 133, 279
Exoneration Initiative 160
Exponents 40, 133

F

Face Coverings 15
FAFSA 63
Fair Chance Act 341
Family Justice Centers 244, 253, 295
Family Planning Benefit Program 116
Family Reentry Program 88, 256
FEDCAP 235
Federal Bonding Program 318
Federal Bureau of Investigation (FBI) 338
Federal Bureau of Prisons 174, 196
Federal Defenders of New York 160
Federal Stimulus Package 24
Federal Trade Commission 103, 188
Felicity House 246
FinAid 62
Financial Aid 62
Focus Forward Project 40
Food 18, 41, 81, 100, 118, 209
Food Bank for New York City 100
Food Stamps 99

Forging Ahead for Community Empowerment and Support 41, 119
Fortune Society 41, 82, 120
Foster Care (ACS) 302
Fountain House Inc. 125
Franklin Shelter and Intake Center for Women 74
Freedom for Immigrants 211
Friends of Island Academy 279
Funeral and Burial Guidance 27
Future Now 57
Futures Without Violence 17

G

Gam-Anon for New York 141
Gathering Place 74
Generation NYC 285
Generation NYC—LGBTQ Coronavirus Resources—NYC Unity Project 20
Get Food NYC—COVID-19 Emergency Food Assistance 18
Getting Out and Staying Out 42, 280
Girl's Educational and Mentoring Services 286
Girl Vow, Inc. 281
GMHC 120
Goddard Riverside Community Center—Options Center 54
Good Call 160
Goodwill Industries—Bronx Ace Program 125
Goodwill NYNJ—Workforce Development 323
Grace Institute 246
Grand Central Neighborhood Social Services Corporation—Mainchance Drop-in Center 75
Grandparent Resource Center 253, 295
Greenhope Services for Women, Inc. 82
Greenmarket 101
Greenwich House—Chemical Dependency Program 138
Growing Up Healthy Hotline 249
Growing Up NYC 308
Growing Up NYC—Coronavirus Updates 20

H

Haitian-American Community Coalition 121
Halfway Housing 80
Harlem Independent Living Center 236
Healing Communities Network 42
Health Care Proxies 27
Health Plan Marketplace 115
Hearing Loss Association of America 235
Help Women's Center 74

Hepatitis C 108, 123
Hetrick-Martin Institute 264, 286
High School Equivalency 49
Hispanic AIDS Forum, Inc. 121
Hispanic Scholarship Fund 64
HIV/AIDS 35, 84, 85, 116, 117, 129, 134, 138, 140, 263, 286
HIV Special Needs Plan 116
HIV Uninsured Care Programs 117
Holy Apostles Soup Kitchen 101
Home Energy Assistance Program (help with heating bills) 96
Hope House NYC 83
Hope Program 323
Horticultural Society of New York—GreenHouse 314
Hot Bread Kitchen 246, 323
Hour Children 82, 243, 292
Housing Court Answers 93
Housing Works Community Healthcare—Re-entry Program 42
How Our Lives Link Altogether 281
Hudson Link for Higher Education in Prison 67

I

idealist 328
Identity House 264
Identity Theft Recovery 188
IDNYC 184
Imani House, Inc.—Adult Education Program 54
Immigrant Defense Project 212
Immigration and Customs Enforcement (ICE) 175, 197
Immigration Equality 212
In Arms Reach, Inc. 292
Incarcerated Workers Organizing Committee 315
Indeed 328
Independent Living Centers 236
Industrial Workers of the World 315
Informed Immigrant 213
Inmate Jail Release Services 182
Innocence Project 161
Institute for Career Development 237
Institute for Family Health 113
Intake Centers 72
Internal Revenue Service 104
International OCD Foundation 130
Iraq and Afghanistan Veterans of America 225
IRS 104

J

Jailhouse Lawyer's Manual 168
James J. Peters VA Medical Center 223
Jewish Board—Mental Health Clinics 126
    Cross Roads Youth Clinic 286
Job Application Information 367
Job Discrimination 340
Job Interview Information 372
Job Path, Inc. 237
Job Search Assistance & Placement 313
Jobs-Plus 318
John Jay College—Institute for Justice and Opportunity 59
Just Detention International 127
JustFix.nyc 93
JustLeadership USA 42
Juvenile Justice 283

K

Kings County Supreme Court Law Library 169

L

Ladies of Hope Ministries 83, 243
Lambda Legal 161, 264
Laundry 74, 85
Law Libraries 169
Legal Action Center 162
Legal Aid Society 20, 97, 162, 213
Legal Hand 163
Legal Information for Families Today 303
Legal Services for Tenants 91
Legal Services NYC 164
Lesbian, Gay, Bisexual, and Transgender Community Center (The Center) 264
LGBT Bar Association of Greater New York 165, 265
LGBTQ+ Guide 261
Lighthouse Guild Vision Plus Health 237
LinkedIn 328
Literacy Partners 54
Living Wills 27
love is respect 287
Lower Eastside Service Center, Inc. 138

M

Magnificent Men Mentoring Group 43
Mail Service 86, 102

Mainchance Drop-in Center 75
Make the Road New York 213
Male Survivor 129
Manhattan Center for Independence of the Disabled 236
Marymount Manhattan College 68
Medicaid 102, 116
Medicaid Buy-In Program for Working People with Disabilities 116
Medicare 102, 116, 256
MedLine Plus 114
Mercy Center—Immigration Services 214
Metropolitan Council on Housing 89
Metropolitan Transportation Authority (MTA) 238, 254
Mixteca Organization Inc. 215
Mobilization for Justice 81, 165
Money Management International 105
Mount Sinai—Center for Post-COVID Care 16
Mount Sinai Institute for Advanced Medicine—Morningside Clinic 113
Mustard Seed Counseling Services 127
Mutual Aid NYC 21

N

Name Change 164, 183, 269
Narcotics Anonymous 141
National Alliance on Mental Health—NYC Metro 126
National Association for Shoplifting Prevention 143
National Center for Lesbian Rights 265
National Domestic Violence Hotline 249
National Eating Disorders Association 130
National External Diploma Program 50
National HIRE Network 326
National Institute of Mental Health 126
National Parent Helpline 308
National Resource Center on Children and Families of the Incarcerated 293
National Sexual Assault Hotline 192
National Suicide Prevention Lifeline 131
Neighborhood Association for Inter-Cultural Affairs—Legal Services 94
Neighborhood Defender Service of Harlem 165
Network Support Services, Inc. 43
New Directions 134
New Sanctuary Coalition 215
New Women New Yorkers 216
New York City Bar Legal Referral Service 166
New York County Courts Public Access Law Library 169
New York County Lawyers Association 166

Certificates of Relief from Civil Disabilities and Certificates of Good Conduct Project 44
Legal Counseling Project 166
Project Restore 315
Social Security SDNY Project 238
State Central Registry Project 296
New York Foundling 296
New York Harm Reduction Educators 144
New-York Historical Society 215
New York Immigrant Family Unity Project 208
New York Immigration Coalition—COVID-19 Resources 21
New York Justice for Our Neighbors 216
New York Legal Assistance Group 166
New York Public Library (NYPL)
Andrew Heiskell Braille and Talking Book Library 231
Career Services 316
COVID-19 Service Updates 5
Culture Pass 294
English Classes 51
Family & Cultural Programming 294
Financial Literacy Services 103
Immigrant Services 205
Services for People with Disabilities 231
TechConnect 56
New York Relay Center 229
New York State Human Rights Law 340
New York State Justice Center 196
New York University 69
Nicotine Patches 143
Nontraditional Employment for Women 247, 324
North County Community College—Second Chance PELL Program 69
Northern Manhattan Coalition for Immigrant Rights 217
NY Executive Law § 296.16 340
NYC COVID Care Network 22
NYU Langone Medical Center—The Steven A. Cohen Military Family Clinic 226

New York City

NYC 311 188
NYC 311–Child Care Financial Assistance 308
NYC Administration for Children's Services 283, 295, 302
NYC-Arts— Cultural Guide for Seniors 254
NYC Board of Correction 187
NYC Business Solutions 329
NYC Central Booking 175

NYC Civilian Complaint Review Board 189
NYC Commission on Human Rights 122, 189, 252, 261
NYC Comptroller's Office—LGBTQ+ Guide 261
NYC COVID-19 Updates 11, 13
NYC Department for the Aging 19, 253
NYC Department for the Aging—Grandparent Resource Center 295
NYC Department of Consumer and Worker Protection 20, 191, 329
NYC Department of Correction 175, 195
NYC Department of Education 53
NYC Department of Health and Mental Hygiene 111, 114, 117, 184
  Office of Vital Records 184
NYC Department of Homeless Services 72
NYC Department of Housing Preservation and Development 88, 89, 91
NYC Department of Sanitation—donateNYC 102
NYC Department of Small Business Services 224, 318, 329
NYC Department of Transportation 233
NYC Department of Veterans' Services 224
NYC Department of Youth and Community Development 284
NYC Food Policy—Emergency Food Assistance 100
NYCHA Residents COVID-19 Updates 24
NYC Health + Hospitals 108
NYC Health + Hospitals—Gotham Health Clinics 16
NYC Health + Hospitals—LGBTQ Health Care Services 265
NYC Health—COVID-19 16
NYC Heat and Utilities Bill Assistance 18
NYC Housing Authority (NYCHA) 87, 91, 318
NYC Housing Connect 89
NYC Human Resources Administration 96
  Cash Assistance 97
  Homebase 88
  Legal Services for Tenants 91
  SNAP 99
NYC Human Resources Administration, Department of Social Services 116
NYC Human Resources Administration—HIV/AIDS Services Administration 117
NYC Human Resources Administration—Special Grant 98
NYC Isolation Hotel Program for those with COVID-19 15
NYC Mayor's Office for People with Disabilities 19, 233
NYC Mayor's Office of Immigrant Affairs 18
NYC Mayor's Office of Immigrant Affairs—ActionNYC 207
NYC Mayor's Office of ThriveNYC—Mission: Vet Check 19
NYC Mayor's Office to Combat Domestic Violence—Family Justice Centers 244, 253, 295
NYC Mayor's Office to Protect Tenants 17, 23, 92

NYC Public Advocate 191
NYC Public Schools 26
NYC Quits 143
NYC Rental Assistance Programs 24
NYC Rent Freeze Program 24
NYC Taxi and Limousine Commission—Accessibility Dispatch Program 234
NYC Tuberculosis Provider Hotline 115
NYC Veterans 19
NYC Well 16, 130, 145

New York State

NYS Child Protective Services Abuse Hotline 307
NYS Commission for the Blind 232
NYS Commission of Corrections 195
NYS Court Information & Updates 26
NYS COVID-19 Emotional Support Helpline 17
NYS COVID-19 Updates 11
NYS Criminal Justice Services, Legal Services Office 338
NYS Department of Corrections and Community Supervision 175, 194, 336
  Office of Special Investigations 187
NYS Department of Education, Adult Career and Continuing Education Services 232
NYS Department of Education—High School Equivalency 52
NYS Department of Health 114, 115, 117, 244
NYS Department of Labor 318, 327
NYS Department of Motor Vehicles (DMV) 183
NYS Division of Homes and Community Renewal 90
NYS Division of Veterans' Services 223
NYS Domestic and Sexual Violence Hotline 192, 307
NYS Higher Education Services Corporation 63
NYS HIV/AIDS Information and Counseling Hotline 117
NYS HOPEline 144
NYS Office for New Americans 207
NYS Office for People with Developmental Disabilities 232
NYS Office of Addiction Services and Supports (OASAS) 133
NYS Office of Children and Family Services—Adult Protective Services (APS) 252
NYS Office of Children and Family Services—Juvenile Facilities 196
NYS Office of Mental Health 124
NYS Office of the Inspector General 187
NYS Office of Victim Services 103
NYS Smokers' Quitline 143
NYS Unemployment Assistance 26

NYS Unified Court System 23
NYS Unified Court System—Name Changes 183

O

Occupational Licenses 334
Occupational Outlook Handbook 327
Odyssey House 138
Office of the City Clerk—Marriage Bureau 185
Office of the Public Advocate—Ombudsman Services Unit 195
Office of the State Inspector General 195
Official Website of the City of New York 327
Older Adults Technology Services 255
Olivieri Center Drop-in Center 75
Opportunities for a Better Tomorrow 55, 217, 324
Osborne Association 44, 251, 281, 293

P

PAL 282
Paralyzed Veterans of America 226
Parole Preparation Project 167
PATH 78
Per Scholas Institute for Technology 55
Phoenix House 139
Pills Anonymous 142
Planned Parenthood 122, 247
Poison Control Center Hotline 115
Police Athletic League—Juvenile Justice 282
Police Brutality Complaints 189
Possibility Project 282
Post COVID-19 care 16
PostPartum Resource Center in New York 297
Prenatal Care Assistance Program 116
Prevention Assistance & Temporary Housing (PATH) 78
Priority1 224
Prison Education Initiative 66
Prison Education Program 69
Prisoners' Legal Services of New York 122, 167
Prison Policy Initiative 25
Prison Rape Elimination Act (PREA) 191
Prison Scholar Fund 63
Professional Licenses 334
Project Hospitality 75
Project Liberation 45
Project Renewal 87
Providence House 83, 243

Public Access Law Libraries 169
Puerto Rico Federal Affairs Administration 185
Puerto Rico Vital Records 185

Q

Queens Center for Independence of the Disabled 236
Queens College—Women and Work Program 247, 325
Queens Counseling for Change 128
Queens Public Library
- Adult Learner Program 51
- Computer Classes 57
- COVID-19 Service Updates 5
- Culture Pass 294
- Job & Business Academy 317
- New Americans Program 52, 206

Queens Supreme Court Law Library 169
Queens Village Committee for Mental Health for J-CAP, Inc. 139
Queer Detainee Empowerment Project 217, 266

R

Raise the Age 273
Rap Sheet 38, 39, 162, 337
Realization Center 134
Reduced-Fare MetroCard 254
Refoundry 45
Regents–HSE Exam Pathway 50
Release Aging People in Prison Project 251
Rent & Eviction Information 22
Reproductive Freedom Project 241
ReServe 255
Restore Your Rights 334
Resume Information 349
Richmond County Law Library 169
Richmond University Medical Center—Post-COVID Care Center 16
Right to Counsel NYC 23
Riverside Church—Prison Ministry 45

S

Safe Horizon 247, 287, 297
Safe Passage Project 218
Sakhi for South Asian Women 248
Salary Information 381
Samaritan Daytop Village, Inc. 139
SAMHSA 144
Sample Resumes 353

Sanctuary for Families 298
Schizophrenia and Related Disorders Alliance of America 131
SCO Family of Services—Center for Family Life in Sunset Park 298
SCORE New York City 330
Sealing Criminal Records with Criminal Procedure Law § 160.59 339
Senior Planet—Older Adults Technology Services 255
Service Program for Older People 21
Services and Advocacy for LGBT Elders (SAGE) 255, 266
Services for the UnderServed 127, 227
Sex Crimes Report Line 249
Sex Offender Resources 72
Sexual Compulsives Anonymous of New York 142
Sexual Health Clinic 111
Sexual Violence Hotline 307
Shawn Carter Foundation—Scholarship Fund 64
Shelters 72
Shiloh Consulting 128
Shower 74, 75, 76, 84, 85, 118, 287
Sidran Institute 131
Sinergia 239
Single Parent Resource Center 293
Small Business Owners in NYC 26
Social Security Administration 182
Starting Your Own Business 328
Start Small Think Big 330
Start Treatment & Recovery Centers 140
Staten Island Center for Independent Living 237
StateSide Legal 221
State University of New York (SUNY) 60
Steps to End Family Violence 242
Steven A. Cohen Military Family Clinic 226
St. John's Bread and Life 101
Stonewall Community Foundation 267
Stop It Now! 128
Streetwise Partners 325
Strive International 325
StrongHearts Native Helpline 249
Substance Abuse and Mental Health Services Administration 133, 144
Surveillance Self-Defense 157
Surveillance Technology Oversight Project 158
SWOP Behind Bars 46
Sylvia Rivera Law Project 267

T

TARA 131

Tax Assistance 104, 106
Tenant Resource Portal 17, 92
Test Assessing Secondary Completion (TASC) 49
Three-quarter Housing 81
Thrive for Life Prison Project 46
Transgender Law Center 268
Transgender Legal Defense & Education Fund 269
Trans Lifeline 268
Trauma-Informed Linkage to Care Clinic 113
Trevor Project 287
Tuberculosis Testing and Treatment 115
Tuition Assistance Program 63

U

UNCF 65
Under 21 New York 284
Unemployment 384
Union Settlement—Adult Education 55
UPNEXT 290
Urban Justice Center 97, 167
Urban Pathways—Olivieri Center Drop-in Center 75
Urban Upbound 106
USA.gov—Consumer Issues 188
U.S. Citizenship and Immigration Services—Green Cards 206
U.S. Department of Education—Free Application for Federal Student Aid (FAFSA) 63
U.S. Department of Veterans Affairs (VA) 222
U.S. Immigration and Customs Enforcement (ICE) 175, 197

V

Veterans Affairs (VA) 222
Veterans Crisis Line 227
VIP Community Services 140
Visions 239
Visiting a Loved One Who is Currently Incarcerated 25
Volunteers of Legal Service—Unemployed Workers Project 326

W

WhenPeopleWork 327
Win NYC 248, 299
Women and Work Program 247
Women, Infants, and Children (WIC) Program 244
Women on the Rise Telling HerStory 244
Women's Prison Association 46, 83, 244
Workers Defense League 326

Workforce 1 (WF1) Career Centers 318
Working Papers for Teens 288
Workshop in Business Opportunities 328
World Health Organization (WHO) 12

Y

Youth Represent 283

Notes

Notes

Notes

2021 Calendar

JANUARY						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

FEBRUARY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

MARCH						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

APRIL						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

MAY						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/30	24/31	25	26	27	28	29

JUNE						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

JULY

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

AUGUST

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

SEPTEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

OCTOBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

NOVEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

DECEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	