# Connections 2011

A guide for formerly incarcerated people to information sources in New York City

and

# The Job Search

edited by Nick Higgins

New York Public Library

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Single copies of *Connections* are available free of charge to incarcerated and formerly incarcerated people throughout New York State, as well as to staff members of agencies and others who provide services to them. To defray mailing costs, however, non-New York State residents are asked to send $15 per copy with their orders. Checks should be made out to The New York Public Library, and all requests sent to: Correctional Library Services, The New York Public Library, 455 Fifth Avenue, New York, NY 10016.

# About This Directory

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

Every agency listed in Connections has been personally contacted in order to provide our readers current and relevant information. **Please be advised that this information may change**.

*Connections* contains only a selective listing of resources in New York City. By reading this guide, we hope you are encouraged to explore further and to become aware of possibilities you might otherwise have overlooked. For example, few inmates we speak with are aware that their public library offers help in finding a job, preparing for the GED or setting up an e-mail account. These services are all provided free of charge by specially trained library staff. Further, all agencies listed in *Connections* offer their services free to residents of any of the five boroughs, unless otherwise noted.

*Connections* includes many online (Internet) resources. You can access the Internet at any public library in the five boroughs for free. Several public libraries offer free classes on computer and Internet use (in English and Spanish), as well as classes on Job Searching and Health Information online.

*The Job Search* section of this guide helps formerly incarcerated people prepare for the world of work. It discusses resume writing, interviewing skills, employer discrimination, disclosing convictions on job applications and many other useful topics.

*Connections* can be found online at **www.nypl.org/help/community-outreach/correctional-services-program**

Many people have written asking for publications similar to *Connections* that cover areas of New York State outside of New York City. We know of seven other guides at this time:

**Making Moves: Handbook for Ex-Offenders Returning to the Rochester and Monroe County Area**, can be obtained by writing to: Extension Outreach Department, Monroe County Library System, 115 South Avenue, Rochester, NY 14604.

For **Connections: A Guide to Transitional Services in Erie County,** write to the Buffalo & Erie County Public Library, Extension Services, 1 Lafayette Square, Buffalo, NY 14203. Available online at: **www.buffalolib.org/libraries/Institutional/index.asp**

The Pioneer Library System publishes two **Community Connections** booklets, one for Ontario/Wayne Counties and the other for Livingston/Wyoming Counties. Write the Outreach Department, Pioneer Library System, 2557 State Route 21, Canandaigua, NY 14424, specifying which county you are returning to.

The Mid-Hudson Library System has produced a **Hudson Valley Connections** for Columbia, Duchess, Greene, Putnam and Ulster Counties. Write to the Outreach Department, Mid-Hudson Library System, 103 Market Street, Poughkeepsie, NY 12601. It is also available online at **www.midhudson.org/hvconnections**

A guide just for Ulster, **Coming Back to Ulster County,** is maintained by the Restorative Justice Group of the Unitarian Universalist Congregation of the Catskills, 320 Sawkill Road, Kintson, NY 12401. It is also available on the Internet at **www.uucckingston.org/comingback.html**

**On Your Own, Information and Resources for Persons Formerly Incarcerated, the Convicted and Their Families in the [New York State] Capital District**, is produced by the Center for Law and Justice in Albany. Copies are available by writing to: Center for Law and Justice, Pine West Plaza no. 7, Building 2, Washington Avenue Extension, Albany, NY 12205. It is also available online at **www.cflj.org**

**Westchester Connections**, produced by the Westchester Council on Crime and Delinquency, is available online at **www.wccdinc.net**



# Acknowledgments

*Connections and The Job Search* was written by Stephan Likosky, former Correctional Services Librarian (Retired) for The New York Public Library. It was updated by Nick Higgins, current Correctional Services Librarian, Amy Anstett, Krissa Cavouras, Abby Garnett, Alexa Robertson, Jessica Ross, Erin Shea, Ann Smith and Brian Stokes. The design and typography was created by Kara Van Woerden. Special thanks also to Tina Hoerenz (Graphics Office) and the Library's Publications Office for their fine work in producing the booklet. Alejandrina Manso, Mariah Willis and Ivette Gonzalez were responsible for its distribution.

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"Through my art, I am able to express my own world of fantasy and feelings. In this particular painting, the flower symbolizes life and its energy, the people like plants emerging and dancing to the rhythm of nature, in complete harmony."

The illustration work in *The Job Search* was drawn by Drew Hodges, a graduate of the School of Visual Arts.

We would like to thank all of the many individuals who have written to us in response to *Connections 2010*. Their comments were very encouraging and their corrections useful, and many of the suggestions we received from them have been incorporated into the present edition. We would also be interested in hearing your reactions to *Connections 2011 and The Job Search*. Write to: Correctional Library Services, The New York Public Library, 455 Fifth Avenue, New York, NY 10016. If you would like additional copies of the booklet, please write to this address.

# Contents


Introduction .....7

Organizations for Formerly Incarcerated People .....9

Finding a Job .....20

Education .....44

Housing.....62

Financial Assistance .....73

Health .....80

Counseling and Family Services.....96

Addictions .....107

Legal Services.....123

Women.....134

LGBT: Lesbian, Gay, Bisexual & Transgender People .....146

People with Disabilities .....153

Consumer Affairs .....162

Social and Cultural Resources .....168

Transportation.....175

***The Job Search***.....177

Index.....264


**If I am not for myself,**

**Who will be for me?**

**If I am only for myself,**

**What am I?**

**If not now,**

**When?**

**— Hillel**



# Introduction

From a world where all decisions big and small are made for you, to a world where every day offers you hundreds of different choices …

From the constant clanging of metal doors opening and shutting, keys in locks, and bells, to the sudden quiet of your own private space …

From institutional drab to a world of Technicolor …

From incarceration to freedom.

The first few weeks are the hardest — on this all formerly incarcerated people agree. The dreams and plans you've nourished inside don't quite match the realities with which you are confronted. There are questions, anxieties: Where can I get a decent job? What'll it be like living with my spouse again after so long an absence? Will my kids accept me? How easily will I be able to meet new people? Where can I go just to be left alone and sort things out? Am I strong enough to avoid being tempted by old destructive patterns?

Answers aren't easy …

One piece of advice, however, suggested by many formerly incarcerated people, never fails: proceed slowly. Take things step by step. First plan your priorities, devise a strategy, and then proceed. Don't try to accomplish everything at once.

Take trying to find a place to stay, for example, or getting a job. These are top priorities for most formerly incarcerated people. Yet, given today's rental and job markets, finding your own place, or a challenging and well-paying job, may not be easy. Maybe the first job you're offered won't be the one you've had in mind, but you'll decide to take it anyway. It will help pay the rent and give you time to get established and readjust on a personal level. Later, when you're "settled in" with family and friends and have made some good contacts, that will be the time to concentrate on hunting for a better position.

The return back to society is not easy for most formerly incarcerated people, and it may require lots of patience, endurance, and self-discipline. It may take having to make numerous phone calls, for example, and spending an entire day at various agencies just to get to the person you need. But don't be discouraged. There are shortcuts.

Most important, try to get the name of a person you can contact at the agency from a group that can refer you. Referral is a service that many groups offer. You should take advantage of it, because with the enormous amount of information and the great number of groups out there, it takes real skill for someone to match your needs with the appropriate service. And when a referral person calls an agency in advance to arrange an interview for you with a contact person, lots of time and unnecessary frustration are spared.

Also, since many agencies require at least an identification card, a birth certificate, and sometimes a Social Security card, get these documents in order before you are released.

Some people planning their release will be interested in writing to some of the organizations in *Connections* for more information and assistance. Two tips to keep in mind when writing letters to a non-profit organization or community group: tailor your request to your audience, and be concise. Instead of asking for "any information you can provide", describe what type of document, program or piece of information might meet your needs. And rather than asking for information on a long list of topics, ask the group to assist you with concerns they will recognize within their area of specialization. The more concise your letter, the easier it is for your recipient to reply — and the further you roam, the more likely the reader is going to file it in the "Do Later" box.

What about finding personal support when you get out? Some people immediately upon release prefer to spend their first period of time alone. Others are anxious to seek out family and friends. Almost all ex-prisoners, however, express the importance of having a network of support — one person, or a group of people, who can offer understanding and moral encouragement. Sometimes a counselor can be of help, as can getting in touch with a formerly incarcerated people's organization and talking with a person who's been through it all, just like you, and knows how to listen and help you sort out feelings.

There will be difficulties, but remember, you are far more in control of your life now than you were before. So, take advantage. New York offers you a vast multitude of possibilities — if you take the challenge and plan carefully. There are lots of good people out there, people who can help you. We hope that this directory provides an important step toward reaching them.



The man who removes a mountain
begins by carrying away small stones.

— William Faulkner

# Organizations for Formerly Incarcerated People

**Adjustment back to the community is often a difficult process. Fortunately, various groups exist to make that transition a little bit easier. Some of the organizations, such as The Fortune Society, are operated largely by formerly incarcerated people and provide a wide range of important services. Other groups focus on one area: job assistance, counseling, helping people living with HIV/AIDS. In any case, there is usually no substitute for finding a person you can connect with, a person who's been through it all, and who can lend a sympathetic ear as well as give meaningful advice on problems specific to you as someone returning to the community after incarceration.**

## THE FORTUNE SOCIETY

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

The Fortune Society's mission is to support successful re-entry from prison and promote alternatives to incarceration, thus strengthening the fabric of our communities. We do this by: *believing* in the power of individuals to change; *building lives* through service programs shaped by the needs and experiences of our clients; *changing minds* through education and advocacy that work to rectify unjust and brutal criminal justice policies.

Drawing upon the life experience of Fortune's formerly incarcerated staff and clients, we offer a holistic, "one-stop" model which includes: alternatives to incarceration, counseling, career development, education, HIV/AIDS-case management, substance abuse treatment, family services scatter-site housing assistance for people with criminal records living with HIV/AIDS and/or substance abuse histories, transitional housing for homeless formerly incarcerated people (by application only) and lifetime aftercare, among other services. The agency recently launched the David Rothenberg Center for Public Policy (DRCPP) to institutionalize and advance its technical assistance, training, policy development, advocacy, and community education initiatives.

In addition, Fortune operates a Drop In Center (Mon.–Thu. 6–6 and Fri. 6–5) at the Long Island City location for people just discharged from Rikers Island, where they can link to needed services (for all releasees, with a focus on those who are HIV positive). Through participation in the R.I.D.E. program (Rikers Island Discharge Enhancement), Fortune assists city-sentenced adults and youth in their transition back to the community through pre-and post-release planning that connects them to Fortune's services and others in the community.

Fortune publishes a journal called the *Fortune News* (free to incarcerated people upon request). No legal services are offered. Upon written request, Fortune provides letters of reasonable assurance. Fortune serves people 16 and over. Walk-ins are welcome Mon.–Thu. 8:30–9am. Spanish also spoken. Please call the number listed above for more specific information.

*Note: The Fortune Society also provides a limited amount of short and long-term housing by application only at The Fortune Academy for formerly incarcerated people who are homeless within one year of their release. For information, write the Fortune Academy at 630 Riverside Drive, New York NY 10031, Attn: Housing information request.*

## THE OSBORNE ASSOCIATION

**809 Westchester Avenue, Bronx 10455**
**Telephone: 718.707.2600**

**175 Remsen Street, Brooklyn 11201**
**Telephone: 718.637.6560**
**Fax: 718.381.3528**

**www.osborneny.org**

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

Osborne's Prevention and Treatment Services provides support groups and low-threshold treatment, in English and Spanish, for those at risk for or coping with substance abuse, HIV/AIDS, hepatitis, tuberculosis, quitting smoking, and other health concerns. Acupuncture and medical testing are available on-site, and help accessing health insurance is provided. The PEETP program trains people living with HIV/AIDS to become peer counselors. Housing placement assistance and independent living skills counseling are provided to those with HIV/AIDS. Individuals wishing to access any of these services will be matched with a caseworker. Osborne's El Rio program is a community-based addiction recovery and relapse prevention program for individuals mandated to treatment by the courts or community corrections agencies. Call the Bronx site for more information.

Osborne's Employment & Training Services (formerly called South Forty Corporation) provides vocational services to people with criminal records. This includes assessment, testing, career and educational counseling, job readiness workshops, resume preparation, job search assistance and post-employment support in adjusting to the demands of the workplace and staying employed.

Parenting education classes, children's visiting centers and the Healthy Marriage Program are offered to help couples and families maintain relationships when a partner or parent is incarcerated. Check with the Transitional Services Center to determine what programs are available in your facility or write the Long Island City address for further information. For information on Osborne's Family Resource Center in Brooklyn, see the *Counseling and Family Services* chapter of this directory.

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

## EXODUS TRANSITIONAL COMMUNITY

**2271 Third Avenue, Manhattan 10035**
**Telephone: 917.492.0990**
**Fax: 212.722.6669**
**www.etcny.org**
Staffed mostly by formerly incarcerated people, Exodus provides employment training and placement services as well as life management training and support. The five day job preparation program includes resume writing, videotaped practice interviews, job research skills, and an introduction to e-mail and the internet.

Support groups include the Addictive Personality Group, Mentoring Children of Incarcerated Parents (MCP) and The Alternatives to Domestic Violence Program. Community mentors provide guidance with job hunting, transitional housing, community resources and general support. Exodus also provides supportive night groups in anger management and substance abuse.

Breakfast and lunch is provided during the week. A clothing closet is available to help with casual and business attire. Exodus will provide letters of reasonable assurance. Only people released within the past year are eligible. Call ahead Mon.–Fri. 9–5.

## GETTING OUT AND STAYING OUT (GOSO)

**91 East 116th Street, Manhattan 10029**
**Telephone: 212.831.5020**
**Fax: 212.996.0436**
**www.gosonyc.org**
Getting Out and Staying Out is dedicated to drastically reducing the recidivism rate for 18–24 year old men through purposeful education and directed employment.

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

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

At the end of the day, he leaves our offices with an alarm clock, a note pad, pens, a weekly planner, condoms, a MetroCard, and a professional resume. We believe that these are the essential tools that each young man will need during his reentry to be on time, to be prepared, and to be safe.

## NETWORK IN THE COMMUNITY

**Episcopal Social Services of New York**
**Paul's House Annex**
**412 East 147th Street, Bronx 10455**
**Telephone: 646.839.6301 or 212.675.1000 (ESS main office)**
**www.essnyc.org/programs/network**
Network in the Community is a support program for individuals returning from New York State correctional facilities. The program

is based on the same therapeutic principles as the ESS Network in the Prisons, but is supplemented by re-entry services in the following areas: mentoring, job training/placement referrals, job readiness skills, educational assistance and health services referrals, including substance abuse treatment. The Network Community Behavioral Health Program offers group and/or individual therapy to people dealing with re-entry stress, alcohol or substance abuse issues and anger management problems. Weekly support meetings at five sites are led by formerly incarcerated men and women, all of whom are trained in the Network format. Call Mon.–Fri. 9–5 or write for more information. Contact person: Damon Moore, Network Coordinator.

## LANDING STRIP

**c/o The Alternatives to Violence Project**
**Telephone: 800.909.8920**
**www.avpny.org**
A follow-up support group for people who took part in training in prison in the Alternatives to Violence Project. The group meets the first Tuesday and third Wednesday of every month at 6pm at the Friends Meeting House, 15 Rutherford Place in Manhattan. Call for more information and for other groups statewide.

## CENTER FOR ALTERNATIVE SENTENCING AND EMPLOYMENT SERVICES (CASES)

**346 Broadway, 3rd Floor, Manhattan 10013**
**Telephone: 212.732.0076**
**www.cases.org**
CASES is an alternative-to-incarceration (ATI) organization providing security and supervision to over 10,000 people each year. Their focus is on re-integration into society, addressing the economic, educational, health and other social factors that underlie repeated criminal behavior. The Day Custody Program is a sentencing alternative for people with multiple misdemeanor convictions. It involves three days of jail in Manhattan, performing community service and receiving services and referrals, with follow-up. The Nathaniel Project is a two-year ATI program for people diagnosed with mental illness who have been sentenced for a felony. This community service alternative sanction includes treatment and supportive services (groceries, shoes, etc) aiding offenders in breaking the cycle of re-incarceration. In the case of technical parole violators who have been re-incarcerated, CASES works to restore parole status and connect individuals to services. Participation in CASES programs is court-mandated: individuals are encouraged to inform their counsel about the alternative sanctions CASES provides. For more information call or visit their website. Accessible to people with disabilities. Call Mon.–Fri. 9–5.

## exalt youth

**150 Court Street, 2nd Floor, Brooklyn 11201**
**Telephone: 718.923.1400**
**Fax: 718.923.2869**
exalt youth is premised on demonstrated success showing that substantive, supported internships can be powerful catalysts and incentives for youth to pursue their education and employment goals. Our mission is to transform the lives of youth along the spectrum of criminal justice involvement by equipping them with the skills and experience necessary to become self-sufficient, self-fulfilled, productive members of society.

exalt fulfills this mission by providing a cohesive program with four components: employability and life skills training; paid internships in youths' fields of interest; post-internship skill development and support services; and an alumni network that provides ongoing access to education and career development support and resources.

## EXPONENTS, INC.

**151 West 26th Street, Manhattan 10001**
**Telephone: 212.243.3434**
**www.exponents.org**
Exponents is a non-profit dedicated to improving the lives of individuals affected by drug addiction, HIV/AIDS, and other illnesses, as well as incarceration. ARRIVE is their two-month recovery program offering life skills building, training and support services. The Case Management/Recovery Readiness program matches clients to managers who can assist with benefits: housing, health care and drug treatment needs. Drug Treatment Services is a medically supervised outpatient program for people with chronic illness such

as addiction, mental illness, HIV, hepatitis C, diabetes, asthma or hypertension. Individuals in Exponents programs learn techniques for sustainably managing stress and promoting healthy behavior, avoiding relapse, and advocating for themselves. Ex-Offender Conferences take place five times per year. Call first; no referral needed. Can provide letters of reasonable assurance. Contact people: Sam Rivera, ext. 155. Spanish also spoken. Accessible to people with disabilities.

### CENTER FOR COMMUNITY ALTERNATIVES

**39 West 19th Street, 10th Floor, Manhattan 10011**
**Telephone: 212.691.1911**

**25 Chapel Street, 7th Floor, Brooklyn 11201**
**Telephone: 718.858.9658**

**www.communityalternatives.org**
The Center for Community Alternatives serves people who are involved in the criminal and juvenile justice systems. It provides information, referral, education, and support services for HIV positive people, as well as a harm-reduction program for women who are HIV positive. An outpatient substance abuse treatment program is available for women. CCA provides client-specific planning and defender-based advocacy. Can also provide referrals and assistance accessing housing entitlements. An employment service for women includes employment readiness training and placement. Call Mon.–Fri. 9–5; Manhattan office open Mon.–Thu. 9–7. Spanish spoken. Accessible to people with disabilities.

### COMALERT
### KINGS COUNTY DISTRICT ATTORNEY'S OFFICE

**210 Joralemon Street, 3rd Floor Brooklyn 11201**
**Telephone: 718.250.5557**
**www.brooklynda.org/ca/comalert.htm**
Part of the Brooklyn DA's office, COMALERT is a re-entry program for Brooklyn residents on parole or probation, offering a wide variety of services under one roof: drug and alcohol counseling, job training, literacy instruction, GED and college preparation, and more. Referrals to assistance with transitional housing and job placement are available, plus help accessing medical care and health insurance. Must be referred by your parole officer or the Doe Fund (listed in the *Finding a Job* chapter.) Call Mon.–Thu. 9–8; Fri. 9–5. Spanish also spoken. Accessible to people with disabilities.

### TRINITY COMMUNITY DEVELOPMENT AND EMPOWERMENT GROUP

**Prison Re-Entry Program**
**311 Sheffield Avenue, Suite 2, Brooklyn 11207**
**Telephone: 347.442.0242**
**www.trinitycdeg.org**
This re-entry program focuses on employment, creating businesses to help employ formerly incarcerated individuals, setting up trainings for certifications, helping get people medical insurance, food and clothing help, MetroCard assistance, driver's license help, GED prep and more. Contact Minister Christopher Lundy.

### HARLEM RESTORATION PROJECT, INC.

**1980 Adam Clayton Powell Jr. Boulevard, Manhattan 10026**
**Telephone: 212.662.8186**
**Fax: 212.222.5671**
A non-profit organization currently managing and maintaining a number of apartment buildings, providing housing mostly for low-income tenants. Gives preference to formerly incarcerated people for any openings it may have in its office or building renovation projects. All levels of people are hired, from laborers to administrators. On occasion, housing is available to former prisoners and their families. Serves all age groups. Preference is given to Harlem residents. Call Mon.–Fri. 9–5 or write for more information.

### BOWERY RESIDENTS' COMMITTEE INC. SPAN PROGRAM (BRC)

**500 Bergen Avenue, Bronx 10455**
**Telephone: 718.590.1235**
**www.brc.org/programs_discharge_planning.php**
Provides outreach, referrals and discharge planning to people recently discharged from New York State or New York City correctional facilities, specializing in services to people who received mental health care treatment while incarcerated. The Discharge

Planning team connects individuals with medical and support services and helps them access entitlements. Medication Grant Program Cards, which can be used at many pharmacies in New York City, are dispensed to individuals in need of medication who qualify. To access the Medication Grant Program you must report to SPAN within seven days of release; for SPAN's comprehensive discharge planning services you must report within thirty days. For New York City residents 18 and over only. Accessible to people with disabilities. Drop in or call for more information; SPAN cannot answer personal letters.

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

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

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

### BLACK VETERANS FOR SOCIAL JUSTICE, INC.

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



### FIFTH AVENUE COMMITTEE
### DEVELOPING JUSTICE IN SOUTH BROOKLYN PROJECT

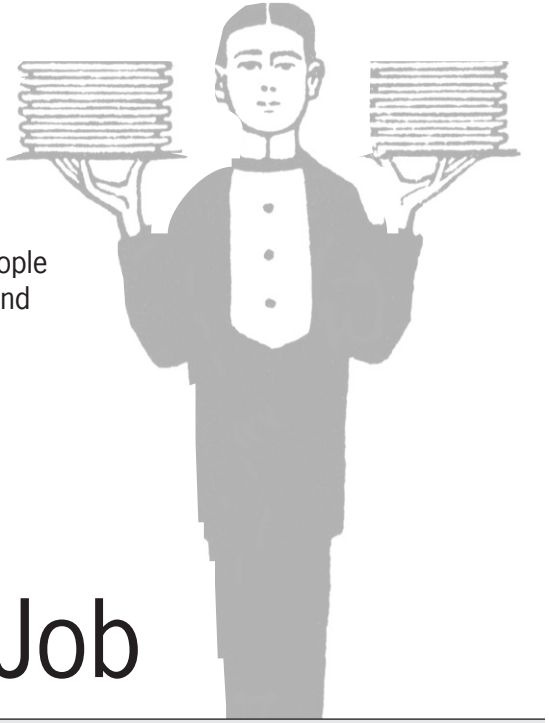
**621 DeGraw Street, Brooklyn 11217**
**Telephone: 718.237.2017**
**www.fifthave.org**
A program designed to help formerly incarcerated people who live in or are returning to South Brooklyn: Park Slope, Gowanus, Prospect Heights, Carroll Gardens, Red Hook or Sunset Park. Provides walk-in support to individuals on parole or probation or who have a pending criminal case, utilizing the job development, vocational training, housing assistance, peer counseling and community organizing resources of the Fifth Avenue Committee. Organizes regular Community Justice Workshops on a range of topics aimed at people with friends and family in prison. Also does advocacy work in the community on criminal justice and drug law reform issues. Call Mon.–Fri. 9–8. Spanish also spoken. Accessible to people with disabilities.

### FRIENDS OF ISLAND ACADEMY

**255 West 36th Street, 6th Floor, Manhattan 10018**
**Telephone: 212.760.0755**
**www.foiany.org**
A community-based organization that serves young people ages 11–21 who have been involved with the criminal justice system and are returning to New York City. Among its many services are counseling, leadership training, alternative education (including GED preparation,) a pre-employment workshop, and job placement. FOIA offers fatherhood programs for both young men (16–24) and adults (25 and older). Must be referred. Call for more information, Mon.–Fri. 9–5. Spanish also spoken. Accessible to people with disabilities.

*There are organizations offering a wide range of services to formerly incarcerated* **women** *in the* ***Women*** *chapter.*

*For services to* **prisoners' families***, see the chapter on* ***Counseling and Family Services****.*



Opportunity is missed by most people because it is dressed in overalls and looks like work.

— Thomas A. Edison

# Finding a Job

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

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

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

**To obtain or replace a Social Security card**, call the **U.S. Department of Health and Human Services, Social Security Administration** at 800.772.1213 Mon.–Fri. 7am–7pm. TDD/TTY number for the deaf: 800.325.0778. Spanish also spoken. Find a Social Security office by going to their website, **www.socialsecurity.gov** and entering your ZIP code in the Office Locator. Spanish available online as well.

**All NYC public school students** between the ages of 14 and 17 must have working papers in order to apply for a job. For information, call the **New York City Department of Education** at 212.374.6095. Contact your local district or high school superintendent's office for information on where to obtain your working papers during the summer.

## THE NEW YORK PUBLIC LIBRARY, JOB SEARCH CENTRAL (JSC)

**Science, Industry & Business Library, 188 Madison Avenue at 34th Street, Manhattan 10016**
**Telephone: 212.592.7000**
**www.nypl.org/locations/tid/65/node/40820**
Provides information to all populations on all aspects of career development. The collection includes civil service exam study guides, resume and cover letter handbooks, vocational encyclopedias, directories of potential employers, guidebooks and DVDs for people re-entering the workforce and much more. Computers in JSC can be used for exploring job search websites. Services and programs include career development workshops, lectures and training in online job searching. *Please call 212.592.7044 to make an appointment with a Career Coaching volunteer. You will be able to receive one-on-one support to address whatever job search issue you would like to discuss. Service is free.* Start planning your job search strategy with a JSC librarian, or begin with the organized and updated list of job-search and job information websites prepared by our staff. Mon., Fri., Sat. 11–6. Tue., Wed., Thu. 10–8. Accessible to people with disabilities.

## BROOKLYN PUBLIC LIBRARY, EDUCATION AND JOB INFORMATION CENTER (EJIC)

**Grand Army Plaza, Brooklyn 11238**
**Telephone: 718.230.2177**
**www.brooklynpubliclibrary.org/ejic.jsp**
Provides information on careers, vocational training, and federal and state civil service jobs. Materials available include classified job listings and books on career planning, job preparation (resumes, interviewing, career change, etc.) and certification. Typewriter and proctoring service available. Classes are offered on job-searching using the Internet. *BPL also participates in the federally-funded Skills, Training and Employment Project (STEP) which provides one-one-one job readiness help. Please visit the BPL website for a list of participating Brooklyn branches.* Mon.–Thu. 9–9, Fri., Sat. 10–6, Sun. 1–5. Accessible to people with disabilities.



## QUEENS LIBRARY, JOB INFORMATION CENTERS

**Central Branch: 89-11 Merrick Boulevard, Jamaica 11432**
**Telephone: 718.990.0746**
**Open Mon., Wed., Thu. 10–9, Tue. 1–9, Fri. 10–6**

**Flushing Branch: 41-17 Main Street, Flushing 11355**
**Telephone: 718.661.1200 Open Mon., Wed., Thu. 10–9, Tue. 1–9, Fri. 10–6, Sat. 10–5:30**

**www.queenslibrary.org**
Offers one-to-one advisement on job searching. Many types of information on careers and vocations. Workshops are offered on writing resumes, interviewing, and coping skills related to job hunting. Provides access to TRAIN, a vocational training program database, and can administer the Career Exploration Inventory (CEI), a test to determine career interests. On the library's homepage, click on "Job Information Resources" to access a number of job searching, training and preparation websites. Both locations accessible to people with disabilities.

*Aside from the special resources and programs offered by the above units of the city's public library systems, neighborhood branch libraries have job-hunting materials and Internet accessibility to aid you in your search. Check with the branch closest to you.*

## NEW YORK DIVISION OF WORKFORCE DEVELOPMENT WORKFORCE 1

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

ask for "Workforce 1," or contact the Center in your borough listed below:

**Bronx**
358 East 149th Street, Bronx 10455
(Between Third and Courtlandt Avenues)
Telephone: 718.960.7099

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

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

**Healthcare Center**
30–20 Thomson Avenue, Room B-A57, Long Island City 11101
Telephone: 718.609.2144

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

**Manufacturing Center**
177 Livingston Street, 7th Floor, Brooklyn 11201
Phone: 347.710.9900

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

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



**Transportation Center**
168–46 91st Avenue, 2nd Floor, Jamaica 11432
Telephone: 718.577.2194

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

**156 William Street Manhattan 10038**
**Telephone (YouthConnect): 800.246.4646**
**www.nyc.gov/dycd**
This city department offers programs to service youth with vocational training, GED preparation, assistance finding jobs and shelter. The Out-of-School Program is a vocational training program targeted to dropouts or high school graduates aged 16 to 21. The Summer Youth Employment Program (SYEP) is a seven- or eight-week program offering part-time work experience at various locations including hospitals, libraries, and senior centers. The application period extends from late March into April. Call YouthConnect to learn exact application dates and where to pick up applications. Mon.–Fri. 9–7.

## WILDCAT SERVICE CORPORATION

**2 Washington Street, 3rd Floor, Manhattan 10004**
**Telephone: 212.209.6000**
**Wildcat Workforce 1 Career Center**

**358 East 149th Street, Bronx 10455**
**Telephone: 718.960.4679**

**www.wildcatnyc.org**
Wildcat's mission is to provide comprehensive creative workforce development services to undereducated, unemployed, underemployed, low income residents of New York City to assure their self-sufficiency. Founded in 1972, Wildcat was the first workforce development program to provide formerly incarcerated individuals training and aid in finding and keeping employment. Twelve innovative youth and adult programs train people for opportunities ranging from maintenance work to entry level "career ladder" positions with Wall Street firms and retail businesses. Wildcat makes

a long-term commitment to its customers by providing ongoing retention services to help them keep their jobs. Wildcat is the chosen vendor for the Bronx Workforce1 Career Center (see above) which has a client base of over 10,000. Spanish also spoken. Accessible to people with disabilities.

### STRIVE INTERNATIONAL

**240 East 123rd Street, 3rd Floor, Manhattan 10035-2038**
**Telephone: 212.360.1100**
**Fax: 212.360.5634**
**www.strivenewyork.org**
A four-week work-readiness program with a no-nonsense approach, helping participants empower themselves and providing them with marketable skills to enter the workplace. The attitudinal training component aims to create a simulated work environment where excuses are unacceptable and participants are encouraged to view themselves as marketable adults and not as victims. STRIVE has placed graduates in entry-level and growth-opportunity positions in the manufacturing, construction, retail, non-profit, office administrative, custodial, food service and other industries. Work program participants can also take part in other STRIVE initiatives, such as the fatherhood support program. Must be 18 or older. Call Mon.–Fri. 9–5. Walk in Mon.–Fri. 9–2. Spanish also spoken. Accessible to people with disabilities.

### CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO)

**32 Broadway, 15th Floor, Manhattan 10004**
**Telephone: 212.422.4430**
**Fax: 212.422.4855**
**www.ceoworks.org**
CEO provides transitional minimum-wage jobs to meet the immediate needs of formerly incarcerated individuals, plus pre-employment training and placement in more permanent, unsubsidized jobs. Life skills classes prepare students for job interviews and teach how to fill out applications, prepare resumes and answer the conviction question. Participants are placed in work crews providing light maintenance, grounds-keeping and demolition for the physical plants of state and city agencies. Agencies include: City University of New York, the City's Department of Citywide Administrative Services and the New York State Department of Transportation. Referral from a parole officer is required. Bring the referral plus release papers, birth certificate and Social Security card to the 6th floor Fridays at 7:45am for orientation. Participants coming from Rikers Island should come to the 15th floor Monday or Tuesday 8:45–11:45am. If you do not have the necessary documents, CEO can help you get them. Call for more information. Spanish also spoken. Mon.–Fri. 9–5.

### STREETWISE PARTNERS

**594 Broadway, Suite 510, Manhattan 10012**
**Telephone: 646.705.0029**
**Fax: 646.365.3183**
**www.streetwisepartners.org**
Connects underemployed/unemployed New Yorkers who are looking for work with mentors who are achieving success in professional fields. Helps job-seekers develop office and computer skills, be prepared for the interview, learn how to network, and much more. Must commit to thirty consecutive weekly sessions: for other eligibility requirements check the website or call Mon.–Fri. 9–5.

### GOODWILL INDUSTRIES

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

**Project TEAM**
**Telephone: (973) 481-2300 ext. 268**
Project TEAM assists nonviolent ex-offenders from Northern New Jersey who are returning to their local communities. Funded through the U.S. Department of Labor Employment and Training Administration, the Harrison-based program offers participants support and resources to find employment and stable housing and provides them with counseling, mentoring, vocational or educational training, and other support services. To participate, individuals must be nonviolent offenders who are at least 18 years old and were released from a correctional facility within the past 180 days.

**GoodTemps**
**Telephone: 212.986.9566, 973.481.2300, ext. 251 or 866.363.6237**
Based in midtown Manhattan, GoodTemps is a contractual temporary staffing service, specializing in short- and long-term employment and temp-to-hire opportunities. Our reach includes all five boroughs of New York City, Westchester, Nassau and Suffolk Counties, and Northern New Jersey. GoodTemps is a significant source of jobs for a diverse population, including persons with disabilities, seniors and those with barriers to employment. Positions vary from office/clerical to professional, from labor to retail, technical and more.

## NEW YORK STATE DIVISION OF VETERANS' AFFAIRS

**Main Office:**
**5 Empire State Plaza, 28th Floor**
**Albany, NY 12223**
**www.veterans.ny.gov**
State Veteran Counselors assist veterans and their families with any matter related to veteran benefits. Bring DD214, a copy of your birth certificate, Social Security card, proof of address, and proof of income, if any. Assistance is also available in obtaining a copy of your DD214. Call 1.888.VETSNYS (838.7697) Mon.–Fri. 9–5. There are many offices located in each borough — an office finder is also available on their website.



## AMERICA WORKS, INC. CRIMINAL JUSTICE PROGRAM

**228 East 45th Street, 16th Floor, Manhattan 10017**
**Telephone: 212.599.5627**

**Brooklyn Office:**
**6810 3rd Avenue, Ground Floor, Brooklyn 11220**
**Telephone: 718.833.5042**

**1600 Central Avenue, 5th Floor, Far Rockaway 11691**
**Telephone: 718.337.6365**
**www.americaworks.com**
A non-profit organization providing companies with candidates for entry-level positions. They target people receiving public assistance, including food stamps, helping them obtain employment in the private sector by providing services such as job training, work readiness, skills building, job placement and other support. Call for orientation dates and times, and other information. Spanish also spoken.

## HOPE PROGRAM

**1 Smith Street, 4th Floor, Brooklyn 11201**
**Telephone: 718.852.9307**
**Fax: 718.852.9681**
**www.thehopeprogram.org**
*"The best kept secret in Brooklyn."* At HOPE, students are trained to compete in today's tough job market. Additionally, an array of on-site support services is provided including: mental health therapy, legal counseling, food and clothing, and assistance in obtaining housing, childcare, medical and transitional work benefits. Students must attend an information session before being invited into the intensive training program. Must be drug and alcohol free and age 18 or over. Call to register for an information session. Mon.–Thu. 9–7:30. Fri. 9–5.

## EMPLOYMENT PROGRAM FOR RECOVERED ALCOHOLICS/EPRA

**261 West 35th Street, 9th Floor, Manhattan 10001**
**Telephone: 212.947.1471**

**2488 Grand Concourse, Room 320, Bronx 10458**
**Telephone: 718.364.6360**

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

## THE DOE FUND

**Ready, Willing & Able — Harlem**
**2960 Frederick Douglass Boulevard, Manhattan 10039**
**Telephone: 212.690.6480**

**Ready, Willing & Able — Porter Avenue**
**89–111 Porter Avenue, Brooklyn 11237**
**Telephone: 718.417.2500 or 718.417.2504 or 718.417.2544**
**Fax: 718.417.4307**

**DAY Program *for formerly incarcerated individuals:***
**Ready, Willing & Able — Gates**
**520 Gates Avenue, Brooklyn 11216**
**Telephone: 718.622.0634 or 718.622.0647**
**Fax: 718.622.0877**

**www.doe.org**
The Doe Fund offers two employment programs. Ready, Willing and Able is a drug and alcohol free residential job training program aimed at homeless people. It includes job training skills, housing, food, clothing, substance abuse counseling, educational opportunities, job preparation classes, and job placement services. Must be ready, willing, and physically and mentally able to work and maintain a drug-free lifestyle. Homeless assessment number is required. Random drug testing takes place. The Brooklyn program, Ready, Willing and Able **—** DAY, is specifically for formerly incarcerated people. Offers paid transitional work, case management, education, vocational training, substance abuse services, mentoring and job placement. **Must be referred by probation or parole officer.** Call for more information on either program.

## OPPORTUNITIES FOR A BETTER TOMORROW (OBT)

**OBT Brooklyn Workforce Resource Center**
**280 Wyckoff Avenue, Brooklyn 11237**
**(entrance on Gates Avenue)**
**Telephone: 718.381.3222**
**Fax: 718.381.3220**
**TDD/TTY: 1.800.662.1220**

**Adult Employment Services**
**Sunset Park**
**783 Fourth Avenue, Brooklyn 11232**
**Telephone: 718.369.0303**
**Fax: 718.369.1518**
**TDD/TTY: 1.800.662.1220**

**Bushwick/Bed-Stuy**
**25 Thornton Street, Brooklyn 11206**
**Telephone: 718.387.1600**
**Fax: 718.387.5005**
**TDD/TTY: 1.800.662.1220**

**www.obtjobs.org**
An employment training center for adults and youth with sites in Sunset Park and Williamsburg, providing basic education, GED preparation, job training, placement, and follow-up services. Specialized classes vary: a pharmacy tech program is currently being offered. Call the Thornton Street site for further information.

## CAMBA

**Offices throughout Brooklyn**
**Main Office:**
**1720 Church Avenue, 2nd Floor, Brooklyn 11226**
**Telephone: 718.287.2600**
**Fax: 718.287.0857**
**TDD/TTY: 1.800.662.1220**
**www.camba.org**
Serves low-income populations, people without homes or at risk of homelessness, immigrants, people living with HIV or AIDS and other groups. They help people and families become self-sufficient, stabilize and expand the Brooklyn economy by working with local merchants and entrepreneurs, and encourage the economic development of Brooklyn. Offers employment, education, health-related, housing, legal, social, business development, and youth services in various languages. Call or walk in Mon.–Fri. 9–5.

## PARTNERSHIP FOR THE HOMELESS

**305 Seventh Avenue, 13th Floor, Manhattan 10001**
**Telephone: 212.645.3444**

**Family Resource Center**
**100 Pennsylvania Avenue, 2nd Floor, Brooklyn 11207**
**Telephone: 718.875.0027**
**Fax: 718.875.9558**

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



## PUERTO RICO FEDERAL AFFAIRS ADMINISTRATION

**135 West 50th Street, 22nd Floor, Manhattan 10020**
**Telephone: 212.252.7300**
**www.prfaa.com**
Provides information to Puerto Ricans on how to obtain birth certificates, identification papers and other important documents. Their website includes a "FAQ & Services" section answering many questions Puerto Ricans may have about how to obtain documents. Services and website are in English and Spanish. Mon.–Fri. 9–5.

## MAYOR'S OFFICE OF IMMIGRANT AFFAIRS

**www.nyc.gov/html/imm**
Helps prepare immigrants, refugees and asylees for viable employment and self-sufficiency in the United States. Career planning, help adjusting to American work environments, job placement and career upgrading assistance available. Website includes database of over 200 agencies that work with immigrants. Call 311 for more information, Mon.–Fri. 9–5.

## CIVIC ASSOCIATION SERVING HARLEM, INC. (CASH)

**356 West 123rd Street, Manhattan 10027**
**Telephone: 212.864.5850**
**www.cash123.org**
Provides diagnostic vocational evaluations for ex-substance abusers and formerly incarcerated people. Issues addressed include job placement, career development, staying employed, and legal rights. Serves residents of Manhattan, the Bronx, Brooklyn, and Queens. Must be referred by a counselor, a parole or probation officer, or a NYS Office of Alcoholism and Substance Abuse Services-funded treatment program or agency. Mon.–Fri. 8–6 or write for more information. Spanish also spoken.

*For the* **Access for Women Center** *at the New York City College of Technology and the organization* **Non-Traditional Employment for Women**, *see the chapter Women.*

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

For a listing of **employment agencies in New York City**, check the phone book's Yellow Pages under the heading "Employment Agencies." If you are interested in temping, look under "Temporary Help Services."

For certain jobs employers require that their employees be "bonded." This is a type of insurance that protects the employer against any type of dishonest act (larceny, embezzlement, forgery, etc.) that might occur. Because private insurance companies often cannot bond people who have drug or criminal records, the federal government has initiated a Federal Bonding Program that can bond a person for up to $25,000. An employer's commitment to hire the applicant is required in advance. For information on this government-sponsored program, contact the **New York State Department of Labor, Division of Employment Services**, at 212.775.3771 Mon.–Fri. 9–5, or visit their website at **www.labor.ny.gov**



# Computer Literacy

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

For many of us, the idea of learning to use the computer can be scary, especially if we have had little or no exposure, have never learned to type, or see ourselves as mechanically inept. What if something goes wrong? What if I erase something important by mistake? And if I don't know how to use the Internet in 2011, isn't it too late for me? But as anyone who has attended an Internet instruction class in a public library in New York City can tell you, there are many people from all walks of life who are learning to use the Internet today, from scratch, as adults. People who were once determined never to use a computer are taking classes because they find they cannot avoid using the Internet to get routine tasks done, and also because they can't resist what they have heard and read about the Internet: informational web pages, online diaries or "blogs," video and music sharing systems, social networking, and news and radio from around the world. People coming home from prison can be both curious and nervous when it comes to the Internet, wondering about what they have missed while they were away and worrying about what it will be like catching up.

The best way to get used to the Internet if you are a beginner is by practicing and exploring fun, less urgent topics at first, such as music and sports — then it doesn't matter if something goes wrong and you have to start over. In the beginning you can always ask for help accessing urgent Internet information or difficult web pages at the reference desk of your local library, just as you might ask for help finding a book. In the meantime, build up your skills "surfing the web," and enjoy as you learn.

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

### THE NEW YORK PUBLIC LIBRARY

**The New York Public Library** offers a series of free computer training workshops in different branch libraries, under the name "ClickOn @ The Library." The program's goal is to extend computer skills throughout the entire community and help bridge the "digital

divide" between those with access to computers at home or at school and others. Skill levels vary from beginner to advanced and classes are geared to all age groups, with some courses conducted in Spanish or offering a Spanish translator. Sample classes include: Basic Internet, Introduction to E-mail, Computer Basics, Introduction to Word, Microsoft Office, Health Information, Job and Career Information, Viruses & Spam, and Buying a Computer. If computers are totally new to you, Mouse Basics and Introduction to Computers are a good way to start. Walk into any branch library for information on schedules, locations, and how to register for the classes, or visit their website for a schedule: **www.nypl.org/clickon**

### BROOKLYN PUBLIC LIBRARY

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

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

They also offer an Internet Tutorial for beginners at **www.brooklynpubliclibrary.org/feature/internet_tutorial**

### QUEENS LIBRARY

The Queens Library has ongoing free instruction in computer skills at its Central Library Cyber Center, 89-11 Merrick Boulevard, Jamaica. Call the Center at 718.990.0799 for a current schedule and registration information. Courses include: Introduction to Excel, Introduction to the Internet, Jobs Online, and Introduction to Word Processing.



# Internet Resources

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

**www.labor.state.ny.us**
Search for job openings in private companies as well as publicly-funded organizations. You can also search by Job Code and Military Occupational Code. Information is provided on apprenticeship training and opportunities, and much more.

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

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

**www.jobstar.org/tools/resume/res-what.htm**
Learn about the differences between chronological, functional, and electronic resumes. Includes samples.

**www.emurse.com**
One of the best free online resume writers out there. All you need to access the website is an email account. Emurse lets you fill in blank fields with your job information and history. When you're done, choose a resume design and click on "download" for a beautifully formatted resume.

**www.indeed.com**
Collects job postings from all the other job search websites and puts them all into one spot. Use this job search site first to save some time.

**www.nyc.gov**
This is the official website for the City of New York. Use the drop-down menu on the left to choose "Citywide Administrative Services"; then click on "Exams & Jobs." This is the place to find information on getting a job working for the City. You will find the schedules for the civil service exams for professional, clerical, skilled trade, health, transportation, and public safety positions.

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

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



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

*For* **cases of discrimination in employment**, *see the chapter on* ***Legal Services***.

*For more groups that offer* **employment opportunities and employment counseling**, *see the chapter on* ***Organizations for Formerly Incarcerated People***.

*For step-by-step help in* **how to look for work**, *check* ***The Job Search***, *located at the end of this directory.*

## Starting Your Own Business

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

**The Minority and Woman-Owned Business Enterprise Program** was designed to promote the participation of minority and women-owned businesses in the NYC procurement process. Call 800.782.8369 or visit **www.nylovesmwbe.gov**
**See also National Hispanic Business Information Clearinghouse: www.hispanicbic.org**
**The New York City Department of Small Business Services**
**www.nyc.gov/sbs**
**NYC Business Solutions**
**www.nyc.gov/smallbiz**
NYC Business Solutions Centers offer a suite of services to help you start, operate, and expand your business in New York City. Regardless of the size or stage of your business, NYC Business Solutions can help you access resources that meet your needs as your business continues to grow and expand. NYC Business

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

For more information about starting a business, please visit the NYC Business Solutions website at **www.nyc.gov/smallbiz** to download helpful guides and checklists or speak with your Transitional Services Coordinator to obtain copies of these resources.

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

Bronx Center — 718.960.7988
Brooklyn Center — 718.875.3400
Queens Center — 718.577.2148
Lower Manhattan Center — 212.618.8914
Upper Manhattan Center — 917.493.7243
Staten Island Center — 718.285.8400

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

**SCORE Services at NYPL's Mid-Manhattan Library**
455 Fifth Avenue, Manhattan 10016
Telephone: 212.340.0968
Hours: Mon. and Wed. 11–3



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

**NYC SCORE Chapter 1000**
Headquarters offering seminars and resources (books and videos):
26 Federal Plaza, Room 3100, (Use Duane Street entrance),
Manhattan 10278
Telephone: 212.264.4507
Fax: 212.264.4963
e-mail: info@scorenyc.org
Mon., Wed., Fri. 10–2, Tue. and Thu. 9–4

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

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

**SCORE Staten Island**
c/o Independence Community Bank
1550 Richmond Road, Staten Island 10304
Telephone: 718.727.1221
e-mail: info@score476.org
Tue. and Thu. 9–Noon

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

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

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

Call branch for an appointment.

## BUSINESS OUTREACH CENTER NETWORK

**North Brooklyn:**
**85 South Oxford Street, 2nd Floor, Brooklyn 11217**
**Telephone: 718.624.9115**

**South Brooklyn:**
**1546 Coney Island Avenue, Suite 2L, Brooklyn 11230**
**Telephone: 718.253.5262**

**www.bocnet.org**
Two locations provide individual counseling, technical assistance and informational seminars. Multilingual help is also available. Very helpful staff.

## PROJECT ENTERPRISE

**144 West 125th Street, 4th Floor, Manhattan 10027**
**Telephone: 212.678.6734**
**Fax: 212.678.6737**
**www.projectenterprise.org**
The mission of Project Enterprise is to support and develop entrepreneurs and small businesses in under-resourced communities in New York City. By providing access to business loans, business development services, and networking opportunities, these entrepreneurs are able to increase their standard of living, create jobs for their communities, and build financial assets. They offer micro loans, counseling, networking and much more. You must attend a free information session in Harlem, Brooklyn, The Bronx, or Queens. Call or write for times and locations.



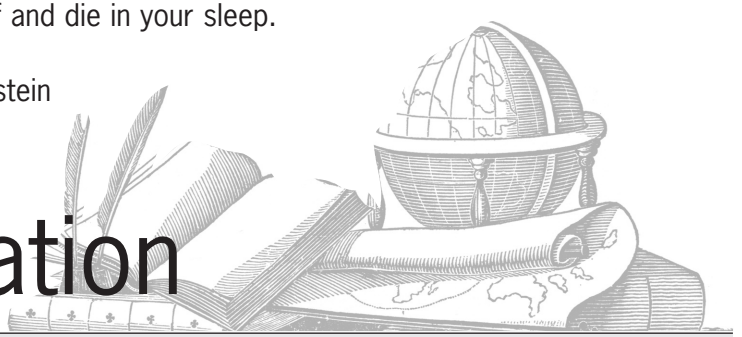
**Science, Industry and Business Library**
The New York Public Library
188 Madison Avenue, Manhattan 10016
Telephone: 212.592.7000
www.nypl.org/research/sibl/smallbiz/sbrc/pages

**Brooklyn Public Library Business Library**
280 Cadman Plaza West, Brooklyn 11201
Telephone : 718.623.7000
www.brooklynpubliclibrary.org/business

**Business, Science & Technology Division of the Central Library Queens Library**
89-11 Merrick Boulevard, Jamaica 11432
Telephone: 718.990.0760
www.queenslibrary.org

Resting on your laurels is as dangerous as resting when you are walking in the snow. You doze off and die in your sleep.

— Ludwig Wittgenstein



# Education

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

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

Some of these educational programs have age, income or ethnic eligibility requirements, and many will require you to provide some kind of ID or other documents when you register. You should call ahead to any program you're interested in and ask about these requirements, to save yourself multiple visits. Or, if you have Internet access, check the agency's website for a description of classes, eligibility and registration information.

## Information, Counseling

### THE NEW YORK PUBLIC LIBRARY CAREER AND EDUCATIONAL INFORMATION SERVICE

**Bronx Library Center**
**310 East Kingsbridge Road, 5th Floor, Bronx 10458**
**Telephone: 718.579.4260**
**www.nypl.org**
Offers one-to-one assistance on returning to school, choosing vocational programs or continuing education programs, tutoring, college choices and financial aid. Also offers resume critiquing, advisement in job search skills and strategy, and Individual Career Interest Testing. Serves people from all five boroughs. Call for an appointment. Open Mon.–Sat. 9–9, Sun. 12–6. Accessible to people with disabilities.

### BROOKLYN PUBLIC LIBRARY, EDUCATION AND JOB INFORMATION CENTER

**Grand Army Plaza, Brooklyn 11238**
**Telephone: 718.230.2177**
**www.brooklynpubliclibrary.org/ejic.jsp**
Provides information on careers, vocational training, continuing one's education, and finding financial aid for school. Supplies college applications for CUNY and SUNY, applications for the GED, SAT and GRE tests, FAFSA financial aid applications, and more. Mon.–Thu. 9–9, Fri. and Sat. 10–6, Sun. 1–5. Accessible to people with disabilities.

### QUEENS LIBRARY, ADULT LEARNER PROGRAM

**91–14 Merrick Boulevard, 6th Floor, Jamaica 11432**
**Telephone: 718.480.4222**
Offers information and referrals to ESOL, Adult Basic Education, Literacy Training, and GED classes and resources.

The Adult Learner Program provides services, resources, and life-long learning opportunities to the changing communities of Queens. Offers ESOL, Pre-GED, Adult Literacy, Youth Literacy, Family Literacy, Health Literacy classes, and more.

Mon., Wed., and Thu. 10–8:30, Tue. 1–8:30, Fri. 1–5:30, Sat. 10–1 and 2–5. Accessible to people with disabilities.

### OPTIONS CENTER FOR EDUCATIONAL & CAREER CHOICE GODDARD RIVERSIDE COMMUNITY CENTER

**593 Columbus Avenue, Manhattan 10024**
**Telephone: 212.873.6600, ext. 323**
**www.goddard.org/options.html**
Offers one-to-one assistance with SAT preparation, choosing and applying to college, financial aid, scholarships and internships, essay-writing and portfolios. Call Mon.–Fri. 9–5 to schedule an appointment. Accessible to people with disabilities.

### THE HARLEM CENTER FOR EDUCATION EDUCATIONAL OPPORTUNITY CENTER

**2161 Second Avenue, Manhattan 10029**
**Telephone: 212.348.2762**
**www.harlemctred.com/eoc**
Offers free tutoring sessions in math, essay-writing, GED, financial aid application assistance, career counseling, and post-secondary education services to adults ages 19 and over. Call Fri. 9:30–5:30 or write for more information.



# Literacy

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

### THE NEW YORK PUBLIC LIBRARY, CENTERS FOR READING AND WRITING

**Teaching & Learning, Literacy and Outreach**
**Telephone: 212.340.0918**
**www.nypl.org/events/classes/crw**
The New York Public Library Centers for Reading and Writing provide small group instruction for English-speaking adults ages 16 and over who read below a sixth-grade level. Locations exist in the Bronx, Manhattan and Staten Island, each with a relaxed atmosphere where you learn at your own pace. Each Center also offers computer-assisted instruction (computer experience is not required) and a collection of easy-to-read books for adults. All locations accessible to people with disabilities: call the main office first, Mon.–Fri. 9–5, or visit the website or any branch of the library to inquire.

### BROOKLYN PUBLIC LIBRARY LITERACY AND PRE-GED PROGRAM

**Grand Army Plaza, Brooklyn 11238**
**Telephone: 718.832.3560**
**www.brooklynpubliclibrary.org/literacy**
Offers group tutoring sessions in reading and writing for adult English speakers 17 or older who read below a sixth-grade level. Also offers computer-assisted instruction. The pre-GED program offers classes in reading, writing, mathematics, social sciences,

and natural science for adult English speakers 17 or older who read at a sixth-grade through eighth-grade level. Sessions are held at five learning centers across Brooklyn. Visit the website, phone Mon.–Fri 9–5, or go to any branch of the library for locations, schedules and registration information.

### QUEENS LIBRARY, ADULT LEARNER PROGRAM

**91-14 Merrick Boulevard, 6th Floor, Jamaica 11432**
**Telephone: 718.480.4222**
**www.queenslibrary.org**
Offers group tutoring sessions in reading and writing for adult English speakers who read below a sixth-grade level. Also offers computer-assisted instruction. Classes in reading, writing, mathematics, social sciences, natural sciences and literature are available for English speakers who read at a third- through fifth-grade level. Family literacy classes are also offered. Sessions are held at six Adult Learning Centers in selected Queens Library branches. Visit the website, call Mon.–Fri. 9–5, or visit any branch of the library for locations, schedules and registration information.

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

**Telephone: 212.794.5302**
**www.literacy.cuny.edu**
Reading, writing and mathematics classes for adult English speakers. Classes are held at 14 CUNY campuses throughout the five boroughs. Some sites also offer programs assisting adult Spanish speakers who are learning to read and write in Spanish. Visit the website or call Mon.–Fri. 9–5 for more information.

### LITERACY PARTNERS

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



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

**www.adultednyc.org**
The **Office of Adult and Continuing Education** offers free day, evening, and Saturday Adult Literacy courses for adult English speakers 21 or older. Classes are held at schools and community institutions throughout the five boroughs. Use the list below to find your nearest office and call Mon.–Fri 9–5, or call 311 for general information.

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

**Brooklyn Office**
Brooklyn Adult Learning Center
475 Nostrand Avenue, Brooklyn 11216
Telephone: 718.638.2635, 718.622.3000, or 718.398.7668

**Manhattan Offices**
Mid-Manhattan Adult Learning Center
212 West 120th Street, Manhattan 10027
Telephone: 212.666.1919 or 212.666.1920

Alternative Education Complex
500 Eighth Avenue, 7th Floor, Manhattan 10018
Telephone: 212.868.1650

**Queens Offices**
Queens Adult Learning Center
42-15 Crescent Street, 7th Floor, Long Island City 11101
Telephone: 718.361.9480

Jamaica Chamber of Commerce Building
90-01 Sutphin Boulevard, Jamaica 11435
Telephone: 718.557.2567

**Staten Island**
(Contact the Alternative Education Complex in Manhattan)
Telephone: 212.868.1650

# GED

### NEW YORK STATE DEPARTMENT OF EDUCATION GED TESTING OFFICE

**PO Box 7348, Albany 12224-0348**
**www.aewd.nysed.gov/ged**
Provides information about the GED test, including the application process, eligibility criteria, documentation requirements, test sites and test schedule. The test application can be downloaded and printed from the website. The office, in Albany, can be reached Mon.–Fri. 8–4:30 at 518.474.5906.

To locate a GED Testing Center in your area, call 800.626.9433.

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

**www.adultednyc.org**
The Office of Adult and Continuing Education offers GED test preparation classes in English and Spanish for adults ages 21 and over. Classes are held in schools and community institutions in all five boroughs. See the list of offices in the Literacy section. Call Mon.–Fri. 9–5 for class locations, schedules, and registration information, or visit the website.



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

**Telephone: 212.794.5302**
**www.literacy.cuny.edu**
Offers GED test preparation classes for adults. Classes are held at CUNY campuses throughout the five boroughs. Visit the website or call Mon.–Fri. 9–5 for more information.

### PRISON EDUCATION INITIATIVE

**Email: pei.rikers@gmail.com**
Our mission at PEI is to provide incarcerated women with rigorous and engaging educational experiences. We aim to encourage our students to recognize their own personal and academic potential. Provides classes ranging from GED, Shakespeare, Creative Writing and more. Currently works out of Rose M. Singer Facility on Rikers Island.

### LITERACY PARTNERS

**30 East 33rd Street, 6th Floor, Manhattan 10016**
**Telephone: 212.725.9200**
**www.literacypartners.org/programs**
Offers GED test preparation classes for adults ages 16 and over. Classes are held in the Bronx and Manhattan. Visit the website or call Mon.–Fri. 9–5 for locations, schedules, and registration information.

### DIANE ARMSTRONG FAMILY LEARNING CENTER

**Goodwill Industries of Greater New York & Northern New Jersey**
**4-21 27th Avenue, Astoria 11102**
**Telephone: 718.728.5400**
Provides free Adult Basic Education classes, GED preparation, and English as a Second Language. Toddlers can learn and play in an enriched Discovery Room while their parents are in class. Goodwill also offers adult education classes at local schools in the after-school hours and on weekends in Jackson Heights, Long Island City and Astoria. Also offers Beacon after-school programs for children ages 5–12 and mentoring program for

children ages 13–18. Contact Anthony Whittaker, Director of Mentoring, or Roberta Winfield, Director of Family & Education. Call 718.777.6315 for more info on other Beacon programs offered by Goodwill.

### MAKE THE ROAD NEW YORK

**Bushwick, Brooklyn:**
**301 Grove Street, Brooklyn 11237**
**Telephone: 718.418.7690**
**Fax: 718.418.9635**

**Elmhurst, Queens:**
**92-10 Roosevelt Avenue, Elmhurst 11372**
**Telephone: 718.565.8500**
**Fax: 718.565.0646**

**Port Richmond, Staten Island:**
**479 Port Richmond Avenue, Staten Island 10302**
**Telephone: 718.727.1222**
**Fax: 718.981.8077**

**www.maketheroad.org**
Adult Basic Education Program includes GED classes in Spanish (Queens site). ESOL and computer literacy classes are offered in Brooklyn, Staten Island, and Queens. Call for more information Mon.–Fri. 9:30–8:30. Spanish also spoken.

### BRIDGEBACK ADOLESCENT CENTER

**2857 West 8th Street, Brooklyn 11224**
**Telephone: 718.996.5551, ext. 12**
Services include an alternative high school program, evening GED classes, free computer training classes, court advocacy, college and career counseling, and job development. Ages 14 through 21. Call Mon.–Fri. 7–3.



# Vocational Training Programs

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

**www.adultednyc.org**
The **Office of Adult and Continuing Education** offers free job training and certification classes for health, mechanical and technological careers for adults ages 21 and over. Also offers computer skills classes. See the list of offices in the Literacy section. Call Mon.–Fri. 9–5 for class locations, schedules, and registration information, or visit the website.

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

**165 Eldridge Street, 2nd Floor, Manhattan 10012**
**Telephone: 212.941.0041**
**Fax: 212.966.8581**
**www.cpc-nyc.org**
Offers job training classes for hospitality careers, ESOL and Literacy classes. Career Center available to help with resume writing and job search skills. Call Mon.–Fri. 9–5 for more information.

### PER SCHOLAS TECHNICIAN TRAINING PROGRAM

**1231 Lafayette Avenue, Bronx 10474**
**Telephone: 718.991.8400, 800.877.4068**
**www.perscholas.org**
Free technician training program offered by a non-profit group in refurbishing and recycling computers. Offers computer technician training (A+ Certification) and office equipment repair technician training. Paid internship and job placement services available. For unemployed or underemployed people ages 18-55. Must possess high school diploma or GED and basic reading and math skills. Orientations 9am Mon.–Fri. Call for further eligibility information Mon.–Thu. 9–5.

**The New York City Yellow Pages** is also useful for its listings of vocational schools, both alphabetically and by subject. Be

sure when investigating private vocational schools to ask such questions as: What are the total tuition charges and the terms of payment? Is the school accredited? What governmental financial aid programs am I eligible for if enrolled in this particular program? Is there a job-placement service? Always read a contract carefully before signing.

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

# English for Speakers of Other Languages (ESOL)

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

**www.adultednyc.org**
The **Office of Adult and Continuing Education** offers English classes for adults ages 21 and over. Classes are held in schools and community institutions in all five boroughs. See the list of offices in the Literacy section. Call Mon.–Fri. 9–5 for class locations, schedules, and registration information, or visit the website.

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

**Telephone: 212.794.5302**
**www.literacy.cuny.edu**
Offers English classes for adults. Classes are held at CUNY campuses throughout the five boroughs. Visit the website or call Mon.–Fri. 9–5 for more information.

### LITERACY PARTNERS

**30 East 33rd Street, 6th Floor, Manhattan 10016**
**Telephone: 212.725.9200**
**www.literacypartners.org/index_programs.shtml**
Offers English classes and family literacy classes. Sessions are held in the Bronx and Manhattan. Visit the website or call Mon.–Fri. 9–5 for locations, schedules, and registration information.

### THE NEW YORK PUBLIC LIBRARY

**Teaching & Learning, Literacy and Outreach**
**Telephone: 212.340.0918**
**www.nypl.org/events/classes/esol**
Offers English classes for speakers of other languages at 20 branches throughout the Bronx, Manhattan, and Staten Island. Classes take place in the fall, winter, and spring and are at beginning and intermediate levels. English conversation practice groups are available at three sites for more advanced speakers. For details and registration schedules, call the above number, ask at any branch or visit the Library's website.

The **New York Public Library's Centers for Reading and Writing** also offer opportunities for learning English. The Centers also feature technology-assisted learning at all levels with trained staff on hand. Call 212.340.0918. At the Library's **Aguilar Language Learning Center** (174 East 110th Street, between Lexington and Third Avenues), free use of computers and audio and visual equipment for the study of English for Speakers of Other Languages is available. Call 212.534.1613.

### BROOKLYN PUBLIC LIBRARY LITERACY PROGRAM

**Grand Army Plaza, Brooklyn 11238**
**Telephone: 718.832.3560**
**www.brooklynpubliclibrary.org/esol.jsp**
Offers English classes and conversation groups for adults ages 17 and over. The classes take place at the Central Library and selected branches throughout Brooklyn. Visit the website, phone Mon.–Fri 9–5, or go to any branch of the library for locations, schedules and registration information.

### QUEENS LIBRARY, ADULT LEARNER PROGRAM

**Telephone: 718.480.4222**
**www.queenslibrary.org**

Offers English classes and conversation groups for adults, as well as family literacy classes. Classes and conversation groups are held at six Adult Learning Centers in selected Queens Library branches. Visit the website; call Mon., Wed. and Thu. 10–8:30, Tue. 1–8:30, or Fri. 10–5; or visit any branch of the library for locations, schedules and registration information.

The Queens Library's **New Americans Program** provides coping skills and information for immigrants in Spanish, Chinese, Korean, and Russian (other languages sometimes available). It provides books by mail in seven languages to Queens residents and a Directory of Immigrant Serving Agencies. The program also sponsors cultural programs geared to various ethnic groups. Call 718.990.0894, Mon.–Fri. 9–5.

# Continuing Education

### CITY UNIVERSITY OF NEW YORK (CUNY)

**1114 Avenue of the Americas, 15th Floor, Manhattan 10036**
**Telephone: 212.997.2869 or 800.286.9937**
**www.cuny.edu**
City University of New York (CUNY) consists of 22 academic institutions located throughout New York City, including graduate and professional schools, undergraduate colleges, and community colleges. Offers programs leading to graduate degrees, undergraduate degrees, associate's degrees, and certificates. Also offers online degree programs. CUNY's 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 the senior colleges. Contact CUNY at the above address or telephone number to request the CUNY guidebook (it can also be downloaded from the website.) You may also request any of a number of publications tailored to your special needs, such as a guide to financial aid, a guide to the transfer of credits, a GED brochure, or a brochure on other educational opportunities for adults. Visit CUNY's Welcome Center at the address listed above, Mon.–Thu 9–6, Fri. noon–5, and ask to speak with a College Admissions Counselor. Various languages spoken. Accessible to people with disabilities.



### THE COLLEGE INITIATIVE

**The College Initiative (CI)**
**Lehman College**
**Old Gym Building, Room 003B**
**250 Bedford Park Boulevard West, Bronx, NY 10468**

**Or write: College Initiative, PO Box 966, New York, NY 10116**
**Lehman: 718.960.8000 or 212.691.7554 x 358/378**
**www.collegeinitiative.org**
CI is a reentry education program helping people coming home from prison to begin or continue their college education at CUNY, SUNY and private colleges. CI offices are on the Lehman College campus in the Bronx and at The Fortune Society in Queens. Services include: bi-weekly orientation sessions; one-on-one academic counseling; assistance completing college applications and financial aid forms; free college preparation course to prepare for college placement exams; access to undergraduate and graduate programs for non-traditional students. Serves all formerly incarcerated men and women in the NYC metropolitan area. Website has additional information including orientation schedule and contacts to other re-entry organizations. Contacts: Benay Rubenstein, Charlene Griffin, Cheryl Wilkins, Michael Carey or John Molina. Accessible to people with disabilities.

### THE CUNY (CITY UNIVERSITY OF NEW YORK) CATCH PROGRAM

**Division of Adult & Continuing Education**
**LaGuardia Community College**
**31–10 Thompson Avenue C-232, Long Island City 11101**
**Telephone: 718.482.5128**
**www.lagcc.cuny.edu/catch**
Designed to help people ages 16–21 incarcerated in the NYC jail system in their transition back to the community as well as adolescents on probation or at risk of incarceration. The program

operates within both detention and sentencing jails in New York City and at the following college campuses:

**In the Bronx**
Bronx Community College
718.289.5184

**In Queens**
LaGuardia Community College
718.482.5391

**In Brooklyn (MEC Catch)**
Medgar Evans College
718.270.6466

Once the participant is enrolled in college, the program offers a range of career development services, job search skills, help with family and entitlement issues, assistance in entry-job skills training, referral to substance abuse treatment, and other transitional services. Call the sites for more information, or write for brochure.

### COLLEGE & COMMUNITY FELLOWSHIP

**475 Riverside Drive, Suite 1626, Manhattan 10115–0038**
**Telephone: 646.380.7777**
**www.collegeandcommunity.org**
Provides assistance to formerly incarcerated women earning undergraduate and graduate degrees. Their services include academic tutoring, mentoring, help choosing courses, and help with entrance/financial aid applications. Works to provide a supportive community of staff and students who are familiar with the challenges facing these students. Financial assistance available to those who maintain a 2.5 GPA after 12 college credits. Call Mon.–Fri. 9–5, visit the website, or write for more information.

### STATE UNIVERSITY OF NEW YORK (SUNY)

**Center for Student Recruitment**
**33 West 42nd Street, Lower Level, Manhattan 10036**
**Telephone: 212.938.1209**
**www.suny.edu**
Consists of 64 academic institutions throughout New York State including universities, undergraduate colleges, technology colleges and community colleges. Also offers online degree and certificate programs. The SUNY Application Viewbook describes the 64 campuses and the programs they offer and can be downloaded or ordered from the Web site. The Recruitment Center provides one-on-one and group counseling on college selection and financial aid, assists with the admissions application and maintains a computer lab for completing and submitting your online application. Call or visit the Center Mon.–Fri. 9–4. (Summer hours vary.)

### CORRECTIONAL EDUCATIONAL CONSORTIUM

**31 West 26th Street, 2nd Floor, Manhattan 10010**
**Telephone: 212.714.0600 or 646.291.6922**
Social service agency providing educational, vocational and counseling services to people reentering after incarceration. Programs include NYS Office of Alcoholism and Substance Abuse Services (OASIS) and Vocational Education for People with Disabilities. Offers job placement services, tutoring, counseling and referrals. Some services are free and others are low-cost: call to inquire, Mon.–Fri. 9–5. Accessible to people with disabilities.

The **YMCA** offers a wide variety of educational programs at its various branches in everything from fitness to arts and crafts to creative writing and ESOL. Call your local "Y" for information.

## Financial Aid

### U.S. DEPARTMENT OF EDUCATION FEDERAL STUDENT AID

**Telephone: 1.800.433.3243**
**TTY: 1.800.730.8913**
**www.fafsa.gov**
FAFSA is the Free Application for Federal Student Aid, the application required for most federal, state and college financial aid programs. The website describes eligibility requirements and gives step-by-step instructions for completing FAFSA online. *Funding Education Beyond High School: The Guide to Federal Student Aid*, is available in English or Spanish from the website or can be requested from the Federal Student Aid Information Center, P.O. Box 84, Washington, DC 20044.

## NEW YORK STATE HIGHER EDUCATION SERVICES CORPORATION

**99 Washington Avenue, Albany, NY 12255**
**Telephone: 1.888.697.4372**
**www.hesc.org**
Administers TAP and other NYS grants and scholarships. Provides loan management services, guarantees federal loans. Website provides links to a variety of financial aid resources and additional planning information.

## HISPANIC SCHOLARSHIP FUND

**Northeast Office**
**299 Broadway, Suite 310, Manhattan 10007**
**Telephone: 212.608.8887**
**www.hsf.net**
Provides scholarships to Hispanic U.S. citizens and permanent residents enrolled full time in a degree-granting college. *Destination University: A Guide to College for Students and Their Families* is available in English and Spanish by request. On their website you can access scholarship information, applications, and a downloadable copy of the guide.

## AMERICAN INDIAN COLLEGE FUND

**8333 Greenwood Boulevard, Denver, CO 80221**
**Telephone: 1.800.776.3863 or 303.426.1200**
**www.collegefund.org**
Awards approximately 5,000 scholarships annually to students at tribal colleges and universities. Website provides handbooks on financial management. Also has links to Tribal Scholarship Program and other scholarship opportunities.

## ASIAN & PACIFIC ISLANDER AMERICAN SCHOLARSHIP FUND (APIASF)

**1900 L Street NW, Suite 210, Washington, DC 20036**
**Telephone: 877.808.7032 or 202.986.6892**
**www.apiasf.org**
APIASF has awarded more than $2.4 million to 1,075 students since 2005. Website includes links to 27 other Asian community organizations that offer scholarships.

## UNITED NEGRO COLLEGE FUND

**8260 Willow Oaks Corporate Drive**
**PO Box 10444, Fairfax, VA 22031**
**Telephone: 800.331.2244**
**www.uncf.org**
Provides financial assistance to students of all ethnicities enrolled in undergraduate and graduate institutions. Their website describes scholarships, fellowships and internships and includes applications.

## GATES MILLENNIUM SCHOLARS

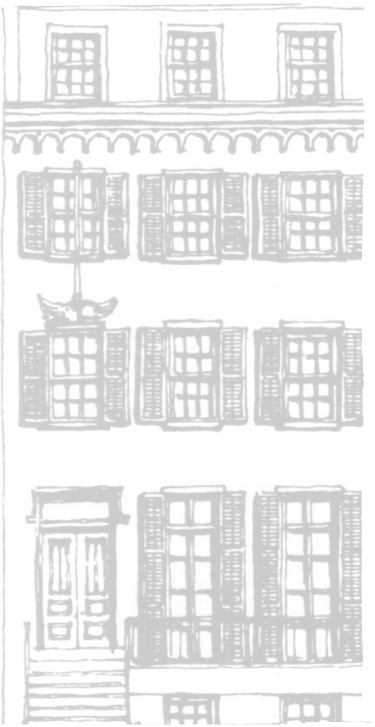
**PO Box 1434, Alexandria, VA 22313**
**Telephone: 877.690.4677**
**www.gmsp.org**
Provides scholarships to African-American, American Indian/Alaskan-Native, Asia Pacific Islander-American, and Hispanic-American U.S. citizens and permanent residents enrolled full-time in a degree-granting college. Visit the website, call or write for more information on the nomination process and eligibility requirements. Mon.–Fri. 9–5.

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

*For more information on* **Education and Educational Counseling,** *see the chapter on* ***Organizations for Formerly Incarcerated People****.*

Shelter in decent, affordable housing is not a luxury. It is a necessity upon which access to other necessities and the development of healthy productive families and communities most often depend.

— Massachusetts Episcopal Diocese's Episcopal City Mission



# Housing

## Emergency Shelters

New York City's public shelters provide three hot meals a day, beds, showers, delousing and clothing for men (ages 21 and over) and women (ages 18 and over) in need of emergency shelter. Included are social services, health care assistance, and referral to mental health services.

For general information, call the **Department of Homeless Services Emergency Information Line** at 311, 7 days a week, 24 hours a day. Spanish also spoken. The department is on the web at **www.nyc.gov/dhs**

**For intake into the shelter system:**
Single men can come 24 hours a day, 7 days a week, to the 30th Street shelter at 400–430 East 30th Street (near First Avenue), Manhattan. Telephone: 212.481.0771
**Subway:** 6 to 28th Street

Women can come 24 hours a day, 7 days a week, to one of two intake centers:

**Franklin Women's Shelter**
1122 Franklin Avenue (at East 166th Street) Bronx
718.842.9510
**Subway:** 2 to 149th St., then #55 bus to 166th St. & 3rd Ave.

**HELP Women's Shelter**
116 Williams Avenue (at Liberty Avenue) Brooklyn
718.495.7874
**Subway:** C to Liberty Ave.

**Homeless individuals who have been in a shelter within the past 12 months should go to the shelter they've already been to.**

**Families with children under 21, single pregnant women, pregnant couples, or parent/grandparent(s) with a pregnant child 21 years of age or over** can come 24 hours a day, 7 days a week, to P.A.T.H. Office, 346 Powers Avenue, Bronx.

**Subway:** Take the number 6 train to the CYPRESS AVENUE stop. When you get off the train you will be on 138th Street between Jackson and Cypress Avenues. Walk one block west to CYPRESS Avenue. Turn RIGHT on CYPRESS Avenue and walk NORTH to 141st Street. Turn RIGHT onto 141st Street. Walk on 141st Street until you get to POWERS Avenue. Turn Left onto POWERS Avenue and look for #346. The PATH Office will be on the RIGHT side of the street.

**Adult families with no minor children** can come 24 hours a day, 7 days a week, to the Adult Family Intake Center (AFIC), 29th Street and First Avenue, Manhattan.
**Subway:** Take the 6 subway to the 28th Street station. Walk east to 1st Avenue and turn left heading north to 29th street. Walk up the ramp to the AFIC entrance. By bus, you can take the M15 to 29th Street.

**If you need to locate someone in a family shelter**, call the shelter inquiry unit Mon.–Fri. 9–5 at 212.361.6395; **if you need to locate someone at a shelter for single adults**, call the shelter inquiry unit Mon.–Fri. 9–5 at 212.361.0964.

People with verified **AIDS** who are in need of emergency housing or other services can call 212 971.0626.

**Homeless veterans** can call 718.784.5690, 24 hours a day, 7 days a week. Spanish also spoken.

**Families at risk of becoming homeless** can call the HRA Hotline at 877.472.8411. Spanish, Russian, and Chinese also spoken.

If you are **under age 21** and homeless, contact Covenant House at 460 West 41st Street in Manhattan. Telephone: 800.999.9999, 24 hours a day, 7 days a week.

## DROP-IN CENTERS

In partnership with non-profit organizations, the NYC Department of Homeless Services sponsors five drop-in centers located throughout the city. Drop-ins provide hot meals, showers, laundry facilities, clothing, medical care, recreational space, employment referrals, and other social services. Staff can also help you find a safe and secure place to sleep. **Dial 311** to contact any drop-in center, receive directions, or other information.

Two 24-hour drop-in centers are located at:

**The Living Room**
800 Barretto Street
(at Lafayette Avenue)
Bronx 10011
718.893.3606
**Subway:** 6 to Hunt's Point Ave.

**Mainchance**
120 East 32nd Street
Manhattan 10017
212.883.0680 ext. 301
**Subway:** 6 to 33rd Street

The following three drop-in centers are open from 7:30am–8:30pm:

**The Gathering Place**
2402 Atlantic Avenue
Brooklyn 11233
718-385-8726
**Subway:** A to Broadway Junction

**Olivieri Center**
257 West 30th Street
Manhattan 10001
212.947.3211
**Subway:** 1/2/3/A/C/E to 34th St.–Penn Station

**Project Hospitality**
25 Central Avenue
Staten Island 10301
718.720.0079
**No subway service**

## COALITION FOR THE HOMELESS

**129 Fulton Street, 4th Floor (at Nassau Street),**
**Manhattan 10038**
**Telephone: 212.776.2000**
**Fax: 212.964.1303**
**www.coalitionforthehomeless.org**
Assists the homeless, the formerly homeless, and those at risk of becoming homeless. Offers housing services including rental assistance and permanent housing for single men, single women, women and children, and individuals and families living with HIV/

AIDS. Also offers crisis services including grants for rent arrears, groceries, and medicine; referrals to social service agencies; and assistance securing benefits. Also offers a job-training program for women. Provides mail services. *Coalition for the Homeless Resource Guide*, a directory of information on food, shelter, and services for homeless and low-income New Yorkers, is available on the website and in the Reference Section of all New York Public Library branches. Walk-in Mon., Tue., Thu. 9–2 (first 50 clients), Wed., Fri. 9am–11am (first 30 clients), or call Mon.–Fri., 9–5.

### PARTNERSHIP FOR THE HOMELESS

**305 7th Avenue, 13th Floor, Manhattan 10001**
**Telephone: 212.645.3444**
**www.partnershipforthehomeless.org**
Helps individuals and families maintain independent housing through supportive case management, entitlement education and advocacy, legal assistance, furniture, support groups and other assistance. A workforce development program helps parents looking for work, and the Education Rights Project can help with some of the school-related issues homeless children face. Call Mon.–Fri. 9–5 or walk in Mon.–Thu. 9–5.

### BRONX WORKS

**60 East Tremont Avenue, Bronx 10453**
**Telephone: 646.393.4000**
**Fax: 718.365.1002**
**www.bronxworks.org**
The Homeless Outreach Team can help homeless people get their entitlements, food stamps, and detox placement. Also provides counseling, referrals, job skills and assistance for homeless people in finding shelter. Four offices in the Bronx. Call Mon.–Fri. 9–5.

### COVENANT HOUSE/UNDER 21 NEW YORK

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

### HOUSING WORKS

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

### BAILEY HOUSE
### EAST HARLEM CASE MANAGEMENT OFFICE DROP-IN CENTER

**1751 Park Avenue, 3rd Floor, Manhattan 10035**
**Telephone: 212.289.6008 or 212.633.2500**
**www.baileyhouse.org**
Provides housing and support services to men, women, and children with HIV/AIDS. Services include housing placement, health monitoring, case management, counseling, vocational education, job training and placement, food pantry, clothing closet, lending library, and support groups. Staff fluent in English and Spanish. Walk-in or call Mon.–Fri. 9–5. Also operates group residences with supportive services. **Ask about Project FIRST (Formerly Incarcerated Rental Support and Training).** The program helps HIV/AIDS-infected men and women recently released from prison return to their communities, find permanent housing, and obtain the care they need to remain healthy.

Residential clients must be referred through the New York City HIV/AIDS Service Administration (HASA). Call HASA at 212.971.0626 Mon.–Fri. 9–5.

## PROJECT RENEWAL

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

## CENTER FOR URBAN COMMUNITY SERVICES

**198 East 121st Street, Manhattan 10035**
**Telephone: 212.801.3300**
**Fax: 212.801.3325**
**www.cucs.org**
Provides comprehensive services to homeless, formerly homeless, low-income, mentally ill, and special needs individuals and families. Services include outreach, medical and psychiatric assistance, housing referral, transitional housing, supportive housing, educational programs, and job training and placement. Drop-in Center in Harlem offers food, showers, laundry facilities, counseling, and other services. Single Stop Centers in Harlem, Washington Heights and Rikers Island provide public benefits assistance, legal assistance, financial counseling, tax preparation assistance and referral services. Must be 18 or older. Staff fluent in English and Spanish. Call Mon.–Fri. 9–5.



## COMMON GROUND

**14 East 28th Street, Manhattan 10016**
**Telephone: 212.389.9300**
**www.commonground.org**
Provides supportive housing to the homeless, low-income workers, the elderly, and people with medical and/or mental disabilities. Operates programs targeted at veterans and formerly incarcerated individuals. Must be 18 or older. Accessible to people with disabilities. For applications, call the hotline at 800.324.7055.

The **Housing Seminar** offered by **Exodus Transitional Community (www.etcny.org)** provides an overview for formerly incarcerated people about housing authority laws that affect them, and provides information about the shelter system. Call 917.492.0990 for more information.

## METROPOLITAN COUNCIL ON HOUSING

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

*See also the **Emergency Assistance** section in the chapter on Financial Assistance.*

*Shelters and housing assistance for **women** are included in the chapter **Women**.*

# Public Housing

**NEW YORK CITY HOUSING AUTHORITY**
**BOROUGH APPLICATIONS OFFICES**

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

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

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

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



# Housing Assistance

The **Section 8 Housing Assistance Program** helps lower-income families obtain a decent place to live. Under this program, the New York City Housing Authority may make monthly payments to a landlord on behalf of an eligible tenant that will constitute the difference between the rent that the tenant can afford to pay for the apartment and the full rent.

Please note that the New York City Housing Authority is no longer accepting Section 8 applications EXCEPT for those in the categories listed below, until further notice:

1. Victims of Domestic Violence
2. Intimidated Witness
3. Administration for Children's Services (ACS) Family Unification and Independent Living Programs

You may pick up a Section 8 application from any of the borough offices listed above under "Public Housing."

The **Legal Action Center** has published a document, "How to Get Section 8 or Public Housing even with a criminal record: a guide for New York City Housing Authority applicants and their advocates". Access it online at **www.hirenetwork.org/publications.html** or call 212.243.1313 or 1.800.223.4044.

**The Department of Housing Preservation and Development (HPD)** provides information on available affordable apartments, both rental and sales, through its hotline at 212.863.5610, Spanish 212.863.5620. A taped message lists available apartments by borough, income requirements, where to write for an application, and deadlines for applications. Preference is given to local area residents.

You can also visit the HPD website at **www.nyc.gov/html/hpd/home.html** and click on "apartment seekers" for a list of frequently asked questions and the HPD's affordable apartment listing.



# Rentals

It is extremely difficult in most areas of New York City today to find decent housing at an affordable rent. It may require a lot of patience and ingenuity to find what you are looking for. Some suggestions include checking the local newspapers and church

and community center bulletin boards, monitoring online bulletin boards such as Craigslist **(www.newyork.craigslist.org)** and notifying friends and people at work that you're looking for an apartment. If you contract for the help of a real estate agent, be prepared to pay a finder's fee of up to 12 to 18% of a year's rent.

## Finding a Roommate

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

## Housing Complaints

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

For cases of ***housing discrimination,*** see the chapter on *Legal Services*.

The only reason a great many American families don't own an elephant is that they have never been offered an elephant for a dollar down and easy weekly payments.

— Mad Magazine

# Financial Assistance

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

**NEW YORK CITY HUMAN RESOURCES ADMINISTRATION**

**180 Water Street, Manhattan 10038**
**Telephone: 877.472.8411**
**www.nyc.gov/html/hra**
The New York City Human Resources Administration (HRA) administers programs in a number of areas, including:

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

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



## Temporary Cash Assistance

Recipients of this benefit fall into four general categories:

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

You must apply for this in person at a "Job Center." For a list of Job Centers in your area, visit
**www.nyc.gov/html/hra/html/directory/job_centers.shtml**
or call 311 or 1.877.472.8411.

## Food Stamps

The Food Stamp 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 an **Electronic Benefit Transfer (EBT)** card that can be used in the place of cash. People receiving public assistance can sign up for Food Stamps at the Job Centers described above. Other offices provide just Food Stamp benefits: Addresses for the twenty NYC Food Stamp offices in New York City are found online at:
**www.nyc.gov/html/hra/downloads/pdf/food_stamp_offices.pdf**

An application package can also be mailed: call 877.472.8411 to request. The application can also be printed from the New York State Office of Temporary & Disability Assistance website:
**www.otda.state.ny.us/main/programs/applications/4826.pdf**
(Available also in Spanish, Chinese, Arabic, Russian, Korean, and Haitian/Creole.)

If you are uncertain whether or not you are entitled to Food Stamps, you can call the **Food Stamp Call Center** at FoodChange: 212.894.8060. Mon.–Fri. 9–5. Spanish, Russian and Chinese spoken also.

For more information: 800.342.3009 (New York State Office of Temporary & Disability Assistance)

# Medical Assistance

**Medicaid** is the federal program working in cooperation with state governments to partly finance medical assistance to low-income people. The **Department of Health and Human Services** lists eligibility guidelines on its website,
**www.cms.hhs.gov/MedicaidGenInfo**
For telephone information on Medicaid or to order an application kit, call 888.692.6116. You can speak to a Medicaid Counselor Mon.–Fri. 9–5 (Spanish, Chinese, Russian, and Haitian/Creole also spoken).

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

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

### THE COMMUNITY SERVICE SOCIETY (CSS)

**Public Benefits Resource Center**
**105 East 22nd Street, Manhattan 10010**
**Telephone: 212.614.5552**
**General Intake Helpline: 212.614.5484**
**www.cssny.org**
Provides information on government benefits and answers questions regarding: food stamps, Medicaid, Medicare, public assistance, Social Security benefits, SSI, and much more. Call Mon.–Fri. 9–5. Spanish also spoken.

### URBAN JUSTICE CENTER

**123 William Street, 16th Floor, Manhattan 10038**
**Telephone: 646.602.5600**
**www.urbanjustice.org**



If you are homeless, you are still entitled to receive Public Assistance. Urban Justice Center operates outreach clinics at various locations around the city where they can help you get access to Public Assistance and other forms of aid. Call Mon.–Fri. 9–6 for times and locations. Spanish, Chinese, Korean, Portugese, Arabic, French, and Russian also spoken.

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

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

# Veterans

### DEPARTMENT OF VETERANS' AFFAIRS

**245 West Houston Street (at Varick Street), Manhattan 10014**
**Telephone: 800.827.1000, TDD/TTY: 800.829.4833**
**Fax: 212.807.4024**
**www.va.gov**
Walk in or call Mon.–Fri. 8–4 for information on veterans' benefits. Areas covered include education, disabilities, and housing loans. Forms can be downloaded from the department's website. Spanish and French also spoken. Accessible to people with disabilities.

### NEW YORK STATE DIVISION OF VETERANS' AFFAIRS

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

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

## Crime Victims

### NEW YORK STATE CRIME VICTIMS' BOARD

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

## Emergency Assistance

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

### NEW YORK CITY HUNGER HOTLINE

**Telephone: 866.888.8777**
Provides referrals to more than 600 soup kitchens and food pantries across the city. Multilingual service available Mon.–Fri. 8–5, automated assistance available in Spanish and English all other times.

### NEW YORK CITY DEPARTMENT OF HUMAN RESOURCES, EMERGENCY SERVICES

**Telephone: 877.472.8411 or 311, 8–5**
Provides emergency, short-term assistance in areas of eviction or dispossession, electricity, gas or heating turn-offs, housing, child abuse, medical problems, and the needs of the elderly. Call the HRA INFOLINE listed above for instructions on how to receive emergency help or for the location of the nearest service center.

### CATHEDRAL COMMUNITY CARES

**Cathedral Church of St. John the Divine**
**1047 Amsterdam Avenue, Manhattan 10025**
**Telephone: 212.316.7581**
**www.stjohndivine.org/social_ccc.html**
Provides referrals to all types of services, including legal, housing, detox, clothing, and food pantry. Operates a men's transitional shelter every evening and a soup kitchen on Sundays. Two pieces of I.D. (with a photo and address) if possible. Must be referred. This is not a walk-in shelter. Mon.–Fri. 10–1. Spanish also spoken.

Be sure to check **The New York Public Library's Community Information Services** (CIS) units, located at every branch, for the latest copy of the *Coalition for the Homeless Resource Guide*. This invaluable resource lists food, shelter, and other services for the homeless, including information on rights and benefits, drop-in centers, legal services, medical and mental health services, services for youth and immigrants, GED programs, and housing. The Guide is available online at
**www.coalitionforthehomeless.org**
Click on "Get Help" then "Resource Guide."

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

Your health comes first —
you can always hang yourself later.

— Yiddish Proverb

# Health

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

All branches of The New York Public Library have collections of books on general health topics, and some have videos and DVDs as well. The New York Public Library's Health Information Service offers workshops and maintains a website,
**www.nypl.org/health**
From there you can access databases (with your library card) and websites featuring quality information about diseases and conditions, medical terminology, help finding a doctor, and more.

## Finding Health Care

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

### NEW YORK CITY MEDICAL SOCIETIES

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

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

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

**Queens**
Medical Society of the County of Queens
Telephone: 718.268.7300
www.queensmd.org
Call Mon.–Fri. 9–4

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

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

**COMMUNITY HEALTHCARE NETWORK**

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



**To make a complaint about a doctor**, write or call the New York State Office of Professional Medical Conduct, 433 River St., Suite 303, Troy, NY 12180, Telephone: 800.663.6114.
**www.health.state.ny.us/nysdoh/opmc/opmc.htm**

# General Information

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

**Healthfinder**
**www.healthfinder.gov**
A government sponsored site with links to more than 1,400 health-related organizations. Topics include: AIDS, alternative medicine, Medicare, choosing quality care, mental health, children's health, and disease prevention.

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

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

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

## Hotlines

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

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

Call 311 to find a free **Sexually Transmitted Disease Control (STDC) Clinic** in any of the five boroughs. Services at each clinic may include Rapid HIV testing, HIV counseling, Hepatitis services, and emergency contraception services. Minors do not need parental permission. Medical records are kept confidential.

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

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



## Health Insurance

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

**If your child is uninsured**, you may be able to get help paying for treatment by requesting public health insurance. Call the **New York City Human Resources Administration**, Department of Social Services at 877.472.8411, Mon.–Fri. 8–5.

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

There are also specific plans for pregnant women (the **Prenatal Care Assistance Program**), adults over age 65 (**Medicare**), and people living with HIV/AIDS (the **HIV Special Needs Plan**). For a list of all health insurance plans provided by New York State, see **www.health.state.ny.us/health_care**
or call 877.472.8411.

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

Some **community health centers** include in their mission offering more affordable care (sliding-scale or income-based rates) to low-income people who don't have insurance. Two examples in New York City are the Ryan Health Center, with sites in the Upper

West Side, Lower East Side and Chelsea (212.749.1820); and the Charles B. Wang Community Health Center, with locations in Flushing and Manhattan's Chinatown (212.226.6682). Before visiting a provider with a sliding-scale policy, call to ask what documents you will need to bring to prove income eligibility.

## Mental Health

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

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

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

Provides services for people diagnosed with Severe Persistent Mental Illness (SPMI) who are confined in NYC jails, involved in court adjudication, or returning to the community after leaving confinement or court. The program assists in linking clients to treatment, residential treatment programs, housing, medication, and the acquisition of Medicaid and other benefits. Also serves the juvenile population. Referrals not necessary. Contact the program in your borough:

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

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

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

**Bronx**
Fordham Tremont Treatment Community
Mental Health Center
Bronx Link Program
2250 Ryer Avenue, 3rd Floor, Bronx 10457
Telephone: 718.960.0661

### NATIONAL INSTITUTE OF MENTAL HEALTH / INFORMATION CENTER

**6001 Executive Boulevard, Room 8184 MSC 9663,**
**Bethesda, MD 20892–9663**
**Telephone: 866.615.6464**
**www.nimh.nih.gov**
The National Institute of Mental Health makes available a variety of brochures on mental disorders free of charge by writing, calling or downloading from the above address. These pamphlets offer the latest information about the symptoms, diagnoses, and treatment of various mental illnesses. Easy-to-read materials are available. Some of the topics are: bipolar disorder, depression, post-traumatic stress disorder, schizophrenia and psychiatric medications.

### FOUNTAIN HOUSE, INC.

**425 West 47th Street, Manhattan 10036**
**Telephone: 212.582.0340**
**www.fountainhouse.org**

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

**NEW YORK STATE OFFICE OF MENTAL HEALTH**
**BRONX PSYCHIATRIC CENTER**

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

**YOUTH COUNSELING LEAGUE**

**386 Park Avenue South, Suite 401, Manhattan 10016**
**Telephone: 212.481.2500**
An outpatient psychiatric clinic designed to serve younger people and families who cannot afford clinics charging higher fees. Includes individual and group therapy. Ages served: 5–21. Payment by sliding scale. Medicaid and other insurance accepted. Call Mon.–Thu. 9–7, Fri. 9–5. Spanish also spoken.

## HIV and AIDS

For up to date information on the HIV virus and AIDS (Acquired Immune Deficiency Syndrome), call the following hotlines:

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

**New York City Department of Health and Mental Hygiene AIDS Hotline**
Call 800.825.5448, Mon.–Fri. 9–5, for confidential information on AIDS and HIV testing. Spanish also spoken.

**GMHC (Gay Men's Health Crisis) Hotline**
Call 212.367.1000

**FORTUNE SOCIETY DROP-IN CENTER**

**29-76 Northern Boulevard, Long Island City, Queens 11101**
**Telephone: 212.691.7554**
**www.fortunesociety.org**
For HIV-positive people returning from incarceration at Rikers Island, special services are available at the Fortune Society Drop-In Center. Call Mon.–Fri. 6–6, walk-in hours Mon.–Fri. 8–4.

**PROJECT STREET BEAT**
**PLANNED PARENTHOOD OF NYC, INC.**

**www.plannedparenthood.org/nyc/15223.htm**
Project Street Beat is an HIV prevention and treatment program serving people who live and work on New York City's streets. Services offered include counseling, STD testing, food, clean clothes, condoms, support groups, harm reduction counseling, Hepatitis C testing and referrals, pregnancy testing, and more. Street Beat operates minivans that cruise neighborhoods in the Bronx, Brooklyn, Queens and Manhattan both day and night. Services are also available by visiting their offices Mon.–Fri. 9–5 and some evenings. Office locations are:

349 East 149th Street, 3rd Floor, Bronx 10451
Telephone: 212.965.4850 or 212.965.7000

1368 Fulton Street, Lower Level, Brooklyn 11216
Telephone: 718.783.7100

180 West 135th Street, Room 417, Manhattan 10030
Telephone: 212.926.2707

### GAY MEN'S HEALTH CRISIS (GMHC)

**119 West 24th Street, Manhattan 10011**
**Telephone: 212.367.1000/212.807.6655**
**www.gmhc.org**
GMHC provides direct services and support for people living with HIV and AIDS and those affected by the AIDS crisis. GMHC also educates the public about HIV prevention and treatment education and advocates for fair and effective AIDS policy at all levels of government. One-to-one counseling is available as well as numerous support groups for those living with HIV and AIDS and their loved ones. Financial and legal counseling also available. In addition to these services, there are many educational workshops and training opportunities for people living with HIV/AIDS, and the general public. You do not have to be a gay man: many heterosexual and bisexual men, women, and children avail themselves of GMHC services. Call Mon.–Fri. 10–6. Accessible to people with disabilities.

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

**317 Lenox Avenue, 10th Floor, Manhattan 10027**
**Telephone: 212.283.9180**
Provides information, counseling, and referrals on issues related to HIV and AIDS. Applicant must be a New York City resident, be HIV positive, and have an M11Q form. A pre-release discharge planning program exists for incarcerated people soon to be released who are HIV-positive. Write to the Client Services department for more information. Call Mon.–Fri. 9–5. Spanish also spoken.



### THE HISPANIC AIDS FORUM INC.

**213 West 35th Street, 12th Floor, Manhattan 10001**
**Telephone: 212.868.6230**

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

**62–07 Woodside Avenue, 3rd Floor, Woodside 11377**
**Telephone: 718.803.2766**

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

### HOPE SERVICES PROGRAM

**Alianza Dominicana**
**2410 Amsterdam Avenue, 4th Floor, Manhattan 10033**
**Telephone: 212.740.1960**
**www.alianzaonline.org**
The **HOPE Program** (Holistic Orientation & Preventive Education) provides services to people at risk for, affected by, or infected by HIV and AIDS. Support groups, information and referral. Serves people from all five boroughs at multiple sites. Call Mon., Wed., and Fri. 9–5, Tue. and Thu. 9–8 for information. Spanish also spoken.

### HAITIAN CENTERS COUNCIL

**123 Linden Boulevard, 3rd Floor, Brooklyn 11226**
**Telephone: 718.940.2200**
**www.hccinc.org**
Offers a variety of services that help individuals and families in New York's Haitian and Caribbean communities lead healthy, productive lives. Specializes in services to people and families

affected by the AIDS pandemic. Their website features a directory of health care providers, identifying those who speak Haitian Creole. Call Mon.–Fri. 9–5. French and Creole also spoken.

### ACCESS PROGRAM/ARGUS COMMUNITY, INC.

**760 East 160th Street, Bronx 10456**
**Telephone: 718.401.5734**
**www.arguscommunity.org/access**
Provides intensive case management for HIV positive people or those at risk, including formerly incarcerated people and their families with or without Medicaid. Assistance obtaining quality medical care, housing, accessing benefits, legal help and other needs. Call or walk in Mon.–Fri. 8:30–4:30. Spanish also spoken.

### BROOKLYN AIDS TASKFORCE

**502 Bergen Street, Brooklyn 11217**
**Telephone: 718.622.2910**
**www.batf.net**
A community service program for people in Brooklyn infected or affected by HIV or AIDS. They provide culturally-sensitive HIV/AIDS prevention education, testing, counseling and support groups, comprehensive social services and referrals, a community food pantry and more. The Five Steps and Renaissance programs help HIV-positive people who have substance abuse histories. There are offices in Prospect Heights, Flatbush, Williamsburg, and Fort Greene; call for more information. Mon.–Fri 9–5.

### BRONX AIDS SERVICES

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



### AIDS CENTER OF QUEENS COUNTY

**161–21 Jamaica Avenue, 6th Floor, Jamaica 11432**
**Telephone: 718.896.2500**
**www.acqc.org**
Provides social, medical, educational and health services in four sites in Queens. Case management, primary medical care, a licensed mental health clinic, legal services, housing services, harm reduction and syringe exchange programs. Also operates a post-incarceration housing program in Long Island City for people living with HIV and AIDS; call or write for more information. Mon., Tue., Thu. 9–9; Wed. 9–8; Fri. 9–6. Spanish also spoken.

### COMMUNITY HEALTH ACTION OF STATEN ISLAND

**56 Bay Street, 6th Floor, Staten Island 10301**
**Telephone: 718.808.1300**
**www.chasiny.org**
Case management for HIV-positive clients, support groups, job search and housing assistance, counseling, food bank, and a medically supervised outpatient program for clients dealing with active drug or alcohol use. Call Mon.–Fri. 9–5.

### THE AIDS DRUG ASSISTANCE PROGRAM (ADAP)

**Telephone: 800.542.2437**
Assists uninsured or underinsured HIV-positive New York State residents access HIV and AIDS medications. Application can be downloaded from the New York State Department of Health website at **www.health.state.ny.us/diseases/aids/resources**
Call Mon.–Fri. 8–5 for more information. Spanish also spoken.

### FRIENDS IN DEED

**594 Broadway, Suite 706, Manhattan 10012**
**Telephone: 212.925.2009**
**www.friendsindeed.org**
Provides support groups for people affected by life-threatening illnesses, including HIV. Call Mon. 10–6, Tue. and Thu. 10–9,

Wed. 10–8:30, Fri. 10–2 or come to the main meeting on Monday at noon or Tuesday at 7pm. Accessible to people with disabilities.

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

**www.projinf.org**
**Project Inform** offers up-to-date, reliable information on AIDS research and treatment. Their publications, including *"Day One: After You've Tested Positive"* can be downloaded from their website or requested in writing at Project Inform, 1375 Mission Street, San Francisco, CA 94103.
**www.projectinform.org/info/dayone/dayone.pdf**

Free **brochures on AIDS** in English or Spanish can be obtained by writing either GMHC, 119 West 24th Street, New York, NY 10011, or the New York City Department of Health, 125 Worth Street, New York, NY 10013.

## AIDS Discrimination

If you have complaints about discrimination leading to inadequate medical attention or treatment while in a New York State institution, call **Prisoners' Legal Services** at 607.273.2283, or write them at 114 Prospect Street, Ithaca, NY 14850.

**THE NEW YORK CITY COMMISSION ON HUMAN RIGHTS**

**40 Rector Street, Manhattan 10006**
**Telephone: 212.306.7500**
**www.ci.nyc.ny.us/html/cchr/home.html**
Takes complaints regarding AIDS and AIDS-related discrimination, including those related to employment, housing, and public accommodation. Call 212.306.7450 for an appointment. Spanish also spoken.



## Hepatitis C

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

For printed information on liver disease, including Hepatitis C and HIV/HCV co-infection, write to the **American Liver Foundation** at 75 Maiden Lane, Suite 603, Manhattan 10038 or call them at 800.465.4837. Spanish is also available on the above websites and hotlines.

The **National HCV Prison Coalition** (**www.hcvinprison.org**) aims to raise awareness and support for prisoners suffering from Hepatitis C. Contact them at P.O. Box 41803, Eugene, OR 97404. Telephone: 541.607.5725.

To be referred to a support group for people with HCV in the New York area, contact the **American Liver Foundation** at 212.668.1000. There are groups in all five boroughs.

The greatest problem in communication is the illusion that it has been accomplished.

— George Bernard Shaw

# Counseling and Family Services

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

A large number of services are available at **The Children's Aid Society** for **youngsters from infancy through young adulthood**. Adoption and foster care, education, health care, and counseling, to specialized eye and dental clinics, homemaker services, Head Start classes, afterschool/weekend/summer programs, drug abuse and teen pregnancy prevention, parenting programs, and emergency assistance. Call 212.949.4800 Mon.–Fri. 9–5 or write The Children's Aid Society, 105 East 22nd Street, Manhattan 10010 for more information. **www.childrensaidsociety.org**

**PRISON, REENTRY AND FAMILY SERVICE FAMILY RESOURCE CENTER**

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

## Crisis Intervention and Short-Term Counseling

**SAFE HORIZON HOTLINE**

**2 Lafayette Street, 3rd Floor, Manhattan 10007**
**Telephone: 800.621.4673 (domestic violence),**
**212.227.3000 (rape, sexual assault and incest), or**
**866.689.4357 (other crime victims)**
**TDD: 866.604.5350**
**www.safehorizon.org**

Offers counseling for victims of violence and crime, including partner abuse, stalking, and elder abuse. Information and referral to a wide variety of resources. Call anytime day or night. Spanish also spoken; additional languages available through a translation service.

### MANHATTAN VETERANS' CENTER

**32 Broadway, Suite 200, Manhattan 10004**
**Telephone: 212.742.9591**
Provides counseling for combat-related trauma, counseling for men and women who have been sexually traumatized in the military, and bereavement counseling. Formerly incarcerated people welcome. Eligibility determined upon intake by your DD214. Call or walk in Mon.–Fri. 8:30–5:30. Spanish also spoken; additional languages available through a translation service. Accessible to people with disabilities.

### NEW YORK FOUNDLING PARENT HELPLINE

**590 Avenue of the Americas, Manhattan 10011**
**Telephone: 212.472.8555 or 888.435.7553**
**www.nyfoundling.org**
The New York Foundling offers hotline crisis counseling for distressed parents 24 hours a day, 7 days a week, at 590 Avenue of the Americas (between 16th and 17th Streets). Has a crisis nursery at which children under 10 years of age can stay for up to 21 days in order to provide a "cooling-off" period for parents. Children up to 12 years old can also stay at the nursery if accompanied by younger siblings). (Child's documents required and restrictions apply: must call first.) Also offers telephone counseling and referrals. There is no charge for services. Spanish also spoken.

### NYC YOUTHCONNECT

(Please refer to the **New York City Department of Youth and Community Development, DYCD** in the *Finding a Job* chapter).



### THE DOOR — A CENTER OF ALTERNATIVES

**555 Broome Street, Manhattan 10013**
**(Between Varick Street and Avenue of the Americas)**

**Mailing Address: The Door — A Center of Alternatives, Inc.**
**121 Avenue of the Americas**
**New York, NY 10013**
**Telephone: 212.941.9090**
**www.door.org**
Provides crisis-intervention services to adolescents in need of welfare, Medicaid, and emergency housing. Family-planning services as well as legal, educational, and vocational counseling also provided. Must be between the ages of 12 and 21. Regular hours are Mon. 2–8:30, Tue.–Thu. 12–9, and Fri. 12–10. ID not required. Spanish also spoken. Accessible to people with disabilities.

## Domestic Violence

### SAFE HORIZON HOTLINE

**HELPLINE: 212.227.3000**
**www.safehorizon.org**
Domestic violence, rape and incest survivors or their family members can call the **HelpLine** above, 24 hours a day, 7 days a week for referral to counseling and other services. Spanish also spoken; other languages available through a translation service.

### DOMESTIC VIOLENCE ACCOUNTABILITY PROGRAM FOR MEN

**346 Broadway, Room 400A, Manhattan 10013**
**Telephone: 212.577.8233 or 212.577.8236**
**www.safehorizon.org**
Offers a 26-week educational program for men who batter and abuse an intimate partner. The program operates on the understanding that violence is a learned behavior which can be unlearned. Groups are led by two facilitators, one male and one female. Fee: $50 per session, $30 for intake interview. Sliding

scale offered. Groups meet evenings in the Bronx, Brooklyn, and Manhattan. Call for information. Spanish also spoken. Accessible to people with disabilities.

**HUNT'S POINT DOMESTIC VIOLENCE PROGRAM**

**Hunt's Point Multiservice Center**
**630 Jackson Avenue, Bronx 10455**
**Telephone: 718.993.3006**
**www.hpmsc.org**
Offers a domestic violence program for men and women over the age of 18, consisting of 33 weekly sessions. Also an anger management program for both men and women. Sliding fee scale. Medicaid and Medicare accepted. Call Mon.–Thu. 8–8; Fri. 8–6; Sat. 8–4. Contact person: Mr. Marrero, ext. 383. Spanish also spoken. Accessible to people with disabilities.

**BROOKLYN AIDS TASK FORCE ALTERNATIVE TO VIOLENCE PROGRAM**

**502 Bergen Street, Brooklyn 11217**
**25 Chapel Street, Room 605, Brooklyn 11201**
**Telephone: 718.596.3635 ext. 15**
**www.batf.net**
The aim of this program is to assist people with a history of violence and uncontrolled anger who are looking for a chance to start over again, but don't know where to begin. In individual and group sessions, the program explores addiction issues, self-esteem, empowerment, communication skills and stress reduction. Call for program details and registration information, Mon.–Fri 9–5.

Exodus Transitional Community (listed in the Organizations for Formerly Incarcerated People chapter) also offers an **Alternatives to Domestic Violence Program**. Call 917.492.0990 ext. 206.

**Anger Management Trainings** take place semi-regularly at the FEGS Manhattan Counseling Center in the West Village. Participants learn how to identify events and cues that trigger anger, outbursts, and self-defeating behavior. Medicaid accepted; sliding-scale fees for people without insurance. Call 212.366.8040 or 212.366.8289 Mon.–Thu. 9–8, Fri. 9–4:30 for further information.

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

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

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

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

## Survivors of Sexual Abuse, Male and Female

**SAFER SOCIETY PRESS**

**P.O. Box 340, Brandon, VT 05733**
**Telephone: 802.247.3132**
**www.safersociety.org**
This agency has made some practical advice on prison rape available on tape and in an accompanying manual. The tapes, which are available in English and in Spanish, are titled "An Ounce of Prevention" and "Becoming a Survivor." The project manual is designed for use by correctional administrators, chaplains, caseworkers, counselors, medical personnel, uniformed officers, and others. The manual includes information on institutional legal responsibilities, AIDS, a description of male Rape Trauma Syndrome, as well as a bibliography, a resource list, key court decisions, and excerpts from institutional policy statements on the use of condoms. The tapes present speakers from a variety

of ethnic and racial backgrounds giving sound advice and are addressed chiefly to prisoners. The overall message is supportive, confirming that commonly held myths about rape, manhood and homosexuality have no basis in fact, and that survivors can go on to heal their wounds and lead perfectly normal lives. The full kit costs $15 plus shipping and handling and can be ordered from the above address. Tapes can be sent c/o chaplains or psychologists, if prisoners are not allowed to receive tapes directly.

**JUST DETENTION INTERNATIONAL (JDI)**

**3325 Wilshire Boulevard, Suite 340**
**Los Angeles, CA 90010**
**Telephone: 213.384.1400**
**Fax: 213.384.1411**
**www.justdetention.org**

**To request a packet, write:**
**Confidential Legal Mail**
**Cynthia Totten, Esq.**
**CA Attorney Reg. #199266 (same address as above)**
A non-profit organization dedicated to educating the public about the issue of prison rape, and helping survivors of prison rape, both female and male. The organization offers "survivor packets" to people who need them, including resource lists and literature on a variety of issues, including the rights of rape victims, legal aspects of prison sexual abuse, and practical advice for those incarcerated.

**NYC GAY AND LESBIAN ANTI-VIOLENCE PROJECT**

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

**ST. VINCENT'S HOSPITAL RAPE CRISIS PROGRAM**

**36 7th Avenue, Suite 405, Manhattan 10011**
**Telephone: 212.523.8200**
Medical, legal, and psychological help for rape victims of either gender. Counselors available who are sensitive to the special needs of gay male and heterosexual male rape victims and of people who have been victims of sexual abuse in prison. Also support groups for survivors of sexual assault and abuse, including child abuse. Call 24 hours.

## Sex Offenders

**MUSTARD SEED COUNSELING SERVICES**

**2625 Atlantic Avenue**
**Brooklyn, NY 11207**
**Telephone: 718.875.7411**
Individual and group counseling with an emphasis on sexually abusive behavior. Serves people ages 12 and up. Adolescents age 12–17 cannot receive counseling without parental consent. Initial intake is $50 and fees for services are based on a sliding scale. Hours are Mon., Wed., and Fri. 9–9, Tue. 4–9. Closed Thursday. Call for appointment.

## Children with Incarcerated Parents

There are more than 2 million children in the United States with an incarcerated parent. Another 8 million children are estimated to have experienced parental incarceration at some time. An excellent resource addressing children of incarcerated parents is the Family and Corrections Network at **www.fcnetwork.org**
Click "Resources" then "Directory of Programs" to access a large

listing of organizations nationwide that provide services to families and children of prisoners. There is also a "Children of Prisoners Library" with free brochures on topics such as "Conversations — Questions Children Ask," "Visiting Mom or Dad," "Communication Tips for Families," "Tips from Caregivers for Caregivers," and "What Do Children of Prisoners Need?" There are also materials for health care providers, and an "Incarcerated Fathers Library" (for more on this, see below under "Parenting").

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

**CHILDREN OF PROMISE, NYC**

**600 Lafayette Ave, 6th Floor, Brooklyn 11216**
**Telephone: 718.483.9290**
**www.childrenofpromise.org**
Children of Promise, NYC (CPNYC) is an organization located in Bedford-Stuyvesant Brooklyn. The organization's mission is to "provide children of prisoners with the guidance, support and the opportunities necessary to effectively develop leadership skills, form positive social relationships and enhance academic performance." Their unique service includes social worker staffed bus service to upstate prisons for family members, mentoring, educational and recreational activities and support for children of incarcerated parents.

**IN ARMS' REACH, INC.**

**Parents Behind Bars: Children in Crisis**
**Box 559, Triboro Station, New York, NY 10035**
**Telephone: 917.939.5349**
A non-profit organization providing services for children of incarcerated parents. Programs include letter writing, free prison visitations, peer counseling, and field trips. One-to-one mentoring program in cooperation with the Big Brothers/Big Sisters program. A social worker and social work interns monitor the social, emotional and academic needs of the children. The goal is preparation for admission to college. Serves ages 6 through 19. Call Mon.–Fri. 9–5. Spanish also spoken.



**AMACHI NEW YORK**
**NEW YORK MISSION SOCIETY**

**105 East 22nd Street, 6th Floor, Manhattan 10010**
**Telephone: 212.674.3500**
**www.nycmissionsociety.org**
Amachi is a one-to-one mentoring program for children who have incarcerated parents. Amachi is a partnership with local congregations, community-based organizations, and the New York Mission Society. Volunteer mentors from faith-based organizations meet for a minimum of four hours per month with children who have been carefully matched to them. Ages served are 2–18.

# Parenting

**SINGLE PARENT RESOURCE CENTER**

**228 East 45th Street, 2nd Floor, Manhattan 10017**
**Telephone: 212.951.7030 ext. 231**
**www.singleparentusa.com**
Refers single parents to helpful programs in New York City and nationwide, and assists new single-parent organizations in forming. The Center offers skills-building workshops, a relapse-prevention program for single parents in recovery from substance abuse, and a support and discussion group for single fathers. Inquire about Access For Children, a family reunification program for children and parents in the first year after incarceration. Call ahead, Mon.–Fri. 9–5.

**NEW YORK CITY DEPARTMENT FOR THE AGING**
**GRANDPARENT RESOURCE CENTER**

**2 Lafayette Street, 4th Floor, Manhattan 10007**
**Telephone: 212.442.1094**
Provides information and assistance to people who are raising grandchildren and other young relatives and need services to help them. Call to find out about financial and health benefits you and your family are entitled to, information on adoption and child custody options, and negotiating the city's aging and child welfare

systems. Support groups in all five boroughs. Call Mon.–Fri. 9–5. Spanish also spoken.

The Incarcerated Fathers Library website: **www.fcnetwork.org/library/library.html** offers a series of pamphlets, with titles such as "Prisoner Child Support: Broke But Not Deadbeat," "Telling The Children" and "Tips from a Father in Prison." They can be downloaded from the website, or ten pamphlets can be ordered for $6 (including shipping) from The Incarcerated Fathers Library at FCN, 32 Oak Grove Road, Palmyra, VA 22963, Telephone: 434.589.3036.

## Day Care and Head Start

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

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

## Child Custody

A parent who has had to place a child in foster care while incarcerated can get information about obtaining visiting rights for that child by calling **Prisoners Legal Services of New York**, 114 Prospect Street, Suite 307, Ithaca, NY 14850. Call 607.273.2283 Mon.–Fri. 9–5. Phone messages may be left after 5pm.

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



Just 'cause you got the monkey off your back doesn't mean the circus has left town.

— George Carlin

# Addictions

# Substance Abuse (Drug Abuse)

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

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

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



**DAYTOP VILLAGE, INC.**

**54 West 40th Street, Manhattan 10018**
**Telephone: 212.354.6000**

**Brooklyn Outreach Center**
**401 State Street, Brooklyn 11201**
**Tel: 718.625.1388/1457**
**Fax: 718.625.8958**

**www.daytop.org**
A drug-free residential program. Also offers outpatient services in the various boroughs. Special programs for adolescents, older clients, men, and women. Ages served: 12 and over. Telephone Mon.–Fri. 9–5 for location of nearest center. Spanish, French, and Italian also spoken.

**J-CAP**

**116–30 Sutphin Boulevard, Jamaica 11434**
**Telephone: 718.322.2500**
A drug-free residential program offering educational and vocational guidance and medical services. Must be 17 or older. Telephone day or night. Walk-ins welcome. Spanish also spoken.

**PALLADIA, INC.**

**2006 Madison Avenue, Manhattan 10035**
**Telephone: 212.979.8800 or 800.427.6700**
**Fax: 212.979.0100**
**www.palladiainc.org**
Palladia is a residential drug-free program with stays averaging 6–12 months. In addition to individual and group counseling, Palladia offers other forms of therapy and education, such as support groups, health education, and family therapy. Once accepted, applicants are also eligible for legal assistance, housing and entitlement services, job training, and employment referral. Continued Care Treatment is offered as a follow-up to the residential program. Serves ages 18 and over. Applicants must be referred by a lawyer or parole officer with documentation of current legal status and a record of all arrests leading to conviction. Also required are complete medical, mental, and psychosocial histories. Call Mon.–Fri. 9–5. Spanish also spoken.

**ARMS ACRES**

**75 Seminary Hill Road, Carmel, NY 10512**
**Telephone: 888.227.4641 or 800.989.2676**
**www.armsacres.com**
Outpatient clinics in the Bronx, Queens and Carmel for adults and teens. No referral needed; most insurance accepted. Call 7 days 9–6.

## VIP COMMUNITY SERVICES

**1910 Arthur Avenue, 4th Floor, Bronx 10457**
**Telephone: 718.583.5150**
**Fax: 718.299.4899**
**www.vipservices.org**
VIP provides a continuum of services to people with histories of chemical dependency, offering outpatient and residential treatment, health services, HIV/AIDS prevention and education, and transitional, supportive and permanent housing. No referral needed. Walk in hours vary by service desired, so call ahead for best time to come depending on your needs. Mon.-Fri. 8–5. Spanish also spoken. Accessible to people with disabilities.

## ODYSSEY HOUSE

**219 East 121st Street, Manhattan 10035**
**Telephone: 212.987.5100**
**www.odysseyhouseinc.org**
Odyssey House offers a residential drug-free community. In addition to its adult treatment program, there is a young adult program for ages 14–26, a parents' program for the pregnant addicted person or adult parent with young children, a program for the mentally ill, and a program for senior citizens. Referral necessary. Call or walk in Mon.–Fri. 9–5.

## LOWER EASTSIDE SERVICE CENTER, INC. (SU CASA)

**7 Gouverneur Slip East, Manhattan 10002**
**Telephone: 212.566.7590 or 212.566.2046**
**www.lesc.org**
Offers various treatment choices to people with opioid dependency (i.e., heroin or pain pills). Su Casa is a therapeutic community for people moving from methadone to abstinence; treatment usually lasts 12–18 months. The Su Casa Short Stay Recovery Program is a 6–9 month program for people wishing to stabilize their methadone treatment in a safe and stable environment. Outpatient services are also available. Treatment includes individual therapy, vocational services, medical care, case management, legal help and group treatment. Ages 18 and over. Call Mon.–Fri. 9–5 for admission information.



## PHOENIX HOUSE

**2191 Third Avenue, Manhattan 10035**
**Telephone: 212.831.1555 or 800.HELP-111**
**www.phoenixhouse.org/locations/new-york**
Phoenix House has ambulatory drug-free programs, as well as one of the nation's largest residential programs for the treatment of drug dependency. There are programs for teens (IMPACT) and evening programs for adults. Centers are located in Manhattan, the Bronx, Queens, Brooklyn, and Long Island. Mon.–Fri. 9–5. Call for Westchester and upstate locations.

## EXPONENTS, INC. / TREATMENT EXCHANGE

**151 West 26th Street, 3rd Floor, Manhattan 10001**
**Telephone: 212.243.3434 or 800.673.7370**
**www.exponents.org**
Offers outpatient drug-treatment services in a supportive, peer-oriented setting. Specialty programs within the Treatment Exchange address the challenges of people with HIV/AIDS, formerly incarcerated people, and issues specific to men or women. OASAS-licensed medically supervised outpatient program operates Mon.–Fri. 10–12:30. Fees are on a sliding scale, and Medicaid is accepted. No referral needed. Spanish also spoken. Accessible to people with disabilities.

## ALBERT EINSTEIN COLLEGE OF MEDICINE

**Division of Substance Abuse**
**260 East 161st Street, T-Level, Bronx 10451**
**Telephone: 718.993.3397**
**www.aecom.yu.edu/psychiatry/dosa.html**
Operates outpatient substance abuse maintenance clinics and Next Steps, a center for drug-free living. Both offer treatment, group and individual counseling, primary care and medically supervised withdrawal services. Can treat crack cocaine addiction. Medicaid accepted. Sliding scale. Call Mon.–Fri. 9–5 for an appointment. Spanish also spoken. Accessible to people with disabilities.

### GREENWICH HOUSE, COUNSELING CENTER

**122 West 27th Street, 6th Floor, Manhattan 10001**
**Telephone: 212.691.2900**
**Fax: 212.675.2985**
**www.greenwichhouse.org**
Greenwich House is a drug-free outpatient center providing psychological counseling as its main form of therapy. Fees are on a sliding scale, and Medicaid and HIP are accepted. Call Mon.–Thu. 9–8, Fri. 9–5. Spanish also spoken. Accessible to people with disabilities.

### VIDA FAMILY SERVICES INC.

**127 East 105th Street, Manhattan 10029**
**Telephone: 212.289.1004**
**Fax: 212.427.3433**
**www.vidafamilyservices.com**
A drug-free outpatient program offering therapeutic services in Spanish and English to all ex-substance abusers, or those at risk of being substance abusers. Adult Basic Education (ABE), vocational testing, and counseling available for all participants. Provides acupuncture therapy, reiki, and qi gong therapy. Serves ages 18 and over. Call for an appointment Mon.–Fri. 9–7. Wheelchair accessible.

### ELMCOR YOUTH AND ADULT ACTIVITIES, INC.

**107–20 Northern Boulevard, Queens 11368**
**Telephone: 718.651.0096**
**www.eec.sunyeoc.org**
Operates a 24-hour drug rehabilitation program, including an afterschool program, outpatient service and residential program. Individual and group counseling, GED preparation, and referrals are provided. Serves ages 15 to 50. Call for appointment. Outpatient services wheelchair accessible; Spanish also spoken.

### CREATE, INC.

**Outpatient: 73–75 Lenox Avenue, Manhattan 10026**
**Telephone/Outpatient: 212.663.1975 or 212.663.1596**
**Residential: 121–123 West 111th Street, Manhattan 10026**
**Telephone/Residential: 212.678.4990**
**www.createinc.org**
Provides both residential (men only) and outpatient (men and women) programs for people ages 18 and over who have an alcohol, drug, or dual addiction problem. Can be referred by a detox unit. Call Mon.–Fri. 9–7, walk in Mon.–Fri. 9–6, Sat. hours as scheduled. Spanish also spoken.

### PHASE: PIGGY BACK, INC.

**507 West 145th Street, Manhattan 10031**
**Telephone: 212.234.1660**
**www.phasepiggyback.org**
Operates drug-free resocialization facilities for adults and youth with alcohol and substance abuse problems. There is also a youth intervention and development program. Operates a male-only residential facility, Striver House, at 202 Edgecombe Avenue, Manhattan 10030; call 212.690.1900 Mon.–Fri. 8–5. Applicants must have written results from recent PPD skin test, chest X ray, and tests for Hepatitis A and B. Call Mon. & Fri. 9–5; Tue.–Thu. 9–8.

### SAMARITAN VILLAGE, INC.

**138-02 Queens Boulevard, Briarwood 11435**
**Telephone: 800.532.4357**
**Methadone to Abstinence: 718.441.8913**
**Outpatient: 718.206.1990**
**www.samvill.org**
Offers offers intensive inpatient programs (average stay 12-18 months) in the Bronx, Queens and upstate New York, and ambulatory methadone-to-abstinence programs and an aftercare program in Queens. Other programs include medical care and health education, HIV testing, counseling and support groups. You must be 21 or older. Call Mon–Fri. 8–5 for an appointment.

### ADDICTS REHABILITATION CENTER (ARC)

**2015 Madison Avenue, Manhattan 10035**
**Telephone: 212.427.6960**

A drug-free residential program for people 18 years and older. Services include medical care, case management, HIV counseling, vocational counseling, legal assistance and drug abuse therapy and treatment. Average stay is 6–9 months. Call for an appointment Mon.–Fri. 9–5. Spanish also spoken.

### VERITAS

**912 Amsterdam Avenue, Manhattan 10025**
**Telephone: 212.865.9182/212.663.1356 (intake office)**
**www.veritas-inc.org**
A long-term (18-month maximum) residential program for drug abusers, age 16 and up. Includes family therapy, individual and group counseling, and vocational counseling as well as a parenting skills program. Excludes people convicted of arson, rape, or homicide. Also offers outpatient services. Call first for appointment, Mon.–Fri. 9–5.

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

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

### REALIZATION CENTER

**19 Union Square West, 7th Floor, Manhattan 10003**
**Telephone: 212.627.9600**
**175 Remsen Street, 6th Floor, Brooklyn 11201**
**Telephone: 718.342.6700**
**www.realizationcenternyc.com**



An outpatient substance abuse and mental health program based on the belief that addiction as well as mental health issues affect the whole person — physically, emotionally, and spiritually. Provides clinical services six days a week. Specialized areas of service include: chemical dependency; dual diagnosis; chronic relapse; food addiction; parenting skills; codependency; depression and anxiety; gay, lesbian, and bisexual issues; and anger management. Also operates programs for families and adolescents. Sliding fee scale and most major insurance plans accepted, as well as Medicaid. Mon.–Fri. 8:30am–9pm; Sat. 9–2. Accessible to people with disabilities. Spanish also spoken at Manhattan location.

### LINCOLN RECOVERY CENTER

**349 East 140th Street, Bronx 10473**
**Telephone: 718.993.3100**
**www.sad-lincoln.org**
An outpatient alcohol and chemical dependency program. Among its many services are individual and group counseling, acupuncture, crisis intervention, and help with parenting, vocational, and domestic violence issues. Call Mon.–Fri 8–4 for more information. Spanish also spoken. Accessible to people with disabilities.

### ELMHURST HOSPITAL CENTER METHADONE TREATMENT PROGRAM

**79-01 Broadway, Annex "O", 2nd Floor, Elmhurst 11373**
**Telephone: 718.334.3190 or 3186**
Offers individual and family counselling; medical and psychiatric services; a non-mandatory methadone-to-abstinence track; auricular acupuncture; support and relapse prevention groups; vocational services including job search assistance, a halfway house, a computer club; and more. Accepts Medicaid or a sliding scale fee. Walk in Mon.–Fri. 9 to 10am and 11am to 12pm. Call Mon.–Fri. 8–3.

## NARCO FREEDOM, INC.

**250 Grand Concourse, Bronx 10451**
**Telephone: 718.292.2240**
**Fax: 718.292.3030**
**www.narcofreedom.com**
Provides quality methadone outpatient services. Also offers residential chemical dependency services, full primary medical care, pediatrics, mental health care, family health services, intensive management for people living with HIV and their families, and vocational assistance. Referrals not needed. In the Bronx, walk in at 477 Willis Avenue or call 718.292.4640 Mon.–Fri. 8:30–noon for methadone treatment services and noon–4pm for other substance abuse treatment services. Call the main number for other sites and services. Sliding scale fee. Spanish also spoken; accessible to people with disabilities.

## NEW DIRECTIONS

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

## ALPHA SCHOOL CENTER FOR PROGRESSIVE LIVING, INC.

**2400 Linden Boulevard (Montauk Street), Brooklyn 11208**
**Telephone: 718.257.5800**
Offers an outpatient drug-treatment program as well as an adolescent drug prevention program. GED classes are offered for those 16 years of age and older; adolescents in the drug prevention program can receive referrals to GED and computer literacy programs. Must call and make an appointment. Medicaid accepted. Mon.–Thu. 8–8; Fri. 8:30–4:30. Spanish also spoken.

## ALTERNATIVES TO INCARCERATION REFERRAL SERVICE

**Sister Leo's Place, Sacred Heart Family Programs**
**253 East 110th Street #2, Manhattan 10029**
**Telephone: 212.410.4315**
A volunteer referral service to alternative to incarceration (ATI) programs. Provides jail inmates who are addicts with information about residential treatment facilities, and provides letters to judges recommending treatment. Referrals are made to suit the person's needs.

## NEW YORK HARM REDUCTION EDUCATORS, INC.

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

**1991A Lexington Avenue, Manhattan 10035**
**Telephone: 212.828.8464**

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

## FROST'D

**290 Lenox Avenue, Lower Level, Manhattan 10027**
**Telephone: 212.924.3733**
**www.frostd.org**
A needle-exchange program in locations throughout Harlem, Brooklyn, and the Bronx. Frost'd can also provide access to medical care, drug-treatment programs, and counseling services as well as a wide variety of services for people living with HIV.

There are no eligibility requirements or referrals necessary. Call Mon.–Fri. 9–5 for locations and times.

### CITIWIDE HARM REDUCTION

**226 East 144th Street, Bronx 10451**
**Telephone: 718.292.7718 or 877.513.5258**
**www.citiwidehr.org**
Operates a drop-in center for homeless and low income people living with HIV and AIDS. At the drop-in, people can access meals, showers, health services, clothing, support groups and case management. Syringe exchange available. Call for hours. Spanish also spoken.

For comprehensive information on **methamphetamine** (also known as meth, crystal, tina, crank, crissy, speed, and tweek), as well as a listing of treatment programs, visit the Gay Men's Health Crisis website at **www.mymethlife.org** or call their hotline at 800.243.7692 Mon., Wed. and Fri. 10–6.

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

The **National Clearing House for Alcohol and Drug Information** provides nationwide treatment options, support group information and a referral service operating 24 hours a day. Call 800.729.6686 or visit their website at **http://ncadi.samhsa.gov**
For Spanish call 877.767.8432.

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

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



# Alcohol Abuse

### ALCOHOLICS ANONYMOUS (AA)

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

### ALCOHOLISM COUNCIL OF NY

**2 Washington Street, 7th Floor, Manhattan 10004**
**Telephone: 212.252.7001/800.56.SOBER**
**www.alcoholism.org**
Offers information and referrals to a broad range of alcohol treatment programs as well as crisis prevention and intervention, DWI and DDP classes, CASAC training, and assessments and motivational training. Their Individual & Family Clinical Services assists families where members are struggling with alcoholism, anger management, and other difficulties. Call Mon.–Fri. 9–5, Sat. 9–2. Spanish also spoken. Accessible to people with disabilities.

For information on 12-step programs for **family or friends of alcoholics**, adult children of alcoholics, and younger family members aged 12–19, call Al-Anon Family Intergroup at 212.941.0094 Mon., Tue. 9:15–4:45, Thu.–Fri. 9:15–5:45. Spanish speakers can call 800.939.2770. Information on meetings in the five boroughs can also be found at the website **www.nycalanon.org**

### THE BOWERY MISSION

**227 Bowery, Manhattan 10002**
**Telephone: 212.674.3456**

**The Bowery Mission Transitional Center**
**45-51 Avenue D, Manhattan 10009**
**Telephone: 212.777.3424**
**Open 7 days a week**

**www.bowery.org**
A 6- to 9-month residential program for alcohol and drug abusers and others, offering rehabilitative and Christian religious counseling. Attendance at Christian religious services is compulsory, as is work detail in maintaining the residence. Males only. Identification required, preferably a Social Security card or birth certificate. Call Paster Julian at ext. 100, Mon.–Fri. 9–5.

## Smoking

**The New York State Smokers' Quitline** at 866.697.8487 provides prerecorded tapes on how to quit smoking, access to counselors, and free materials upon request, including a nicotine replacement therapy patch starter kit. Call Mon.–Thu. 9–9, Fri.–Sun. 9–5. Spanish also spoken.
**www.nysmokefree.com**

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

**The American Heart Association** at 800.242.8721 offers a free informational packet on the dangers of smoking and how to quit. Call anytime. Spanish and other languages also spoken.

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

## Sexual Addiction

### SEXUAL COMPULSIVE ANONYMOUS

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

### LESBIAN, GAY, BISEXUAL AND TRANSGENDER COMMUNITY CENTER

**208 West 13th Street, Manhattan 10011**
**Telephone: 212.620.7310**
**www.gaycenter.org**
12-step group meetings of Sexual Compulsive Anonymous address issues of romantic obsession, porn/Internet/phone sex, and healthy sexuality. Call Mon.–Fri. 10–6 for more information. Accessible to people with disabilities.

## Gambling

### GAMBLERS ANONYMOUS AND GAMANON FOR NEW YORK

**Gamblers Anonymous**
**P.O. Box 7, Manhattan 10116**
**Telephone: 888.424.3577**
**www.gamblersanonymous.org**

**Gamanon**
**P.O. Box 157, Whitestone, NY 11357**
**Telephone: 718.352.1671**
**www.gam-anon.org**
Call for a list of meetings or to speak with a volunteer. Gamblers Anonymous is a fellowship of men and women who have gambling problems and can't stop on their own. Gamanon is a fellowship for partners, family members, and close friends whose lives have been affected by gambling problems. For both groups, therapy-type sessions are held every night of the week in all five boroughs. Prisoners can request an information package from the GA International Service Office at P.O. Box 17173, Los Angeles, CA 90017.

## Shoplifting

**SHOPLIFTERS ANONYMOUS**

**Telephone: 800.848.9595**
**www.shopliftersanonymous.com**
12-step recovery program for shoplifters, stealers, thieves, and kleptomaniacs. Call or check the website for meeting times and locations.



Laws control the lesser man.
Right conduct controls the greater one.

— Chinese Proverb

# Legal Services

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

# Special Services for Formerly Incarcerated People

**LEGAL ACTION CENTER**

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

The Legal Action Center's website includes valuable resources for people facing the difficulties of reentry. Go to their website at **www.lac.org** and click on "Free Publications" to download articles such as "How to Get and Clean Up Your State Rap Sheet", "Are You Somebody...With a Criminal Record?" and the 2004 *Roadblocks to Reentry* study and 2009 update.

**LICENSE TO WORK INITIATIVE**

**MFY Legal Services, Inc.**
**299 Broadway, 4th Floor, Manhattan 10007**
**Telephone: 212.417.3700**
**www.mfy.org**
The License to Work Initiative helps formerly incarcerated people obtain licenses that will help them to re-enter the workforce. MFY attorneys can help you prepare license applications and can represent individuals who have been denied licenses at appeal hearings. MFY is a non-profit organization providing free legal services on a range of issues including employment, housing, public benefits, disability, consumer and family law. For information or to schedule an appointment, please call 212.417.3838 on Mondays and Tuesdays between 2–5. Can respond to written requests for information. Accessible to people with disabilities. Translation services available.

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

**Be sure to keep a copy of your prison release papers** as they might prove useful in your becoming eligible for certain benefits or programs. If they are lost, former inmates of state facilities can write for copies to the facilities in which they were incarcerated; former inmates of New York City institutions need to contact the facility in which they served.

# General Legal Services

**LEGAL REFERRAL SERVICE**
**NEW YORK CITY AND COUNTY BAR ASSOCIATIONS**

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

**Legal Hotline of the City Bar Justice Center:**
**212.626.7383**
**www.lawhelp.org/ny**
The Legal Hotline provides free information in the area of Family Law, Landlord/Tenant Law, Bankruptcy Law, Employment Law and the pro bono services provided by the New York City Bar Association. Operates Mon., Wed, and Fri. 9–1 and Tue. and Thu. 3:30–5:30. Spanish also spoken. Eligibility based on income.

## LEGAL AID SOCIETY

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

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

## BRONX DEFENDERS

**860 Courtlandt Avenue, Bronx 10451**
**Telephone: 718.838.7878**
**www.bronxdefenders.org**
A public defender organization representing indigent clients in the Bronx who have been charged with crimes. Clients of The Bronx Defenders have one place where they can go for any issue, whether it is a case in a courtroom, a problem with a landlord, or a long-standing mental illness. Under one roof, The Bronx Defenders' holistic advocacy brings together experts from a variety of disciplines — criminal and civil attorneys, social workers, investigators, parent advocates, and community organizers — to tackle all of these needs head on. For more information call Mon.–Fri. 9–6.

## NEW YORK LEGAL ASSISTANCE GROUP

**450 West 33rd Street, 11th Floor, Manhattan 10001**
**Telephone: 212.613.5000**
**www.nylag.org**
Provides free civil legal services to low-income individuals and families who would otherwise be unable to access legal assistance. Immigration, family law, employment, welfare and benefits issues are covered, including discrimination against formerly incarcerated people. Call Tue. or Fri. 9–3 for family law issues, Mon., Wed., or Thu. 9–3 for all other legal issues.

## LEGAL SERVICES FOR NEW YORK CITY

**350 Broadway, 6th Floor, Manhattan 10013**
**Telephone: 212.431.7200**
**www.lsny.org**
A citywide program which provides free legal services to those who are income eligible. Attorneys represent clients in all legal matters except criminal cases beyond the arraignment stage and fee-generating cases. For location of the local office for which you are eligible, call the above number Mon.–Fri. 9–5. Spanish also spoken. Accessible to people with disabilities.

## LEGAL INFORMATION

**The New York Public Library's Science, Industry and Business Library — SIBL** (188 Madison Avenue between 34th and 35th Streets, Manhattan 10016) has a collection of legal reference works, including federal, New York State, and New York City laws and regulations. **The Mid-Manhattan Library** (455 Fifth Avenue at 40th Street, Manhattan 10016) has a circulating collection of legal handbooks for the non-lawyer on topics like employment law, family law, tenant's rights, copyright and patent law, small business incorporation and more.

**Public Access Law Libraries** can be found in the Bronx (718.618.3710), Manhattan (646.386.3715), Brooklyn (347.296.1144), Staten Island (718.675.8711) and Queens (718.298.1206). A complete list can be found on the web at **www.nycourts.gov/lawlibraries/publicaccess.shtml**

**NEIGHBORHOOD DEFENDER SERVICE OF HARLEM**

**317 Lenox Avenue, 10th Floor, Manhattan 10027**
**Telephone: 212.876.5500**
**www.ndsny.org**
A non-profit community-based law office that provides both civil and criminal legal representation to residents of Upper Manhattan (north of 96th Street). Also operates an educational program for young people and community groups, which addresses such issues as how to deal more effectively with the police, helping children who get into trouble, and navigating the criminal justice system. Call or walk in Mon.–Fri. 8:30–5:45. Spanish also spoken. Accessible to people with disabilities.

**www.pubadvocate.nyc.gov**
The New York City Public Advocate's website offers a wealth of useful information, including a list of elected officials, information on housing, health, fire, police, and legal services, business assistance, services for people with disabilities and for seniors, as well as consumer advice.

Call the **Internal Revenue Service** at 800.829.1040 for prerecorded information on various tax topics such as: alternative filing methods, exemptions, itemized deductions, child and dependent care credit, and whether or not you should itemize. Information in Spanish also available. The website is **www.irs.gov**

If you have questions that relate to the federal government, such as about immigration, Medicare or obtaining a Social Security card, you can call the **Federal Citizens Information Center** at 800.333.4636 Mon.–Fri. 8–8. Tell them your problem and they can direct you to the right agency. Spanish also spoken. The website is **www.usa.gov**



# Name Changes

If you wish to legalize a name change, call **Legal Services for New York** at 212.431.7200 for the location of the neighborhood legal office for which you are eligible, or write them at 350 Broadway, 6th Floor, Manhattan 10013.

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

# Registering to Vote

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

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

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

In New York State you may vote if you are:

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

Call 1.866.868.3692 to request a voter registration form or an absentee ballot, or check **www.vote.nyc.ny.us** on information about registering to vote in New York City.

# Documents

**To obtain a birth certificate**, if you were born in the five boroughs of New York City, call the NYC Department of Health, Office of Vital Records, at 212.788.4520 or visit **www.nyc.gov/vitalrecords**

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

Those born outside New York City must contact the department of health or vital records in their home county. A list of vital records contact information is maintained by the National Center for Health Statistics. Go to **www.cdc.gov/nchs/births.htm** and click on "*Where to Write for Birth Certificates*."

**The Puerto Rico Federal Affairs Administration** will help you obtain birth, marriage, divorce, and baptism certificates, if you are from Puerto Rico. It will also aid in natural child legitimization and name corrections. Information regarding how to obtain legal representation in Puerto Rico or certify imprisonment in Puerto Rico is offered. Employment programs are also available, and referrals are made to other government agencies and organizations. Call 212.252.7300 Mon.–Fri. 8:30–5:30. Information is also available at **www.prfaa.com**



## NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES

**6 Empire State Plaza, Albany, 12228**
**11 Greenwich Street, Manhattan 10004**
**Telephone: 212.645.5550**
**www.nydmv.state.ny.us**
For information on how to obtain a **New York State Driver's License**, call Mon.–Fri. 8:30–4. Spanish also spoken. The New York State Department of Motor Vehicles also has a website with various services, such as renewing your registration online, downloading forms, and finding the location of your local center. A person of any age who does not have a driver's license can apply to the Department of Motor Vehicles for a **non-driver's ID card**. This card contains the same personal information, photo, signature, and special protection against alteration and fraud as a photo driver's license.

Call 212.669.2400 for taped information on securing a **Marriage License**, or visit the website **www.cityclerk.nyc.gov/html/marriage/marriage_bureau.shtml** Mon.–Fri. 8:30–3:45. Offices in all five boroughs.

If you need **information about a friend or relative who has been arrested**, call Central Booking in your borough:

| | | | |
|---|---|---|---|
| **Bronx** | 718.681.0406 | **Brooklyn** | 718.834.5318 |
| **Manhattan** | 212.374.3838 | **Queens** | 718.286.6874 |
| **Staten Island** | 718.876.8493 | | (court information) |

For information about jail inmates held by the **New York City Department of Corrections,** visit their website at **www.nyc.gov/doc** or call the automated information line at 718.546.0700. Provides a list of the city's jails, information on how and when an inmate can be visited, how and where to pay bail, and how to place money in an inmate's account. Also in Spanish.

For a list of New York State Correctional Facilities, their addresses and phone numbers, visit the **New York State Department of Correctional Services** website at: **www.docs.state.ny.us/faclist.html**

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

# Discrimination and Complaints

### NEW YORK CITY COMMISSION ON HUMAN RIGHTS

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

### CIVILIAN COMPLAINT REVIEW BOARD

**40 Rector Street, 2nd Floor, Manhattan 10006**
**Telephone: 212.442.8815 or call 311**
**www.nyc.gov/html/ccrb**
For complaints against New York City police officers (in cases of brutality, threats, stolen property, etc.), contact the Civilian Complaint Review Board any time day or night. Many languages spoken. Walk in Mon.–Fri. 8–5:30.

**If a drug business is operating on your block**, call the 24-hour **Drug Sale Complaint Hotline** at 888.374.3784 or call 311.



# Immigrants' Rights

### THE NEW YORK IMMIGRATION COALITION

**Telephone: 1.800.566.7636**
**www.thenyic.org**
Provides information and referrals over the phone. Offers information on how to obtain a green card, citizenship, the grounds for deportation, labor rights, and political asylum. Call Mon.–Fri. 9–6. Many languages spoken. All calls are confidential.

### ARCHDIOCESE OF NEW YORK

**Immigration and Refugee Services**
**1011 First Avenue, 12th Floor, Manhattan 10022**
**Telephone: 212.419.3700**
**www.ny-archdiocese.org**
Offers information and referrals as well as direct service for immigration-related problems. Also provides services of accredited representatives who can appear before an Immigration Court on behalf of clients. Minimal fees are charged, but services are not withheld due to inability to pay. Call Mon.–Fri. 9–5 for appointment. Spanish, French and other languages also spoken.

To find legal counsel in your area qualified on immigration issues, visit the **Legal Referral Service of the New York City Bar Association** on the web at **www.nycbar.org/LRS/index.htm** or call 212.626.7373 Mon.–Fri. 8:30–6. For Spanish, call 212.626.7374 or visit **www.ilawyer.com**

For a brochure entitled *"What You Need to Know About Immigration Service Providers"* send a self-addressed #10 legal-sized envelope with appropriate postage to: NYC Department of Consumer Affairs, Free Publications Unit, 8th Floor, 42 Broadway, New York, NY 10004. It is available in ten languages.

The **Legal Aid Society** also offers legal help on immigration matters. Clients must be income eligible. Call 212.577.3300 for more information.

Whatever women do they must do twice
as well as men to be thought half as good.
Luckily this is not difficult.

— Charlotte Whitton, former mayor,
Ottawa, Canada

# Women

## Organizations for Formerly Incarcerated Women

### WOMEN'S PRISON ASSOCIATION

**175 Remsen Street, 9th Floor, Brooklyn 11201**
**Telephone: 646.336.6100, ext. 1**
**www.wpaonline.org**
Offers a range of services and referrals to women who have been involved in the criminal justice system, with a special focus on the needs of HIV-positive women. Outreach staff provide pre-release planning and counseling at five city and state correctional facilities. The Sarah Powell Huntington House, a shelter at 347 East 10th Street, 212.677.0949, serves women who are homeless, involved with the criminal justice system, and trying to reunite with their children. An independent skills building program, Neighborhood Based Services, is located in East New York. Hopper Home is the WPA's Alternative to Incarceration Program. Re-Entry Services assists women with pre-release planning, assistance accessing health care and benefits, employment readiness, mentoring and more. Call or write for more information. Orientations held every Wednesday at 11am. Accessible to people with disabilities.

### CENTER FOR COMMUNITY ALTERNATIVES

**39 West 19th Street, 10th Floor, Manhattan 10011**
**Telephone: 212.691.1911**

**25 Chapel Street, 7th Floor, Room 701, Brooklyn 11201**
**Telephone: 718.858.9658**

**www.communityalternatives.org**
Operates **Crossroads**, a substance-abuse treatment program offered as an alternative to incarceration, and **Women's Choices**, an HIV/AIDS harm reduction program. Services to formerly incarcerated women include job readiness and retention assistance, help applying to supportive/transitional housing, yoga, and acupuncture. Call Mon.–Fri. 9–5 for more information. Spanish, French and Haitian Creole also spoken. Accessible to people with disabilities.

### WOMEN IN PRISON PROJECT

**The Correctional Association of New York**
**2090 Seventh Avenue, Suite 200, Manhattan 10027**
**Telephone: 212.254.5700**
**www.correctionalassociation.org**
The Women in Prison Project is the arm of the Correctional Association of New York dedicated to addressing the effects of the state's criminal justice policies on women and their families. It oversees **ReConnect,** a leadership training program for women who have recently returned home from prison or jail. ReConnect participants develop leadership and problem-solving skills, identify issues that affect their lives and communities, and build their own support networks while involved in various community initiatives. Their **Coalition for Women Prisoners** also hosts monthly meetings that provide networking opportunities for formerly incarcerated women. Call or write the **Women in Prison Project** for more information.

## Alternative-to-Incarceration (ATI) Programs

### GREEN HOPE SERVICES FOR WOMEN, INC.

**448 East 119th Street, Manhattan 10035**
**Telephone: 212.369.5100 x10**
**www.greenhope.org**
An alternative-to-incarceration residence for women that offers personal counseling, family reunification services, individual and group therapy, vocational workshops, assistance in vocational placement, substance abuse support groups, parenting information, domestic violence prevention, and advocacy in areas such as foster care. Ages served: 18 and over. Call Mon.–Fri. 9–5. Spanish also spoken.

### STEPS TO END VIOLENCE PROGRAM

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



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

## Housing

### PROVIDENCE HOUSE

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

### WOMEN IN NEED, INC. (WIN)

**115 West 31st Street, 7th Floor, Manhattan 10001**
**Telephone: 212.695.4758**
**www.women-in-need.org**
Provides shelter for women with children in the Bronx, Manhattan and Brooklyn. Also provides day care and summer camp for their clients' children. Their goal is to help clients overcome the major obstacles — lack of affordable housing, domestic violence, family problems, eviction, mental illness, drug and alcohol abuse, low

self-esteem — that threaten to destroy their lives and the lives of their children. Provides job-readiness, survival skills, GED and ESOL classes, as well as computer training. Must be referred by the City's Emergency Assistance Unit at 718.402.6474 or the **Department of Homeless Services** Emergency Information Line at 800.994.6494. Spanish also spoken.

### HOUSING + SOLUTIONS

**3 West 29th Street, Suite 805, Manhattan 10001**
**Telephone: 212.213.0221**
**www.housingplussolutions.org**
Housing Plus Solutions is a community-based non-profit organization providing housing and referrals to other needed services to formerly incarcerated women with or without children. Must be at least six months sober and working part or full time or in a program leading to work. Rent is the responsibility of the participant. Call Mon.–Fri. 9–5. Accessible to people with disabilities.

*For information about intake into the New York City shelter system, see the chapter "**Housing**."*



## Employment

### WOMEN AND WORK PROGRAM

**Queens College, Mid Manhattan Extension Center**
**25 West 43rd Street, Suite 1005, Manhattan 10036**
**Telephone: 212.642.2070, 718.997.4899**
**www.qc.cuny.edu/womenandwork**
Fifteen week program helping women enter or reenter the workplace with the technological and social skills they need to remain employed. Microsoft Office instruction, plus math, workplace reading and writing, resumes, dressing for success, and interview skills are covered. Includes post-program support. Applicants must have a high school diploma or GED. Computer experience is not required. Call for next orientation date.

### DRESS FOR SUCCESS WORLDWIDE

**32 East 31st Street, 6th Floor, Manhattan 10016**
**Telephone: 212.532.1922**

**114–14 Jamaica Avenue, Richmond Hill, Queens 11418**
**Telephone: 718.805.2488**

**2038 Davidson Avenue, Bronx 10453**
**Telephone: 718.886.0672**

**www.dressforsuccess.org**
Dress for Success provides professional apparel, career development services, and ongoing employment retention programs for clients in New York City. Women must be referred by one of the organization's approved partner agencies. These 280+ partner agencies in New York include reentry programs for the formerly incarcerated, educational institutions, homeless and domestic violence shelters, rehabilitation programs, job training programs and more. Headquartered in Manhattan, Dress for Success is an international organization with over 90 locations worldwide. Please call Mon.–Fri. 9–5 for more information.

### ACCESS FOR WOMEN: A CENTER TO PROMOTE WOMEN IN NON-TRADITIONAL TECHNICAL EDUCATION AND EMPLOYMENT

**New York City College of Technology**
**300 Jay Street, H–407, Brooklyn 11201**
**Telephone: 718.552.1131**
Provides women with courses and workshops to introduce them to nontraditional technical fields/trades. Training vouchers accepted. Call first, Mon.–Fri. 10–4. Accessible to people with disabilities.

### NON-TRADITIONAL EMPLOYMENT FOR WOMEN (N.E.W.)

**Judith P. Vladeck Center for Women**
**243 West 20th Street, Manhattan 10011**
**Telephone: 212.627.6252**
**www.new-nyc.org**

An employment and training program for women interested in nontraditional blue collar and construction jobs, training, and apprenticeships. Must be between the ages of 18 and 50, have a high school diploma or GED, be interested in a blue-collar career, able to attend day or evening programs, and be in good enough health to participate in vigorous physical activity. Make an appointment to attend an information session: sign up online or call Mon.–Sat. 8–4, Tue., Wed., and Thu. evenings 6–8:30.

## Health & Mental Health

### NEW YORK CITY DEPARTMENT OF HEALTH AND MENTAL HYGIENE WOMEN'S HEALTHLINE

**Telephone: 212.720.7131**
Call Mon.–Fri. 9–9 and Sat. 9–5 for information and referrals addressing women's health care concerns, including breast care, pap smears, prenatal care, fertility counseling, pregnancy testing, abortion or family planning, and HIV/STD testing. Referrals can be made to clinics that offer free or low-cost services. Working families may be eligible for free or very low cost prenatal care under the Prenatal Care Assistance Program. Information is available in English, Spanish, French, and Creole, with interpretation service for all other languages.

### BREAST AND CERVICAL CANCER DETECTION

**Guttman Diagnostic Center**
**55 5th Avenue,12th Floor, Manhattan 10003**
**Telephone: 212.463.8733**
**Breast Examination Center of Harlem**
**163 West 125th Street, Manhattan 10027**
**Telephone: 212.531.8000**
**www.mskcc.org**
Early breast and cervical cancer detection services available for all women. Breast palpation, instruction in breast self-examination, mammography, pap smears, referrals. **It is recommended that all women get pap smears once per year and women over 40 (or younger if they have a family history of breast cancer) get mammograms once per year.** Accessible to people with disabilities. Spanish also spoken. Mon.–Fri. 8–5.

**Incarcerated women** seeking information on breast health can write to the **American Cancer Society**, Cancer Information Department, Eastern Division, P.O. Box 7, East Syracuse, NY 13057.

## Parenting & Family Planning

### HOUR CHILDREN

**Administrative Office:**
**36-11a 12th Street, Long Island City 11106**
**Telephone: 718.433.4724**

**Thrift Store: 12-06 36th Avenue at 12th Street, Long Island City**
**Telephone: 718.433.4724**

**www.hourchildren.org**
Provides services to mothers inside and outside correctional facilities. Offers reunification counseling to incarcerated mothers, help with job searching, housing, a food pantry, and a day care and preschool for toddlers of working mothers. Call Mon.–Fri. 9–5, write the office address, or drop by the thrift store for more information.

### INCARCERATED MOTHERS PROGRAM

**Edwin Gould Services for Children**
**1968 Second Avenue, 2nd Floor, Manhattan 10029**
**Telephone: 646.315.7600**
**www.egscf.org**
A program designed for incarcerated mothers whose children live in the five boroughs of New York and are not in foster care, or who are in foster care but are ready to be returned to the mother's custody. The program helps prevent placement of children in foster care and helps mothers regain custody of children. If foster

care has agreed to give the child back, the program also helps facilitate this procedure. The Incarcerated Mothers Program also works with children and with incarcerated and post-release mothers by providing parenting skills and counseling. They will work with families directly in their homes. Call Mon.–Fri. 8:30–5:00. Spanish also spoken.

**MATERNAL AND INFANT CARE (MIC) WOMEN'S HEALTH SERVICES**

**12–26 31st Avenue, Astoria, Queens 11106**
**Telephone: 718.626.6735**

**335 Central Avenue, 2nd Floor, Brooklyn 11331**
**Telephone 718.443.9300**

**1873 Eastern Parkway, Brooklyn 11233**
**Telephone: 718.498.1001**

**295 Flatbush Avenue Extension, Brooklyn 11201**
**Telephone: 718.522.1144**

**90–04, 161st Street, 5th Floor, Jamaica, Queens 11432**
**Telephone: 718.523.2123**

**4215 Third Avenue, 2nd Floor, Bronx 10457**
**Telephone: 718.294.5891**
Offers free or low cost family planning and prenatal services, including walk-in pregnancy tests, birth control, prenatal care, and GYN exams. Call for an appointment. 9–4:30 Mon.–Fri.

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

**26 Bleecker Street, Manhattan 10012**
**Telephone: 212.965.7000**
**www.plannedparenthood.org/nyc**
Offers gynecology services, screening for sexually transmitted diseases, contraceptive services including emergency contraception, and abortion. Provides free pregnancy testing. For other services, sliding-scale fees based on income are available. Call Mon.–Fri. 8–8; Sat. 8–4. Spanish also spoken. Accessible to people with disabilities.

Teenagers or low-income women who are pregnant or have children under five and who need to obtain referrals for contraceptives or a listing of services in their community for continuing a pregnancy, prenatal care, WIC, or counseling can call the **Growing Up Healthy Hotline** at 800.522.5006 24 hours a day, 7 days a week. Spanish also spoken.

**Alternatives to abortion** are offered by Catholic Charities. Manhattan: 212.371.1000, Brooklyn: 718.722.6070.

**The Women, Infants and Children (WIC) Food Program** provides vouchers that can be used at neighborhood stores to buy WIC foods such as milk, cheese, juice, formula, cereal, and eggs. Eligibility criteria include being a woman who is pregnant, breastfeeding, or postpartum, having children under the age of 5, at nutritional or medical risk, and being income eligible. Verified Public Assistance, Medicaid, and/or Food Stamp participants are automatically WIC income eligible. For referral to a local WIC program, call the New York State Department of Health at 800.522.5006 any time. Spanish and many other languages also spoken.

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

# Violence, Safety & Self-Defense

**SAFE HORIZON**

**2 Lafayette Street, 3rd Floor, Manhattan 10007**
**Telephone: 212.577.7777 or 800.621.4673**
**www.safehorizon.org**
For women who are victims of domestic violence, help can be obtained by calling Safe Horizon 24 hours a day, 7 days a week. Offers crisis counseling and information on or referral to a wide

variety of resources, including the Crime Victims Compensation Board and domestic violence shelters. Can provide new locks. Spanish and other languages also spoken.

### SEX CRIMES REPORT LINE

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

### RAPE CRISIS PROGRAM

**Crime Victims' Treatment Center**
**36 7th Avenue, Suite 405, Manhattan 10011**
**Telephone: 212.604.8068**
Rape crisis intervention counseling, information and referrals, counseling for family members and friends, and court and police advocacy. Also offers support groups, counselor training, and community education. Literature is also available in Spanish and Chinese. For men, women and transgender people ages 12 and over.

### CRIME VICTIMS' TREATMENT CENTER

**St. Luke's/Roosevelt Hospital Center**
**411 West 114th Street, #2C, Manhattan 10025**
**Telephone: 212.523.4728**
Provides immediate hospital emergency room care and crisis intervention to survivors of sexual assaults and domestic violence, follow-up counseling for all survivors of crime and their significant others, and legal advocacy assistance in applying for crime victim compensation. For females and males of all ages. For more information, call Mon.–Fri. 9–5. Spanish also spoken. Wheelchair accessible.



### GIRLS' EDUCATIONAL AND MENTORING SERVICES (GEMS)

**Telephone: 212.926.8089**
**www.gems-girls.org**
Works with girls and women 12-21 years old who have experienced commercial sexual exploitation and abuse. Provides counseling; therapeutic and recreational groups; referrals to legal, educational and other resources; and peer mentoring. Call Mon.–Fri. 10–6 for more information. Spanish also spoken. Accessible to people with disabilities.

### THE GROWING UP HEALTHY HOTLINE

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

### FAMILY JUSTICE CENTER

**350 Jay Street, Brooklyn 11201**
**Telephone: 718.250.5111**
The Family Justice Center is a walk-in intake center, open Mon.–Fri. 9–5. They provide immediate intake and assistance for victims of domestic violence, regardless of language, immigrant, or economic status. Services at FJC include counseling, advocacy, meeting with a prosecutor, shelter and housing help, and legal info. Child care is provided.

*For* **counseling programs oriented to male abusers of women,** *see the chapter on Counseling and Family Services.*

I believe all Americans who believe in freedom, tolerance and human rights have a responsibility to oppose bigotry and prejudice based on sexual orientation.

— Coretta Scott King

# LGBT: Lesbian, Gay, Bisexual &Transgender People

## General Information

**Lesbian, Gay, Bisexual and Transgender Services and Resources Directory**
**www.comptroller.nyc.gov/LGBT**
Comprehensive directory of services available in the metropolitan New York City area to the LGBT community. Contains over 500 listings of agencies with descriptions and contact information.

### LGBT NATIONAL HELP CENTER HOTLINE

Information service for the LGBT community at 888.843.4564, Mon.–Fri. 4pm–midnight, Sat. noon–5pm, or locally 212.989.0999. Referrals, peer counseling, information on HIV/AIDS groups, and a listing of bars and dance clubs is available. Their website **www.glnh.org** provides links to health, legal, political, professional and cultural resources as well as over 20 local newspapers and magazines. The National Youth Talkline is at 800.246.7743 (Mon.–Fri., 8pm–12 midnight).

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

**208 West 13th Street, Manhattan 10011**
**Telephone: 212.620.7310**
**www.gaycenter.org**
The New York Lesbian, Gay, Bisexual and Transgender Community Center is a focal point for many of New York City's LGBT services. It serves as a meeting place for over 300 organizations concerned with the social, health, religious, political, cultural, and business concerns of the queer community, and it is also the site for many free and low-cost cultural and social activities, such as dances and plays. A daily schedule of events is posted in the building's lobby. There is also a community bulletin board in the lobby which lists want ads, apartments, jobs, and community events. The Center sponsors an orientation program for people entering the LGBT community or who are just unfamiliar with its resources. Spanish also spoken. Accessible to people with disabilities.

Some of the regularly scheduled meetings held at the Center are:

- African-Ancestral Lesbians United in Societal Change (formerly Salsa Soul Sisters)
- Las Buenas Amigas
- Latino Gay Men of NY
- Gay Men of African Descent
- Men of All Colors Together/MACT
- Several 12-step programs
- ACT UP: AIDS Coalition to Unleash Power
- Book clubs
- Age-specific groups

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

### THE GENDER IDENTITY PROJECT

**c/o The New York Lesbian, Gay, Bisexual and Transgender Community Center**
**208 West 13th Street, Manhattan 10011**
**Telephone: 212.620.7310**
**www.gaycenter.org/gip**
Provides support and information for transgender/transsexual/gender variant people and those who live and work with them. Services include peer and professional counseling, outreach and education services, and various support groups. Also offers legal clinics, activist events, dances and yoga.

### NEW YORK CITY COMMISSION ON HUMAN RIGHTS

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



### SYLVIA RIVERA LAW PROJECT

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

### ALI FORNEY CENTER

**224 West 35th Street, Suite 1102, Manhattan 10001**
**Telephone: 212.222.3427**
**www.aliforneycenter.org**
Provides emergency housing and services to homeless LGBT youth ages 16 to 24. The Day Center in Chelsea offers case management, food, showers, job search assistance and referrals to medical care. Emergency temporary housing and transitional housing. Employment and education assistance are also available. Call for more information Mon.–Fri. 9–5. Spanish also spoken.

## Counseling and Health

### MICHAEL CALLEN–AUDRE LORDE HEALTH CENTER

**356 West 18th Street, Manhattan 10011**
**Telephone: 212.271.7200**
**www.callen-lorde.org**

A general health facility open to the public but with an emphasis on the LGBT communities. Offers general primary care and HIV primary care, gynecology, dentistry, and other services. Accepts many forms of insurance with a sliding fee scale for the uninsured. An appointment is necessary. Hours are Mon.–Fri. 8:15–8:15, Sat. 8:30–3:15. For the **Health Outreach To Teens** program, call 212.271.7212. Spanish also spoken. Accessible to people with disabilities.

### IDENTITY HOUSE

**208 West 13th Street, Manhattan 10011**
**Telephone: 212.243.8181**
**www.identityhouse.org**
Identity House offers individual and couples peer counseling and counseling referrals to the LGBT communities. Sponsors open discussion groups for men and for women, as well as short-term coming-out groups. On Sat. and Sun. evenings from 6–8 there is walk-in peer counseling for lesbians, gay men, and bisexuals. Sponsors yearly conferences. There are no fixed fees, but donations are requested. Check website for upcoming events. Accessible to people with disabilities.

## Social Groups and Support Groups

### GAY MEN OF AFRICAN DESCENT

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



### SERVICES AND ADVOCACY FOR GLBT ELDERS (SAGE)

**Mailing Address: 305 Seventh Avenue, 6th Floor, Manhattan 10001**
**Telephone: 212.741.2247**

**SAGE Harlem**
**2090 Adam Clayton Powell Jr. Boulevard**
**2nd Floor, Suite 201, Manhattan 10027**
**Telephone: 646.660.8953**

**www.sageusa.org**
A social service organization dedicated to meeting the unique needs of older LGBT people. Provides crisis intervention; support groups; and individual, homebound, family and group counseling to seniors and their caregivers. Social activities include dances, dinners, and occasional writing and film workshops. Publishes a quarterly newsletter. Walk-in group meets at the New York LGBT Community Center.

## Safety and Self-Defense

### NYC GAY & LESBIAN ANTI-VIOLENCE PROJECT (AVP)

**240 West 35th Street, Suite 200, Manhattan 10001**
**Telephone: 212.714.1184**
**Hotline: 212.714.1141**
**www.avp.org**
AVP offers free and confidential support to victims of bias crimes, domestic violence, pick-up crimes, police misconduct, HIV-related violence, rape, and sexual assault. Individual and group counseling is available at AVP, while the crisis hotline offers 24-hour assistance from counselors and trained volunteers in English and Spanish. AVP can also accompany you to the police, court, medical or social service agencies. Spanish also spoken.

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

**327 7th Street at 5th Avenue, 2nd Floor, Brooklyn 11215**
**Telephone: 718.788.1775**
**www.caeny.org**
**e-mail: info@caeny.org**
Offers classes in karate, self-defense, and tai chi. All women and transgender people are welcome, regardless of age or physical ability. Free child care provided. Day, evening, and weekend classes. Also offers an afterschool program in self-defense and violence prevention for boys and girls ages 6–11. Programs for girls and trans youth ages 14–19, and women and transgender people who are survivors of sexual abuse, domestic violence, or child abuse are free. Sliding fee scale based on income.

The Gender Identity Center of Colorado publishes the *Transgendered In Prison Journal* four times per year. The journal has a national focus. Free to incarcerated people; $35 per year otherwise. TIP Journal, GIC Center, 3985 Upham St., Suite 40, Wheat Ridge, Colorado 80033.



"Smooth seas do not make skillful sailors."

— African Proverb

# People with Disabilities

## MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES

**100 Gold Street, 2nd Floor, Manhattan 10038**
**Telephone: 212.788.2830**
**TDD/TTY: 212.788.2838**
**www.nyc.gov/html/mopd/home.html**
Offers information and referral in the areas of housing, transportation, discrimination, education, health, Social Security, and services to the homebound. Call Mon.–Fri. 9–5. Spanish and other languages also spoken. Call or write for a resource book.

## NEW YORK STATE EDUCATION DEPARTMENT, VOCATIONAL EDUCATIONAL SERVICE FOR INDIVIDUALS WITH DISABILITIES (VESID)

**www.vesid.nysed.gov**
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 Mon.–Fri. 8:30–5. Call the office near you for orientation information. Must bring photo ID to the orientation.

| | | |
|---|---|---|
| **Bronx residents** | 718.931.3500 | TDD/TTY 718.828.4003 |
| **Brooklyn residents** | 718.722.6700 | TDD/TTY 718.722.6736 |
| **Manhattan residents** | 212.630.2300 | TDD/TTY 212.630.2302 |
| **Queens residents** | 347.510.3100 | TDD/TTY 718.760.8835 |
| **Staten Island residents** | 718.816.4800 | TDD/TTY 718.556.1752 |

## NYC INDEPENDENT LIVING CENTERS (ILCs)

Non-profit, community-based organization whose goal is to help people with disabilities in New York City lead full, independent and productive lives. Offers assistance obtaining government benefits, including SSI. Other services include advocacy, counseling, housing assistance, information and referral. Spanish, Hindi, Russian, Cantonese, Mandarin, Fukinese, and Sign Language also spoken. Call the office nearest you for more information, Mon.–Fri. 9:30–5:30.



**Main Office:**
841 Broadway, Suite 301, Manhattan 10003
Telephone: 212.674.2300, TDD/TTY: 212.674.5619
www.cidny.org
Sorensen videophone IP 66.11.200.101

**CIDNY — Queens (Satellite to Main Office)**
137–02A Northern Boulevard, Flushing 11354
Telephone: 646.442.1520
TDD/TTY: 718.886.0427
Sorenson Videophone IP 21.26.742.300

**Harlem Independent Living Center**
289 St. Nicholas Avenue, #21, Lower Level, Manhattan 10027
Telephone: 212.222.7122
TDD/TTY: 212.222.7198
SVRS: 646.755.3092
www.hilc.org

**Brooklyn Center for Independence of the Disabled**
27 Smith Street, Suite 200, Brooklyn 11201
Telephone: 718.998.3000
Fax: 718.998.3743
TTY: 718.998.7406
www.bcid.org

**Bronx Independent Living Services**
4419 Third Avenue, Suite 2–C, Bronx 10457
Telephone: 718.515.2800
TDD/TTY: 718.515.2803
VP: 866.426.8059
www.bils.org

**Staten Island Center for Independent Living**
470 Castleton Avenue, Staten Island 10301
Telephone: 718.720.9016
TDD/TTY: 718.720.9870
www.siciliving.org

## INTERNATIONAL CENTER FOR THE DISABLED (ICD)

**340 East 24th Street, Manhattan 10010**
**Telephone: 212.585.6000; TDD/TTY: 212.585.6060**
**www.icdnyc.org**
An outpatient facility for people with disabilities. Specializes in integrated rehabilitation. Audiological, psychoeducational, psychological and psychiatric evaluations; physical and occupational therapy; speech, language, and hearing therapy. Offers outpatient addiction recovery services. Fees based on income. Call Mon.–Fri. 9–5. Spanish also spoken. Accessible to people with disabilities.

## FEDCAP REHAB SERVICES

**211 West 14th Street, Manhattan 10011**
**Telephone: 212.727.4200**
**TDD/TTY: 212.727.4384**
**www.fedcap.org**
Offers comprehensive vocational rehabilitation for people with disabilities. Must be 18 or over and be referred by VESID, Commission for the Blind and Physically Handicapped or the Department of Veterans Affairs. Call Mon.–Fri. 9–5 for more information. Sign language also spoken. Accessible to people with disabilities.

## BROOKLYN CENTER FOR INDEPENDENCE OF THE DISABLED, INC.

**27 Smith Street, Suite 200, Brooklyn 11201**
**Telephone: 718.998.3000**
**TDD/TTY: 718.998.7406**
**www.bcid.org**
A non-profit organization that assists disabled people in obtaining government benefits and counseling services. Also makes referrals. Peer support groups meet weekly. Call for an appointment Mon.–Fri. 9–5. Sign Language also spoken Tue. 10–4. Accessible to people with disabilities.

## GOODWILL INDUSTRIES OF GREATER NEW YORK AND NORTHERN NEW JERSEY, INC.

**4–21 27th Avenue, Astoria, Queens 11102**
**Telephone: 718.728.5400**
**TDD/TTY: 718.777.6306**
**www.goodwillny.org**
Evaluates, counsels, and employs people with disabilities, as well as formerly incarcerated people. Must be referred by VESID or the Commission for the Blind and Visually Handicapped. Will help make the necessary contact with VESID. Mon.–Fri. 8:30–4:30.

## COMMISSION FOR THE BLIND AND VISUALLY HANDICAPPED

**New York State Division of Children and Family Services**
**District 6 Office, 80 Maiden Lane, 23rd Floor, Manhattan**
**Telephone: 212.825.5710**
**TDD: 212.825.7387**

**District 8 Office, Harlem**
**163 West 125th Street, Room 209, Manhattan 10027**
**Telephone: 212.961.4440**
**TDD: 212.961.4444**

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

## LIGHTHOUSE INTERNATIONAL

**Sol and Lillian Goldman Building**
**111 East 59th Street, Manhattan 10022**
**Telephone: 212.821.9200; Toll-free: 800.829.0500;**
**TDD/TTY: 212.821.9713**
**www.lighthouse.org**
Non-profit organization dedicated to helping people with vision loss develop the special skills and techniques necessary to live more independent lives. Assistance learning how to navigate your home,

work, and the city; using adaptive technology; getting and keeping a job; coping emotionally with the stress of vision loss. Publishes a large-print newsletter, *Sharing Solutions*. Call Mon.–Fri. 9–5.

### CENTER FOR HEARING AND COMMUNICATION

**50 Broadway, 6th Floor, Manhattan 10004**
**Telephone: 917.305.7700; TDD/TTY: 917.305.7999**
**www.chchearing.org**
Offers a comprehensive program of rehabilitative and human services for those who are deaf or hard of hearing. Free hearing screening, assistive devices and listening center. Cochlear implant support group. Sliding scale fee. Call Mon.–Fri. 9–5; Sat. 9–4. Spanish and Sign Language also spoken. Accessible to people with disabilities. Appointments can also be made online.

### JOB PATH, INC.

**22 West 38th Street, 11th Floor, Manhattan 10018**
**Telephone: 212.944.0560 or 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 VESID and other agencies accepted. Call Mon.–Fri. 9–5. Spanish also spoken.

### LEARNING DISABILITIES ASSOCIATION

**27 West 20th Street, Room 303, Manhattan 10011**
**Telephone: 212.645.6730**
**www.ldanyc.org**
**e-mail: info@ldanyc.org**
Staff can answer questions about the rights of people with learning disabilities and how to secure instructional and other services. Referrals available to agencies providing tutoring, counseling, vocational training and other services. Also offers a support group for adults with learning disabilities, with guest speakers. Call Mon.–Fri. 9–5.



### HOSPITAL AUDIENCES, INC.

**548 Broadway, 3rd Floor, Manhattan 10012**
**Telephone: 212.575.7676**
**www.hainyc.org**
Sponsors entertainment workshops and AIDS prevention programs. Offers cultural programs in all five boroughs, as well as audio descriptions of Broadway and off-Broadway shows for the blind and visually impaired. Makes arrangements for people with disabilities to attend performances of the Metropolitan Opera and the New York Philharmonic, and other cultural events in the city parks. Reserves special seating in areas adjacent to the stage, provides restrooms accessible for wheelchairs, and offers limited round-trip transportation to agencies and individuals. Individuals can participate in summer programs; participation must be through an agency the rest of the year. Includes all five boroughs. A "Tickets to Go" program provides discounted tickets to senior citizens. Call Mon.–Fri. 9–5. Spanish also spoken.

### THE NEW YORK PUBLIC LIBRARY, ACCESSIBILITY SERVICES

**Mid-Manhattan Library, 2nd Floor**
**455 Fifth Avenue, Manhattan 10016**
**Telephone: 212.340.0843; TDD/TTY: 212.340.0931**
**www.nypl.org/branch/central/mml/services.html**
Accessibility Services helps link people with visual, hearing, learning, and mobility impairments to the full range of library materials and services. Special equipment includes a Kurzweil Reading Machine that is capable of converting material printed in English, Spanish, or French into synthetic speech; closed-circuit TV enlargers that magnify print; LifeLinks, a realtime Sign Language interpreter for the deaf using a videophone; a Telecommunications Device for the Deaf (TDD), and mobility aids and devices. Services are by appointment. Walk-in hours are Mon.–Thu. 8am–11pm, Fri. 8am–8pm, Sat. and Sun. 10–6. Accessible to people with disabilities.

## ANDREW HEISKELL BRAILLE & TALKING BOOK LIBRARY

**40 West 20th Street, Manhattan 10011**
**Telephone: 212.206.5400; 24-hour answering service 212.206.5425; TDD/TTY: 212.206.5458**
**www.nypl.org/locations/heiskell**
Provides books and magazines in Braille and Talking Book cassettes to residents of NYC's five boroughs who have difficulty reading standard printed materials. Special playback equipment is also supplied on loan without charge. Applicants with reading or learning disabilities must be certified by a medical doctor or doctor of osteopathy. Patrons do not need to visit the library to register or receive materials. The library also offers computer classes (including instruction in using assistive software) and book discussion groups. Spanish also spoken.

Walk-in and telephone service hours are: Mon., Wed., Fri. & Sat. 10-5; Tue. and Thu. 12-7. **Books By Mail** (for homebound users) call: 212.930.0950, TTY:212.930.0950
Telephone Reference: 917.275.6975, TTY:212.930.0950

## NEW YORK CITY DEPARTMENT OF TRANSPORTATION REDUCED-FARE METROCARD PROGRAM

**Telephone: 718.243.4999; TDD/TTY: 718.243.4999**
**www.mta.info/nyct/fare/rfabout.htm**
The MTA offers half-fare MetroCards and/or access vans for seniors and people with disabilities. Call Mon.–Fri. 9–5 for an application and information.

## NEW YORK CITY DEPARTMENT OF TRANSPORTATION, BUREAU OF PARKING AND PERMITS

**28-11 Queens Plaza North, 8th Floor, Long Island City 11101**
**Telephone: 718.433.3100; TDD/TTY: 212.504.4115**
**www.nyc.gov/html/dot/html/permits/nyc-pppd.shtml**
Call Mon.–Fri. 9–5 for information on obtaining a special parking permit for physically disabled residents who require a private vehicle for transportation. Requires state ID or a driver's license. Allows driver to park in some No Parking zones and in specially designated spaces.

**Questions about, or need referrals to, services for the developmentally disabled or mentally retarded?** You may call the New York City Department of Health and Mental Hygiene Mental retardation and Disabilities Services Office at 311. For information on referral services, please call the **NY State Office of Mental Retardation and Developmental Disabilities** at one of the local offices below:

**NYC Regional Office**
75 Morton Street, 6th Floor
Manhattan 10014
212.229.3231 / 3216

**Brooklyn DDSO**
880 Fountain Avenue
Brooklyn 11208
718.642.6000

**Metro NY DDSO (Bronx Division)**
2400 Halsey Street
Bronx 10461
718.430.0885 / 0713

**Staten Island DDSO**
1150 Forest Hill Road
Staten Island 10314
718.983.5321

**Queens DDSO**
80–45 Winchester Boulevard
Building 12
Queens Village 11427
718.217.6831

**People with disabilities who want to apply for public housing** should call the New York City Housing Authority and ask for a Health Priority Letter to attach to their application. In some cases, NYCHA will assign a higher priority to placing the disabled. Call 212.306.4652.

**If you need to communicate with a person who is deaf, hearing impaired, or speech impaired**, call the New York Relay Center at 800.421.1220, TDD/TTY: 800.662.1220. This is not a counseling service: interpreting only.

"More and more these days I find myself pondering how to reconcile my net income with my gross habits."

— John Nelson

# Consumer Affairs

## Consumer Information

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

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

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

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

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

The **Federal Citizen Information Center** offers free and low-cost brochures on many health and personal finance topics, some in Spanish: **www.pueblo.gsa.gov**
Four weeks for delivery.

The New York Public Library has conveniently compiled a collection of websites listing **New York Consumer Law Resources.** Go to the Library's Best of the Web page at **www.nypl.org/links**

Click on "*Government & Law*," then click on "*New York Consumer Law Resources*" for a list of such topics as Aging, Children, Consumer Protection, Courts, Credit, and Landlord-Tenant issues.

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

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

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

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



# Counseling

### MONEY MANAGEMENT INTERNATIONAL

**11 Penn Plaza, Suite 5148, Manhattan 10001**
**Telephone: 212.946-4926**
**866.889.9347 24 hours, Mon.–Sun.**
**www.moneymanagement.org**
A non-profit organization that offers counseling for people with financial or credit problems. Also helps clients to prepare budgets and counsels them on how to establish credit. Call Mon.–Fri. 9–5. Spanish also spoken. Accessible to people with disabilities.

# Consumer Complaints

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

### NEW YORK CITY DEPARTMENT OF CONSUMER AFFAIRS

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

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

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

### FEDERAL TRADE COMMISSION BUREAU, CONSUMER PROTECTION CENTER

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

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

# Food

## GREENMARKET

**Telephone: 212.788.7476**
**www.grownyc.org/greenmarket**
Greenmarket coordinates and promotes 51 **farmers' markets** offering fresh, local, seasonal produce and other food across New York City. There are markets in all five boroughs. Call for a free map and schedule of the city's Greenmarkets, or download it from the group's website. Mon.–Fri. 9:30–5:30.

## COMMUNITY SUPPORTED AGRICULTURE (CSA)

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

## FOOD CO-OPS

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

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

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

**4th Street Food Co-op**
58 East 4th Street, Manhattan 10003
Telephone: 212.674.3623

The U.S. Department of Agriculture offers **smart shopper tips** on its website, **www.nal.usda.gov**
Pamphlets include "*Fruits and Veggies — More Matters*," "*Practical, Healthy Weight Control*" and several other general nutrition and health resources. Write them at the Food and Nutrition Information Center, National Agricultural Library, 10301 Baltimore Avenue, Room 105, Beltsville, MD 20705.

# Clothing and Housewares

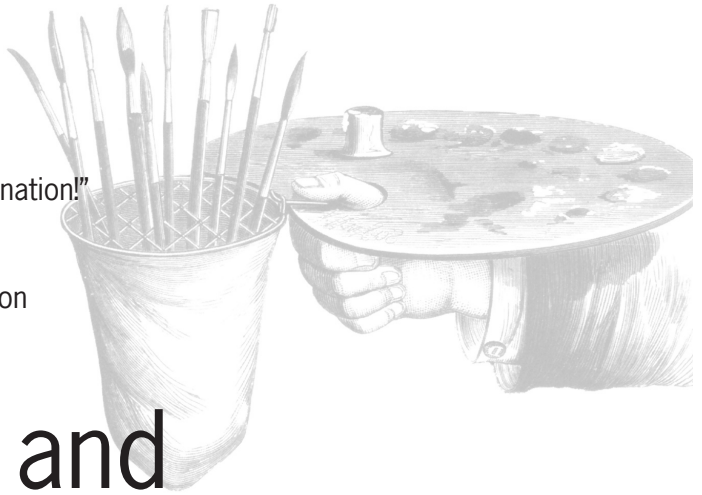
There are many areas throughout the city specializing in inexpensive clothing, furniture, and household items. Fourteenth Street, Third Avenue in el Barrio, and Orchard or Canal Streets on the Lower East Side are but a few examples for Manhattan. Asking around is the best bet. The telephone book's Yellow Pages have a listing under "*Second Hand Stores*," and this includes some Goodwill and Salvation Army outlets. Don't be surprised to find a top-name designer jacket in next-to-new condition selling for as little as $5 at one of them. Also for clothing, check in the Yellow Pages under "*Military Goods–Retail*," for a listing of Army and Navy surplus stores.

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

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

"All power to the imagination!"

— graffiti from
Paris '68 insurrection



# Social and Cultural Resources

Incarcerated people can write the **PEN Prison Writing Program** for a free copy of their booklet "*Handbook for Writers in Prison*." Contents include chapters on Getting Started: Basic Exercises, Tips on Writing for the Stage, a Punctuation Guide, About Copyrights, Preparing a Manuscript, as well as listings of Small Magazines, Book Programs for Prisoners, and a bibliography of Books for Writers. Write: Prison Writing Program, PEN American Center, 588 Broadway, Suite 303, New York, NY 10012.

## Entertainment (Movies, Clubs, Special Events, Etc.)

The daily newspapers are an excellent source of information on events around the city. The *Daily News* and *New York Times* both have weekend entertainment sections which appear in their Friday editions. *El Diario*, on Friday, contains a listing of non-profit events of special interest to the Hispanic community, and the *Amsterdam News*, out on Thursdays, has a similar calendar of events of interest to New York's Black community. *New York Magazine* appears on Mondays, *Time Out New York* on Tuesdays, and both list restaurants, clubs, movies, theater performances, comedy clubs, and museum and gallery showings. *The Village Voice*, a free weekly appearing Wednesdays, has a comprehensive listing of films, plays, live music, dance, poetry, lectures, clubs, etc., along with reviews. It also contains a calendar of events that are free or inexpensive. WBAI Radio at 99.5 FM maintains a great community calender, which is read regularly on the air and available on **www.wbai.org.** The station also broadcasts current events programming oriented toward many diverse New York City communities. Listen to WBAI's "*On the Count*" prison issues show on Saturdays from 10:30 to noon.

Sports fans can call for box office and information:
**Madison Square Garden** 212.465.6741
**Meadowlands (Giants Stadium)** 201.935.3900
**Shea Stadium** 718.507.8499
**Yankee Stadium** 718.293.6000
**Ticketmaster** 212.307.7171

# Museums, Zoos, and Botanical Gardens

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

**THE AMERICAN MUSEUM OF NATURAL HISTORY AND THE HAYDEN PLANETARIUM**
**Central Park West and 79th Street, Manhattan 10024**
**www.amnh.org**
Call 212.769.5100 for taped information in English and Spanish. 24 hours, Mon.–Sun.

**THE BROOKLYN MUSEUM**
**200 Eastern Parkway, Brooklyn 11238**
**www.brooklynmuseum.org**
Call 718.638.5000 for information. Includes a world-renowned Egyptian art collection. Free live music and entertainment on the first Saturday of each month from 5–11pm.

**METROPOLITAN MUSEUM OF ART**
**1000 Fifth Avenue at 82nd Street, Manhattan 10028**
**www.metmuseum.org**
Suggested admission is $20, but any donation is appreciated. One of the world's best art museums, it includes an ancient Egyptian temple, a wing devoted to African, South Pacific, and Pre-Columbian art, artworks by the European Masters, a weapons and armor wing, and lots more. Sun. 9:30–5:30, Mon. closed, Tue., Wed., Thu. 9:30–5:30, Fri.–Sat. 9:30–9. Call 212.535.7710 for information. TDD/TTY: 212.570.3828.

**MUSEUM OF MODERN ART**
**11 West 53rd Street between 5th and 6th Avenues, Manhattan 10019**
**www.moma.org**
Call 212.708.9400. Free entry Fridays 4–8pm. Accessible to people with disabilities.



**STUDIO MUSEUM IN HARLEM**
**144 West 125th Street, between Lenox Avenue and Adam Clayton Powell Boulevard, Manhattan 10027**
**Fax: 212.864.4800**
**www.studiomuseum.org**
Presents the arts of Black America and the African Diaspora. Museum hours: Wed.–Fri. 12–6; Sat. 10–6; Sun. 12–6. Free admission on Sundays. Accessible to people with disabilities. Call 212.864.4500 for information on current exhibits and admissions.

**MUSEO DEL BARRIO**
**1230 Fifth Avenue at 104th Street, Manhattan**
**Telephone: 212.831.7272**
**Fax: 212.831.7927**
**www.elmuseo.org**
The only museum in the continental United States devoted to Puerto Rican and Latin American art. Special events include chamber and folk music concerts, and poetry readings. Open Tue.–Sun. 11–6. Call 212.831.7272 for taped information. Spanish also spoken. Accessible to people with disabilities. Free admission for seniors on Wednesdays, free admission to all every third Wednesday of the month.

**THE SMITHSONIAN'S NATIONAL MUSEUM OF THE AMERICAN INDIAN**
**1 Bowling Green, Manhattan 10004**
**www.americanindian.si.edu**
Open every day 10–5; Thursdays 10–8. Free admission. Accessible to people with disabilities. For general information call 212.514.3700.

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

**BROOKLYN PUBLIC LIBRARY'S CARIBBEAN LITERACY & CULTURAL CENTER**
**Flatbush Library, 22 Linden Boulevard at Flatbush Avenue, Brooklyn 11226**
**www.brooklynpubliclibrary.org/clcc.jsp**
A center for Caribbean arts and culture, dedicated to increasing public awareness and promoting intercultural exchange. Author events, musical performances, art exhibits and more. Open Mon., Wed. and Fri. 9–5, Tue. and Thu. 1–5. Free admission. Accessible to people with disabilities. Call 718.287.8597 for information.

**ART FOR CHANGE**
**1699 Lexington Avenue, Manhattan 10029**
**212.348.7044**
**www.artforchange.org**
An East Harlem community arts group hosting low-cost or free theater performances, storytelling, music, films, mural art, open mic nights and other events. Call the above number or call the Café at 212.534.7168. Spanish also spoken.

**NUYORICAN POETS CAFE**
**236 East 3rd Street, between Avenues B and C, Manhattan, 10009**
**212.505.8183**
**www.nuyorican.org**
Spoken word, theater, slam poetry, hip hop, live music and films. A Lower East Side institution since the heyday of Pedro Pietri and Miguel Piñero. Events range from $7-$12.

**THE NEW YORK BOTANICAL GARDEN**
**Kazimiroff Boulevard and 200th Street, Bronx, 10458**
**www.nybg.org**
Call 718.817.8700 for information on what flowers are in bloom, special exhibits, travel directions, hours and admission fees. Free all day Wednesday and Saturday morning from 10 to noon.

**THE BROOKLYN BOTANIC GARDEN**
**1000 Washington Avenue, Brooklyn 11225**
**www.bbg.org**



It is a short walk from Grand Army Plaza, and next to the Brooklyn Museum. Call 718.623.7200 for hours, directions, and entrance fees. Free admission on Tuesdays.

**BRONX ZOO WILDLIFE CONSERVATION PARK**
**www.bronxzoo.com**
Free on Wednesdays. Open every day 10–5. For information on special events and travel directions, call 718.367.1010.

## Libraries and Specialty Bookstores

Apply to the nearest branch of your public library for a library card. The New York Public Library has 87 branches throughout Manhattan, the Bronx, and Staten Island; the Brooklyn Public Library has 58 branches in addition to its main building; the Queens Library has 63 branches. Each of the Library systems sponsors a multitude of events, such as film showings, book discussions, craft workshops, and children's storytelling hours, all free to the public. Check for the monthly calendar at your local branch.

**HUE-MAN BOOKSTORE & CAFE**
**2319 Frederick Douglass Boulevard at 125th Street**
**Manhattan 10027**
**Telephone: 212.665.7400**
**www.huemanbookstore.com**
A large collection of both adult and children's titles with emphasis on the African-American and African Diaspora experiences. Features readings and author signings. Mon.–Sat. 10–8; Sun. 11–7.

**HOUSING WORKS BOOKS**
**126 Crosby Street, near Spring Street, Manhattan 10012**
**Telephone: 212.334.3324**
**www.housingworks.org/usedbookcafe**
Tens of thousands of used and rare books can be found at this friendly cafe. 100% of its profits go to Housing Works, a non-profit organization that provides services to homeless New Yorkers living with HIV or AIDS. Mon.–Fri. 10–9, Sat. and Sun. 12–7.

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

**BROWNSTONE BOOKS**
**409 Lewis Avenue at MacDonough Street, Brooklyn 11233**
**Telephone: 718.953.7328**
**www.brownstonebooks.com**
African American bookstore in Bedford-Stuyvesant, featuring author visits, a book club, and children's events. Open Mon.–Sat. 10–7, Sun. 12–5.

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

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You can find books on almost any subject, both current and out of print, for as much as 50% off at the **Strand Bookstore**, one of the world's largest used bookstores, at Broadway and 12th Street, and 95 Fulton Street, Manhattan. Call 212.473.1452.

If you come to a fork in the road, take it.

— Yogi Berra

# Transportation

The City of New York has an extensive system of buses and subways. The subway system alone, operating 24 hours a day, covers over 656 track miles and includes 468 stations.

**Free subway and bus maps** can be obtained at any subway station, many public libraries, or by calling 718.330.3322. **For information on how to get from one point in the city to another,** call the New York City Transit Authority's Travel Information number: 718.330.1234. From **www.mta.info** you can access schedules and maps, information about MetroCards, and service advisories.

Those who can access the Internet have additional choices when seeking subway directions. The transit advocacy group Straphangers includes a handy mapping feature on their website: from **www.straphangers.org**
Click on "*Getting Around*" and enter your destination. Click "Get Directions" to get a map including all streets and subways in the area. The website
**www.hopstop.com** asks you to enter a start and destination address, then tells you which train to take, where to transfer, and how long the ride is going to take at certain times of day.

**Senior citizens** (city residents 65 years of age or older) and **people with disabilities** are eligible for reduced fare MetroCards. For more information, call the MTA at 718.243.4999 (TTY 212.541.6228.)

**Access-A-Ride**, administered by New York City Transit, provides transportation for people who are unable to use public bus or subway service for some or all of their trips. It offers shared ride, door-to-door paratransit service. Call 877.337.2017, 718.393.4259, 646.252.5252, TTY 646.252.5104, or TTY Relay 800.662.1220 and press "1" when you hear the recorded message to be connected to the Customer Information Line.

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



the Job Search

# Contents


## Introduction . . . . . 183

## Preparing for the Job Search . . . . . 188

**What You Can Do Before Leaving Prison** . . . . . 189
Take Advantage of Pre-Release Programs in Your Facility . . . . 189
Gather Together the Documents You Will Need . . . . . 189

**What You Can Do Upon Release** . . . . . 190
Restore Your Rights . . . . . 190
Clean Up Your Rap Sheet . . . . . 193

**Surviving Until the Right Job Comes Through** . . . . . 196
Assess Your Resources and Plan Realistically . . . . . 196
Be Willing to Take a Less Desirable Job, or Part-Time Work to Begin . . . . . 196
Develop a Network of Personal Support . . . . . 197
Explore Volunteer Work for the Advantages It Offers . . . . . 197

**Assessing Your Skills: Job Testing and Counseling** . . . . . 198

**Writing a Resume** . . . . . 199
What Is a Resume? . . . . . 199
Why a Resume? . . . . . 199
Help in Writing a Resume . . . . . 199
Helpful Points in Resume Writing . . . . . 200
Sample Resumes . . . . . 204
How to Use a Resume . . . . . 214

**Finding Out Where the Jobs Are** . . . . . 215
Searching the Classified Ads . . . . . 215
Applying Directly to the Employer . . . . . 218
Job Searching on the Internet . . . . . 219
Employment Agencies . . . . . 220
Employment or Placement Services . . . . . 220
Sources of Information on Union Jobs and Apprenticeship Programs . . . . . 221
Notifying Friends, Relatives, and Neighbors . . . . . 221
Making Use of Bulletin Boards . . . . . 222

## Applying for a Job . . . . . 223

**Writing a Cover Letter** . . . . . 224

**Filling Out a Job Application** . . . . . 226

**Sample Job Applications** . . . . . 229

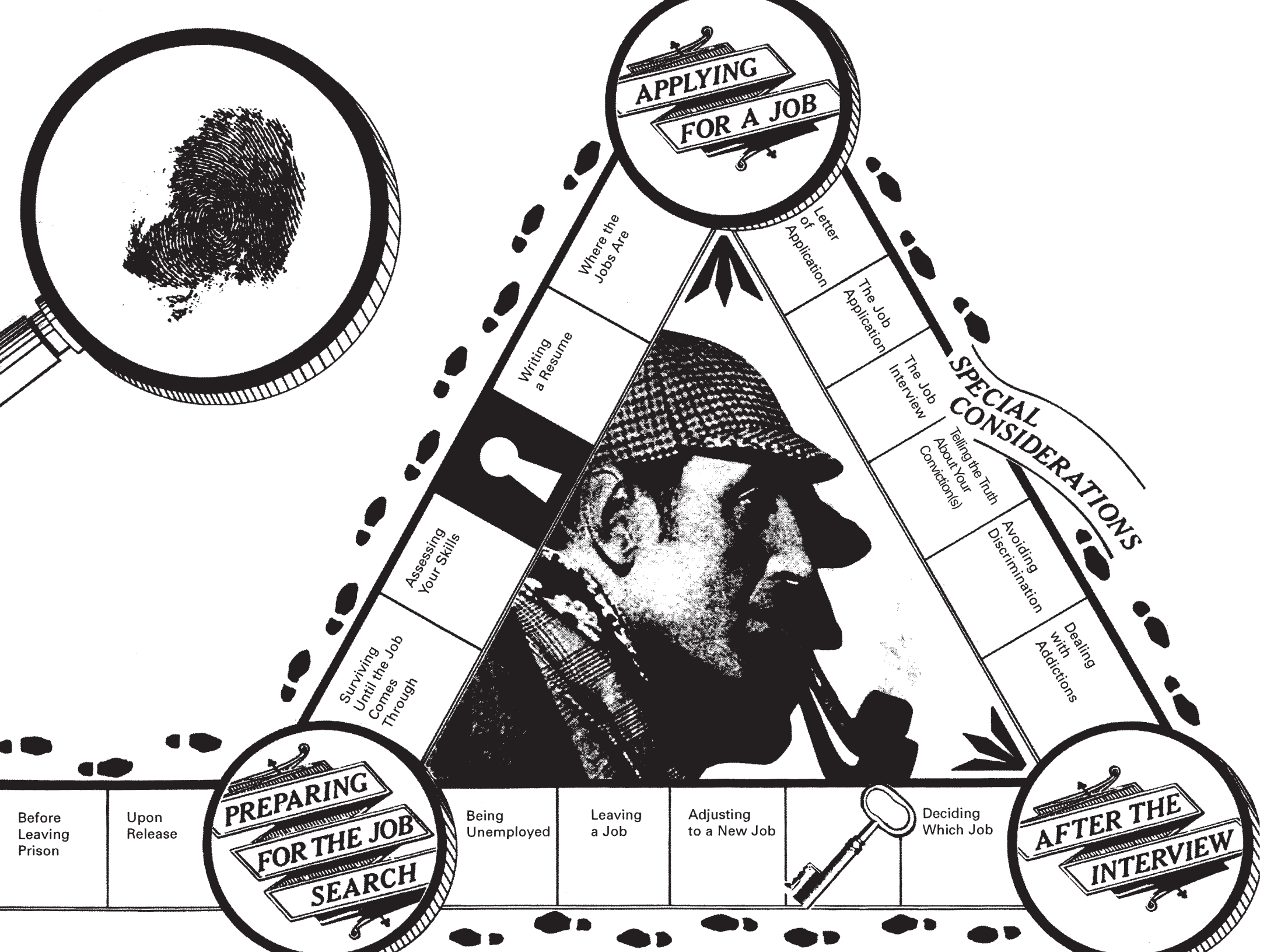
**Interviewing for a Job** . . . . . 233
The Job Interview . . . . . 233
Preparing for the Job Interview . . . . . 233
The Do's and Don'ts of Job Interviewing . . . . . 236

**Special Considerations**
Telling the Truth About Your Conviction(s) When Applying for a Job . . . . . 239
How to Avoid Being Discriminated Against When Looking for Work . . . . . 240
Dealing with Alcoholism and Drug Abuse in Your Past . . . . . 243

## After the Interview . . . . . 245

Being Offered a Job . . . . . 246
Helpful Hints in Adjusting to a New Job . . . . . 247
Leaving a Job . . . . . 249
Being Unemployed . . . . . 250

**Appendix** . . . . . 251


APPLYING FOR A JOB
Where the Jobs Are
Writing a Resume
Letter of Application
The Job Application
The Job Interview
SPECIAL CONSIDERATIONS
Telling the Truth About Your Conviction(s)
Avoiding Discrimination
Dealing with Addictions
PREPARING FOR THE JOB SEARCH
Assessing Your Skills
Surviving Until the Job Comes Through
AFTER THE INTERVIEW
Before Leaving Prison
Upon Release
Being Unemployed
Leaving a Job
Adjusting to a New Job
Deciding Which Job

# Hey! I Need a Job

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

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

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

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

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

— Loretta Benjamin

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# Introduction

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

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

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

been forcibly subjected, and to remember that a job, at the very least, will help keep us functioning on the outside — where we can proceed to get our lives together. For most of us, getting and maintaining that first job after release will be an accomplishment of which we can be proud.

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

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

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

Once we have decided we are committed to finding work,



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

The negative attitudes most commonly heard are:

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

**I'm an ex-con; no one will hire me.**
This argument can be dismissed as being simply untrue. In fact, it only serves to keep us in a cycle of self-defeat, and to justify a decision to do nothing at all to better ourselves. Remember that many people with criminal records, or drug histories for that matter, are now gainfully employed at all levels of society. The key to their success is their having developed a better sense of their own self-worth. The past is gone. Let's not forget that we've done our time and paid our debt to society. We now have as much right to work as any other person. It's true that finding work is not easy, and discrimination does exist. However, there are laws to protect us, as formerly incarcerated people (or ex-addicts), from being discriminated against. Also, with a little preparation, we can learn techniques to avoid job discrimination or, if confronted with it, successfully combat it.

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

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

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

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



# Author's Note

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

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

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

# Preparing for the Job Search

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

## What You Can Do Before Leaving Prison

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

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

requirements as to documentation, but the following are commonly required, or may help in increasing your chances for eligibility:

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

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

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

Visit **www.hirenetwork.org/publications.html** for the Legal Action Center's brochure "How to Obtain Important Documents." Topics include: Social Security Cards, Birth Certificates, Naturalization Cards, Voter Registration, Driver's Licenses, Non-Driver ID, and Passports.



## What You Can Do Upon Release

**Restore Your Rights**

As a result of a felony, or certain misdemeanor convictions, you may have lost your right to engage in certain types of employment, or apply for certain types of licenses. In some cases, you may be prohibited, legally, from applying for certain civil service positions, which are classified as public office, such as fire fighter; also working in a liquor establishment, or being licensed as a barber or cosmetologist, real estate salesperson, pharmacist, notary public, security guard, etc.

To restore your rights, it is necessary to obtain:

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

WHAT CERTIFICATES ARE

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

WHAT CERTIFICATES CAN DO

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

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

APPLYING FOR A CERTIFICATE

You may apply for a Certificate of Relief from Disabilities, which is granted to persons without multiple felony convictions, immediately after your conviction. If no State time is served, you may apply at the court at which the conviction took place. If you have an out-of-state conviction or a federal conviction you have to apply for your certificate from the New York State Division of Parole.

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 1980 and a class B felony from 1990 and you were discharged from parole in 2002. Since your most serious crime was a B felony you would have to wait five years from the completion of your most recent sentence (2002). Therefore, you would not be eligible to apply for a Certificate of Good Conduct until 2007.

To request an application form for a Certificate of Relief from Disabilities if you have served State time, or for a Certificate of Good Conduct, write:

The New York State Division of Parole
Certificate Review Unit
97 Central Avenue
Albany, NY 12206
518.485.8953

Application forms are also available at the New York State Division of Parole website at
**https://parole.state.ny.us/pdf/ParoleCert.pdf**

For more information, contact your parole/probation officer, or The Legal Action Center, 225 Varick Street, NYC 10014, telephone: 212.243.1313. The Legal Action Center also has a brochure for formerly incarcerated people entitled "Certificates of Relief from Disabilities and Certificates of Good Conduct: What You Can Do About Criminal Convictions When Looking for Work," available at
**www.hirenetwork.org/publications.html**
Certificates generally take one year to be processed.

Remember, you are eligible to apply for the Certificates even if your convictions took place outside of New York State.

**Clean Up Your Rap Sheet**

All too often, arrests that should be sealed (arrests not leading to convictions, youthful offender adjudications, or convictions for non-criminal offenses) remain open (unsealed) on your record, and available for potential employers to see.

You should assume that every employer will ask you questions about your arrest and conviction record. Employers who can legally fingerprint you and get from New York State a copy of your rap sheet are: civil service employers; banks and financial institutions; bonding agencies; hospitals; museums; child care agencies; home care agencies; mental health facilities; school bus driving companies; security guard companies; and law enforcement agencies (who are entitled to see sealed information as well). It is to your advantage, then, to clean up your record, and to have sealed whatever errors or unnecessary information may appear on it. Try to correct these mistakes before you begin to apply for jobs.

REVIEWING YOUR RAP SHEET

If you are currently serving a sentence in a New York State prison or in a county or city jail, you will be sent a copy of your rap sheet free of charge. You must include your name, any aliases, your date of birth, your DIN, and state how long you will be incarcerated. The Division of Criminal Justice Services will not send you your rap sheet if you will be incarcerated for less than 45 days. Send your request to:

NYS Division of Criminal Justice Services (DCJS)
Record Review Unit
4 Tower Place
Albany, New York 12203–3764
518.485.7675 or 518.457.9847

If you are not incarcerated, or if you will be incarcerated for less than 45 days, you can receive a copy of your rap sheet by sending to DCJS a form called "Request for Record Review." Obtain this form by writing to the address above, or e-mail **RecordsReview@dcjs.state.ny.us**
You must provide your complete name and mailing address in order to receive the form.

Once you have filled out the form, there will be a $50 fee plus $11.50 for fingerprinting for processing your request. Only Western Union, U.S. Postal Service, American Express, or bank money orders will be accepted. Money orders must be made out to "N.Y. State Division of Criminal Justice Services." Do not send cash or any other form of payment.
The $50 fee may be waived if you can supply proof of financial hardship, such as evidence that you currently receive Public Assistance or Medicaid (be sure that the card is signed). If you are not incarcerated, your attorney may request this information for you; however, you must supply written, notarized authorization for him or her to do so.

Legal Action Center or your local office of the Legal Aid Society can also assist you in obtaining your rap sheet.

*NOTE: The Legal Action Center (225 Varick Street, New York, NY, 10014) has available for ex-offenders, upon request, a booklet entitled "How to Get and Clean Up Your New York State Rap Sheet." The publication is available on the Internet by visiting* **www.hirenetwork.org/publications.html**

To obtain a federal rap sheet, you must write the Federal Bureau of Investigation (FBI). State that your request is under the Freedom of Information Act, and send (1) a signed written request stating what you are requesting with your complete mailing address, (2) a full set of prints (available at any police precinct for a fee) with the date, your name, and your date and place of birth, (3) a money order or certified check for $18 made payable to the Treasury of the United States. Send all of the above to:



The Federal Bureau of Investigation
Criminal Justice Information Services Division
Attn: Record Request
1000 Custer Hollow Road
Clarksburg, WV 26306

Many employers are not authorized to get a copy of your rap sheet from DCJS. So you may find that a prospective employer will conduct a criminal background check using a consumer reporting agency. Both the Federal and New York State Fair Credit Reporting laws require that an employer get your permission before they conduct a background check using a consumer reporting company. There are a great many companies that provide this service to employers. You should get a copy of your consumer (credit) report for yourself as you prepare to look for a job. These reports are often incomplete or inaccurate and may require you to spend some time correcting the information. Usually there is a fee to get your credit report. However, three major credit bureaus will supply one free credit report per year. Visit **www.annualcreditreport.com** for more information.

An employer or individual may also get a copy of your criminal record from the Office of Court Administration (OCA). This is the agency that keeps all court information on file. An OCA background check costs $65. Visit **www.nycourts.gov/apps/chrs** for more information.

Remember that all of these procedures (obtaining and cleaning up errors on your rap sheet, sealing arrests not leading to convictions, etc.) will take time and cost you money. So start the process now, so you can be ensured that prospective employers do not see any unnecessary information or errors when obtaining access to your record.

In a like manner, upgrading a less-than-honorable military discharge can be advantageous to your future. To obtain an application, call or visit the **New York State Division of Veterans' Affairs**, at 245 West Houston Street, 2nd Floor, New York, NY, 10014. Telephone: 212.807.7229 ext. 4877 or 1.800.827.1000 for National Office.

# Surviving Until the Right Job Comes Through

**Assess Your Resources and Plan Realistically**
The search for work may take as long as a year, especially in periods of high unemployment. Thus, it is important to plan a long-term strategy. Here are some of the questions to ask yourself: Can my spouse help support me while I seek work? Am I eligible for unemployment insurance, or any other type of government assistance, such as food stamps or welfare? If I have savings, how long will they last? Do I have friends or relatives from whom I might borrow? How long will I be able to continue on a survival-type budget, given the resources available to me? Keep in mind that looking for work often turns out to be a full-time job in itself. To do it well requires a lot of concerted effort and persistence. The more time you can allocate to the task, the better your chances of landing a suitable job.

**Be Willing to Take a Less Desirable Job, or Part-Time Work, to Begin**
Most people need to work, at least part-time, to support themselves while job hunting. Indeed, it is rare for anyone to find the job they desire most when they first (re)enter the job market.

But this is no reason to be discouraged. Whatever the job you choose, it will help pay the bills, provide you with work experience, teach you work habits if you are inexperienced, and possibly furnish you with contacts which can lead you to a better position.

It is important to be aware, also, that entry-level positions are not all necessarily dead-end. Indeed, at many companies it is required, regardless of your background, that you begin at the bottom and work your way upward. So in considering an entry-level position, also ask what opportunities exist for training and for advancement within the company.

The advantage of part-time employment, or day labor, for which you get paid at the end of each day worked, is that it can help support you in paying for the bare necessities of life, while still allowing you free time to pursue job contacts and interviews.

**Develop a Network of Personal Support**
Looking for work is never easy. There will, in all probability, be many failures before the final triumph. Having one other or several other persons with whom you can share your experiences can be very important in job hunting.

If you have a family, or friends who are concerned, make yourself accountable to them. Tell them how each day went, and what your next day's plans will be. Also, if you can, join a job club. In a job club, members give each other the personal support needed in looking for work. They discuss with one another what can be learned from their daily job-hunting experiences; they role-play interviews and help one another in developing effective search strategies. When one member gets hired for a job, he or she can notify the others when openings occur at his or her place of employment. Ask a job counselor for a job club contact, or for help in starting your own job club.

**Explore Volunteer Work for the Advantages It Offers**
Volunteer work, even on a part-time basis, has the following advantages:

- You can explore a career field in which you think you might be interested to find out whether or not it is what you'd like to pursue.
- You can gain experience and make contacts on the volunteer job which might later materialize into a paying job as openings occur.
- You will have the opportunity of gaining valuable work experience, perhaps in a field you'd like to pursue. This can go onto your resume or future job application as proof that you are a highly motivated individual, interested in advancing.

# Assessing Your Skills: Job Testing and Counseling

A very important step in preparing for the job hunt involves assessing your own particular interests and skills. Sometimes a person knows exactly what field of work he or she wishes to pursue. Perhaps such a person has had experience in this field and developed some useful skills which will make job hunting easier for him or her. Or perhaps they have been told the market for certain skills is growing rapidly, and they can be assured of finding work in that area of employment once they have been trained.

There are others, however, who are not sure what their occupational skills or interests are. Maybe they've worked for short periods of time in a variety of jobs, none of which they've enjoyed. Or perhaps they've just never had the opportunity to seriously think about what skills or interests they have developed or would like to develop if given the opportunity. Whatever the case, an occupational assessment, or evaluation, of yourself is extremely important. It helps make you aware of what you have to offer, and helps you in establishing some realistic career goals, both short- and long-range.

There are people, usually called employment or job counselors, who are adept at helping you assess your skills and interests. Usually they will interview you and then ask you to take one or more tests as part of the evaluation process. The test may be geared toward measuring your abilities in a certain skill, or measuring your attitude toward the particular field of work. (Referring you to a full-time typing job when you hate sitting at a desk all day would not be very wise.) The tests you may be asked to take are not ones you have to worry about or study for in advance. After you've taken the test(s), you will be able to discuss the results with a counselor as part of your assessment process.

If you would prefer to begin by assessing your own skills without the help of a job counselor, there are books which can help you do this. Visit the job information center of your public library (see listings in *Connections* under "FINDING A JOB") and ask for materials on skills assessment. Some are organized like workbooks, and take you step by step through the procedure.



# Writing a Resume

**What Is a Resume?**
A resume is a summary of your work experience, education, and special interests. It organizes the relevant facts about you in written form and shows the prospective employer what you have done and are able to do.

**Why a Resume?**

- More employers are now requiring that you have a resume when applying for a job.
- A resume is a written presentation of you to the employer, and as such, can help you gain entry to a personal interview.
- A resume serves as a visual reminder for the employer, after the interview, of who you are and what you discussed.
- A resume, even if you were never to show it to anyone, helps you organize your thinking about yourself and what you have to offer.

**Help in Writing a Resume**
Because a well-written resume is so important in job hunting, it is often a good idea to get some expert help or criticism in writing one. Try visiting your public library's job information center, for example, or an employment counseling service, where you will find materials on how to write a resume, plus sample resumes, from which you can choose a model appropriate for you. Also, specially trained staff will be able to look over what you have written and help you strengthen those parts of your resume which are in need of improvement.

Two of the many websites which offer valuable advice on how to prepare resumes and cover letters are:
**www.jobweb.com/Resumes_Interviews.aspx**
**www.jobstar.org/tools/resume/res-what.htm**

Remember that a resume should be neat in appearance and that it should always be typed. Your local public library should have public use computers with word processing capabilities and printers.

There are many job hunters who for one reason or another have little formal education or job-related experience in their backgrounds. Perhaps they've spent many years in foster homes or prisons, perhaps they've worked illegally, or maybe they've had a number of jobs but because of a personal or drug-related problem were never able to hold one for very long. If this is the case, they will need to evaluate their life experiences carefully in terms of the skills they have invariably picked up, and will need to learn techniques for presenting themselves in the most positive light to employers. There are some resume-writing books and job counselors available to help them.

**Helpful Points in Resume Writing**

CHOOSE THE TYPE OF RESUME BEST SUITED TO YOUR INDIVIDUAL EXPERIENCE

Because the resume is a summation for the employer of who you are, it is important to organize the information on it to your best advantage.

Though there is no set format for a resume, generally it can be said to fall into one of two categories: the **Chronological Resume**, or the **Skills (Functional) Resume**.

The chronological resume lists the jobs you've had and the schools you've attended, all in chronological order, beginning with the most recent and going back in time. It is best suited for those people who have a relatively unbroken work record since leaving school, have worked at jobs for long periods of time, and can offer good explanations for any time gaps in their work record (a return to school, service in the military, etc.).

The skills (or functional) resume stresses your particular skills and abilities, and puts less emphasis on dates and names of employers and schools. It is best suited for those who have changed jobs frequently, not worked for long periods of time, and/or acquired most of their skills while incarcerated or in non-job-related pursuits.



Be sure to include all of the skills you may have, not just the ones that you've learned on the job. Many of us have skills that we don't generally think of when applying for a job. Yet they can often be valuable in our ability to adapt to new job situations. If you can speak a second language, for example, include it on your resume. If you can type sixty words per minute, say so. Have you ever operated any special types of vehicles — forklifts, or trailer trucks? Say it. Or trained and supervised someone on the job — another inmate, for example, at the facility's library or pre-release center? Have you ever exhibited leadership skills such as working with young people in a neighborhood youth program, or coaching an award-winning basketball team at summer camp? Don't neglect to list such things. Remember also that employers are interested in your ability to get along with others on the job as much as they are in formal skill training. Show them in as many ways as possible that you possess the attributes they're looking for.

CONSOLIDATE YOUR INFORMATION

Most employers prefer one-page resumes. If you've done six carpentry jobs, each lasting eight weeks, over the last ten years, write "Carpentry Skills—1 year's experience."

LIST THE SKILLS AND RESPONSIBILITIES THAT ACCOMPANIED EACH OF YOUR JOBS AND USE ACTION VERBS WHENEVER POSSIBLE.

It is not enough to say you worked for a particular company X number of years. Compare the following two examples as to the impression they might make upon the employer.

(a) 1999–2002 Whitney Paper Co., Bronx, N.Y.
Clerk

(b) 1999–2002 Whitney Paper Co., Bronx, N.Y.
Storeroom Clerk.
Responsible for deliveries of all incoming and outgoing orders in the stationery and desk supplies department.
Organized and filed order records to a total of 600 invoices per month.
Trained and supervised two beginning clerks.
Operated a forklift.

Some action verbs to help with your resume:
achieved, adapted, addressed, administered, arranged, assessed, assisted, authorized, collaborated, conducted, demonstrated, designed, developed, devised, directed, edited, enforced, evaluated, filed, formulated, fostered, generated, handled, hired, implemented, improved, initiated, launched, maintained, managed, marketed, mastered, motivated, operated, organized, oversaw, planned, procured, programmed, promoted, provided, publicized, recommended, reorganized, repaired, represented, researched, scheduled, screened, set up, simplified, supervised, trained, used.

HOW TO ACCOUNT ON YOUR RESUME FOR TIME INCARCERATED

Employers don't like to see time lapses on your resume. They surmise that a person who has a strong record of employment or schooling is a more stable and dependable person, and thus less of a risk to hire. In being honest about the time you spent in prison, you will not have to worry about time lapses on your resume.

In fact, the vast majority of counselors who work with formerly incarcerated people advise that you be honest about the time you spent incarcerated. Though there is discrimination in hiring practices in the "real world," any short-term gains from not telling the truth are far outweighed by long-term consequences. Here are some issues to consider: if an employer learns that you are being dishonest, you will most certainly not be hired, and if already hired, you will probably be fired, no matter how well you are doing on the job. In hiring you, an employer puts trust in you, and it is only natural that he or she will feel hurt in learning that he or she has been deceived. For a fuller discussion of the reasons why you should choose to be honest, including the legal ramifications of choosing to be dishonest, see page 239 (Special Considerations: Telling the Truth About Your Conviction(s) When Applying for a Job). To learn more on how to avoid discrimination as someone who has been incarcerated, see page 240 (Special Considerations: How to Avoid Being Discriminated Against When Looking for Work).

When composing your resume, be sure to explain how you spent the time in prison to your best advantage. If you finished your GED program, or received tutoring, or took a correspondence course, say so under "Educational Background." If you were trained and did work in the prison optics program, Corcraft, or in asbestos removal, list this under "skills," or "work experience." Did you do porter work in prison, maintenance, landscaping? Ever work in a prison office, or library, or transitional services center? List it. It is the rare formerly incarcerated individual who cannot list at least a few positive skills or programs he or she was involved in while in prison.

On the following pages are the resumes of three fictitious persons looking for work. Note especially the manner in which these formerly incarcerated people have chosen to present their time in prison on their respective resumes.

To help you in resume construction, numbered notes ( **8** ➔ ) have been added alongside each resume, and correspond to explanations following the resume.

# Sample Resume I: Chronological Resume

**DARRYL COOPER**
1432 East 6th St.
New York, NY 10040
Tel: (212) 555–1141

**Occupational Goal:** Automotive Mechanic

**EDUCATION:**
**Plattsburgh State College**
Plattsburgh, NY 21430
GED (High School Equivalency), Spring 2001

1 ➔

**Essex Correctional Facility Automotive Shop**
Certificate of Excellence, upon Completion of 1500 Hours of On-The-Job Training, January 1998

**Henry Hudson High School**
New York, NY 01441
Course Work:

| | |
|---|---|
| English | Electrical Shop I and II |
| Automotive Shop | Mechanical Drawing |
| History | Mathematics |

**EXTRACURRICULAR ACTIVITIES:**
Intramural Football
Photography Club

**ASSOCIATIONS AND AWARDS:**
**NAACP**, Essex Correctional Facility
**Treasurer,** Merrick Jaycees, Merrick Correctional Facility

2 ➔

**Inmate Assistant,** Pre-Release Center, Little Kills Correctional Facility
**2nd Prize,** Merrick Valley Art Fair, "Most Original Oil Painting"

**WORK EXPERIENCE:**

1 ➔

**Community Services Crew, Rehabilitation of Essex County Fire House,** Summer 2000. Responsible for electrical wiring and new window installation.

**Self-Employed Toy Vendor,** New York City, 1996–97. Purchased toys in wholesale lots and sold them at neighborhood block parties, day care and community centers, and flea markets.

**Service Station Attendant,**
Joe's Service Station, Bronx, NY, 1994.
Pumped gas and did light auto body repair. Supervised a second attendant in the owner's absence.

3 ➔ **House Painter** — 1 year's experience.

**HOBBIES:**
Model Car and Toy Making
Photography

4 ➔ **REFERENCES:**
Mr. John McIntyre, Parole Office Resource Unit
NY State Division of Parole
Essex, NY 21255

Ms. Jeannie Sanchez, Counselor
Department of Social Services
Merrick Correctional Facility, Merrick, NY 09966

**Notes to Sample Resume I**

Darryl Cooper spent three years, from 1998 to 2001, incarcerated in a New York State Correctional Facility. In his resume, he has learned to use his experience to his best advantage.

**1** ➔ Show that while in prison you've done constructive things with your time, not just "done" time. Mention any educational achievements, for example, or work experience you've had while incarcerated.

**2** ➔ If you've been involved in any organized prison activities or programs, list them. They help indicate to a prospective employer what you may have experienced while away in terms of personal growth and development.

**3** ➔ Consolidate and make use of your short-term employment experience. Four three-month painting jobs over a four-year period can be presented as "1 year's experience."

**4** ➔ In choosing references, select persons who can testify as to what you are like today, how you have changed, and your readiness to settle down and take on the responsibilities of a job.



# Sample Resume II: Chronological Resume

**HECTOR DIAZ**
741 Arctic Terrace, Apt. 3
Brooklyn, NY 10000
Tel: (718) 002-5432

**Occupational Goal:** Asbestos Remover

**EDUCATION:**
**Mid-Apple C.F.,** Warwick, NY
Asbestos Abatement Program
2003. Licensed as Asbestos Handler

**Ulster Community College,** Ulster, NY
2002. Associate Degree in Business Administration

**1** ➔

**U.S. Army,** 1998–2000
2000. Certificate in Power Plant Mechanics

**Walt Whitman High School,** Brooklyn, NY
1990. High School Diploma
Business Course

**WORK EXPERIENCE:**
2003–2004 **Asbestos Handler,** Mid-Apple C.F.
**3** ➔ Responsible for removing asbestos materials in steam pipes, air ducts, heating plant equipment, and tunnels at various sites throughout Orange County. Worked with team of six.

**2** ➔

1994–1998 **Manager**, Puebla Market,
133 Verrazano Avenue, Brooklyn, NY.
**3** ➔ Managed the fresh produce and canned foods department of a medium-size neighborhood market. Responsible for all aspects of produce and canned goods sales, from ordering to pricing, display, and retail selling. Supervised and trained two part-time clerks and cashier.

1991–1994 **Salesman**, Sam Stein's Sporting Goods, 2342 Plumber Avenue, Brooklyn, NY.
Responsibilities included: organizing stock in swimwear and tennis departments; creating attractive displays of new, incoming items; inventory control for entire summer sports department; and selling of merchandise.

**PERSONAL DATA:**
Speak Spanish fluently
Have New York State Driver's License
Willing to relocate
Able to work evenings and weekends, if necessary

**SPECIAL INTERESTS:**
Painting in acrylics; basketball coaching; conga player

**REFERENCES AVAILABLE UPON REQUEST**



**Notes to Sample Resume II**

Hector Diaz spent 2001–2004 incarcerated at an upstate correctional facility. His training as an asbestos remover at the prison has provided him with marketable skills that he can use now that he is being released. He has learned that the New York State Labor Department lists asbestos handling among the fastest-growing occupations in New York City. Although Hector realizes he must acknowledge his conviction when asked on his job application or during an interview if he has ever been convicted of a crime, he names the school upstate which granted him a degree without mentioning that he received the degree as a prisoner, and he lists the facility where he received his asbestos training only as "Mid-Apple C.F.," not "Mid-Apple Correctional Facility." This assures that information about his incarceration remains between him and the interviewer, not screeners or whoever else might have access to his resume. After gaining access to an interviewer, he will have the opportunity to explain his conviction and his personal growth and change while incarcerated. (For a more detailed discussion on accounting for time incarcerated, see *Appendix*, page 257.)

**1** Be sure to include all of the formal training and education you may have received, including courses in the armed forces and in prison, for example. It is to your advantage to show the prospective employer that you spent your time productively while incarcerated.

**2** When listing your work experience, always emphasize your responsibilities on the job, and the skills that you learned or needed to employ. This is as true for "low-level" jobs as it is for more professional ones. Make your jobs sound important. Hector was sent with fellow asbestos workers from his facility to work in non-profit and local government sites throughout the county. He makes reference to this as well as to the fact he worked as part of a team.

**3** Use action verbs for more effect (managed; supervised, trained, organizing, selling, etc.).

**4** ➔ Play up any personal data and advantages that might be useful to your job (fluent in Spanish, driver's license) or in explaining your character (basketball coach).

**5** ➔ It is not usually necessary to list specific references on the resume.



## Sample Resume III: Skills Resume

**Jennifer B. Blake**
36-04 Archibald Street
Jamaica, NY 90001
Tel.: (718) 311-1234; eves. (718) 400-1109

**Job Objective:** Nurse's Aide

**SKILLS:**
**Homemaking:** Four years' experience helping to care for an elderly, diabetic, and visually impaired grandparent.
Responsibilities included:
- Preparation of special diet
- Administering of insulin injections
- Serving as visual guide
- Housekeeping tasks of a wide variety, including cooking and cleaning

**1** ➔

**Health Care:** Experience in caring for up to sixteen patients in a nursing home.
Responsibilities included:
- Delivering and serving meals
- Making beds
- Bathing patients
- Taking temperatures
- Responding to patient calls
- Transporting patients

**Food Preparation/Cooking:** Experience includes all aspects of meal preparation for a medium-sized institution. Learned and practiced food handling and sanitation procedures. Helped prepare banquets for special occasions.

**Relating to the Public:** Two years' experience as a security guard at a major life insurance company. The job required disseminating information and relating well with the public, often under considerable pressure.

2➔ **WORK EXPERIENCE:**
February 2002–present: Volunteer Orderly
Mt. Marcy Convalescence Home
Jamaica, NY 67666

March–October 2001: Cook's Assistant
Lily M. Crooner Center
East Elmhurst, NY 11370

1998–2000: Security Guard
Grass Knuckles Security Co.
Hoboken, NJ 02143

1➔ 1996–2000: Homemaker

3➔ **EDUCATION:**
Currently registered for a course in Health Counseling and Preventive Medicine at the Steuben Adult Education Center, NYC Dept. of Education, Jamaica, NY

4➔ Malcolm X High School, Jamaica, NY
Concentration in Home Economics

**AWARDS:**

5➔ Certificate of Expertise in Swimming and Life-saving, including Mouth-to-Mouth Resuscitation and First Aid. Maspeth Red Cross, Queens, NY

Best Women's Team Basketball Player, Malcolm X High School

**Notes to Sample Resume III**

Jennifer Blake spent most of 2001 incarcerated on Rikers Island in New York City, convicted on a misdemeanor charge. Because she has had little formal education and no long history of job experience, Jennifer has decided to construct a skills-type resume. She will focus on the many skills she learned while being a homemaker living with a disabled grandparent (Homemaking), a volunteer health worker (Health Care), a security guard (Relating to the Public), and working as an inmate in jail. While incarcerated, she learned skills as a cook's assistant. (For a more detailed discussion on accounting for time incarcerated, see Appendix, page 257.) Many job counselors advise that it is no longer necessary to state "References available upon request," as it is self-evident.

1➔ In choosing a skills-type resume, emphasize the skills you have learned from your non-job-related experience, including volunteer work, as well as from your paid job experience. List your responsibilities and make them sound important, especially in light of your career objective.

2➔ If you have little job experience in your past, volunteer for work in the field in which you are interested. It provides you with legitimate work experience and possible contacts for paying jobs. It also gives you the opportunity to show a prospective employer that you're motivated to move ahead.

3➔ Why not consider furthering your education? Many free or low-cost courses exist throughout the city in a variety of fields, such as High School Equivalency and vocational skills. Listed on a resume, they will impress an employer and show that you are a person who wants to learn and has taken the initiative to do so.

4➔ If you didn't finish high school, omit the dates. If, however, you are asked specifically about being a high school graduate, be honest. Remember that any information on the resume can always be checked for verification by the employer.

**5** ➔ Be sure to include all information that might be relevant to your job objective or revealing of your character. Certificates in swimming and first aid, for example, are relevant to pursuing a career in nursing. Being a basketball player at school indicates that you are skillful as a team player, competitive, and confident.

**How to Use a Resume**

1. Clip a copy of your resume to your job application. You can do this at a personnel office, for example, especially if the resume contains information not asked for on the application.

2. Bring copies of your resume to job interviews, and leave a copy with the interviewer.

3. Leave copies of your resume with the any job-placement agency with which you establish contact.

4. Give copies of your resume to friends, relatives, or associates, who may run across job openings from time to time and notify you of them.

5. In job hunting some people may need to construct two or more resumes to focus on different aspects of their experience. If, for example, you've had many different jobs in your work history, you may wish to emphasize some in applying for one job and others in applying for another job. You might also want to readapt your "job objective" depending on the opening for which you are applying.



# Finding Out Where the Jobs Are

- Search the classified ads
- Apply directly to the employer
- Use employment agencies
- Use employment or placement services
- Visit union offices for information about union jobs and apprenticeship programs
- Notify friends, relatives, and neighbors
- Make use of bulletin boards
- Use the computer to find a job

**Searching the Classified Ads**

It is wise when looking for work to make a daily habit of checking the "help wanted" or classified ads in your local paper. In New York City, daily papers which include help wanted ads include the *Daily News*, the *New York Post*, the *New York Times* (see especially the Sunday edition), *El Diario,* and the *Wall Street Journal*. Weeklies include the *Village Voice* and the *Amsterdam News*. The local branch of your public library will carry subscriptions to some of these papers. Better yet, you may choose to visit The New York Public Library's Job Information Center, where you will find the latest help wanted ads from newspaper and job information sources in one location, already clipped and posted for your convenience.

Job ads are sometimes listed first under general categories, such as General Help, Business Help, or Professional, then alphabetically by job title. Some ads ask that you submit a letter of application, resume, and references. Otherwise you may be given a telephone number which you can call to find out more information before deciding whether or not to apply.

Three samples of classified ads follow, along with explanations and a listing of common abbreviations used.

HELP WANTED

**Office Associate**
Must type 45 wpm and be comp. lit. mature, responsible, expd. Midtown area. Gd. Oppty. & sal. F.T. job. Pls. FAX resume to Decklan Bianco (212) 005-7431.

To apply for this job, it is necessary that you be able to type 45 words per minute, and be experienced in basic computer skills ("computer literate"). You must be a mature and responsible person. The job is located in Midtown Manhattan, and offers good opportunities for someone in addition to a good salary. It is a full-time job (generally this implies Monday through Friday 9–5). FAX your cover letter and resume to Decklan Bianco at (212) 005-7431.

**Salesperson**
P.T. No exp. nec. Mfct. of beauty aids requires energetic person to cover Queens. Includes car allowance and gd. bnft. pkg. Sal. negot. Send resume & refs. to Mickey Raton, P.O. Box 12, Jamaica, NY 11340.

This is a part-time sales job that requires no previous experience. The person hired would help sell beauty aids throughout Queens. You would need to have a car, but an allowance toward transportation costs would be given to you. There is a good benefits package and the salary is negotiable. You are asked to send a copy of your resume and a list of references to Mickey Raton at the address given.

**Sheet Metal Mechanics**
Immed. employment yr. round work. min. 1 yr. exp. in duct work. Gd. working cond., pd. hosp., room for advancement. Apply 1315 W. 10th St. bet. 9 & 5.

There is an immediate opening for a person to work as a sheet metal worker. He or she must have had at least one year's experience in duct work. The job offers good working conditions, paid hospital insurance, and chances for career advancement. Come in to apply to the address given between 9am and 5pm; we can presume Monday through Friday

**Common abbreviations used in classified ads**

| | | | |
|---|---|---|---|
| & | and | maint. | maintenance |
| appt. | appointment | mfct. | manufacturer |
| asst. | assistant | mfg. | manufacturing |
| benfs. | benefits | min. | minimum |
| bnft. pkg. | benefit package | nec. | necessary |
| bus. | business | negot. | negotiable |
| clk. | clerk | ofc. | office |
| co. | company | pd. | paid |
| comp. lit. | computer literate | perm. | permanent |
| cond. | conditions | pls. | please |
| dept. | department | p.o. box | post office box |
| EOE | Equal Opportunity Employer | pref'd | preferred |
| | | P.T. | part-time |
| exp. | experience | refs. | references |
| expd. | experienced | req. | required |
| ext. or x | telephone extension | sal. | salary |
| 401K | Retirement Savings Plan | secy. | secretary |
| | | sr. | senior |
| F.T. | full-time | trnee. | trainee |
| gd. | good | | |
| hr. | hour | typ. | typing |
| hrly. | hourly | w. | with |
| H.S. grad. | high school graduate | wkr. | worker |
| immed. | immediate | wpm. | words per minute |
| inc. | includes | yr. | year |
| lt. | light | | |

**Applying Directly to the Employer**

One of the most obvious ways to learn where job openings are is to contact employers directly. You can begin with the Yellow Pages of the telephone book. There you will find businesses listed by classification. If, for example, you decide you would like to work in a hotel or department store, simply check under "Hotels," or "Department Stores," and you will find an alphabetical listing by name, accompanied by address and phone number.



If you know of no specific person to contact, go to the personnel or human resources office of the firm, and tell the receptionist you are looking for work and are interested in filling out an application. Sometimes you will be interviewed by a personnel officer as soon as you have filled out the application. Other times you will be asked to leave the completed form and told you will be notified as soon as they have an opening.

If you can make a direct contact with a person in the firm who does the hiring for his or her department, this is usually more effective than being processed through a personnel office. Common ways of learning the identity of the person who is hiring include: (1) making a personal contact with an employee at the firm, (2) telephoning the company to see if you can learn the information by phone, or (3) if the firm is large enough, obtaining a listing of its department heads through a business directory (available at the public library) or the company's website. When you have this person's name, call him or her, or write directly, including a copy of your resume. Ask if you can come in for an interview. You can do this even if you know of no immediate openings. By arranging in this way for an "informational interview," you will be able to meet the employer and find out some of the requirements needed to work in his or her area, and you will have the opportunity to make a positive impression upon the person. Then, whenever a job opening does occur, you will be viewed as more than just "one more resume" piling up on the employer's desk.

**Job-Searching on the Internet**

In recent years job-hunting using the Internet has become increasingly common. Many companies and agencies use the Internet to advertise their openings, both on the company's own website and on websites created for job-seekers. Some job websites are informal bulletin boards, such as the jobs section of Craigslist (**www.newyork.craigslist.org**), while others such as Career Builder (**www.careerbuilder.com**) feature places to post your resume for prospective employers and offer a range of job search choices. When searching for a job online, you will need an e-mail address, both to e-mail your resume to employers and to sign in

on the job search websites. E-mail addresses are also requested on quite a few paper job applications today. You can sign up for a one-session class on using e-mail, or ask for help setting up a free e-mail account, at most public libraries and some formerly incarcerated people's organizations.

**Employment Agencies**
Another important source of finding out where jobs are is the employment agency. At an employment agency, you will be interviewed, and an attempt will be made to match your skills with those required for a specific job opening. Then you will be sent for an interview to an appropriate employer.

Employment agencies operate as businesses. You and/or the employer will have to pay for the services of having you placed. Be aware, however, that you should never pay in advance for a service that is only promised. Also, in your dealings with employment agencies, be sure to read any contract carefully before signing.

For a listing of employment agencies in New York City, check the phone book's Yellow Pages under the heading "Employment Agencies." Some, but not all, will specialize in specific job fields. If you are interested in temporary work, look in the Yellow Pages under "Employment Contractors — Temporary Help."

**Employment or Placement Services**
Employment services, or placement services, as they are sometimes called, are similar to employment agencies in that they both provide job placement. Employment services, however, do not charge fees. They are usually attached to a government or neighborhood agency, a school, or a job-training program.

Check carefully the two chapters of this booklet entitled "Organizations for Formerly Incarcerated People" and "Finding a Job." Many of the listings, such as the New York State Department of Labor, Job Services Division, are employment services; others, such as the **Center for Employment Opportunities**, include placement services in their descriptions. Note that some of the employment services listed specialize in job placement for specific groups, such as formerly incarcerated people, the economically disadvantaged, veterans, recovering alcoholics, or people with disabilities.

**Sources of Information for Union Jobs and Apprenticeship Programs**
Union offices are still another source for help in job hunting. Each trade has its own local union office, which you can call for information on available job opportunities. For a listing of union groups, look under "Labor Organizations" in the New York County Business to Business Yellow Pages (available at your public library). Be aware, however, that a difficult economic situation makes it very unlikely that a non-union person will be accepted into a union for a position. Apprenticeships are similar to on-the-job-training programs in that a person learns a job skill by doing it. The apprentice is taught by a person who is an expert at the skill, called a journeyworker, in a training program which lasts usually from two to six years. Often, a trade union controls the number of apprentices to be chosen and is responsible for selecting and training them at the work site. It is very difficult to obtain information about available apprenticeship programs. However, you can learn what groups in private industry are currently recruiting for apprentices by calling the New York State Department of Labor, New York Regional Office, at 212.775.3354 or checking
**www.labor.state.ny.us/apprenticeship/appindex.shtm**

**Notifying Friends, Relatives, and Neighbors That You Are Looking for Work**
Many times jobs are filled when employers learn about possible applicants by word of mouth. This may happen, in fact, even before new openings are scheduled to be advertised. Let all of your friends, relatives, and neighborhood contacts know that you are looking for work. They can spread the word, and as soon as they hear of an opening at work, or elsewhere, they can notify you at once.

**Making Use of Bulletin Boards**

Many times neighborhood bulletin boards can play an important role in job hunting. They can be used both by people advertising job openings and by people searching for jobs. If you are looking for work, simply list on a small index card what types of jobs you are looking for, and be sure to include, along with your name, a phone number or address where you can be reached. If you have any special skills, such as playing percussion, for example, teaching a foreign language or tutoring math, an ad on the bulletin board can also result in a way for you to earn a little extra cash. Bulletin boards can often be found in local supermarkets, laundromats, and community centers, among other places.

# Applying for a Job

# Writing a Cover Letter

There are certain times when it is necessary to write a cover letter when applying for a job. Many classified ads, for example, include a postal box number with a request that you reply by mail. You may also find yourself needing to write to a firm that hasn't advertised. As in responding to a classified ad, you will want here also to write a cover letter requesting an interview, and attach to it a copy of your resume.

The letter should be typed. Be neat and informative, but also to the point. The cover letter is a reflection, along with your resume, of what you are like as a person. It deserves careful consideration.

The body of the letter can be divided into three parts. In the first, you make mention of the job you are applying for, and where you became aware of the opening. In the second part of the letter, you point out those aspects of your background which relate particularly to the job in question, and indicate why you want the position. The third section of the letter should request an interview and include a phone number or e-mail address where you can be reached.

If the letter is to be addressed to a personnel director or head of a department, call and ask the receptionist for the person's full name. A personal letter usually makes a better impression. Otherwise, "To Whom It May Concern" will suffice.

Following are samples of a classified ad and letter of application:

**Truck Drivers & Warehouse Help**
For plumbing and heating wholesaler. Hours 7–3, M–F
Top pay incl. company benefits. Experience Preferred. Send resume to Jay McDonald, P.O. Box 356, Pansonia Station, NY 10011.



174-06 Parkside Avenue
Brooklyn, NY 10036
March 12, 2006

Mr. Jay McDonald
P.O. Box 356
Pansonia Station
New York, NY 10011

Dear Mr. McDonald:

I am replying to an ad for warehouse help that appeared in the New York Post on March 11, 2006.

Since graduating from High School in 2003, I have gained valuable experience in warehouse work. In one of my jobs, I worked as a warehouse clerk for a large import/export company. In another, I worked at a lumber warehouse in yard work. In addition, the plumbing business is one with which I am already somewhat familiar. My uncle is an experienced plumber, and when I was in high school, I did some work with him informally as an assistant in order to earn some extra cash. I believe my experience would make me a valuable employee.

I would appreciate the opportunity to come in for an interview and to talk with you further about my qualifications. I do not have a telephone, but you can leave a message for me at (718) 330-0911, or at the above address. A copy of my resume is attached.

Sincerely,

Nelson Jimenz

# Filling Out a Job Application

When you apply for a job, you will be asked to fill out a job application. The job application represents you to the employer, and how you fill it out tells the employer a lot about you. It is your chance to make a good impression on paper.

To fill out a job application, you will need to know a lot of information about yourself. It is a good idea to start gathering this information well in advance, so you can have it ready by the time you start looking for a job.

You might want to fill out the fact sheet on page 263, detach it from the book, and carry it with you whenever you go for a job. This way, important names, dates, and addresses will always be at your fingertips and you will save yourself time.

Remember, it is important that your writing be clear and neat in filling out a job application. It might be wise to print, unless you are told specifically "Write; Don't Print." And, of course, your signature is always written, never printed.

Look over the entire application before you begin, and think before you write. This way you will not make mistakes and have to cross out words. How neat you are tells the employer how careful you are as a person.

Try to answer all of the questions asked on the job application. If any do not pertain to you, it's still recommended you put something in the space provided, such as "N.A." (Not Applicable) or "None." For example, if you have never served time in the Armed Forces, on the application form you would use "N.A." in the following manner:

| | |
|---|---|
| U.S. Military Experience | N.A. |
| Rank | N.A. |

When asked about your criminal record on job applications, remember: It is illegal for an employer to ask you if you have ever been arrested. He or she can only ask you about your convictions. If you are asked an illegal question, see page 240 (Special Considerations: How to Avoid Being Discriminated Against When Looking for Work). If asked whether you have ever been convicted of a crime, and you have been, answer YES and add WILL EXPLAIN AT INTERVIEW. I CAN BE BONDED. (For more detailed discussion, see *Appendix*, page 250.)

Some employers will interview you right after you fill out a job application. In this case, they will look over the application first, or in your presence, as a basis for the interview. Other employers, if they are interested, will interview you at a later date.

Job applications are usually divided into four major categories:

- Personal Information
- Educational Background
- Work Experience
- References

**Personal Information**

For filling out the section on Personal Information, you will need to have available:

- a phone number or address where you can be reached
- your Social Security number
- your date of birth
- the name of someone who can be notified in case of emergency

You are also likely to be asked whether or not you've ever been convicted of a crime, if you have any disability which might interfere with your performing the job, whether or not you are a citizen, and what hobbies or pastimes you enjoy.

**Educational Background**

To fill out information on your Educational Background, be sure to have with you as complete a record as possible of all the schools you've attended, such as grade school, junior and senior high school, and college. You'll need to know where the schools are located, the years that you attended, and the type of degree or diploma you may have received.

If you received any on-the-job training, took classes in the military, or went to any special type of trade or vocational school, include it. If you've taken college classes, but not received a degree, show the number of credits that you earned.

**Work Experience**

Under the category "Work Experience" you will probably be asked to list the jobs you have had, starting with the most recent and going back. For each, be prepared to give the name of your company or employer, its address, the dates when you were employed, the type of work you performed, your title, and, if asked, your supervisor's name, your salary, and the reasons for your leaving.

If you've never had many jobs, perhaps you have had some unpaid work experience where you picked up skills worth noting. Have you ever tutored, for example, helped someone renovate their house, done volunteer work for a community group, or babysat?

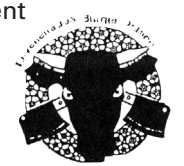
For suggestions on how to account in your work history for time incarcerated, see page 202.

**References**

References are people familiar with either your work or your character whom the employer may wish to contact. They can include former employers, teachers, parole officers, or the clergy, among others, and you should have a current address and phone number for each. It is a good idea to notify your references in advance that you will be listing them. This prepares them for the possibility that they will be contacted and asked to say or write a few words in your support.



Application for Employment



**General Information**

Name S.S. #

Address Phone #

City State Zip

How long at this address? Previous address How long there?

Position you are applying for Salary/wage desired

Date available for work?

Referred by

Do you have transportation to work? ❍Yes ❍ No

Are you a United States Citizen or do you have a work visa?

❍Yes ❍ No. If no, type of visa

Are you willing to transfer/relocate? ❍Yes ❍ No

If so, geographic preference?

Are you willing to travel? ❍Yes ❍ No

Do you have a relative in the employ of Envenenado's? ❍Yes ❍ No

If Yes, who?

Have you ever been employed by Envenenado's before? ❍Yes ❍ No

If so, when were you last employed?

Position Held: ❍Crew ❍Staff ❍Management

*During the past 7 years, have you ever been convicted of a crime, excluding misdemeanors and traffic violations? ❍Yes ❍ No

If yes, describe in full

**A conviction will not necessarily bar you from employment.*

**U.S. Military**

Branch of service Date Entered

Date of Discharge Highest Rank Held

Do you have service-related skills and experience applicable to civilian employment? ❍Yes ❍ No

If yes, describe:

Are you a member of an active reserve or national guard unit? ❍Yes ❍ No

If yes, what?

What are your obligations and when will they be fulfilled?

**Medical History**

Are you at least 18 years of age? ❍Yes ❍ No

Are you at least 21 years of age? ❍Yes ❍ No

Number of days you have been absent from work in last year due to illness _____

When did you last see a physician? _____

For what reason? _____

Do you have any physical deficiencies which preclude your performing certain kinds of work? ❍Yes ❍ No

If yes, describe such deficiencies and specific work limitations: _____

In case of emergency, please notify:

Name

Phone

Address

**Education**

| School name, City & State | Dates of attendance | Did you graduate? (if yes, Mo./Yr.) | Subjects | Average grades |
|---|---|---|---|---|
| High School | | | | |
| College | | | | |
| Graduate School | | | | |
| Other | | | | |

**Employment Record** (Start with your last position. Show past 5 years.)

| From (Mo./Yr.) To (Mo./Yr.) | Job Title | Supervisor's Name | Salary |
|---|---|---|---|
| Company Location | Reason for Leaving | | |
| From (Mo./Yr.) To (Mo./Yr.) | Job Title | Supervisor's Name | Salary |
| Company Location | Reason for Leaving | | |
| From (Mo./Yr.) To (Mo./Yr.) | Job Title | Supervisor's Name | Salary |
| Company Location | Reason for Leaving | | |

**References**

1. List two references other than relatives, persons employed by this company, or those for whom you have worked.

| Name | Occupation | Years Known |
|---|---|---|
| Address | | |
| ❍Personal ❍Friend ❍Business or ❍Professional Acquaintance | | |

| Name | Occupation | Years Known |
|---|---|---|
| Address | | |
| ❍Personal ❍Friend ❍Business or ❍Professional Acquaintance | | |

## Employment Application

| Name (First) (Last) | Date |
|---|---|
| Address (Street and Number) | Social Security # |
| (City) (State) (Zip Code) | Telephone |
| Type of Work Desired When can you start? | |

**Employment Background**

List below your three most recent employers, beginning with the current or most recent one. (If you have had fewer than three employers, use the remaining spaces for personal references.) If you were employed under a maiden or other name, please enter that name in the right hand margin.

May we contact your present employer? ❍Yes ❍No

(most recent first)

Name

Address (include zip code)

Phone

Type of work

Date started Date left Salary or wage

Reason for leaving

Name

Address (include zip code)

Phone

Type of work

Date started Date left Salary or wage

Reason for leaving

Name

Address (include zip code)

Phone

Type of work

Date started Date left Salary or wage

Reason for leaving

Foreign languages you speak fluently _____ Read_____

Licenses and Certificates Held _____

(Auto Driver, Truck Driver, Pilot, Marine, Radio, etc.)

**Education**

| | Name and Address | Major Subject | Degree |
|---|---|---|---|
| High School | | | |
| College | | | |
| Graduate School | | | |
| Other Education | | | |

**Military Experience**

Branch of Service From (Mo./Yr.) To (Mo./Yr.)

Active or Reserve Rank/Rate Specialization

Discharge ❍Honorable ❍Other (Explain)

**Citizenship**

Are you a citizen? ❍Yes ❍No

If no, Alien Registration Card No.

Do you have the legal right to work in this country? ❍Yes ❍No

**Physical**

Any health problems or physical defects which could affect your employment?

❍Yes ❍No

If any such health problems or physical defects exist, please explain

**Conviction Record**

Have you ever been convicted of any violation of the law?

(Exclude minor Traffic Violations) ❍Yes ❍No

If yes, provide details in space below.

Offense Date City and State Dispositions, Suspensions, Probations, Fines, etc.

**Computer Skills**

**Hobbies & Interests**

**Character References** (Not relatives)

Name

Address

Occupation

To the best of my knowledge the above information is correct. I understand that Action Leather may wish to investigate my character and qualifications for employment by questioning my references and former employers and I have no objection to this. I understand that my employment is subject to a physical examination and a 90-day probation period.

Signature



# Interviewing for a Job

## The Job Interview

The job interview is probably the single most important step to getting a job. If you make a good impression during the interview, you may get the job — even if you don't have all the qualifications. On the other hand, if you make a bad impression, chances are you will not be offered the position, no matter how good your qualifications.

During the interview, the employer tries to determine how well you are qualified to fulfill the requirements of the job. At the same time, the interview allows you the opportunity to assess whether or not the job is right for you, and to demonstrate how your skills or qualifications can be a positive asset to the employer.

## Preparing for the Job Interview

The following pointers can be of help to you in preparing for the interview:

- Know Your Qualifications
- Learn About the Company
- Bring the Materials You'll Need
- Go Alone to the Interview. Arrive Early. Be Courteous and Patient
- Dress Right

### KNOW YOUR QUALIFICATIONS

Be sure that you can explain briefly and clearly what your qualifications are for the job, and how your past experience or training is applicable to your fulfilling the requirements of the position.

Be able to talk, if asked, about what you see as your major strengths and weaknesses. Avoid personal factors that have no relevance to performing the job in question. When discussing a weakness, show not only that you are aware of the problem, but the measures you have taken to help solve it. For example, "I used to find it difficult, being a mother, to get to work on time. So now, what I've done is to arrange with my daughter's babysitter for me to drop my daughter off twenty minutes earlier on my

way to work. I am also now in the habit of waking up and leaving my house earlier to make up for the frequent delays on my subway line."

Be prepared for any tests you might have to take, such as a typing test, for which you may wish to practice.

LEARN ABOUT THE COMPANY

It is very helpful for you to learn something about the company and the job for which you are applying — before the interview. This way you will be better able to explain why you want to work for the particular company, and what it is about the particular job that attracted you. It also shows the employer how interested you are in the position and that you have taken the initiative to do some research. Some information you may wish to learn is: what does the company manufacture, or what services does the employer offer? How long has the company been in business? How well is the company doing? How many employees work there? For help in finding this type of information, start by visiting the public library. A librarian can help you access the company's website, if they have one, or search for newspaper articles published about the company. Also, many large companies publish annual reports, which are available online and through the mail for no charge. And of course, if you know someone working for the employer, he or she may also be a good informal source of information.

Make a list of all the important questions you would like to have answered at the job interview. They might include: What are the work hours? What are the chances for advancement? What benefits does the company offer? Don't be afraid to ask questions, but keep them relevant. It reflects interest on your part.

It might also be helpful before the interview to know what wages you can expect to be paid for the type of job for which you are applying. You can get this information at the local office of your state employment service or trade union.

BRING THE MATERIALS YOU'LL NEED

When you go for an interview, be sure to bring a pen and pencil, extra copies of your resume, and whatever special documents you may need.



Your resume or fact sheet should include the names and addresses of your past employers, and the dates of your employment. It should include the names of the schools and/or training programs you've attended, also with addresses and dates. Be sure to include a list of three references as well. References are people (preferably not related to you) who are familiar with your work or character. It is also important to bring with you to the interview any special documents you think you may need. Depending on the nature of the job, these may include a birth certificate, Social Security card, prison release papers, work permit, military records, etc. And, of course, don't forget to bring with you the name of the person who will be interviewing you, and his or her title. If you are not sure of the pronunciation of the interviewer's or company's name, learn it in advance.

GO ALONE TO THE INTERVIEW. ARRIVE EARLY.
BE COURTEOUS AND PATIENT

Never bring friends or relatives with you to an interview. Employers are interested in you alone and what you have to offer.

Arrive at an interview five or ten minutes early. To avoid being late, plan out your route the night before. If you are taking public transportation, you may want to call the Transit Authority at 718.330.1234 for information on the best route to take, or for schedules.

When you arrive, tell the receptionist who you are, and whom you are waiting to see. Be polite at all times. Sit quietly and try not to get involved in any lengthy exchanges with either the receptionist or others who may be waiting.

Don't get angry or annoyed if you are not called in for the interview at the exact time agreed upon. The interviewer might have been delayed at a meeting, or an unexpected piece of business may have come up. Use the time to review and compose your thoughts. This will be your first test of patience and good manners.

Note: It is impossible to tell how long an interview will take, so be sure not to arrange for two on the same day in such a way that you may be late for the second.

DRESS RIGHT

When you go for an interview, it is always best to dress appropriately. This is very important in helping you make a good impression. No loud makeup or flashy jewelry. No skintight jeans or slacks, or party dresses. Make sure your hair is clean and combed, your fingernails clean, your shoes shined, and your clothes well pressed.

One helpful piece of advice is to think about what the typical way to dress would be if you were to receive the job for which you are applying. Then, appear at the interview dressed one step "higher," or more conservatively, than that. For example, a nice pair of slacks, shirt, and sweater would be appropriate dress for a male interviewing for a service station position – where jeans and a shirt would be the typical daily attire. For men, a tie and jacket, or for women, a skirt or dress pants and blouse, are appropriate attire for most office position interviews.

**The Do's & Don'ts of Job Interviewing**

- Be Respectful
- Be Relaxed. Listen Attentively
- Be Clear, Complete, and Brief in What You Say
- Be Positive in Your Approach
- Avoid the Negative
- Ending the Interview and Follow-up

BE RESPECTFUL

When you meet the interviewer, smile and be pleasant. For a handshake, it makes no difference who extends his or her hand first. Show the interviewer proper respect. Call him or her by Mr., Mrs., or Ms., and don't try to make small talk. Don't chew gum or smoke cigarettes, even if they are offered. Don't stare at the clock or your watch. Let the employer control the interview and do most of the talking. Never start an argument with the interviewer, even if he or she seems excessively aggressive in his or her approach. Always remain polite and friendly, but businesslike. Don't be afraid to smile.

BE RELAXED. LISTEN ATTENTIVELY

During the interview, try to be relaxed and listen carefully to what the interviewer has to say. If you are nervous (and it's perfectly normal to be nervous during an interview!), refrain from fidgeting in your seat or playing with objects in your hands or on the desk. Body language counts. Sit straight and look the interviewer in the eyes during the conversation. Look interested and alert. And, of course, never go "high" to an interview.

BE CLEAR, COMPLETE, AND BRIEF IN WHAT YOU SAY

Speak clearly and distinctly. No street language. Don't answer with just "yes" or "no"; rather, give full information about yourself. Think before answering and be brief in your responses.

BE POSITIVE IN YOUR APPROACH

It is important that you stress your qualifications during the interview. Don't exaggerate, however, or try to bluff. Let the interviewer know why you think you would be good for the position, and how your past training and work experience will help you to get ahead on the job. Appear confident but never arrogant. If the interviewer fails to ask you something you feel is important, fill in the gap. If asked to tell about yourself generally, mention only those things which pertain to the job for which you are applying. Use what you have learned about the company to good advantage.

AVOID THE NEGATIVE

Keep all personal problems to yourself. Don't talk about your home or financial problems. The interviewer is only interested in finding a dependable and qualified person to fill the position. He or she is not concerned about your need for money. Emphasize what you can do, not what you can't. Don't dwell on your limitations. Don't apologize for lack of education or experience. There are many skills and talents you have developed which you can discuss in an appropriate way — if you learn how.

If you've been fired from a job, or stayed with jobs for only short periods of time, be prepared to explain. If you were fired, admit the mistakes you made, but show how you have learned from them. Never speak negatively about your former employers. If you stayed on jobs for only short periods of time, perhaps you quit to go back to school, or to look for a better-paying job with more responsibilities.

If you quit school, don't give as a reason, "I didn't like school." It is much better to say, if accurate, "I quit school because I needed to get a job and earn money to support my family." Interviewers are interested in hiring employees who are eager to upgrade themselves. Mention any classes or training programs you have attended since leaving school, or any that you may have planned for the near future.

ENDING THE INTERVIEW AND FOLLOW-UP

Ask any questions you may have about the job toward the end of the interview. Usually it is not a good idea to ask about such details as pay, lunch hours, or benefits unless the interviewer brings them up, or it is established that you are a strong contender for the job. If you are asked to discuss salary expectations, be prepared, and be realistic.

In most instances, the decision whether or not to hire you will not happen at the interview. If no indication is given when you can expect to hear from the firm, ask when you can call to learn the decision.

If it seems clear that you won't be getting the job, seek the employer's advice about other jobs with the firm which may come up.

At the end of the interview, always indicated by the interviewer, thank the employer for his or her time, give a firm handshake, and leave.



# Special Considerations: Telling the Truth About Your Conviction(s) When Applying for a Job

Counselors who work with inmates advise telling the truth about your conviction(s) when applying for a job. In this way, you will be more convincing as a person to a prospective employer, and not have to live in fear of being found out. Remember, employers have the legal right to inquire about past convictions.

In making your decision, consider the following:

**If You Tell the Truth About Your Conviction(s) While Job Hunting:**

You may be discriminated against in being hired, but there are advantages:

- You may be able to challenge an employer's decision by filing a discrimination claim.
- You will be more self-confident in talking about yourself, and more likely to project a positive self-image, as someone who may have had problems in the past, but has now reached self-understanding and is ready for responsibility.
- You will not have to worry about getting entangled in a net of lies.
- You will be more relaxed on the job, without having to worry about the employer learning of your record and firing you for having been dishonest.

**If You Hide the Truth About Your Conviction(s) While Job Hunting:**

You may, in some cases, avoid being discriminated against as an formerly incarcerated person, but there are disadvantages:

- You will constantly need to worry about being found out and, most probably, fired for being dishonest. Fingerprinting (sometimes not done until after the applicant is actually hired), a badly planned visit by a parole officer, or a call by a vengeful "friend" or family member may blow your cover at any time — as well as any long-range plans

you may have requiring steady employment, such as meeting loan payments, paying off a house mortgage, etc.
- You may, where statements on applications are made under oath, or you are applying for certain government jobs, leave yourself open to the risk of criminal prosecution.
- A person who provides you with a phony reference (for example on your work record) may be legally liable and can be sued if you were to commit another crime.

If you tell the truth, the law and the State are essentially on your side. However, once you lie, you have effectively given up rights protecting you from discrimination or awarding you damages in the event of being discriminated against. Having given your employer a valid pretext for firing you (dishonesty, supplying false information, etc.), you will no longer have the law in your favor.

For excellent advice on completing job applications as an formerly incarcerated person, see the National H.I.R.E. Network's website: **www.hirenetwork.org/employment_apps.html**



# Special Considerations: How to Avoid Being Discriminated Against When Looking for Work

**Know Your Rights as an Ex-Inmate**
It is important, when looking for work, that you know your rights as a person who has been incarcerated. There are laws that are specifically designed to protect you from discrimination. For example, you cannot be discriminated against because of arrests. Employers can only ask you legally about convictions. However, if you answer, you must be honest if your arrests did lead to convictions.

"Have you ever been arrested?" is an illegal question. You might be asked, and must answer the question, "Have you ever been convicted of a crime?"

Still, convictions cannot be held against you in applying for jobs, unless:

- They are related to the job for which you are applying. You may, for example, with a record of armed robbery, not be eligible for a job as a bank teller, but you may be eligible at the same time to work for the bank as a computer operator.
- You pose a threat to people or property because of your conviction. Here, considerations may focus on how many years ago you committed the crime, how old you were, and/or what rehabilitation you have been involved in since.

*Note: After revealing you are a person who has been incarcerated when applying for a job, and not being hired, you are legally entitled to a written explanation from the employer, within 30 days of your request, as to why you are not qualified or were not hired. Formerly incarcerated people are the only group in New York State that have this right.*

**Restore Your Rights**
Apply, as soon as you are eligible, for a Certificate of Relief from Disabilities, or a Certificate of Good Conduct, (see page 191). These documents are an presumption of rehabilitation, and when you have them, the burden of proof is now on the employer to demonstrate that you would be a risk to people or property in being hired, or that your conviction is directly related to the job for which you are applying.

**Clean Up Your Rap Sheet**
Review your rap sheet (official arrest record), credit report, and Office of Court Administration report and make certain that it does not list any information that is incomplete or inaccurate (see pages 193-195). Arrests that have not led to conviction, for example, or youthful offender adjudications can be officially sealed from your record. Sometimes, also, a single arrest or conviction is listed many times. Assume that every employer will have access to your rap sheet, and that many will not know how to interpret it correctly.

**Get a Copy of the Job Application in Advance**
When applying for a job, it may be important for you to examine a copy, in advance, of the job application. You can usually do this by sending ahead, to the employer or hiring office, a friend or relative who can pretend to be interested in the job and bring you back a copy of the application. Once the form is in your hands, you can examine it, collect the necessary information, and plan how you will respond to the various questions.

**At the Job Interview, Be Prepared to "Sell" Yourself as a Person Who Has Undergone Rehabilitative Change**
You may be asked by a prospective employer to talk about your past record. Be prepared. Take a positive approach. Show the ways you have changed since your last conviction. Have you participated in or helped run a prison pre-release program? Have you been involved in a prison or post-release alcohol or drug rehabilitation program, or spent time on work release? Mention the problem you feel contributed to your being sent to prison — and ways you have since confronted the problem and overcome it. For example, "I had a serious drug problem five years ago, and found I had to commit robberies in order to support my habit. In prison, however, I joined an effective therapy group composed of former addicts and learned to understand the underlying causes of my addiction. After release, I've spent 18 months in a drug-free residential program and now am fully confident that drug use is no longer a problem for me."

*WARNING: Do not dwell needlessly on your past. If not asked details about your crime and conviction, don't offer them. You are at the interview to persuade a prospective employer that you are suited for the job in question, not to apologize for past behavior or titillate his or her curiosity with stories of prison or criminal activity.*

**Select Carefully Those References You Wish to Use on Your Resume and Job Application**
In choosing references for your resume and job application, select those individuals who can testify to your present-day character in the most positive light. Have on file letters from counselors, ministers, parole officers, or others that tell of the meaningful ways you have changed.



If you find in job hunting that you have been discriminated against because of your past record, call the Legal Action Center at 212.243.1313, and they can advise you on your rights and how to proceed accordingly.

Important information is contained in the Legal Action Center's brochure, "Employment Discrimination and What to Do About It: A Guide for New York Counselors of Individuals in Recovery from Alcohol and Drug Dependence and Ex-Offenders," available on the Internet at **www.hirenetwork.org/publications.html**

## Special Considerations: Dealing with Alcoholism and Drug Abuse in Your Past

If you have a history of drug or alcohol abuse, be aware:

- It is illegal for an employer to ask you whether or not you are or have ever been an alcoholic or drug addict. An employer can only ask if you have any current alcohol or drug problems which would prevent you from doing the job.
- It is illegal for an employer to discriminate against you as an ex-addict or ex-alcoholic (or, in certain instances, as a current abuser of alcohol or drugs). If you have been refused employment and believe it was owing to your having a history of drug or alcohol addiction, and/or to your being in an alcohol- or drug-treatment program, including methadone, contact:

The New York State Division of Human Rights at 718.741.8400, or the Legal Action Center at 212.243.1313.

Do not lie about your drug- or alcohol-addiction background. To begin, there are several ways an employer can discover your addiction problem. A careful check into your background, a drug

conviction, or a medical exam (often required as part of the hiring process) would easily uncover the truth, and you would then, in all probability, be fired for having been dishonest. Also, if you withhold the truth and are later found out and fired, you are left with no legal means to challenge what might have been an illegal dismissal. Misrepresentation on a job application is considered a legitimate reason for not hiring an applicant or dismissing an employee once hired. At the same time, it should be noted that federal confidentiality laws prohibit most drug- or alcohol-treatment programs from revealing any information about your treatment without your consent.

Many ex-alcoholics and ex-addicts have criminal histories and poor work records that can be directly related to their addictions. This may serve, strangely enough, to their advantage. Consider: no employer would be eager to hire a person who has three serious problems in his or her past — a spotty work record, a history of addiction, and a criminal record. Now, let us suppose that a job applicant can argue persuasively that (1) his or her poor work record and criminal activity were directly attributable to his or her addiction, and (2) he or she has, through a drug program or counseling, overcome the addiction and the psychological causes underlying it. The three problems have now been reduced to one — addiction, and the applicant has a better chance of convincing the employer that the past is finished, and he or she is now ready to take on the responsibilities of a job.

# After the Interview

# Being Offered a Job

When deciding whether or not to accept a job offer, or if you need to decide between two or more jobs, you may wish to take into consideration the following factors:

**Job Potential**
Ask yourself whether the job will offer you some challenge. Is the job dead-end, or will you be given the opportunity to work your way up to positions of more responsibility and higher pay?

It is good, of course, if given the chance, to avoid dead-end jobs — that is, jobs that offer no opportunities for future promotion or job advancement. There are times, however, in our lives when such jobs can serve useful ends. They do help pay the bills, give us work experience, and can hold us over until a better job opportunity presents itself. The important thing in accepting such a job is to realize that it is only temporary. It is a way of surviving and keeping out of trouble, financially or otherwise, until we get that college degree, or finish that evening computer training program, or hear of a better opening. Try never to lose sight of your long-range career goals, or to stop working toward them, when you find yourself "stuck" at a boring job that seems to be leading nowhere.



**Salary**
Salary, of course, is a very important factor in considering a job offer. Find out, for example, whether you will be receiving a fixed salary each pay period, or whether your salary is to be dependent on commissions or tips. Also, find out if there will be opportunities for earning extra cash on the job, say, by working overtime.

In choosing between two jobs, a person will not always decide to take the one offering the higher salary. Important considerations, other than salary alone, may include better working conditions or fringe benefits, more opportunities for training or job advancement, and job challenge.

**Fringe Benefits**
Fringe benefits are benefits you receive from an employer in addition to your cash wages. They may include the following: medical insurance; paid sick leave; paid holidays and vacation; a profit-sharing plan; uniforms and special equipment needed on the job; or tuition assistance to continue your schooling.

Benefits are like cash in that they pay for things, such as doctors' bills, which otherwise would have to come out of your own pocket. It is important, then, to find out what fringe benefits are offered at the job you are considering.

It may also be important for you to know whether or not the job you are considering is covered by unemployment insurance or worker's compensation laws.

Other factors worth your consideration are:

- Transportation time and costs to and from the job
- Working conditions, such as noise levels, lighting, dust
- Safety factors, such as risks of injury
- Social environment. Does the workplace seem pleasant? How regimented is it? Are the coworkers friendly?

# Helpful Hints in Adjusting to a New Job



To adjust to a new job, a worker often has to develop a new set of work habits. The most obvious are being prompt in getting to work each day, expending the necessary amount of concentration and energy to getting one's work done satisfactorily, and learning to relate well with one's coworkers and supervisor.

The longer you've been away from the outside work world, or the less experience you've had in "playing it straight," the more discipline and patience all of this is going to require. Responsibility, after all, is not something you were encouraged to develop while in prison, where most decisions, both large and small, were

probably made for you. So don't expect that starting a new job after your release will necessarily be easy. Just know that you can succeed (millions of others have), and that it will require time. The following hints may be of help to you in adjusting to a new job:

**Be Both Dependable and Responsible**
Don't appear late for work or be absent without having a good reason. If you are going to be late, or can't make it to work, call in. If you offer to do a task, or are asked to do one, make sure it gets done. Don't promise to do more than you can reasonably handle.

**Be Patient**
Don't expect too much of yourself when you first begin a new job. There is a lot to be learned — even in simple jobs, much more than meets the eye. You may be nervous or scared the first week or two. This is not unusual. Just remember, your employer is as anxious as you are for you to succeed.

**Learn to Follow Directions**
There are usually valid reasons why you are told to perform tasks the way that you are. Your success as a worker will be judged to a very large extent on your ability to listen and to do as you are told. If you need to understand something better, don't be afraid to ask questions.

**Get Along Well with Others**
Performing your job assignment is only one aspect of job adjustment. Equally important, in the eyes of the employer, is your ability to get along with your co-workers and/or the public you serve. Control your temper. If a problem occurs at work, see your supervisor or shop steward and talk it out.

**Learn to Take Criticism**
It is easy for anyone to become hurt or to feel defensive when his or her work is being criticized. Learn not to take criticism personally. When accepted wisely, criticism is an important step to learning.



**Leave Personal Problems at Home**
Work often offers you the opportunity to socialize with coworkers and, indeed, socializing is an important feature of the total work experience. Still, it is important to remember that your main reason for being at work is to perform your job. Don't let personal problems interfere with work. We all know how hard it is to have to put up with a coworker who arrives at the job everyday frustrated and angry because of a personal situation at home. Likewise, it is unfair to take lots of time rapping with a coworker about your personal affairs when it may well end up jeopardizing both your jobs.

# Leaving a Job

Three common ways of leaving a job are:

- Quitting
- Getting laid off
- Getting fired

If you decide to quit your present job, it is almost always advisable to secure another job first. Here are two good reasons:
(a) we are living in a time of high unemployment, when job opportunities in most fields are scarce, and
(b) employers generally prefer choosing new job applicants from the ranks of the already employed, not the unemployed.

If you quit a job, be sure to give your current employer at least two weeks' notice. He or she will be more likely to give you a good recommendation for your next job.

When you are thinking about quitting a job, or have just been laid off or fired from one, investigate the following:

- Is your job covered by unemployment insurance? If so, will you be eligible to receive unemployment insurance benefits?
- If you were laid off or fired, do you have any recourse? Can you appeal the decision to anyone in the personnel department or union?
- If you were laid off or fired, is there any severance pay that you can collect?

- What will happen when you leave the job in terms of your pension, your health insurance coverage, and your unused vacation and sick time?

## Being Unemployed

If, after working at a job, you suddenly find yourself unemployed through no fault of your own, you may be eligible to receive unemployment insurance benefits. Your former job will have to have been covered by unemployment insurance (most jobs are), and, if eligible to receive benefits, you must declare yourself ready, willing, and able to work if a new, appropriate employment opportunity is found.

For recorded information on unemployment insurance, call 888.209.8124 (Spanish also spoken). You will be asked by the local office to begin by bringing in your Social Security number and one or two other pieces of identification. (A pay stub from your former job would also be helpful.) If you are eligible for benefits, there is a two- or three-week processing period, after which you will receive cash benefits (an amount proportionate to the salary you received and the amount of time you worked) for at least 26 weeks.

While unemployed, you may also be eligible to receive other types of benefits. These can include food stamps or Medicaid (see the chapter on Financial Assistance), or union benefits, if you were a dues-paying member of a union where you last worked. Being unemployed, you may also find yourself eligible for special attention in programs designed to help the unemployed find work or further their education and training.





The following passages are excerpts from the **Offender Re-Entry Guide,*** from Offender Employment Services (formerly Corrections Clearinghouse), a project of the Washington State Employment Security Department. The suggestions from the Guide, reprinted here, may be applied to filling out application forms and writing resumes.

**Disclosing a Felony Conviction**
It is particularly important for offenders to be truthful in filling out applications. However, the truth must be told in a way for the offender to get screened-in and invited to a face-to-face interview.

**Question**
"Have you ever been convicted of a felony?" Yes No
If yes, it is recommended that the offender fill out the question as follows:

Have you ever been convicted of a felony? **X** Yes No
If yes, please explain: Will explain at interview. I can be bonded.

*Below are some compelling reasons to answer the question in this way.*

- It allows you to be honest, yet protects your privacy by controlling who knows about the specific conviction.
- Stating that the felony is not job related and that the applicant is bondable may help calm the employer's fears and perhaps even pique the employer's curiosity enough to call you in for an interview.
- Many Community Supervision Officers will tell an employer whether you have a felony or not.
- If an employer is going to find out, it is better to hear it from you.
- You control the flow of information — how it's worded, how it's presented.
- Once hired, you don't have to be constantly looking over your shoulder, afraid that someone will find out.

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- Most employers do background checks.
- In the interview, you can talk about how productive you were in prison.

**Below is a list of other options for answering this question and probable consequences.**
Check "YES" and write the conviction.
The candidate would likely be screened out and would lose any privacy because anyone in the office who saw the application would know about the conviction.

Leave the question blank and/or put N/A.
The application would appear incomplete and it would appear that the applicant is hiding something. When disclosing the felony at the interview, it would be awkward to explain why the questions are not filled in truthfully.

Check "NO" and lie.
This appears to be the easiest route for many offenders and may help you get a job for the short term, but the longer-term **consequences include:**

- Not being hired because the lie was found out.
- Being fired as soon as the background check comes back.
- Carrying around emotional baggage wondering when you will be found out.
- Reinforcing stereotypes.
- Prosecution — especially if you applied for a federal job.

Most employers do background checks before employees are promoted. So if an offender lied on the application, stayed with the company for a few years, became eligible for promotion, and the lie was exposed, the offender could:

- Lose a good job.
- Lose a good reference.
- Lose financial stability.
- Lose self-esteem.



**Question:**
What should I write if the question about conviction asks me to "explain"? Always write "will explain at interview." This will keep everyone who may view your application from knowing your personal business.

**Question:**
How do I cover time in prison on the "Work Experience" portion of the application? List only 2 or 3 of the jobs that may be in line with your future employment goals. If you did any work during your incarceration (i.e., janitor, cook, clerk, and/or firefighter) submit the jobs in which you gained significant hands-on experience. Describe jobs that reflect skills gained, abilities developed, and accomplishments earned.

Example: If you worked both in the kitchen and as a janitor while incarcerated, you would indicate both jobs for your incarceration period and list only the year for dates of employment even though you may have moved from facility to facility and from job to job.

**Question:**
How do I complete the "business name"?
Use the abbreviated name of jail or correctional facility.

Example: If you worked as a janitor, cook, painter, etc., you worked for the abbreviation of the Jail or Correctional Facility. Chelan County Regional Justice Center=Chelan Co. RJC; Washington Corrections Center=Washington CC.

**Question:**
How about completing the "salary" portion of Job Experience?
You should complete wage or salary by stating "stipend" on your application.

Example: Salary Stipend hourly N/A. See the example that follows. At the time of your interview you will be prepared to discuss your incarceration.

**Question:**
What about completing the "address" portion of Job History? Do not use P.O. Boxes. Use only the city and state as the address, or only the street address of the institution. The reason is that some people associate "P.O. Boxes" with prison in certain towns.

**Question:**
How to complete the "reason for leaving" portion of Work Experience? Correct responses can be "Relocated," "Contract ended," "Transferred," or "Pursued other opportunities."

What follows is an example of a Work Experience response. Please note the reason for completing the "Work Experience" portion this way is to get your application past whoever may be screening applications for interviews. It is vital that your "Work Experience" is complete, yet, don't advertise your incarceration. That information is only between you and the interviewer, not anyone who may see your application.

Example: WORK EXPERIENCE SECTION

Name: Twin River CC or County RJC
Address: Monroe, Washington
Supervisor: N/A
Dates: From June 1, 1988 to June 30, 1989
Position: Cook
Rate of Pay: Stipend per N/A
Reason for Leaving: Relocated

# Fact Sheet

Name Social Security Number

## Schooling

| EDUCATION | NAME & ADDRESS OF SCHOOL | YEARS ATTENDED | MAIN COURSE OF STUDY | DEGREE RECEIVED |
|---|---|---|---|---|
| Grade School | | | | |
| Senior H.S. | | | | |
| Vocational | | | | |
| College | | | | |
| Business/Corres. | | | | |
| Other Training | | | | |

## Experience

| EMPLOYER'S NAME & ADDRESS | NAME OF SUPERVISOR | FROM/TO | SALARY | REASON FOR LEAVING |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

## References

| NAME | ADDRESS | PHONE NUMBER |
|---|---|---|
| | | |
| | | |
| | | |

## Other Information

# Interviewing for a Job

**To Prepare:**

Know your qualifications

Learn about the company

Bring the materials you'll need

Go Alone. Arrive early. Be courteous and patient

Dress right

**At the Interview:**

Be respectful. Be relaxed. Listen attentively

Be clear, complete, and brief in what you say

Be positive in your approach

Avoid the negative

Good Luck!



## Personal Skills Worksheet

**Skills I Learned on Jobs or in Job-Training Programs:**

**Skills I Learned Off the Job, or in Volunteer Work**
(house repair, automotive, child care, etc.)

**Skills I Learned While in Prison:**

**Language Skills (I speak Spanish, for example):**

**Licenses I Hold (driver's licenses, trade licenses, etc.):**

☐**Personal Strengths**
☐ Am I reliable?
☐ Can I follow directions?
☐ Do I work well with others?
☐ Can I be depended upon to complete tasks given me?
☐ Am I punctual?
Do I work well under stress?

# Record of Job Contacts Made

**Name of Agency**

**Address**

**Phone Number**

**Name of Contact Person**

**Date & Time of Appointment**

**Travel Directions**

**Comments**

**Name of Agency**

**Address**

**Phone Number**

**Name of Contact Person**

**Date & Time of Appointment**

**Travel Directions**

**Comments**



**Name of Agency**

**Address**

**Phone Number**

**Name of Contact Person**

**Date & Time of Appointment**

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**Name of Agency**

**Address**

**Phone Number**

**Name of Contact Person**

**Date & Time of Appointment**

**Travel Directions**

**Comments**



# Index

## A

Access-A-Ride 176
Access for Women 139
Addiction Research and Treatment Corporation (A.R.T.C.) 114
Addicts Rehabilitation Center (ARC) 113
AIDS Center of Queens County 93
AIDS Drug Assistance Program (ADAP) 93
Albert Einstein College of Medicine 111
Alcoholics Anonymous (AA) 119
Alcoholism Council of NY 119
Ali Forney Center 149
Alpha School Center for Progressive Living 116
Alternatives to Incarceration Referral Service 117
Amachi New York 105
American Cancer Society 84, 141
American Heart Association 120
American Indian College Fund 60
American Liver Foundation 95
American Museum of Natural History 170
America Works, Inc. Criminal Justice Program 29
Archdiocese of New York 133
Argus Community/Access Program 92
Arms Acres 109
Art for Change 172
Asian & Pacific Islander American Scholarship Fund (APIASF) 60

## B

Bailey House 67
Black Veterans for Social Justice 18
Bluestockings Bookstore 174
Bowery Mission 120
Bowery Residents' Committee SPAN Program (BRC) 17
Breast and Cervical Cancer Detection (Guttman Diagnostic) 140
Bridgeback Adolescent Center 52
Bronx AIDS Services 92

Bronx Defenders 126
Bronx Works 66
Bronx Zoo 173
Brooklyn AIDS Task Force 92
Brooklyn AIDS Task Force Alternative to Violence Program 100
Brooklyn Botanic Garden 172
Brooklyn Center for Independence of the Disabled 155, 156
Brooklyn Museum 170
Brooklyn Public Library 36
  Business Library 43
  Caribbean Literacy & Cultural Center 172
  Computer Classes 36
  Education and Job Information Center (EJIC) 22, 45
  ESOL 55
  Literacy and Pre-GED Program 47
Brownstone Books 174
Business Outreach Center (BOC) 42

## C

CAMBA 32
Career Gear 34
CASES (Center for Alternative Sentencing and Employment Services) 14
CASH (Civic Association Serving Harlem) 33
Cathedral Community Cares 79
Catholic Charities 143
Center for Anti-Violence Education 152
Center for Community Alternatives 16, 135
  Crossroads 135
  Women's Choices 135
Center for Disease Control and Prevention (CDC) 84
Center for Employment Opportunities (CEO) 26
Center for Hearing and Communication 158
Center for Urban Community Services 68
Child Health Plus 85
Children of Promise 104
Children's Aid Society 97
Chinese-American Planning Council (CPC) Work Force Development Division 53
Citiwide Harm Reduction 118
City University of New York (CUNY) 56
  Adult Literacy and GED Program 48, 51, 54
  CUNY Catch Program 57
Civilian Complaint Review Board 132
Coalition for the Homeless 65
College & Community Fellowship 58
College Initiative 57
COMALERT 16
Commission for the Blind and Visually Handicapped 157
Common Ground 69
Community Health Action of Staten Island 93
Community Healthcare Network 82
Community Health Centers 85
Community Service Society (CSS) 76
Community Supported Agriculture (CSA) 166
Consumer Protection Center, Federal 165
Correctional Educational Consortium 59
Covenant House 66
Craig's List (website) 72
Create, Inc. 112
Crime Victims' Treatment Center 144

## D

Daytop Village 108
Department Of Consumer Affairs (NYC) 39, 165
Department of Homeless Services 138
  Drop-In Centers 64
  Intake 63
Department of Housing Preservation and Development (HPD) 71
Department of Veterans' Affairs (Federal) 77
Diane Armstrong Family Learning Center 51
DOE Fund 30
Domestic and Sexual Violence Hotline 101
Domestic Violence Accountability Program for Men 99
Dress for Success 139
Drug Sale Complaint Hotline 132

## E


Education and Job Information Center (Brooklyn Public Library) 22
Edwin Gould Services for Children and Families
  Incarcerated Mothers Program 141
  Steps to End Violence Program 136
Elder Crime Victims' Resource Center 101
Elder Pharmaceutical Insurance Coverage (EPIC) 76
Elmcor Youth and Adult Activities 112
Elmhurst Hospital Center Methadone Treatment Program 115
Employment Program for Recovered Alcoholics (EPRA) 30
Emurse Online Resume Writer (website) 38
exalt youth 15
Exodus Transitional Community 12
  Alternatives to Domestic Violence Program 100
Exponents 15
  Treatment Exchange 111


## F


FACES NY 90
Family Justice Center 145
Family Planning Benefit Program 85
FEDCAP Rehab Services 156
Federal Citizen Information Center 163
Federal Detention Centers 131
Federation of Protestant Welfare Agencies, Inc. 97
FEGS
  Anger Management Trainings 100
Fifth Avenue Committee, Developing Justice 19
Fin/Aid (website) 61
Food Co-ops 166
Fortune Society 10
  Drop-In Center 89
Fountain House 87
Friends In Deed 93
Friends of Island Academy 19
Frost'd 117




## G


Gamblers Anonymous and Gamanon for New York 121
Gates Millennium Scholars 61
Gay Men of African Descent 150
Gay Men's Health Crisis (GMHC) 77, 90
  Hotline 89
Gender Identity Project 148
Getting Out and Staying Out (GOSO) 13
Girl's Educational and Mentoring Services (GEMS) 145
Goodwill Industries: Employment Services 27
Goodwill Industries of Greater New York and Northern New Jersey 157
Green Hope Services For Women 136
Greenmarket 166
Greenwich House, Counseling Center 112
Growing Up Healthy Hotline 145


## H


Haitian Centers Council 91
Harlem Center for Education (Educational Opportunity Center) 46
Harlem Restoration Project 17
Head Start Program 106
Healthfinder 83
Healthy New York 85
HIRE Network 37, 71, 189
Hispanic AIDS Forum 91
Hispanic Scholarship Fund 60
HIV Special Needs Plan 85
HOPE Program 29, 91
Hope Services Program 91
Hospital Audiences 159
HOUR Children 141
Housing + Solutions 138
Housing Works 67
Housing Works Books 173
Howie the Harp Advocacy Center (S.T.A.R. Project) 18
Hue-Man Bookstore & Cafe 173
Hunt's Point Domestic Violence Program 100

## I

Idealist Job Search (website) 39
Identity House 150
In Arms' Reach 104
Incarcerated Fathers Library (website) 106
Incarcerated Mothers Program 141
Indeed Job Search (website) 38
Information for Families (website) 79
Internal Revenue Services (IRS) 128
International Center for The Disabled (ICD) 156

## J

J-Cap 109
Job Information Centers (Queens Public Library) 23
Job Path 158
Job Search Central (JSC) (The New York Public Library) 22
Job Star (website) 38
Just Detention International (JDI) 102

## L

Landing Strip 14
Learning Disabilities Association 158
Legal Action Center 124, 192
Legal Aid Society 126
Legal Referral Service NYC and County Bar Associations 125
Legal Referral Service of the New York City Bar Association 133
Legal Services for New York City 127
  Name Changes 129
LGBT Community Center 121, 147
LGBT Law Association of Greater NY 129
LGBT National Help Center Hotline 147
LGBT Services and Resources Directory (website) 147
License to Work Initiative 124
Lifenet 86
Lighthouse International 157
Lincoln Recovery Center 115
Linkedin (social networking site) 38
Literacy Partners 48, 51, 54
Lower Eastside Service Center (Su Casa) 110

## M

Make the Road New York 52
Manhattan Veterans' Center 98
Maternal and Infant Care (MIC) 142
Mayor's Office for People with Disabilities 154
Mayor's Office of Immigrant Affairs 33
Medicaid Buy-In Program for Working People with Disabilities 85
MedlinePlus (website) 83
Metropolitan Council on Housing 69
Metropolitan Museum of Art 170
Metropolitan Transit Authority (MTA) (website) 176
Michael Callen-Audre Lorde Health Center 149
Minority and Woman-Owned Business Enterprise Program 39
Money Management International 164
Museo del Barrio 171
Museum of Modern Art 170
Mustard Seed Counseling Services 103

## N

Narco Freedom 116
Narcotics Anonymous 118
National Clearing House for Alcohol and Drug Information 118
National HCV Prison Coalition (website) 95
National Hispanic Business Information Clearinghouse (website) 39
National Institute of Mental Health Information Center 87
Neighborhood Defender Service of Harlem 128
Network in the Community 13
New Directions 116
New York Botanical Garden 172
New York City Department of Corrections 131
New York Consumer Law Resources 163
New York Crystal Meth Anonymous Intergroup 118
New York Foundling Parent Helpline 98
New York Harm Reduction Educators 117

New York Immigration Coalition 132
New York Legal Assistance Group 127
New York Online Access to Health (NOAH) (website) 83
New York Public Library
Accessibility Services 159
Andrew Heiskell Braille & Talking Book Library 160
Career and Educational Information Service — Bronx 45
Centers for Reading and Writing 47
ClickOn Computer Classes 35
Consumer Law Resources (website) 163
ESOL 55
Health Information (website) 81
Job Search Central (JSC) 22
Legal Research 127
Science, Industry and Business Library 43
New York Relay Center 161
New York State AIDS Hotline 89
New York State Child Protective Services Abuse Hotline 101
New York State Crime Victims' Board 78
New York State Department of Correctional Services (website) 131
New York State Department of Education GED Testing Office 50
New York State Department of Labor, Division of Employment Services 34
Career Zone (website) 37
New York State Department of Motor Vehicles 130
New York State Division of Veterans' Affairs 28, 77, 195
New York State Higher Education Services Corporation 60
New York State Office of Alcoholism & Substance Abuse Services 108
New York State Office of Mental Health Bronx Psychiatric Center 88
New York State Office of Mental Retardation and Developmental Disabilities 161
New York State Smokers' Quitline 120
Non-Traditional Employment for Women (N.E.W.) 139
Nuyorican Poet's Cafe 172
NYC Bureau of Parking and Permits 160
NYC Bureau of Tuberculosis Education & Training 84
NYC Business Solutions 39



NYC Central Booking 131
NYC City of New York
Job Listings 38
NYC Clerk (Marriage Bureau) 131
NYC Commission on Human Rights 94, 132, 148
NYC Department for the Aging Grandparent Resource Center 105
NYC Department Of Consumer Affairs 165
NYC Department of Education 21
NYC Department of Education, Office of Adult and Continuing Education 49, 53
Alternative Education Complex 49
Bronx Adult Learning Center 49
Brooklyn Adult Learning Center 49
ESOL 54
GED Classes 50
Mid-Manhattan Adult Learning Center 49
Queens Adult Learning Center 49
NYC Department of Health 83
NYC Department of Health and Mental Hygiene
AIDS Hotline 89
NYC - Link System of Services 86
Smoking 120
NYC Department of Health and Mental Hygiene Women's Healthline 140
NYC Department of Human Resources Administration
Department of Social Services 85
Emergency Services 78
NYC Department of Small Business Services (website) 39
NYC Department of Transportation
Reduced-Fare MetroCard Program 160
NYC Department of Vital Records 130
NYC Department of Youth and Community Development, Youth Employment Program (DYCD) 25
NYC Gay and Lesbian Anti-Violence Project 102
NYC Gay & Lesbian Anti-Violence Project (AVP) 151
NYC Housing Authority
Applications Offices 70
NYC Human Resources Administration 74
NYC Hunger Hotline 78
NYC Independent Living Centers (ILCs) 154

NYC Medical Societies 81
NYC Public Advocate (website) 128
NYC YouthConnect 25, 98

## O

Occupational Outlook Handbook 38
Odyssey House 110
Opportunities for a Better Tomorrow (OBT) 31
Options Center for Educational & Career Choice (Goddard Riverside) 46
Osborne Association 11
  Employment & Training Services 12

## P

Palladia 109
Partnership for the Homeless 32, 66
  Family Resource Center 32
PEN Prison Writing Program 169
Per Scholas Technician Training Program 53
Phase: Piggy Back 113
Phoenix House 111
Pills Anonymous Hotline 118
Planned Parenthood
  Margaret Sanger Center 142
  Project Street Beat 89
Poison Control Center Hotline 84
Pregones Theatre 171
Prenatal Care Assistance Program 85
Prison Education Initiative 51
Prisoners Legal Services of New York (Child Custody) 106
Project Enterprise (Small Business Loans) 42
Project Inform 94
Project Renewal 68
Providence House 137
Public Access Law Libraries 128
Puerto Rico Federal Affairs Administration 33
  Vital Documents 130



## Q

Queens Library
  Adult Learner Program 46, 48, 55
  Business, Science & Technology Division 43
  Computer Classes 36
  New Americans Program 56

## R

Rape Crisis Program 144
Rape Crisis Program (St. Vincent's Hospital) 103
Realization Center 114
Reduced Fare MetroCard Program 176
Revolution Books 174

## S

Safe Horizon 143
  Hotline 97
Safer Society Press 101
Salvation Army (website) 167
Samaritan Village 113
SCORE Small Business Counseling 40
Services and Advocacy for GLBT Elders (SAGE) 151
Sex Crimes Report Line 144
Sexual Compulsive Anonymous 121
Sexually Transmitted Disease Control Clinic (STDC) 84
Shoplifters Anonymous 122
Single Parent Resource Center 105
Smithsonian's National Museum of the American Indian 171
Snag-A-Job (website) 38
State University of New York (SUNY) 58
Steps to End Violence Program 136
Strand Bookstore 174
Streetwise Partners 27
STRIVE International 26
Studio Museum in Harlem 171
St. Vincent's Hospital Rape Crisis Program 103
Sylvia Rivera Law Project 149

## T

The Door - A Center of Alternatives 99
Trinity Community Development and Empowerment Group 17

## U

United Negro College Fund 61
Urban Justice Center 76
U.S. Department of Education Federal Student Aid 59
U.S. Department of Health and Human Services
Medicaid 76
Medicare 76
Social Security Administration 21

## V

Veritas 114
VIDA Family Services 112
VIP Community Services 110
Vocational Educational Service For Individuals with Disabilities (VESID) 154
Vote NYC (website) 129



## W

Wildcat Service Corporation 25
Women and Work Program 138
Women, Infants and Children Food Program (WIC) 143
Women in Need (WIN) 137
Women in Prison Project 136
Women's Prison Association 135
Workforce 1 23

## Y

Youth Counseling League 88