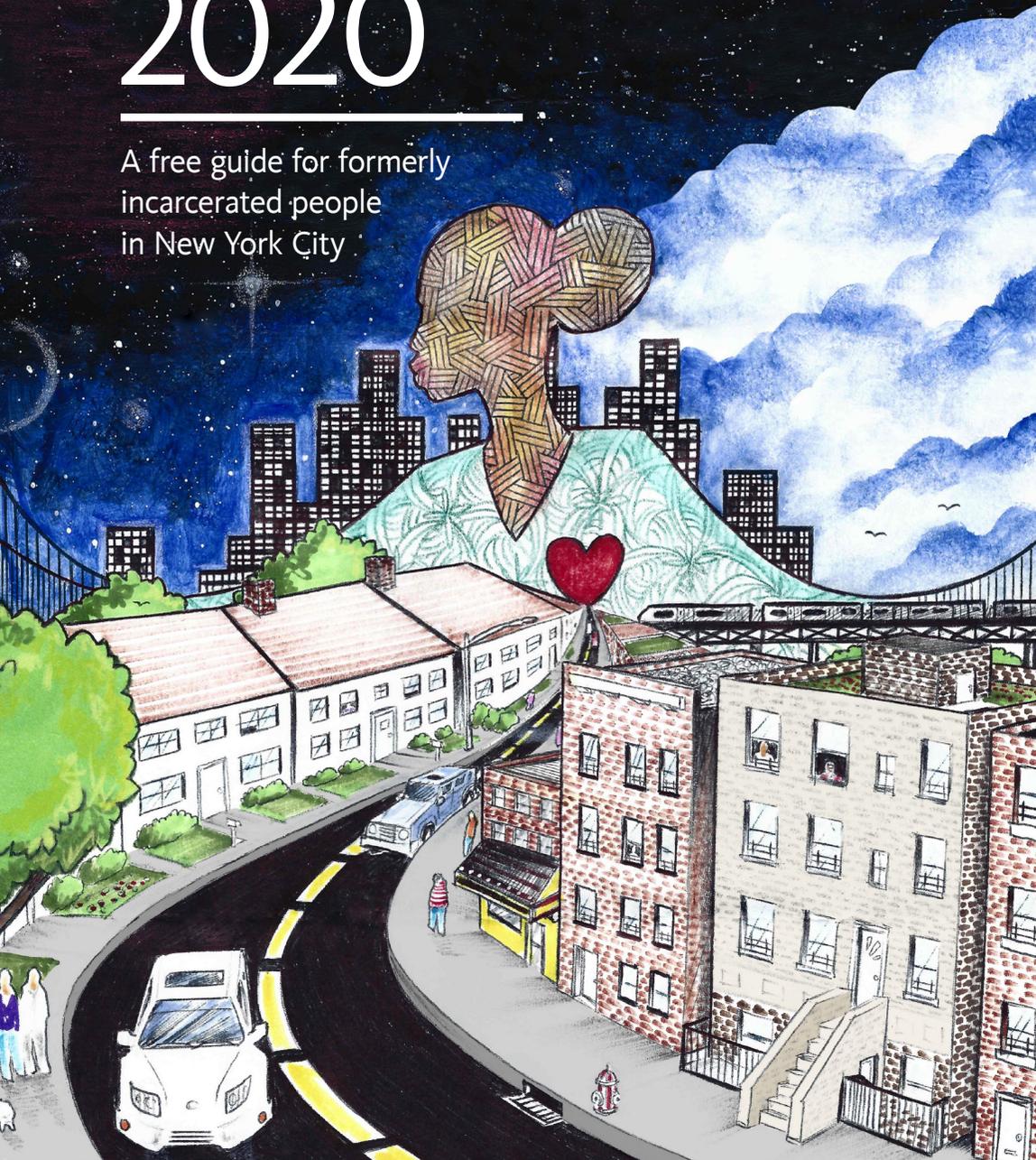


The New York Public Library

Connections 2020

A free guide for formerly
incarcerated people
in New York City



The New York Public Library

Connections

2020 A free guide for formerly incarcerated
people in New York City

Edited by

Kate Heenan



New York
Public
Library

Connections 2020

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

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

Connections 2020 is available as a PDF file online at:

nypl.org/corrections



The New York Public Library, 2020.

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About Connections

Every agency listed in *Connections* has been contacted in order to provide you with current and relevant information. Where listings could not be verified by phone, the organization website was accessed for basic program and contact information. Please be advised that the moment *Connections* is printed, it is out of date. Organizations change constantly—when contacting an agency, ask questions to ensure you have the most up-to-date information on services. Please note that the information included in this book is not intended as legal advice.

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

Due to budget restrictions, our print run is limited. Therefore, if you are an agency working with formerly incarcerated people, we ask that you use the online PDF version of *Connections* (nypl.org/corrections) with clients when possible, rather than requesting bulk shipments of the book. If you are incarcerated at a New York City Department of Correction jail, please ask for a copy of the book in the intake area or programs office in your facility.

Conexiones is our Spanish translation of *Connections*. The translation is available online as a PDF at nypl.org/corrections. Spanish speakers who are incarcerated can request up to 40 printed pages at a time, to be sent via mail by writing to: Correctional Services, The New York Public Library, 445 Fifth Avenue, New York NY 10016.

ICONS: For your convenience, four symbols are used in this edition. The (es) symbol next to the name of an organization means they have Spanish speaking staff or interpreters for Spanish speakers. A bridge  next to the name of an organization means they work with people who are currently incarcerated, and the organization can be contacted pre-release, or by court or attorney referral. The (P) symbol means the organization offers alterna-

tive-to-incarceration (ATI) programs. These may also be called alternative-to-detention or diversion programs. The icons are used only when the information is confirmed by a representative from the organization. The  symbol is used throughout *Connections*, to highlight information regarding people's rights.

Artists! You may request instructions and a template for submitting art for the 2021 edition of *Connections*, by writing to:

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

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Many thanks go to John Bunn, Leonel Cecena, Coss Marte, and Pilar Maschi for contributing their eloquent words. We are so grateful to this brilliant group of people who shared their experiences with us and all of our readers.

We are proud to showcase the artwork of 17 currently and formerly incarcerated artists throughout this book. Our cover art, titled *Heart of the City*, was created by Lamarr Little. We appreciate and thank everyone who sent us artwork to be considered.

Much support and learning is gained from those who write to us from prisons with their feedback. Many thanks go to the Library's Creative Services team for their support and hard work. A huge thanks to the BookOps and Logistics teams who are responsible for its distribution.

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Contents

- Profiles 10**

- Formerly Incarcerated People 23**
 - Resources Similar to Connections 24
 - Reentry Task Force by NYS County 26
 - Organizations 29

- Education. 41**
 - Adult Literacy, HSE, & ESOL 42
 - Computer Literacy 50
 - Continuing Education 51
 - Financial Aid 57
 - College Programs in Prison 59

- Housing 65**
 - Shelters 66
 - Intake Centers for Single Adults 66
 - Drop-In Centers for Single Adults 68
 - Securing Shelter for Homeless Families 70
 - Halfway and Three-Quarter Housing 74
 - Organizations for People Without Homes 75
 - Housing Assistance 81
 - Rentals 82
 - Tenant Rights & Housing Discrimination 83

- Financial Assistance 86**

Public Benefits	87
Temporary Cash Assistance	88
Emergency Assistance	89
Food Stamps (SNAP)	90
Food	90
Clothing.	93
Medical Assistance	93
Crime Victims	94
Financial Counseling	95
Physical & Mental Health	98
Free & Low-Cost Medical Care	101
General Health Information Resources	105
Helplines: Physical Health.	106
Health Insurance.	106
HIV & AIDS.	108
AIDS Discrimination.	113
Hepatitis C.	113
Mental Health.	114
Counseling.	117
Helplines: Mental Health	120
Addiction	122
Treatment Programs & Organizations	123
Support Groups	130
Resources & Other Services	132
Helplines	134
Legal Services	135

Police Interactions: Know Your Rights 136

Online Policing & Surveillance 139

Representation & Referrals 142

Research Resources 151

Bail 153

Locating Someone in Custody 157

Voting Registration & Rights 159

Documents 160

Discrimination, Grievances, & Rights 164

Prison Rape Elimination Act (PREA). 170

The 2020 Census 177

Immigrants 179

Immigration Law & Enforcement 180

Who is at Risk From ICE 180

Know Your Rights 181

Emergency Planning. 184

Organizations 185

Veterans 198

Veteran Benefits & Incarceration 199

Organizations 201

People with Disabilities 207

Rights While Incarcerated 208

Organizations 210

Women 219

Organizations 220

Helplines	227
Older People.	229
Organizations	230
Medical Care	234
Housing.	234
LGBTQI+	236
Organizations & Resources	237
Rights for Incarcerated TIGNC People	245
Youth	248
Raise the Age	249
Organizations & Resources	251
Working Papers	263
Parents & Caregivers	264
Organizations & Resources	265
Custody Rights for Incarcerated Parents	275
Child Support	279
Additional Hotlines & Directories	283
The Job Search	285–361
Notes	377
2020 Calendar	383

Profiles

I CARRY

THE STORIES

THE SADNESS

THE VICTORIES

OF PEOPLE BEFORE ME

I'M BOTH A MONUMENT

AND A FUTURE SKYSCRAPER

RISING FROM THE SAME SKELETON

— NOOR UNNAHAR

JOHN BUNN

WORDS AND IMAGE USED WITH PERMISSION FROM THE WRITER.



At 14, I woke up with nothing more on my mind than basketball, riding my bike, and flipping on mattresses with my friends; I was completely unprepared and unequipped for what my reality was about to become. During breakfast with my mother and 4-year-old sister, an unalarming knock sounded at our apartment door. To my mother's surprise, my Police Academy basketball coach was standing in the entrance, leading a gang of police officers. Chaos ensued, as police officers teemed through my house searching for their "perp." By the time I could look up from my pancakes, all I could hear was a mixture of "freeze" and "put your hands up" as I stared down gun barrels.

In the blink of an eye, the justice system failed me. I was illiterate, and I was completely unprepared to defend my innocence in a court of law. The prosecution actively withheld information to push through my conviction, and in a one-day trial, the court determined that I be sentenced, as an adult, to 20 years to life in prison. In a flash, I was transported straight to a youth detention center where I sat for 16 months. Scared, alone, and confused about what was going on, I began to accept institutionalization as my reality. On my sixteenth birthday, I was shipped upstate, with next to no knowl-

edge about where my life was heading or what to do to help my cause. I weighed less than 120 pounds, and I was 5 feet tall with shoes on. What was I supposed to do? Who was supposed to help me? How is an innocent man to live a life of incarceration without giving up hope?

Going upstate at the age of 16, sentenced to 20 years to life, I had lost hope and so I started to rebuild my life within the system. Prison fosters an environment wherein everyone wants to be the toughest person, and no one cares about your innocence. In fact, contrary to real life, where felons are often left out of society, in prison my innocence exacerbated my loneliness. My entire mentality and outlook on life began to change as I saw adapting to the prison lifestyle as my only route to survival. Before my 18th birthday, I was shipped to maximum state prison, which was a battle zone. By obtaining the survival tactics necessary in order to demand respect in such a violent and toxic environment, I became institutionalized. I became a person I didn't want to be. The more I felt like I could garner respect and keep myself afloat within the system, the farther I drifted away from who I was when I was first convicted.

I was dehumanized. Unexpectedly, my experience in Keeplock-SHU, wherein I spent 23 hours every day locked down, reminded me of who I was before I entered the system. Luckily, the prison I resided in allowed me to read books while in lockdown. For whatever reason, one day, I picked up *The Coldest Winter Ever* by Sister Soulja, the first book I ever fully read. From the onset of reading that first novel, I felt a human connection that allowed me to see my world in a new perspective. A human perspective that kept me from feeling like the walls were talking to me and moving closer. I had something that helped me look beyond the prison environment, which reconnected me with values that uphold society outside of prison. The books I read over the next few years opened my eyes, and they saved my life. They showed me that I could learn, showcase what I learned, and grow as a person. Even on the inside, I had meaning to my existence beyond garnering prison respect. I had a connection to the human connection no matter how inhuman my conditions were, and I discovered the value of the pursuit of knowledge and helping others in the pursuit as well.

With the confidence that came with reading and learning, I began to carry myself in an entirely different manner. Ignorance, violence, and negativity were no longer an option. I looked for new avenues to express myself and help others within the prison see their value beyond the prison bars. I began to facilitate an anger retention training program, and in doing so, I realized that I wasn't alone in the fight against loneliness and establishing an identity while behind bars. A large number of the people in my classes also came into prison unable to read and write, and for most of the people in the class, they had never been given a healthy outlet for their anger and aggression. Even though I was still on the inside, my perspective on other incarcerated people and prison life had completely changed.

After being granted parole after serving 17 years, I began to rebuild my life, focusing on the values I learned from books, working as an anger management counselor, and my family. From my experience, it is all too easy to understand why so many people leave prison only to feel more alone and disconnected than when they first entered the system. People fight for their lives every day when they are behind bars, and to survive they often have to adopt values and become a part of a culture that becomes normalized when it is your only reality. Moving on with my life, as an exoneree who spent 27 years as a convicted felon, I feel that it is my duty to be a voice and advocate for all incarcerated people who are being dehumanized, yet also expected to be able to reenter society. Through my nonprofit organization, A Voice 4 the Unheard, I fight for the silenced: we supply books to prisons, work with schools and local nonprofits helping children in underfunded school districts, and promote positive community programs and events. After being set back for 27 years, the way I choose to spend my life is promoting positivity in environments where negativity reigns supreme. I will continue to work with those who are silenced to show them that positivity, knowledge, and support can lead you out of the darkness.

LEONEL CECENA



WORDS AND IMAGE USED WITH PERMISSION FROM THE WRITER.

My name is Leonel. I was born in Mexico City and moved to New York City in 1995.

PROFILES
14

It was not easy to start over in a new country with another language. When I got here I had lots of dreams and one of those was to finish high school and go to college. But I couldn't enroll in high school because every school asked me where my parents were and who was supporting me, so I decided to get my GED diploma instead. I studied for it on my own, took the test in Spanish, and passed. After getting my GED I realized it would be difficult, almost impossible, to go to college. I had no way to pay for it, my English was not at college level, and my immigration status didn't help. So I just kept working and hoped that one day I would save lots of money and open my own business.

After many years, I finally got a green card and decided to try to go to college again. I was accepted to LaGuardia Community College and with the financial aid I was offered I would have been able to attend. This time I was so close, but I was incarcerated just before I was supposed to start.

I was sentenced to one year at Rikers Island. That was the worst

thing that ever happened to me. I was first at the facility OBCC for two months, where there was almost nothing to do, but I attended the morning program that STRIVE provided in the dorm. We discussed different topics every week, and they shared a lot of information about the resources they provide when you're released, such as help with housing and job training. It's important to connect with these programs when you're inside, so that you can make a plan for a successful return home and make the most of the resources they have outside.

After I was transferred to EMTC I tried to look for programs so that I could make my time go faster by keeping myself busy. Although EMTC offered a lot of programs, getting into them was not easy, because most of the time there was not that much information about them. Little by little, by talking to people who had been in the building for longer, I started to learn about what was available.

I first found out about NYPL's ESOL (English for Speakers of Other Languages) program. They helped me a lot and the instructors were respectful and patient with the students. After that I got into a reading and writing class that John Jay offers, a public speaking class run by LaGuardia, the Rikers Debate Project, and finally, with the guidance of my ESOL instructors, I was able to get into Manhattan College's program, which consists of an inside-outside college class at EMTC and a scholarship to attend Manhattan College after you go home.

To get into this class I had to write a 500 word essay. All of the programs I was participating in helped me get the essay done one way or another, but it was the ESOL program that helped me the most, and after I was accepted to the Manhattan College class they continued to help me whenever I had questions about my homework. I successfully finished the class and thanks to this achievement I earned a scholarship to go to Manhattan College. I took the opportunity they gave me and now I'm a college student pursuing a major in finance. Being at Rikers Island for a year was the worst experience of my life, but in the end I was able to change it around so that the bad experience became something really positive.

When I came home it was not easy to adapt to my new life, but I knew that I had to stay busy so I could remain focused on my

goals. It also wasn't easy to acknowledge that three days later I was going to be a college student. The day after I got home, January 15, was my birthday, and I spent the day with my family. On January 16th I went to Manhattan College to see my professor who taught the class at Rikers and is my mentor. My professor and a friend who took the class at Rikers Island as an outside student helped me register for classes, and on January 17th I had my first day as a Manhattan College student. I am now taking four classes while I work full time at a high profile restaurant. I am also one test away from getting my real estate license.

I also looked for help from STRIVE, The Osborne Society, and John Jay College. All these organizations are always willing to help. Through someone at Osborne, I found out about New Sanctuary Coalition, a group that advocates for immigrants. I first went to them looking for advice for myself, but then realized that through them I could support other immigrants in my community. So I started volunteering for them at their Tuesday evening immigration clinic, which provides people with free information, advice, and legal support for their immigration cases.

The day I got sentenced was one of the darkest of my life. I had no idea what to expect or what to do and I felt that I was going to lose everything I had outside. On the other hand, I knew that I had to be strong and do the best that I could. Sometimes when we are in a bad situation we become blind. We don't realize that we have a lot of resources around us, and that we can use them to make the best of a bad situation. This book, *Connections*, is one of those resources. It can be argued that the system always tries to oppress minorities, but it is comforting to know that there are a lot of people and organizations out there that want to help you one way or another.

COSS MARTE

WORDS AND IMAGE USED WITH PERMISSION FROM THE WRITER.



I grew up in the Lower East Side of New York City. It was an era when drugs were rampant and by the time I was 13, I started selling them. By age 19, I was making \$2 million a year selling drugs. At 23, I was sent to jail as the ringleader of a multi-million-dollar marijuana operation in the Lower East Side.

In prison, I was so overweight the physician warned me that my current lifestyle would likely kill me if left unchecked. They said I would die of a heart attack. I had never really thought about my health before and was shocked. Faced with this grim prognosis, I decided it was time to change my life—through fitness.

I started working out using the tools I had—my 9-foot by 6-foot prison cell and my own body weight. Within six months, I lost 70 pounds. Another individual noticed and asked if he could join. Then two more people asked to join us. Soon there was a group of us who had come together, starting a circle of camaraderie—training together and getting healthy. By the end, I had successfully trained 20 other people with the workout I created, which led to a combined weight loss of over 1,000 pounds.

After serving my sentence, I moved back to New York City. I was

faced with the stark reality of the unforgiving job market for anyone with a record. After hearing No's from every potential employer I applied to, I decided to start my own business—based on fitness and second chances. It wasn't just a company that I wanted to start, but a movement, in response to the issues that formerly incarcerated people face when they come home.

It was in the park across the street from where I sold drugs in the Lower East Side where I started training people using my body-weight workout system. More and more people started to hear about my system and would show up at the park.

As a formerly incarcerated person, it was difficult to get my business started. I joined Defy Ventures and they helped me with writing my business plan and getting started. It was really hard to get business liability insurance and start-up capital. In the beginning, I used what I had—I was operating with no computer, just a smartphone.

I had always felt like I was someone who could get things done and in 2014, I launched CONBODY, a prison-style boot camp that has gained over 25,000 clients and hires formerly incarcerated individuals to teach fitness classes. It was surreal, like a dream. People I knew from the neighborhood were inspired by what I had done.

CONBODY offers people like me a second chance at life, by hiring formerly incarcerated trainers to inspire others through fitness. By teaching boot camp workouts using the system I created in prison, the trainers help people get in shape while breaking down barriers between themselves and the rest of society.

In the media, people who are incarcerated are stereotyped as angry—people we should be afraid of. Incarcerated people are shown as locked-up, caged animals. I really wanted to change that perception and show people that we are just regular people who made a mistake. Everybody has a story. Most of those stories are not at all like they show on TV. CONBODY brings in different demographics—young professionals who would normally not come into contact with people who have been incarcerated. I see everyone working out together and then making plans to hang out together after class. That would never happen without the community we built, which allows these different groups to come together.

People come to the boot camps for an incredible, sweaty workout, and they stay for the inspiration, teamwork, and camaraderie. CONBODY trainers go above and beyond to prove how hard discipline and fitness can transform lives, and they've helped thousands of people lose pounds and shed stigma in the process. The welcoming front desk staff—also formerly incarcerated individuals—check people in and offer a friendly reminder that people can indeed change their lives.

The real message at CONBODY is about prison reform. In addition to serving as the CEO of my own company, I travel the world, giving speeches about the prison system, second chances, prison reform, and business and entrepreneurship.

In 2018, I wrote my first book, *CONBODY: The Revolutionary Bodyweight Prison Boot Camp, Born From an Extraordinary Story of Hope*. I wanted to share my story with the world and also give people the keys to do their own CONBODY-style workouts from anywhere, with no equipment. During the whole process, I had discussions with my publisher about how it was a priority for me to get the book inside to people who have no access to the internet or digital platforms.

These days everyone in the neighborhood knows me, not for drugs or my record, but for the CONBODY mission of transforming lives and challenging people's views of formerly incarcerated individuals, and for my active work in prison reform. I think my story shows that it's possible to come out of prison and start something from nothing.

And the CONBODY movement continues to grow around the world, raising awareness for prison reform while giving people second chances and transforming lives.

PILAR MASCHI



WORDS AND IMAGE USED WITH PERMISSION FROM THE WRITER.

I am a prison industrial complex abolitionist.

When it comes to acquiring solutions to a conflict or meeting needs, Western society historically finds resolve in violence, placing band-aids on results, instead of dealing with root causes of harm.

In 1964, my family moved to NYCHA Wise Towers. This is my home-base, where I grew up and lived throughout my life.

My childhood memories are of my neighborhood in the 70s and the community who brought it to life. The People's Garden—a garden that took up half of the block—sprawled abandoned lots throughout Amsterdam and Columbus Avenues. I'll never forget how the lot outside my kitchen window would come alive, become a wondrous forest every Christmas with pine trees, lights, and music. Back then, there was so much space. Space to play, see the sky, breathe the air without anxiety, without resentment, hurt, anger, addiction. I felt safe. Little did I know the powerful had another plan.

In the 80s, despair caught like fire. Police raided our homes, hunted us in our staircases, loitered our lobbies for a quota, poli-

tics, even hate. Our parks were no longer for us. Newly built Capital fixtures made the once spacious heart of our park inaccessible to us, making it harder to care for each other. Kick the can, scalsies, hop scotch, hot peas—those days were over.

1982 was the year I recall my block being hit hard by crack. It was the first time experiencing community who I loved compromising their lives. The despair and desperation made me angry and anxious. With no outlet for my feelings and responses towards this oppression, I internalized it, causing great harm to myself in my later years. This is what a lot of us did.

We were disappearing—mass evictions, solicited and warehoused in cages. Mom and pop shops closed. All of this mayhem was happening to make way for mass development.

To this day, the new Upper West Side proves they've failed us. There is a huge disparity of wealth and money. My community is much smaller now, but still holding on to our homes, culture, fighting violent urban displacement on a daily basis. We have no choice. We are surrounded by people moving in who have a tremendous amount of wealth who want us out of our neighborhood. It's a devastating feeling of powerlessness because we cannot avoid their privilege. We're surviving, but we need to live.

When I think about safe communities, I envision self-determining communities. Communities that have land that is their own, where they can decide what is on that land—green spaces, homes. Caring, non-punitive hospitals. Healthy food. The ability to not stress. These are things that keep a community healthy.

Self-determination and freedom will look different for every community, whether it's a whole neighborhood, a block, or a family. We need to keep equipping ourselves with information and transformative justice practices that heal.

As an abolitionist, I am idealistic. I know the harm people are capable of. I have seen it. I have experienced it. I have caused it. I am a survivor. I recognize that people can change. Anyone is capable of harm. Cages exist to remove society's "ills." They exist so some do not have to reflect and admit that we are all capable of causing harm.

I believe that if we can see ourselves for who we are as a species, we have a path towards learning from harm and embracing its opportunity. We are destructive, so how do we socialize ourselves not to be?

Inside the heart of any conflict there is an opportunity for growth. To struggle in conflict can be both painful, and a way to learn. We have to be willing to confront this struggle. Our communities need to be armed with the knowledge of how to deal with conflict and how to solve it without relying on police or prisons. No outside institutions, unless we want them, should be in control of the safety around us.

The work I do with No New Jails, with so many other phenomenal human beings, is this vision in practice, and we have a plan to starve the Penal System in NYC until there is no one inside. We created the “We Keep Us Safe” plan for closing Rikers. We do not want any new jails in our boroughs or anywhere, as history proves if they build it, they will fill it. If there is anyone without motive I ask they please read their history.

Our plan recognizes the intelligence of our people, something that is ignored by those in power, reformists, and developers. The prison industrial complex is everywhere and we need people to fight. There are roles for everyone: ending pre-trial detention, providing emergency housing, legal representation, employment, radical holistic therapy, to continue fighting Broken Windows and policing.

We are a force. Abolition is contagious. Because of our hard work, our movement continues to grow. No one can avoid it now. Abolition is at the kitchen table. Abolition is here.

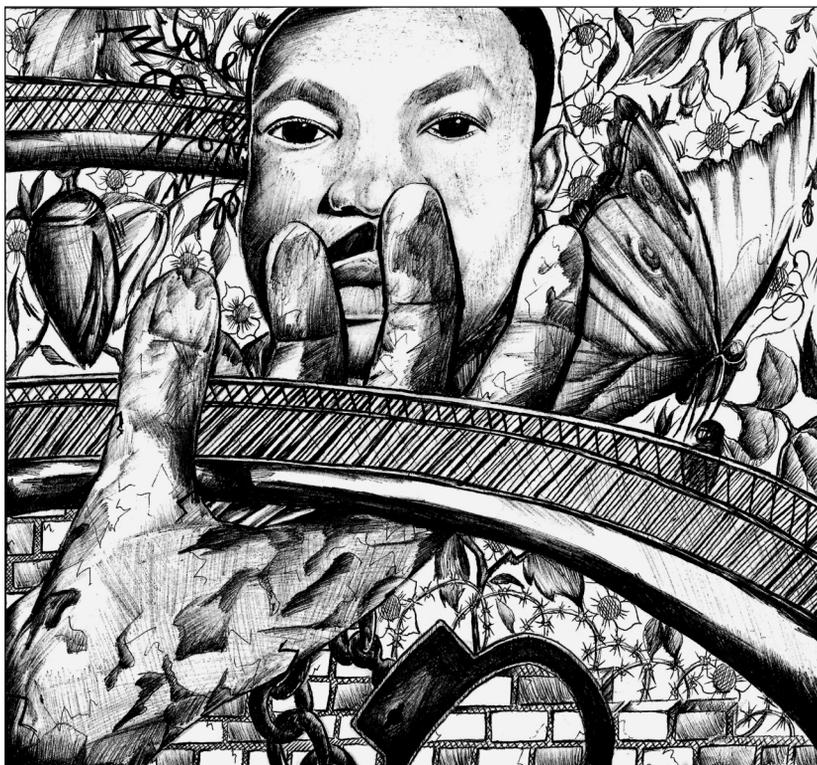
We are led by people who have been directly impacted by the system. We are leading this. We practice abolition as we speak.

Until our needs are flourishing and our community is home and whole, I’m going to keep fighting.

Formerly Incarcerated People

WE OWE OURSELVES OUR LIVES.

— TEJU COLE



USED WITH PERMISSION FROM THE ARTIST.

MENTAL METAMORPHOSIS

ARTWORK BY A. SANDERS

Resources Similar to Connections

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

Capital Regions Connections

(Covers Albany, Schenectady, and Rensselaer)

The Center for Law and Justice

Pine West Plaza, Building 2, Washington Avenue Ext., Albany, NY 12205

www.cflj.org/resources-and-publications/connections

Finding Your Way: A Resource Guide for Ex-Offenders Returning to Cayuga, Cortland, Seneca, Tioga, and Tompkins Counties

Finger Lakes Library System–Outreach Department

1300 Dryden Road, Ithaca, NY 14850

English and Spanish Version: www.flls.org/outreach/#reentry

North Country Resource

(Covers Clinton, Essex, Franklin, Hamilton, Jefferson, Lewis, and St. Lawrence counties)

Online only at: <http://northcountryresource.org>

Community Connections: For people returning to Clinton, Essex, or Franklin Counties from a correctional facility

Clinton-Essex-Franklin Library System–Outreach

33 Oak Street, Plattsburgh, NY 12901

<http://cefls.org/stafftrustees/services/outreach>

Connections: A Guide to Transitional Services in Erie County

Buffalo & Erie County Public Library

1 Lafayette Square, Buffalo, NY 14203

English and Spanish Version: www.buffalolib.org/content/institutional-services

Hudson Valley Connections: A Resource Guide for Ex-offenders Returning to Columbia, Dutchess, Greene, Putnam or Ulster Counties

Mid-Hudson Library System

103 Market Street, Poughkeepsie, NY 12601

<http://midhudson.org/hvconnections>

Community Connections: Livingston & Wyoming Counties

Community Connections: Ontario & Wayne Counties

Pioneer Library System

2557 State Route 21, Canandaigua, NY 14424

Telephone: 585.394.8260

<https://pls-net.org/services/outreach>

Making Moves: A Listing of Transitional Services in the Rochester, NY and Monroe County Area

Rochester Public Library–Outreach

115 South Avenue, Rochester, NY 14604

<https://roccitylibrary.org/spotlight/making-moves>

Schenectady County Resource Booklet

Schenectady County–Probation

388 Broadway, Schenectady, NY 12305

www.schenectadycounty.com/content/hotlines-and-online-resources

Suffolk County Resource Guide

Suffolk County Reentry Task Force

C/O Probation Department

P.O. Box 205, Yaphank, NY 11980

www.suffolkcountyny.gov/Departments/CJCC/Suffolk-County-Reentry-Task-Force/Resources

Coming Back to Ulster County

Unitarian Universalist Congregation of the Catskills

320 Sawkill Road, Kingston, NY 12401

Telephone: 845.331.2884

<https://sites.google.com/site/uucckingston/home/coming-back-to-ulster-county>

Westchester Connections

Westchester Library System–Reentry Services

570 Taxter Road, Elmsford, NY 10523

<https://connections.westchesterlibraries.org/reentry-task-force-resource-guide>

Reentry Task Force by NYS County

ALBANY COUNTY REENTRY TASK FORCE

C/O Department of Mental Health
175 Green Street, Albany, NY 12202
Telephone: 518.447.2003

BRONX COUNTY REENTRY TASK FORCE

C/O EAC, Inc.
1020 Grand Concourse, Bronx, NY 10451
Telephone: 718.538.7416

BROOME COUNTY REENTRY TASK FORCE

C/O Department of Mental Health
36-42 Main Street, Binghamton, NY 13901
Telephone: 607.778.1364

DUTCHESS COUNTY REENTRY TASK FORCE

C/O Exodus Transitional Community, Inc.
85 Cannon Street, Poughkeepsie, NY 12601
Telephone: 845.452.7620

ERIE COUNTY REENTRY TASK FORCE

C/O Spectrum Human Services
1280 Main Street, Buffalo, NY 14202
Telephone: 716.539.1783

KINGS COUNTY REENTRY TASK FORCE

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

MANHATTAN REENTRY TASK FORCE

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

MONROE COUNTY REENTRY TASK FORCE

C/O DELPHI
727 St. Paul Street, Rochester, NY 14605
Telephone: 585.467.2230

NASSAU COUNTY REENTRY TASK FORCE

C/O Probation Department
60 Charles Lindbergh Blvd., Uniondale, NY 11553
Telephone: 585.227.7025

NIAGARA COUNTY REENTRY TASK FORCE

C/O Community Missions
1570 Buffalo Avenue, Niagara Falls, NY 14303
Telephone: 716.285.3403 x2258

ONEIDA COUNTY REENTRY TASK FORCE

C/O Workforce Investment Board
209 Elizabeth Street, Utica, NY 13501
Telephone: 315.798.3645

ONONDAGA COUNTY REENTRY TASK FORCE

C/O Department of Social Services
421 Montgomery Street, Syracuse, NY 13202
Telephone: 315.435.2985 x7153

ORANGE COUNTY RE-ENTRY TASK FORCE

C/O RECAP, Inc.
280 Broadway, 2nd Floor, Newburgh, NY 12550
Telephone: 845.342.3978

QUEENS COUNTY REENTRY TASK FORCE

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

RENSSELAER COUNTY REENTRY TASK FORCE

C/O District Attorney's Office
80 2nd Street, Troy, NY 12180
Telephone: 518.270.4002

ROCKLAND COUNTY REENTRY TASK FORCE

C/O Bridges
873 Route 45, Suite 108, New City, NY 10956
Telephone: 845.624.1366 x136

SCHENECTADY COUNTY REENTRY TASK FORCE

C/O The Center for Community Justice
144 Barrett Street, Schenectady, NY 12305
Telephone: 518.346.1281 x22

SUFFOLK COUNTY REENTRY TASK FORCE

C/O Probation Department
P.O. Box 205, Yaphank, NY 11980
Telephone: 631.852.5404

ULSTER COUNTY REENTRY TASK FORCE

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

WESTCHESTER COUNTY REENTRY TASK FORCE

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

Organizations

For programs specialized to serve court-involved or disconnected youth, please see the *Youth* chapter starting on [page 248](#).

AFTER INNOCENCE

Telephone: 415.307.3386
www.after-innocence.org

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

ALLIANCE OF FAMILIES FOR JUSTICE (AFJ)

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

Provides reentry support services including referrals to counseling support services, monthly events, and care packages for those returning to society. Legal referrals to a pool of pro bono attorneys to provide legal support for individuals and family members whose human rights have been violated during their incarceration in prisons and local jails. Advocacy, communication skills training, and voter registration are also provided.

BOWERY RESIDENTS' COMMITTEE (BRC)

131 West 25th Street, 12th Floor, New York, NY 10001
Telephone: 212.803.5700
www.brc.org

Provides a range of services for New Yorkers focused on over-

coming substance use disorder, mental and physical illness, unemployment, and homelessness. Programs include providing transitional housing and shelter, permanent housing, substance use disorder treatment, mental health services, and workforce development. Also operates a Senior Center connecting older adults with community activities.

BROOKLYN DISTRICT ATTORNEY'S OFFICE—RE-ENTRY BUREAU   

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

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

FORMERLY INCARCERATED PEOPLE

30

CENTER FOR ALTERNATIVE SENTENCING AND EMPLOYMENT SERVICES (CASES)  

www.cases.org

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

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

Provides alternative-to-incarceration programs to youth and

adults. Programs include case management, education, employment, housing, mental health, substance use disorder, and youth development services. Operates seven licensed mental health treatment programs. Call for program locations across NYC.

CENTER FOR COMMUNITY ALTERNATIVES (CCA) 
 

25 Chapel Street, Suite 701, Brooklyn, NY 11201

Telephone: 718.858.9658

www.communityalternatives.org

Promotes reintegrative justice and community-based alternative-to-incarceration programs serving youth, adults, families in crisis, people with substance use disorder, those with HIV/AIDS. Services include job-readiness and retention assistance, peer and community support, and advocacy to assist clients in negotiating with service agencies, including the child welfare system. Participants must have a case in the criminal justice system or be on parole/probation and have a history of substance use disorder. Open Mon–Thu 9–7.

CENTER FOR COURT INNOVATION  

520 8th Avenue, 18th Floor, New York, NY 10018

Telephone: 646.386.3100

www.courtinnovation.org

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

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO) 

50 Broadway, Suite 1604, New York, NY 10004**Telephone: 212.422.4430**www.ceoworks.org

Provides employment and training programs to individuals with criminal convictions and young adults ages 18–24. Services include resume help, job-search support, and tips on how to navigate a job interview under NYC’s Fair Chance Act. Pre-employment trainings include obtaining OSHA certification, plumbing and electricity skills, carpentry, and more. Orientation is on Fridays at 8am. Participants must bring a referral form (signed by one’s parole officer) or release papers with special conditions, and a government-issued, unexpired photo ID. Eligible participants can begin working after a 5 day orientation and after submitting the referral form signed by one’s parole officer, a photo ID, release papers, and original Social Security card (or green card for non-US citizens). Help obtaining documents is provided.

CIRCLES OF SUPPORT

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

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

CMO NETWORK

653 Schenck Avenue, Brooklyn, NY 11207

Telephone: 646.597.8433

www.cmo-network.org

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

COMMUNITY SERVICE SOCIETY—NEXT DOOR PROJECT



Intake: 212.614.5441

Offers free services including help with conviction history requests, repairing rap sheets, applying for Certificates of Good Conduct or Certificates of Relief from Disabilities. Intake sessions are held throughout the month at 10am and individuals must call in advance in order to be included. Clients must bring some proof of identity.

See the full listing for Community Service Society on [page 96](#).

DEFY VENTURES

An entrepreneurship, employment, and character development training program for formerly incarcerated people ages 18 and over.

See the full listing for Defy Ventures on [page 289](#).

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


415 Atlantic Avenue, Brooklyn, NY 11217

Telephone: 718.797.2184

www.thedbna.org

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

DRIVE CHANGE

A not-for-profit social enterprise that uses the food truck and hospitality industry to train, employ, and mentor formerly incarcerated young people ages 18–25.

See the full listing for Drive Change on [page 290](#).

EXODUS TRANSITIONAL COMMUNITY


2268 3rd Avenue, 1st Floor, New York, NY 10035

Telephone: 917.492.0990

www.etcny.org

Offers services for court-involved adults and youth including workshops and case management to help secure housing, substance use disorder treatment, health referrals and benefits, support groups, and employment. Programs are also offered in select NYS prisons.

EXPONENTS


17 Battery Place, 8th Floor, New York, NY 10004

Telephone: 212.243.3434

www.exponents.org

Provides treatment and recovery services, educational services, and professional development and training services for those impacted by HIV/AIDS, substance use disorder, incarceration, and behavioral health challenges. Programs and services include ARRIVE, ARRIVE Post-Graduate, Reentry Services Initiative, Drug Treatment Services, Third Way, Home and Community-Based Services, Center for Personal and Professional Development, and the Judith Loeb Chiara Recovery and Wellness Center. Can provide letters of reasonable assurance.

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

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

Provides free support to anyone who has ever had any involvement with the criminal court system. Offers vocational services including job-readiness workshops, academic counseling, tutoring, and mentoring. Other services include assistance with healthcare enrollment, anger management, substance use disorder counseling, child support payment reduction assistance, HIV/HCV/STI testing, and food pantry, with referrals made to community partners.

THE FORTUNE SOCIETY   

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

625 West 140th Street, New York, NY 10031

630 Riverside Drive, New York, NY 10031

Offers a range of services and support for court-involved indi-

viduals ages 16 and over. Provides assistance with benefits enrollment, case management, housing, and education, as well as employment services, outpatient substance use disorder treatment, outpatient mental health services, family services, creative arts programs, food and nutrition programming, HIV/AIDS services, and alternative-to-incarceration programs. Discharge planning services are available on Rikers Island, as well as outreach activities in NYS DOCCS facilities. No legal services are offered. Walk-ins are welcome at the Long Island City location Mon–Fri 6–6.

GETTING OUT AND STAYING OUT (GOSO)  

A reentry program for men 16–24 years old.

See the full listing for GOSO on [page 256](#).

HEALING COMMUNITIES NETWORK 

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

Provides faith-based group counseling across NYC. Programs are also located at Green Haven, Wallkill, Queensboro, Taconic, Bedford Hills, Edgecombe, and Vernon C. Bain Center (NYC DOC). Opportunities to become a trained facilitator and mentor are available. Call for meeting locations.

HOUSING WORKS COMMUNITY HEALTHCARE—RE-ENTRY PROGRAM  

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

Assists people who are preparing for release from incarceration, or who have been incarcerated in the last 2 years, who are returning back to their NYC community and are affected by chronic health

conditions. Connects individuals to medical, dental, mental health, and case management services, including substance use programs, as well as vocational training, help obtaining entitlements, and referrals to long-term housing placement. Call for eligibility requirements.

JUSTLEADERSHIP USA 

1900 Lexington Avenue, New York, NY 10035

Telephone: 347.454.2195

<https://jlusa.org>

Organizes and supports decarceration advocacy campaigns on the local, state, and federal levels. Provides a 12-month advanced leadership training, Leading with Conviction (LwC), for formerly incarcerated, mid-senior level leaders with a specific and proven track record in advocacy and community organizing. For those with less leadership experience, offers Emerging Leaders Trainings to formerly incarcerated people (at least one year from release of previous incarceration) committed to systemic criminal- and juvenile justice reform, which introduces principles of responsibility, self-reflection, and collective leadership, as well as communication skills, and professional relationship effectiveness.

MAGNIFICENT MEN MENTORING GROUP

16 Court Street, Brooklyn, NY 11242

www.mm-mg.org

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

NETWORK SUPPORT SERVICES, INC.   

555 Bergen Avenue, 3rd Floor, Bronx, NY 10455

Telephone: 347.584.8601

www.networkssi.org

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

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

14 Vesey Street, New York, NY 10007

Telephone: 212.267.6646

www.nycla.org

Provides assistance to formerly incarcerated people with the application process, timing, and the documentation required to obtain certificates.

OSBORNE ASSOCIATION   

www.osborneny.org

809 Westchester Avenue, Bronx, NY 10455

Telephone: 718.707.2600

175 Remsen Street, Suite 800, Brooklyn, NY 11201

Telephone: 718.637.6560

388 Ann Street, Newburgh, NY 12550

Telephone: 845.345.9845

Provides a range of programming and services for defendants, formerly incarcerated people on probation and parole, people in prison, and families of currently or formerly incarcerated people.

Offers educational, vocational support, and health services inside and outside New York courts, prisons, and jails, including court advocacy, outpatient substance use disorder treatment as an alternative-to-incarceration, job-readiness and employment services, walk-in harm reduction services, intensive HIV/AIDS case management, and support for families. Provides incarcerated people with letters of reasonable assurance upon written request. Buildings are accessible to people with disabilities. Call ahead to determine which ID and documents to bring to your first visit.

PROJECT LIBERATION

P.O. Box 145, New York, NY 10276
Telephone: 646.360.3187 or 917.887.3758
www.projectliberation.org

Provides free weekly workshops, life coaching, art-based intervention, yoga, meditation, and other healing modalities for women across all stages of court involvement in locations throughout NYC.

REFOUNDRY

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

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

THRIVE FOR LIFE PRISON PROJECT

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

A faith-based organization that offers resources to currently and formerly incarcerated individuals. The Ignacio House services include supportive housing, scholarships to local universities for studies, and work for experience and training with local community corporations. Open to those who have graduated high school, have their HSE, and/or have started college courses while incarcerated.

WOMEN'S PRISON ASSOCIATION (WPA)   

2632 Atlantic Avenue, Brooklyn, NY 11207
Telephone: 646.292.7740
www.wpaonline.org

Provides children and family services, an alternative-to-incarceration program, reentry services, public policy and advocacy for court-involved women, and creative arts workshops. Partners with women to help them find safe and affordable housing, prepare for job interviews and obtain employment, reunite with their children, comply with court mandates, and access health services. Operates homeless shelters for formerly incarcerated women and their children. Women and their allies seeking partnership should ask for the Community Linkage Unit.

Education

EDUCATION IS THE PASSPORT TO THE FUTURE, FOR
TOMORROW BELONGS TO THOSE WHO PREPARE FOR IT
TODAY.

— MALCOLM X



USED WITH PERMISSION FROM THE ARTIST.

THE NAVIGATOR

ARTWORK BY DANIEL VENTRE

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

There are three levels of adult literacy classes:

- Beginning programs help adults learn to read and write.
- Intermediate programs help those who read below a sixth-grade level improve their reading and writing skills.
- Advanced programs assist people who read at a sixth- to eighth-grade level.

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

A High School Equivalency (HSE) diploma is the recognized alternative to a high school diploma. **In New York State, there are now 4 pathways for a person to earn an HSE diploma.**

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

The TASC includes five sections:

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

To qualify for an HSE diploma, testers must receive a score of 500 or higher on each subtest. The entire TASC test (all 5 subtests) takes about 9 hours to complete and is usually taken by candidates over 2 days.

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

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

The **Regents—HSE Exam Pathway** allows candidates to use passing scores on certain Regents Examinations in place of corresponding TASC subtests. Passing scores must be earned in all five subject areas (reading, writing, math, science, and social studies), and a minimum of 1 TASC subtest must be passed.

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

Replacing lost HSE diplomas or transcripts

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

**New York State Education Department—HSE Office
89 Washington Avenue, EBA 460, Albany, NY 12243**

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

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

Main Office: 310 East Kingsbridge Road, Bronx, NY 10458

Telephone: 718.579.4244

www.nypl.org/events/classes/english

www.nypl.org/events/classes/esol/spanish-classes

Offers 2 types of series-based English classes held year-round in 10-week cycles, available at more than 40 libraries in the Bronx, Manhattan, and Staten Island. Classes are for beginner, intermediate, and advanced level students. Students must attend an information session to register for classes, and registration is required in order to attend these classes. Classes are open to adults; testing is required for placement; documentation is not required; children are not allowed at registration. Also offers drop-in English conversation classes for those who already know English and want to practice speaking with other people. There are also high beginner level conversation classes available for students who have filed a USCIS N400 application and are preparing to take the United States Citizenship exam in the next 6 to 9 months. For more information visit your local library or email esol@nypl.org.

BROOKLYN PUBLIC LIBRARY (BPL)—ADULT LEARNING CENTERS

10 Grand Army Plaza, Brooklyn, NY 11238

Telephone: 718.230.2191

www.bklynlibrary.org/adult-learning/learning-centers

Provides free Adult Basic Education (ABE) for beginning adult readers and writers with the help of trained volunteer tutors, providing opportunities to increase basic skills in reading, writing, and math at 5 Adult Learning Centers. Offers pre–High School

Equivalency (pre-HSE) and High School Equivalency (HSE) classes to help students prepare to pass the Test Assessing Secondary Completion (TASC) exam (formerly the GED). Some HSE classes also offer concurrent training to obtain certification in a variety of industries. Students can also participate in the National External Diploma Program (NEDP) to earn their HSE diploma. BPL is an approved TASC testing site and offers testing at a number of branches. Offers various levels and schedules for English for speakers of other languages (ESOL) including integrated English literacy and civics education and business English for immigrant professionals. Also offers citizenship classes and English conversation. Several Learning Centers are designated Literacy Zones and provide support to students and their families.

QUEENS PUBLIC LIBRARY—ADULT LEARNER PROGRAM AND NEW AMERICAN PROGRAM

Adult Learner Program

89-11 Merrick Blvd., Jamaica, NY 11432

Telephone: 718.990.8509

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

Provides multiple services including ESOL classes at seven Adult Learning Centers for students ages 17 and over at the beginning, intermediate, and advanced levels, as well as English conversation groups. Also offers Adult Basic Education classes in basic math, reading, and writing skills; assistance in obtaining a High School Diploma through pre-HSE classes; TASC testing (formerly the GED) and the National External Diploma Program (NEDP); citizenship preparation; technology training; social service assistance; and referrals with trained case managers.

New Americans Program

89-11 Merrick Blvd., Jamaica, NY 11432

Telephone: 718.990.0894

www.queenslibrary.org/programs-activities/new-americans

www.queenslibrary.org/programs-activities/new-americans/learn-english

Offers free workshops in the most widely spoken immigrant

languages of Queens. Informational workshops related to new immigrants' acculturation are offered on topics such as citizenship and job-training, advice on helping children learn, starting a business, health, and social services. Also provides free readings, concerts, and workshops celebrating the literary, performing, and folk arts of immigrants from Asia, Africa, Europe, Latin America, and the Caribbean. Provides ESOL classes at beginning, intermediate, and advanced levels as well as English conversation groups. The NYCitizenship program offers free services including appointments with an attorney for help with citizenship applications, information sessions about the citizenship process and its benefits, and free and confidential financial counseling. Additional immigration legal services (visas, green cards, etc.) are offered by appointment by the Immigrant Justice Corps. New Americans Corners in every branch and Adult Learning Centers provide information on citizenship, ESOL classes, and citizenship preparation classes.

QUEENS PUBLIC LIBRARY—YOUNG ADULT LITERACY PROGRAM (YALP)

89-11 Merrick Blvd., Jamaica, NY 11432
Telephone: 718.480.4230 or 917.615.3198
<http://connect.queenslibrary.org/1214>

Provides free educational assistance to young adults ages 16–24 at three branch locations (Central Jamaica, Far Rockaway, and Astoria). Serves as a resource and referral center, providing young adult participants with a wide array of instructional, vocational, recreational, family support, and social services. Instructional services include pre-HSE classes which consist of literacy instruction (10 hours per week) and math instruction (5 hours per week), using a common Core contextualized curriculum. Also provides job-readiness and resume-preparation workshops, computer-assisted instruction, multicultural workshops, internships, college and career preparation, and 5 hours of case management weekly. Participants receive assistance with transportation and are eligible to receive incentives throughout the course of the program.

NYS DEPARTMENT OF EDUCATION—HIGH SCHOOL EQUIVALENCY (HSE)

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

Provides information on the 4 pathways to a High School Equivalency (HSE) diploma including the TASC, 24 College Credits, NEPD, and Regents-TASC. Application forms, eligibility criteria, documentation requirements, test sites, test requirements, and more are available on the website.

NYC DEPARTMENT OF EDUCATION—ADULT EDUCATION

Brooklyn Adult Learning Center
475 Nostrand Avenue, Brooklyn, NY 11216
Telephone: 718.638.2635
www.schools.nyc.gov/enrollment/other-ways-to-graduate/adult-education

Offers free basic education, ESOL, and HSE test preparation for adults ages 21 and over. Also offers a nursing assistant program. All classes are tuition-free and taught by certified teachers, and are held at over 175 schools and community institutions throughout NYC. Students can take classes at any site regardless of which borough they live in. Call for a list of locations to register and determine placement.

CHINESE-AMERICAN PLANNING COUNCIL—ADULT LITERACY PROGRAM

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

See the full listing for Chinese-American Planning Council on [page 189](#).

CITY UNIVERSITY OF NEW YORK (CUNY)—ADULT LITERACY AND HSE PROGRAM

Telephone: 646.664.8016
<http://literacy.cuny.edu>

Provides free services in adult literacy, HSE preparation, and ESOL classes for people ages 19 and over. Classes are held on campuses throughout NYC. Individuals must contact each program directly in order to register for a class. Each semester is 12 to 14 weeks long (September through December, and January through May). Call before the sessions begin, as classes can fill up fast.

GODDARD RIVERSIDE COMMUNITY CENTER—OPTIONS CENTER

352 West 110th Street, New York, NY 10025
Telephone: 646.758.6550
www.goddard.org

Offers assistance for New Yorkers choosing and applying to college and other post-secondary education options. Help with financial aid, scholarships, internships, essay-writing, and portfolios provided. Appointments can be made Mon–Thu 11–5 and walk-in hours are Wed 2–3:30.

IMANI HOUSE, INC.—ADULT EDUCATION PROGRAM

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

Offers free small-group and one-on-one classes in basic literacy, ESOL, HSE test preparation, pre-HSE, TASC preparation, and math tutoring. Programs are held at various locations.

LITERACY PARTNERS

75 Maiden Lane, Suite 1102, New York, NY 10038

Telephone: 212.725.9200

www.literacypartners.org

Offers English for parents classes, HSE preparation, English conversation classes, reading-promotion workshops, and adult basic education (reading tutoring). Visit the website or call for locations, schedules, and registration information.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)



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

See the full listing for OBT on [page 301](#).

PER SCHOLAS INSTITUTE FOR TECHNOLOGY

Telephone: 718.991.8400

www.perscholas.org

804 East 138th Street, Bronx, NY 10454

630 Flushing Avenue, Brooklyn, NY 11206

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

237 East 104th Street, New York, NY 10029

Telephone: 212.828.6017

<https://unionsettlement.org>

Offers free TASC preparation and ESOL classes for people ages 19 and over. Instruction is offered in English and Spanish and covers grades 6 to 12. Classes are offered weekdays during daytime and evening hours and on Sundays. Call for class schedules. Also offers computer and job-readiness skills workshops and provides referrals for other services such as legal aid, housing, and emergency food assistance.

Computer Literacy

Learning how to use a computer and navigate the internet is a necessary step in order to thrive in the world today. It can help one search for a job, find information on just about any topic imaginable, meet new people based on common interests, correspond with family and friends, educate oneself, become better informed about health issues, find out where and when a movie is playing, reserve a library book, look up business information or government forms, make travel plans, and so much more.

All three public library systems (The New York Public Library, serving Manhattan, the Bronx, and Staten Island; Brooklyn Public Library; and Queens Public Library) offer free courses. Below you will find a description of the computer-training programs offered by the 3 public library systems.

THE NEW YORK PUBLIC LIBRARY (NYPL)—TECHCONNECT

Telephone: 917.275.6975

<https://sites.google.com/a/nypl.org/techconnect/home>

Offers over 80 free computer-training workshops and technology classes in different branch libraries for adults of all skill levels.

Classes include Internet Basics, Microsoft Office, video chatting, online job-searching, and more. Also offers one-on-one help via Open Labs. Contact the nearest library directly or go online for a schedule of classes.

BROOKLYN PUBLIC LIBRARY (BPL)

www.bklynlibrary.org/calendar

Offers free workshops including Computer Basics, Internet searching, and Introduction to Microsoft Word. Every branch has computers for public use. Contact the nearest community library directly or go online for a schedule of classes.

QUEENS PUBLIC LIBRARY

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

Offers free instruction in computer skills at all library locations. Courses include Intro to Computers for Older Adults, Intro to the Internet, Creating an Email Account, and Microsoft Office (Word, Excel, PowerPoint). Contact the nearest community library directly or go online for a schedule of classes.

Continuing Education

BRONX COMMUNITY COLLEGE—FUTURE NOW

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

Offers free HSE preparatory classes to out-of-school or formerly incarcerated youth. The P2G Program is for students ages 17½–20 and the Department of Youth and Community Development (DYCD)

program is for students ages 17–24. For DYCD, students over the age of 21 must reside in the following zip codes: 10452, 10453, 10457, 10458, 10468. Also offers free college enrollment, retention services, and ongoing support upon attainment of HSE. Services include college preparatory classes, peer mentoring, internships, and individual tutoring. All students who successfully enroll in college become immediate members of Club IMPACT (Improving My Progress at College Today), a student-led organization that provides support to students while they complete their college education.

COLLEGE & COMMUNITY FELLOWSHIP (CCF)

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

A nonprofit that helps women with criminal convictions earn college degrees. College counseling and financial advisement are offered to participants. Academic scholarships and incentives such as transportation assistance, book assistance, and school supplies are provided per school semester for participants. The Career Advancement Program (CAP) provides career-readiness consultation, resource referrals, job-search and placement assistance, internship opportunities, and on-the-job training. All CAP participants must complete a total of 2 workshops to stay in good standing (workshops held weekly). Appointments must be made for intake. The Women Influencing Systems & History (WISH) program is an 8 week advocacy training program for women who have been impacted by the criminal court system.

JOHN JAY COLLEGE OF CRIMINAL JUSTICE—PRISONER REENTRY INSTITUTE (PRI)

555 West 58th Street, Suite 603, New York, NY 10019
Telephone: 212.393.6434
<http://johnjaypri.org>

Mailing Address

524 West 59th Street, Suite 609B, New York, NY 10019

College Initiative

555 West 58th Street, Suite 609B, New York, NY 10019

Telephone: 646.781.5231

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

**BROOKLYN PUBLIC LIBRARY (BPL)—BARD
MICROCOLLEGE**

<https://microcollege.bard.edu>

A local, free, accredited college where students earn Bard Associate in Arts degrees by attending classes at Brooklyn's Central Library at Grand Army Plaza. Bard academic advisors help keep students on track with their degree and support is offered by tutors and librarians.

STATE UNIVERSITY OF NEW YORK (SUNY)

SUNY Welcome Center

33 West 42nd Street, 18th Floor, New York, NY 10036

Telephone: 212.364.5821

www.suny.edu/attend/suny-in-nyc

Consists of 64 academic institutions throughout NYS, including universities, undergraduate colleges, technology institutes, and community colleges. Offers online degree and certificate programs. The SUNY Application Viewbook describes the campuses and programs offered and can be downloaded or ordered from the website. The 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 online applications. Open Mon–Fri 8:30–4:30.

CITY UNIVERSITY OF NEW YORK (CUNY)

CUNY Welcome Center

217 East 42nd Street, New York, NY 10017

Telephone: 212.997.2869

www.cuny.edu

Consists of 24 colleges and institutions throughout NYC. The open admissions policy ensures that any person who has a high school diploma or equivalency from a New York State school is eligible for admission into any of its community colleges. Specific eligibility requirements exist for admission into its senior colleges. Contact to request course schedules for specific colleges. Also offers adult education classes including ESOL and pre-HSE, HSE, and college-transition preparation. Visit Mon 9–5, Tue and Wed 9–6, or Thu 9–5 and ask to speak with a college admissions counselor. Various languages are spoken. Accessible to people with disabilities.

Below are the basic steps for applying to an undergraduate program at CUNY found online at <http://www2.cuny.edu/admissions/undergraduate/apply>.

Determine your college choices and academic programs

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

Create a CUNY Application Account or log into your CUNYFirst account

The CUNY Application page can be found online at <http://www2.cuny.edu/%20admissions/undergraduate/apply/cuny-application>.

Fill out the online application

You will be presented with several pages of questions to complete. Complete the questions on each page. Freshmen applicants can select up to 6 college choices, while Transfer applicants can select up to 4 college choices. All applicants will receive an admission decision from each college listed on their application.

Pay your application fee

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

Submit your application

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

Submit your supporting documents

All documents are to be mailed to the University Application Processing Center. You will need your CUNYfirst ID number (an 8 digit number) when submitting supporting documents. Below is a general list of documents you will need to submit:

- High School Transcript or proof of High School Equivalency degree
- College, University and/or Proprietary School Transcript (transfers only)
- Standardized Test Scores
- Recommendations, Personal Statements, and other supporting materials

- Supplemental Application for Selective Programs

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

<https://www2.cuny.edu/academics/academic-programs/model-programs/cuny-fatherhood-academy>

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

CITY UNIVERSITY OF NEW YORK (CUNY)—FOSTER CARE INITIATIVE (FCI)

Telephone: 718.254.7791

<http://cuny.edu/fci>

Connects youth between the ages of 17 and 25 who are currently or were formerly part of the NYC foster care system to CUNY Start and/or ASAP. Partners with foster care agencies and intermediaries across NYC to create a streamlined referral process and provides an additional layer of college advisement and financial support, including paid internships and social engagement activities. Support includes assistance with the CUNY admissions and financial aid process; CUNY application fee waiver; tuition assistance; academic advisement and college navigation supports; unlimited MetroCards; opportunities for free summer and winter courses; paid, on-campus internships at \$15/hour for up to 15 hours a week; and link to year-round on-campus housing. Students must be ages 17–25 who are currently, or were formerly, in foster care (students with ACS involvement in a justice setting will be considered) and be enrolled in CUNY Start/Math Start and/or

ASAP/ACE in order to join the FCI. Contact for more information and enrollment steps.

Financial Aid

THE SMARTSTUDENT GUIDE TO FINANCIAL AID

www.finaid.org

An online resource that provides a comprehensive summary of financial aid information, advice, and tools. Describes scholarships, fellowships, grants, loans, and other assistance available to students, as well as specialized aid for students with disabilities, minority students, older students, athletes, and veterans. Includes a glossary of financial aid terms and online calculators for estimating college cost and financial needs.

US DEPARTMENT OF EDUCATION—FREE APPLICATION FOR FEDERAL STUDENT AID (FAFSA)

Telephone: 800.433.3243

<https://fafsa.ed.gov>

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

NYS HIGHER EDUCATION SERVICES CORPORATION

99 Washington Avenue, Albany, NY 12255

Telephone: 888.697.4372

www.hesc.ny.gov

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

AMERICAN INDIAN COLLEGE FUND

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

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

ASIAN & PACIFIC ISLANDER AMERICAN SCHOLARSHIP FUND

2025 M Street NW, Suite 610, Washington, DC 20036
Telephone: 877.808.7032 or 202.986.6892
www.apiasf.org

Awards scholarships to Asian American and/or Pacific Islander students all across the U.S. and Pacific Islands. The website includes links to several other Asian community organizations that offer scholarships.

HISPANIC SCHOLARSHIP FUND

1411 West 190th Street, Suite 700, Gardena, CA 90248
Telephone: 877.473.4636
www.hsf.net

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

SHAWN CARTER FOUNDATION—SCHOLARSHIP FUND

www.shawncartersf.com

Awards individuals facing economic hardship scholarships towards pursuing an education at institutions of higher learning. Visit the website for more information on eligibility requirements and how to apply.

UNCF

1805 7th Street NW, Washington, DC 20001

Telephone: 800.331.2244

www.uncf.org

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

College Programs in Prison

The following are college programs located in facilities throughout New York State. Please note that this is not an exhaustive list of all programs. If your facility is not listed here, talk to someone working in education/programs about available opportunities.

BARD COLLEGE—BARD PRISON INITIATIVE (BPI)

Facilities: Coxsackie, Eastern, Fishkill, Green Haven, Taconic, and Woodbourne

Degrees: Associate in Arts and Bachelor of Arts

P.O. Box 5000, Annandale-on-Hudson, NY 12504

Telephone: 845.758.7308

<https://bpi.bard.edu>

Offers full-time enrollment in a comprehensive liberal arts and

science curriculum. The associate degree admission process includes an essay and interview, happens on-site at the six facilities where BPI operates, and is open to anyone with a high school diploma or equivalent. Students who complete requirements for the Bard associate degree are eligible to apply to the bachelor's degree program. As students approach release, they are eligible for reentry workshops and advising. After returning home, students are provided ongoing individualized support in areas of housing, continuing education, and career development. BPI partners with other institutions to offer paid fellowships through which alumni can gain work experience and professional connections in a variety of fields.

BENNINGTON COLLEGE—PRISON EDUCATION INITIATIVE (PEI) 

Facility: Great Meadow

One College Drive, Bennington, VT 05201

Telephone: 802.442.5401

www.bennington.edu/center-advancement-of-public-action/human-rights-and-peacebuilding/incarceration-america/prison

Offers a range of credit-bearing courses. Individuals who are interested must complete an application process including an essay, an interview, and a math evaluation to provide math course level placement if accepted. A college preparatory course may be required before joining a credit-bearing course. Applicants must have a high school diploma or equivalent, must be in good disciplinary standing, and cannot have a Tier II or III sex conviction. In the event that a student transfers to another facility, PEI will communicate with the college program (if one exists) at that facility and will help transfer credits. Tutorial sessions are also provided. Applications are accepted on an ongoing basis and reviewed in May and December.

CORNELL UNIVERSITY—CORNELL PRISON EDUCATION PROGRAM (CPEP)

Facilities: Auburn, Cayuga, Elmira, Five Points

Degrees: Associate in Arts with concentration in Social Sciences and the Humanities (from SUNY), Certificate in Liberal Arts (from Cornell University)

300 Kennedy Hall, Ithaca, NY 14853

Telephone: 607.255.9091

<https://cpep.cornell.edu>

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

HUDSON LINK FOR HIGHER EDUCATION IN PRISON



P.O. Box 862, Ossining, New York 10562

Telephone: 914.941.0794

www.hudsonlink.org

Acts as the administrator of a variety of college programs in 5 different correctional facilities by partnering with 8 higher education institutions. An academic coordinator is available at each of the facilities to provide academic advisement and help with reentry planning for students.

Applicants must have a high school diploma or equivalency, and be in good disciplinary standing within their facility. All applicants must agree to a facility hold because they must wait at least one semester before being accepted into the program. Once students

are accepted into the program they are required to take any necessary placement exams for the college that will be administering the courses and granting credits.

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

Offers a Pre-College Program to those who are eligible for the college program but may not yet be prepared for college-level work. The College Completion Program provides released Hudson Link students who were unable to fulfill their degree requirements while incarcerated with the opportunity to complete their degrees at various on-campus locations. Also partners with reentry organizations to provide supportive services for alumni. The Alumni Coordinator provides job-readiness skills including resume writing, job search assistance, interview attire, laptops, professional mentoring, and internship opportunities.

Greene Correctional Facility

Degrees offered: Associate of Applied Science in Individual Studies

College partners: Columbia-Greene Community College

Shawangunk Correctional Facility

Degrees offered: Associate in Individual Studies

College partners: SUNY Ulster

Sing Sing Correctional Facility

Degrees offered: Associate in Liberal Arts and Sciences, Bachelor's in Behavioral Science

College partners: Mercy College, Columbia University

Sullivan Correctional Facility

Degrees offered: Associate in Liberal Arts and Sciences, Bachelor's in Social Science

College partners: SUNY Sullivan, St. Thomas Aquinas College

Taconic Correctional Facility

Degrees offered: Associate in Social Sciences, Bachelor's in Politics and Human Rights

College partners: Marymount Manhattan College, Columbia University, Vassar College

**MARYMOUNT MANHATTAN COLLEGE—BEDFORD HILLS
COLLEGE PROGRAM (BHCP)** 

Facility: Bedford

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

221 East 71st Street, New York, NY 10021

Telephone: 212.517.0469

www.mmm.edu/academics/bedford-hills-college-program.php

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

**NEW YORK UNIVERSITY—PRISON EDUCATION PROGRAM
(NYU PEP)** 

Facility: Walkill

Degree: Associate of Arts

20 Cooper Square, 4th Floor, New York, NY 10003

Telephone: 212.992.8673

<https://prisoneducation.nyu.edu>

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

creative writing, computer tutorials, book clubs, performing arts, and more.

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



Facilities: Bare Hill, Franklin, FCI-Ray Brook
Degrees: Associate of Applied Science in Entrepreneurship Management, Associate of Applied Science in Individual Studies, Associate of Arts Liberal Arts-Humanities and Social Science

23 Santanoni Avenue, Saranac Lake, NY 12983

Telephone: 518.891.2915

www.nccc.edu

Offers credit-bearing courses and transferable college credits in 3 programs that focus on the liberal arts, business, and human services curriculums. Individuals who are interested in applying should send a note to the Education Department at the facility they are located at and address it to NCCC—Second Chance PELL program staff. Applicants will need to fill out an application packet, including a FAFSA form, and must have a high school diploma or equivalency, be Pell-eligible, be within 5 years of release, and be in good disciplinary standing in the prison facility. Applicants who have previously attended college are eligible as long as they do not have prior student loans in default. Placement tests are required before taking composition and mathematics courses. Students are provided academic advising, some basic tutoring (including peer tutoring) and study skills development. Admissions sessions are conducted in preparation for students to start fall, spring, or summer semesters. Students who have prior college credits, within the last 10 years, can arrange for an official transcript to be sent to NCCC for evaluation and transfer of credits to NCCC.

Housing

AT THE END OF THE DAY, IT ISN'T WHERE I CAME FROM.
MAYBE HOME IS SOMEWHERE I'M GOING AND NEVER HAVE
BEEN BEFORE.

— WARSAN SHIRE



USED WITH PERMISSION FROM THE ARTIST.

HOMECOMING

ARTWORK BY ADAM ROBERTS

Shelters

NYC DEPARTMENT OF HOMELESS SERVICES (DHS) 

Emergency Information Line: 311

www.nyc.gov/dhs

Call 7 days a week, 24 hours a day for emergency shelter needs.

Housing for individuals convicted of a sex offense

It can be difficult to find housing providers that can meet the stipulations for both parole and Strict and Intensive Supervision and Treatment (SIST) for a person registered as a sex offender. Consequently, reentry organizations in New York City face challenging obstacles in connecting such individuals with housing providers. While some organizations do work with registered sex offenders, each individual is evaluated on a case-by-case basis, and successful placement in supportive housing takes time and is limited. For these reasons, those looking for housing immediately upon reentry are recommended to go directly to 30th Street Intake, listed on [page 67](#).

For counseling services for individuals convicted of a sex offense, please see the listings for Mustard Seed Counseling Services ([page 118](#)), Shiloh Consulting ([page 118](#)), and Queens Counseling for Change ([page 118](#)).

Intake Centers for Single Adults

NYC DEPARTMENT OF HOMELESS SERVICES (DHS)—
INTAKE CENTERS 

Telephone: 311

<https://www1.nyc.gov/site/dhs/shelter/shelter.page>

DHS considers a single adult to be any person over age 18, who seeks shelter independently, unaccompanied by other adults or minors. Homeless individuals who have been in a shelter within the past 12 months should go to that shelter. Otherwise, they should go to an intake center. The intake centers for single adults

are separated by gender. These centers are open 24 hours a day, 7 days a week, including holidays. Interpreter assistance is available for people who do not speak English. The following forms of ID are helpful during the intake process (though not required): any form of ID with a picture and proof of age (such as a driver's license, state-issued ID, passport or visa, welfare card, or green card), Social Security card, Medicaid card (if available), and the individual's most recent pay stub (if working).

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

What to expect

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

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

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

Telephone: 311

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

FRANKLIN SHELTER AND INTAKE CENTER FOR WOMEN



1122 Franklin Avenue, Bronx, NY 10456

Telephone: 311

Intake and assessment shelter for women. Open 24 hours.

HELP WOMEN'S CENTER

116 Williams Avenue, Brooklyn, NY 11207

Telephone: 311

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

Drop-In Centers for Single Adults

CAMBA—THE GATHERING PLACE

2402 Atlantic Avenue, Brooklyn, NY 11233

Telephone: 718.385.8726

www.camba.org/programs/housing

A drop-in center for people ages 18 and over. Services include 3 meals a day; shower/laundry facilities; access to clothing, mail, and phone services; recreational activities; case management services and entitlement assistance; comprehensive medical and mental health services; and referrals to treatment resources. Open 24 hours a day, 7 days a week. Qualified candidates may be transported to and from a respite site every evening for the night. Respite sites provide dinner and a temporary bed for the night.

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

120 East 32nd Street, New York, NY 10016

Telephone: 212.883.0680

www.grandcentralneighborhood.org/services/mainchance-drop-in-center

Provides emergency overnight beds offsite or chairs onsite for single adults ages 18 and over, although families may drop in for meals. Also provides a shower, medical services, social work, buses to faith-based organizations, 3 meals a day, and help for active clients seeking permanent housing. Open 24 hours a day, 7 days a week; however, drop-in cutoff is 12am (midnight).

PROJECT HOSPITALITY

25 Central Avenue, Staten Island, NY 10301

Telephone: 718.720.0079 x10

www.projecthospitality.org

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

URBAN PATHWAYS—OLIVIERI DROP-IN CENTER



257 West 30th Street, New York, NY 10001

Telephone: 212.947.3211

www.urbanpathways.org/programsandservices

A drop-in center with nightly drop-in from 9pm–6am. Intake for services is the following day at 10:30am. Registered clients can receive on-site 24-hour services including 3 meals daily and showers. Also offers case management, crisis intervention, referrals to medical, mental health and rehabilitation services, and housing placement.

Securing Shelter for Homeless Families

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

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

Families with children

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

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

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

Telephone: 311

[https://www1.nyc.gov/site/dhs/shelter/families/adult-families.
page](https://www1.nyc.gov/site/dhs/shelter/families/adult-families.page)

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

Adult families

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

- Applicants who are a legally married couple and present a valid original marriage certificate
- Applicants who are domestic partners and present a valid original domestic partnership certificate or adults who provide, as part of their application for temporary housing assistance, proof establishing the medical dependence of one applicant upon another
- Two or more adults who can provide birth certificates to prove a parent and child or sibling family relationship or share a caretaking (emotionally or physically supportive) relationship, including an aunt or uncle to niece or nephew, grandparent to grandchild, parent to child or stepchild, siblings

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

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

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

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

Do not bring

- Any contraband, alcohol, or illegal substances (smoking is not allowed in public buildings within New York City)

- Expensive personal belongings (DHS is not responsible for lost or damaged goods)
- Friends and visitors, or anyone not a part of your family
- Food
- Furniture
- Cameras or appliances
- Pets

What to expect

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

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

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

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

151 East 151st Street, Bronx, NY 10451

Telephone: 718.503.6400

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

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

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

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

Application process

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

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

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

Every household has a right to a legal conference at PATH if they are found ineligible and disagree with the decision. In addition, they have 60 days after being found ineligible to request a Fair Hearing from New York State.

What to expect

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

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

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

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

Halfway and Three-Quarter Housing

Halfway housing

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

meetings. In New York City, halfway houses are run both by government-sponsored organizations and by for-profit companies.

Three-quarter housing

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

On [page 149](#) of the *Legal Services* chapter, you will find the listing for **Mobilization for Justice**, which provides advice, counsel, and representation to residents on housing and related legal matters. Leave a message on their intake line at **212.417.3705** or call **212.417.3700** for information about where and when they meet with clients throughout NYC.

Organizations for People Without Homes

THE DOE FUND—AFFORDABLE & SUPPORTIVE HOUSING



345 East 102nd Street, New York, NY 10029

Telephone: 212.628.5207

www.doe.org/programs/affordable-supportive-housing

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

THE FORTUNE SOCIETY

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

See the full listing for The Fortune Society on [page 35](#).

GREENHOPE SERVICES FOR WOMEN, INC.

Provides 1 and 2 bedroom permanent housing, 6 month residential rehab, and 3 month transitional housing for formerly incarcerated women.

See the full listing for Greenhope on [page 221](#).

HOUR CHILDREN

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

See the full listing for Hour Children on [page 268](#).

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

Telephone: 646.600.8573

<http://hopehouse.nyc>

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

See the full listing for The LOHM on [page 222](#).

PROVIDENCE HOUSE

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

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

WOMEN'S PRISON ASSOCIATION (WPA)—HOPPER HOME TRANSITIONAL SHELTER

Provides shelter, transitional housing, case management, and support services to formerly incarcerated women and their children.

See the full listing for WPA on [page 40](#).

ACE PROGRAMS FOR THE HOMELESS

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

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

transitioning to self-sufficiency, and increasing earning power over time. Project Earn provides select Project Comeback graduates with a subsidy to assist with pursuing vocational growth and increased earning power.

BAILEY HOUSE—RAND HARLAN CENTER

1751 Park Avenue, 3rd Floor, New York, NY 10035

Telephone: 212.633.2500

www.baileyhouse.org

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

THE BOWERY MISSION

277 Bowery, New York, NY 10002

Telephone: 212.674.3456

www.bowery.org

A faith-based organization that serves homeless and hungry New Yorkers. Offers meal service, clothing, showers, shelter, medical care, residential recovery programs, transitional housing programs, vocational training, and employment services. Call for locations, hours, and intake requirements.

BREAKING GROUND

www.breakingground.org

Central Intake

255 West 43rd Street, New York, NY 10036

Application Hotline: 800.324.7055

505 8th Avenue, New York, NY 10018

Telephone: 212.389.9300

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

BRONXWORKS—HOMELESS OUTREACH TEAM

Operates a mobile outreach team and a 24-hour drop-in center in the Bronx with laundry and shower facilities, as well as 3 meals per day. Provides support services including housing placement, benefits assistance, and alcohol and substance use disorder treatment referrals.

See the full listing for BronxWorks on [page 289](#).

CENTER FOR URBAN COMMUNITY SERVICES (CUCS)



198 East 121st Street, New York, NY 10035

Telephone: 212.801.3300

www.cucs.org

Offers services including case management and on-site medical and psychiatric services to individuals and families in supportive housing units in Brooklyn, Manhattan, and the Bronx. Trained housing consultants provide telephone consultation and referrals to service providers, advocates, family members, and homeless people in search of information on mental health supportive housing. Also provides free financial assistance and a supported employment program. The Reentry Coordination System facilitates referrals to supportive housing including coordination of video teleconference interviews, and referrals to care coordination/ACT services for people living with serious mental illness and are being released from NYS prisons to the five boroughs of NYC.

COALITION FOR THE HOMELESS

129 Fulton Street, 4th Floor, New York, NY 10038

Telephone: 212.776.2000

www.coalitionforthehomeless.org

Provides help with emergency shelter, referral to Public Assistance (PA) for food stamps and other vital benefits, and longer-term assistance to secure housing. Offers assistance with individual advocacy, protecting basic rights, housing applications, mental health referrals, substance use disorder treatment referrals, services for individuals and families living with HIV/AIDS, and referrals to employment services. The Crisis Intervention Program helps homeless New Yorkers with almost any problem on a walk-in basis. Walk-ins accepted Mon–Fri on a first-come, first-served basis. Clients should arrive no later than 8am to see a case manager. The Resource Guide is a directory of information on food, shelter, and services for homeless people available on the website.

COVENANT HOUSE NEW YORK

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

See the full listing for Covenant House on [page 260](#).

PROJECT RENEWAL

200 Varick Street, 9th Floor, New York, NY 10014

Telephone: 212.620.0340

www.projectrenewal.org

Offers services to homeless people with disabilities, including substance use disorder, mental illness, or chronic illness. Areas of service include housing, outreach, healthcare, substance use disorder treatment, mental healthcare, and employment. Must be referred (referrals are usually through the shelter system,

social-service programs, and prisons); however, assistance will be provided in obtaining a referral if necessary.

Housing Assistance

NYC HOUSING AUTHORITY (NYCHA) 

Telephone: 718.707.7771

www.nyc.gov/nycha

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

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

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

Apply for NYCHA housing online at <https://apply.nycha.info>. Applications may also be picked up in person at a Customer Contact Center or mailed out after calling a Customer Contact Center. Applicants select a first- and second-choice borough and provide information about their total household income, family composition, and current living situation. Applicants will receive an acknowledgment letter within 60 days of receipt of their application. The waiting lists for public housing are long, particularly in Manhattan and Queens.

FAMILY REENTRY PROGRAM 
Information Line: 212.306.6024

Helps to reunite select individuals leaving prison and jail with their families who live in qualified public housing apartments and provides reentry services. Eligible individuals must demonstrate

that they are motivated to make a positive change in their lives and must agree to intensive case management services. Works with currently incarcerated people who have a release date.

NYC DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT (HPD)

100 Gold Street, New York, NY 10038

Telephone (affordable housing lottery): 212.863.6300

<https://www1.nyc.gov/site/hpd/index.page>

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

NYC HUMAN RESOURCES ADMINISTRATION (HRA)— HOMEBASE

Infoline: 718.557.1399

<https://www1.nyc.gov/site/hra/help/homebase.page>

Offers a range of services including assistance with public benefits, help to prevent eviction, emergency rental assistance, financial counseling and money management, help with relocating, and short-term financial assistance in prevention centers located throughout NYC. Call or visit <https://www1.nyc.gov/site/hra/help/homebase-locations.page> for a list of locations throughout NYC.

Rentals

It is extremely difficult in most areas of New York City to find decent housing at an affordable rent. It may require time and patience for individuals to find what they are looking for. There are many websites dedicated to listing housing options, including

rentals. If the help of a real estate agent is contracted, one should be prepared to pay a fee of up to 18 percent of a year's rent.

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

Telephone: 311

Affordable Housing Lottery Helpline: 212.863.7990

www.nyc.gov/housingconnect

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

METROPOLITAN COUNCIL ON HOUSING

168 Canal Street, 6th Floor, New York, NY 10013

Tenant Hotline: 212.979.0611

www.metcouncilonhousing.org

Provides fact sheets on tenant rights, rent guidelines, rent control/stabilization, subletting/roommates, heat, hot water, pests, and housing court. Call Mon and Wed 1:30–8 and Fri 1:30–5 for information, advice, and assistance.

Tenant Rights & Housing Discrimination

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

Some people confuse fair housing rights with tenant rights. If an

individual experiences difficulties with an application, lease, lease renewal, services, or rent that are believed to be the result of a discriminatory act (occurring because of one's membership in a particular protected class [e.g., race, creed, national origin]), that person should call **311** and ask for the **Commission on Human Rights**.

See the full listing for the NYC Commission on Human Rights in the *Legal Services* chapter on [page 168](#).

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

Telephone: 311

<https://www1.nyc.gov/site/hpd/renters/tenants-rights.page>

The website contains information on tenants' rights and provides other resources in multiple languages. Call for complaints about lack of heat and hot water, or a landlord's refusal to make emergency repairs in an apartment or building. A complete and up-to-date handbook of New York City tenant rights called *The ABC's of Housing* can be found at <https://www1.nyc.gov/site/hpd/about/abcs-of-housing.page>.

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

Telephone: 718.707.7771 or 311

<https://portal.311.nyc.gov/article/?kanumber=KA-01076>

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

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

Rent Information Line: 718.739.6400

www.nyshcr.org/Rent

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

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

1075 Grand Concourse, Bronx, NY 10452

Telephone: 718.538.3344

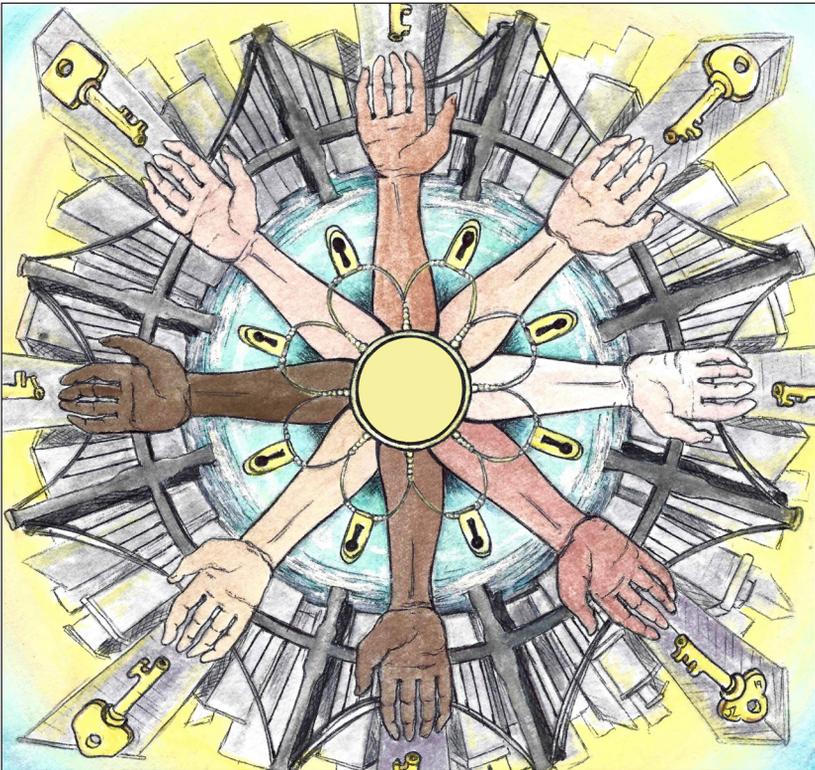
www.naicany.org

Offers eviction prevention and rental assistance to single adults, families, and older people who are Bronx tenants. Can submit a Family Eviction Prevention Subsidy (FEPS) application and provide free legal representation to tenants. The tenant must be a recipient of full public assistance benefits (Medicaid, cash, rent), must have children 18 or under on the public-assistance case (if 18, the child must be enrolled in high school), and tenant's rent must be affordable according to FEPS guidelines. Open Mon–Fri 9am–1pm and 2:15pm–5pm.

Financial Assistance

WHAT I TREASURE MOST IN LIFE IS BEING ABLE TO DREAM.
DURING MY MOST DIFFICULT MOMENTS AND COMPLEX
SITUATIONS I HAVE BEEN ABLE TO DREAM OF A MORE
BEAUTIFUL FUTURE.

— RIGOBERTA MENCHU



USED WITH PERMISSION FROM THE ARTIST.

WE THE PEOPLE

ARTWORK BY JOHN ZOCCOLI

Dealing with government agencies requires patience and persistence. Service can be impersonal and it is not uncommon to be sent from one office or agency to the next in search of simple answers.

Most government departments and community groups have posted their application forms, eligibility requirements, and procedures online. Individuals who do not have access to a computer and printer should remember that neighborhood public libraries (and organizations supporting formerly incarcerated people) will help them access and navigate government information on the internet.

Public Benefits

NYC HUMAN RESOURCES ADMINISTRATION (HRA)

Telephone: 718.557.1399

www.nyc.gov/hra

Administers programs in a number of areas, including:

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

Information on applying for benefits is available through the automated telephone line and website. The website includes applications for download and printing, eligibility requirements, and lists of frequently asked questions about benefits. Chinese and Russian information is available by phone. Visit <https://www1.nyc.gov/site/hra/locations/locations.page> to find locations.



Operates outreach clinics around the city where individuals can get help with access to public assistance and other forms of aid.

See the full listing for Urban Justice Center on [page 151](#).

SINGLE STOP

<http://singlestopusa.org>

Connects people to available government and nonprofit programs, benefits, and services through a coordinated one-stop-shop solution. Services include public benefits screening, application assistance, benefits enrollment, income support, legal assistance, housing, health, immigration services, financial coaching, referrals and more. Visit the website for locations throughout NYC.

Temporary Cash Assistance

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—CASH ASSISTANCE

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

Recipients of this benefit fall into four general categories:

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

Eligible clients receiving temporary cash assistance must engage in work activities. HRA refers clients to programs designed to provide job training and placement, education, resume services, workshops, and other support services. Those participating in an approved program will receive car fare and childcare expenses so that they can meet their requirements. Must be applied for in person at a participating HRA Job Center. For a list of Job Centers in one's area, call **718.557.1399** or visit <https://www1.nyc.gov/site/hra/locations/locations.page>.

Emergency Assistance

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—ONE SHOT DEAL

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

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

Food Stamps (SNAP)

NYC HUMAN RESOURCES ADMINISTRATION (HRA)—SNAP



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

SNAP or the Supplemental Nutrition Assistance Program, is a federally funded program designed to enable people with limited income to increase their ability to purchase food. The program provides food stamp benefits through the use of a debit card that can be used in place of cash. People receiving public assistance can sign up for food stamps at an HRA Job Center. Addresses for the offices can be found online at <https://www1.nyc.gov/site/hra/locations/snap-locations.page>.

ACCESS NYC

Telephone: 718.557.1399
www.nyc.gov/accessnyc

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

Food

NYC 311—FOOD PANTRY

<https://www1.nyc.gov/apps/311utils/providerInformation.htm?serviceld=1083>

An online directory for food pantries/soup kitchen locations in NYC.

NYC FOOD POLICY—EMERGENCY FOOD ASSISTANCE

Emergency Foodline: 866.888.8777
<http://foodhelp.nyc>

Call or visit the website for a referral to food pantries located throughout NYC 24 hours a day, 7 days a week.

NYC GOV—RESOURCES

Telephone: 311

<https://portal.311.nyc.gov/article/?kanumber=KA-02740>

Call or visit the website to find nearby food pantries and soup kitchen locations. Call for locations for free meals for seniors and summer meals for children under 18.

COALITION FOR THE HOMELESS—RESOURCE GUIDE

www.coalitionforthehomeless.org/resource-guide

An online resource guide that provides a list of emergency food options, based on one's location.

FOOD BANK FOR NEW YORK CITY

Telephone: 212.566.7855

www.foodbanknyc.org/get-help

A website to locate food pantries, soup kitchens, and senior centers by NYC neighborhood. Contact by phone for more information on programs in the food-assistance network including after-school and summer programs, low-income daycare centers, Open Market Backpack programs for children, shelters, rehabilitation centers, and youth programs.

CATHEDRAL COMMUNITY CARES

Cathedral Church of St. John the Divine

1047 Amsterdam Avenue, New York, NY 10025

Telephone: 212.316.7583

www.stjohndivine.org/education/community

A soup kitchen is held every Sunday with breakfast at 10am, lunch at 12:30, and a take-away brown bag meal. The Food Stamp Program (with appointments on Tue and Wed) provides pre-screening for clients interested in receiving food stamps, and recertification for those already enrolled. Also provides referrals to services including legal, housing, substance use disorder treatment, health screenings, and food pantry. Free professional clothing is provided for individuals returning to the workforce who

have a referral from a job placement program. The Clothing Closet is open Tue and Thu 10–12:30. Clients are advised to arrive early.

COALITION FOR THE HOMELESS—GRAND CENTRAL FOOD PROGRAM

When available, provides healthy meals as well as coats, hats, gloves, and blankets in the colder weather at 25 stops in Manhattan and the Bronx. The starting location is St. Bart’s, 51st Street between Park and Lexington at 5:30pm. Call or visit the website for a list of stops.

See the full listing for Coalition for the Homeless on [page 80](#).

GREENMARKET

100 Gold Street, Suite 3300, New York, NY 10038

Telephone: 212.788.7476 x243

www.grownyc.org/greenmarket

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

HOLY APOSTLES SOUP KITCHEN

296 9th Avenue, New York, NY 10001

Telephone: 212.924.0167

www.holyapostlessoupkitchen.org

Provides meals Mon–Fri 10:30am–12:30pm. Also offers a range of social services, computer classes, and resume assistance.

ST. JOHN’S BREAD AND LIFE

795 Lexington Avenue, Brooklyn, NY 11221

Telephone: 718.574.0058

www.breadandlife.org

Services include a Soup Kitchen Dining Room that serves breakfast 8am–9:30am and lunch 10:30am–12:30pm Mon–Fri, a Food Pantry, and a Mobile Soup Kitchen (schedule can be found on the website). Help is provided for benefits, referrals for housing, job training, legal assistance, and acquiring a NYS ID card. The Community Resource Center provides access to computers.

Clothing

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

NYC DEPARTMENT OF SANITATION—DONATENYC

<https://www1.nyc.gov/assets/donate/index.shtml>

Visit the website for a list of locations to find clothing and more.

Medical Assistance

MEDICAID 

Telephone: 877.267.2323

www.medicaid.gov

The federal program working in cooperation with state governments to partly finance medical assistance to low-income people. Eligibility information and applications are available online. Call for more information or to order an application kit. Information is also available in Chinese, Russian, and Creole.

MEDICARE 

Telephone: 800.633.4227 / TTY: 877.486.2048

www.medicare.gov

The federal government's health insurance program for people over age 65.

ELDERLY PHARMACEUTICAL INSURANCE COVERAGE (EPIC) 

Telephone: 800.332.3742 / TTY: 800.290.9138

www.health.ny.gov/health_care/epic

Helps seniors pay for prescription drugs. Call or go online for information on eligibility in multiple languages.

Crime Victims

FEDERAL TRADE COMMISSION (FTC)—BUREAU OF CONSUMER PROTECTION

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

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

NYS OFFICE OF VICTIM SERVICES

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

Provides reimbursement under certain conditions for medical expenses, loss of earnings, funeral expenses, and lost or destroyed essential personal property. Russian, Chinese, Italian, Creole, and Korean are also spoken.

Financial Counseling

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

The Business Library

188 Madison Avenue, New York, NY 10016

Telephone: 917.275.6975

www.nypl.org/help/getting-oriented/money-matters-flc

Offers information and services to assist individuals in making financial choices. Classes, available at The Business Library and other branches, cover tax assistance, budgeting, college planning and financial aid, investing in stocks and bonds, salary negotiation, avoiding scams and fraud, and more. Credit Crisis Counseling offers individuals help with debt problems. One-hour appointments are available Mon–Thu. Financial Counseling offers individuals help with finances and financial professionals will answer questions about any personal money matters one might have. Half-hour sessions are private and confidential. Clients should bring any documents that might be relevant to their question. Medicare Counseling answers questions about Medicare, prescription drug plans, and coverage costs. A representative from the NYC Department for the Aging’s Health Insurance Information Counseling and Assistance Program (HIICAP) answers Medicare questions. Free 45-minute one-on-one confidential counseling sessions are available on Fri 2–6 in The Business Library. Go online to schedule an appointment. Please note that services might be interrupted at some point during the year due to moving location.

BROOKLYN PUBLIC LIBRARY (BPL)—BUSINESS AND CAREERS CENTER

10 Grand Army Plaza, Brooklyn, NY 11238

Telephone: 718.968.7275

www.bklynlibrary.org/calendar/list/Finance

Provides free financial counseling along with classes and work-

shops on topics including budgeting, investing, student loans, preparing for retirement, and more. Also provides help with taxes.

INTERNAL REVENUE SERVICE (IRS)

Telephone: 800.829.1040

www.irs.gov

Provides information on all tax topics including information on alternative filing methods, exemptions, tax extensions, itemized deductions, child and dependent care credit, and whether or not one should itemize. Call Mon–Fri 7–7.

CAMBA

1720 Church Avenue, 2nd Floor, Brooklyn, NY 11226

Telephone: 718.287.2600

www.camba.org

Provides economic development programs including education and advocacy services, financial counseling, money management, small business services, workforce development services, and services to Housing Preservation and Development (HPD) Section 8 recipients, foreclosure prevention counseling, and acculturation education for refugees who come to New York to reunite with their families. Also provides a broad range of programs within education and youth development, family support, health, housing, and free legal services to low-income residents. Operates in multiple locations throughout Brooklyn. Call for locations and information on eligibility for programs.

COMMUNITY SERVICE SOCIETY

633 3rd Avenue, 10th Floor, New York, NY 10017

Telephone: 212.254.8900

www.cssny.org

Provides a wide array of services to low-income New Yorkers.

Offers a benefits learning lab, free one-on-one assistance, and community trainings to help people find and use health insurance and care, financial advocacy and support, income support services, reentry services and youth mentoring, workforce development, and senior services.

MONEY MANAGEMENT INTERNATIONAL (MMI) 

Telephone: 866.889.9347

www.moneymanagement.org

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

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

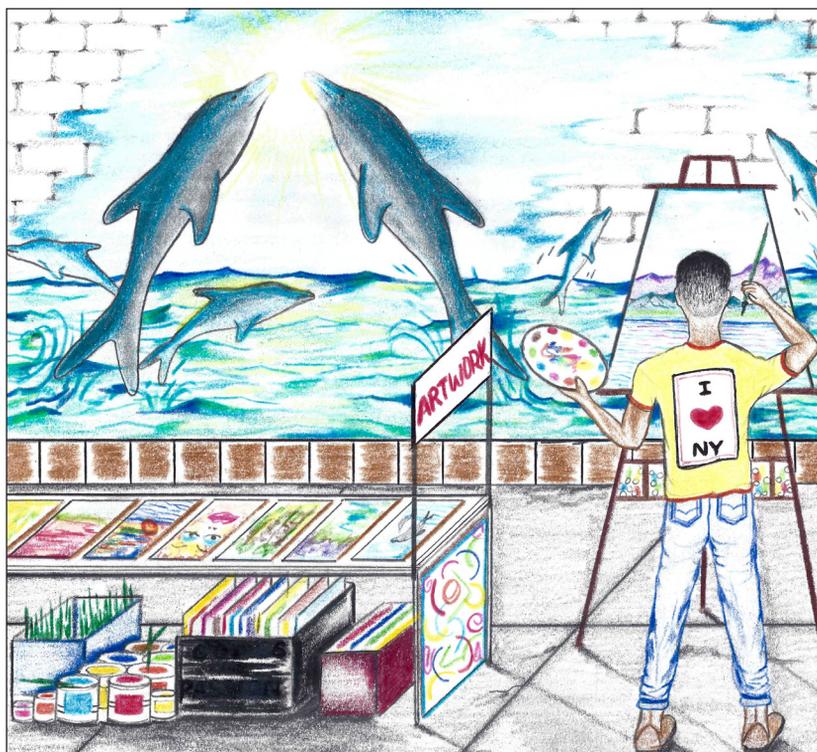
161-10 Jamaica Avenue, Jamaica, NY 11432

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

Physical & Mental Health

CARING FOR MYSELF IS NOT SELF-INDULGENCE, IT IS SELF-PRESERVATION, AND THAT IS AN ACT OF POLITICAL WARFARE.

— AUDRE LORDE



USED WITH PERMISSION FROM THE ARTIST.

GOALS AND PASSION

ARTWORK BY ANTHONY MARTINEZ

There are more health organizations and sources of information in the chapter *Women* starting on [page 219](#).

NYC HEALTH + HOSPITALS—CORRECTIONAL HEALTH SERVICES (CHS)

Telephone: 347.774.7000

Provides medical and mental health care, substance use disorder treatment, dental care, social work services, and reentry support services to patients, from pre-arraignment through discharge, 24 hours a day, 7 days a week.

Substance use

Provides comprehensive health services to incarcerated patients who use drugs. Services include a jail-based opioid treatment program that provides methadone and buprenorphine maintenance; a voluntary, housing area-based program that provides counseling and recovery support; and a comprehensive reentry-services program that provides court services, reentry planning, and post-release follow-up for eligible patients. Overdose prevention training and naloxone kits are available to people visiting loved ones on Rikers Island.

Health insurance

Offers Medicaid application assistance to anyone receiving discharge planning services while in jail. For people who had active Medicaid coverage upon jail admission or who submitted an application during incarceration, works with the NYC Human Resources Administration (HRA) to activate their coverage as soon as possible after discharge. Also partners with MetroPlus, NYC Health + Hospitals' Health Plan, to enroll visiting friends and family members in health insurance at the Rikers Island Visitors' Center.

Hepatitis C

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

Community Re-entry Assistant Network (CRAN)

Provides a variety of services ranging from medication assistance and coordination of treatment appointments, to referrals for housing as well as mental health, substance use, medical, educational and vocational services to anyone who is or has been incarcerated in a NYC jail. Individuals with serious mental illness are also eligible for up to 6 months of case-management services post-release. Accepts appointments or walk-ins at any of the offices below Mon–Fri 9–5 (for Staten Island only Mon–Thu).

Bronx

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

Brooklyn

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

Manhattan

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

Queens

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

Staten Island

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

Point of Reentry & Transition (PORT) Practices

PORTline: 646.614.1000

The PORT Practices are primary care clinics available to all individuals released from the NYC jail system. The clinics are staffed by Community Health Workers (CHWs) with lived experience and physicians who are sensitive to the challenges faced by those with histories of court involvement. Also connects patients to other treatment providers and community-based social supports. Same-day appointments are available and patients will be seen regardless of insurance status. For information about jail-based

healthcare, where to get help with reentry needs, and to be connected to the PORT Practices, call the PORTline.

Bellevue Hospital PORT Practice

462 1st Avenue, New York, NY 10016

Call or text onsite peer: 929.505.2117 (Mon–Fri 10–5)

Kings County Hospital PORT Practice

451 Clarkson Avenue, E Building, Brooklyn, NY 11203

Call or text onsite peer: 347.978.6290 (Mon–Fri 10–5)

COMMUNITY HEALTHCARE NETWORK—HEALTH HOME PROGRAM 

Administrative Office

60 Madison Avenue, 5th Floor, New York, NY 10010

Telephone: 855.246.4422

<https://carecoordination.chnyc.org>

Partners with care management agencies across NYC to provide care coordination services to individuals in order to ensure medical health, behavioral health, and social service needs are being met. To be eligible an individual must be 21 or over, enrolled in unrestricted Medicaid, and have either two or more chronic conditions (ie: substance use disorder, cardiovascular disease, metabolic disease, or respiratory disease) or be diagnosed with HIV or a serious and lasting mental health condition. More information on specific programs and referrals is available online. Haitian Creole, French, Russian, Mandarin, Cantonese, Urdu, and Punjabi are spoken. Language line interpreters are also available.

Free & Low-Cost Medical Care

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

Telephone: 311

<https://www1.nyc.gov/site/doh/services/sexual-health-clinics.page>

Offers low- to no-cost services for sexually transmitted infections (STIs), including HIV, for anyone ages 12 and over regardless of immigration status. No parental consent is necessary. No appointment is necessary. Call or visit the website for a list of clinic locations across NYC.

THE ALLIANCE FOR POSITIVE CHANGE

64 West 35th Street, 3rd Floor, New York, NY 10001

Telephone: 212.645.0875

<http://alliance.nyc>

Provides services for conditions including HIV/AIDS, hepatitis, substance use disorder, mental illness, and other chronic health conditions for individuals living in NYC. Programs include care management, harm reduction and recovery services, HIV and hepatitis C testing, peer education and workforce reentry services, disease prevention and coaching, and supportive housing. Services are free, confidential, and multilingual. Walk-ins are accepted 10–4. Call or visit the website for a list of locations.

THE BEDFORD-STUYVESANT FAMILY HEALTH CENTER



www.bsfdc.org

1456 Fulton Street, Brooklyn, NY 11216

Telephone: 718.636.4500

1238 Broadway, Brooklyn, NY 11221

Telephone: 718.443.2428

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

Telephone: 718.636.4500

Offers a broad range of integrative healthcare services with an emphasis on prevention, education, and critical support services. Services include dentistry, family planning, family practice, internal medicine, nutrition, obstetrics/gynecology, pediatrics, prenatal care, psychiatry, substance use disorder assessment, and a HIV/

AIDS clinic. On-site specialty services include surgical consultation, urology, cardiology, podiatry, and eye care. French Creole is spoken. Signing capability is also on-site.

CHARLES B. WANG COMMUNITY HEALTH CENTER

www.cbwchc.org

125 Walker Street, 2nd Floor, New York, NY 10013

Telephone: 212.226.1661

268 Canal Street, New York, NY 10013

Telephone: 212.226.1661

37-43 45th Avenue, Flushing, NY 11355

Telephone: 929.362.3006

136-26 37th Avenue, Flushing, NY 11354

Telephone: 718.886.1200

Provides primary healthcare and services including pediatric care, dentistry, mental health, social work, and health education. Health centers are open 7 days a week. For urgent care, a provider can be seen on the same day. Call for hours, service locations, and to schedule an appointment. Mandarin, Cantonese, Taishanese, Shanghainese, Fujianese, Vietnamese, and Korean are spoken.

COMMUNITY HEALTHCARE NETWORK

60 Madison Avenue, 5th Floor, New York, NY 10016

Telephone: 866.246.8259

www.chnyc.org

A nonprofit network of New York Health Centers with over 10 locations across the Bronx, Manhattan, Brooklyn, and Queens, and a Mobile Health Center. Primary care, reproductive health, family planning, STI testing, and comprehensive HIV services provided. Dental, mental health, foot care, prenatal care, mammogram referrals, and cancer screening are also available. Offers sliding-scale fees for people without insurance and provides services regardless

of ability to pay. Call for more information, the nearest site, and languages spoken. Centers accessible to people with disabilities.

THE INSTITUTE FOR FAMILY HEALTH—THE PURPLE CLINIC

ES

230 West 17th Street, New York, NY 10011

Telephone: 646.946.4482

www.institute.org/health-care/services/the-purple-clinic

Offers safe, sensitive, and respectful medical care for anyone who has experienced sexual violence or human rights abuses regardless of age, gender, insurance, or documentation status. Services include routine physicals, OB-GYN care, STI tests, pregnancy tests, birth control, diabetes care, HIV care, and PrEP. Can make referrals for mental healthcare, dentistry, and acupuncture.

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

ES

440 West 114th Street, 6th Floor, New York, NY 10025

Telephone: 212.523.6500

www.mountsinai.org/patient-care/iam

Offers comprehensive medical and support services for formerly incarcerated individuals ages 18 and over. Provides primary health/medical care, OB-GYN, mental health treatment, dental care, case management and social services, legal services, support groups, and more. On-site pharmacy services are available. It is helpful to bring a photo ID, insurance card, and any medical records to the initial visit.

THE NEW YORK CITY FREE CLINIC (NYCFC)

ES

230 West 17th Street, New York, NY 10011

Telephone: 212.206.5200

<https://nycfreeclinic.com>

Provides a full range of healthcare services including specialty referrals, counseling, patient education, social services, and screening and registration for public health insurance. New patients will be screened for free health insurance eligibility by a social worker. Documents (such as ID, proof of income, and benefits information) will help determine insurance eligibility. Call Mon–Fri 8am–10pm and Sat–Sun 8–8 to set up an appointment. Clinic hours are Sat 9–1, walk-ins accepted 8:30–10.

General Health Information Resources

NYS DEPARTMENT OF HEALTH—OFFICE OF PROFESSIONAL MEDICAL CONDUCT (OPMC)

150 Broadway, Suite 355, Albany, New York 12204

Telephone: 800.663.6114

www.health.ny.gov/professionals/doctors/conduct

Call or write to make a complaint about a doctor.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Telephone: 311

www.nyc.gov/doh

The website provides a variety of information on common health concerns. Each health article is written in an easy-to-understand style.

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)

Telephone: 800.232.4636

www.cdc.gov

Provides information on diseases and other health topics. Call anytime to request free publications or information on HIV/AIDS, cancer, diabetes, tobacco-related illness, nutrition, and other topics. Information on many topics is available in multiple languages.

MEDLINE PLUS

www.medlineplus.gov

A website that answers health questions, referring to authoritative information and tutorials from government agencies, medical

schools, and organizations. It also has a medical dictionary, information about drugs and supplements, health news, and directories for hospitals, doctors, and dentists. Information in other languages is available on many topics.

Helplines: Physical Health

NYC TUBERCULOSIS PROVIDER HOTLINE

Telephone: 844.713.0559

<https://www1.nyc.gov/site/doh/providers/health-topics/tuberculosis.page>

Provides referrals to free tuberculosis clinics, testing, exams, and treatment.

AMERICAN CANCER SOCIETY HELPLINE

132 West 32nd Street, New York, NY 10001

Telephone: 800.277.2345

www.cancer.org

Cancer Information Specialists are available 24 hours a day, 7 days a week to answer questions about specific cancers, treatment options, side effects, coping with cancer, medicines, pain control, clinical trials, prevention, screening, and help locating local resources. Information packets and publications can be found on the website or requested by mail.

THE POISON CONTROL CENTER HOTLINE

Telephone: 800.222.1222 or 212.764.7667

www.poison.org

Poison specialists are available 24 hours a day to provide free, expert, and confidential guidance in a poison emergency. Translators are available for 150 different languages.

Health Insurance

For more information on Medicaid, see [page 93](#) in the chapter *Financial Assistance*.

NYS DEPARTMENT OF HEALTH—HEALTH PLAN MARKETPLACE

Helpline: 855.355.5777 / TTY: 800.662.1220

www.nystateofhealth.ny.gov

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

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

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

Family Planning Benefit Program: provides confidential family planning services to any person of childbearing age and those who meet certain income and residency requirements.

Medicaid Buy-In Program for Working People with Disabilities: a program for people with disabilities who are working and earning more than the income limit for regular Medicaid, allowing people to keep their healthcare coverage through Medicaid.

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

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

Medicare: for adults over the age of 65.

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

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

private plans, as well as how to apply for assistance in lowering the cost of insurance.

COMMUNITY SERVICE SOCIETY

Staff can help participants enroll in free or affordable health insurance, apply for financial assistance to pay for health insurance, compare and understand different health insurance options, and renew New York Health Marketplace coverage. Services are free and confidential.

See the full listing for Community Service Society on [page 96](#).

HIV & AIDS

NYS HIV/AIDS INFORMATION AND COUNSELING HOTLINE

AIDS Hotline: 800.541.2437 / Counseling Hotline: 800.872.2777
www.health.ny.gov/diseases/aids/general/about/hotlines.htm

Provides taped information on prevention, diagnosis, and treatment of HIV/AIDS. Provides referrals to testing, counseling programs, and treatment facilities.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH) 125 Worth Street, New York, NY 10013

Write for free brochures and information on AIDS in English or Spanish.

NYC HUMAN RESOURCES ADMINISTRATION—HIV/AIDS SERVICES ADMINISTRATION (HASA)

Telephone: 212.971.0626 / TTY: 212.971.2731

Call for confidential information on AIDS and HIV testing and service referrals.

NYS DEPARTMENT OF HEALTH—THE HIV UNINSURED CARE PROGRAMS

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

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

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

ARGUS COMMUNITY, INC.—ACCESS PROGRAM

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

See the full listing for Argus on [page 126](#).

BOOM!HEALTH

Telephone: 718.295.2666

www.boomhealth.org

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

Wellness Center
3144 3rd Avenue, Bronx, NY 10451

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

BRIDGING ACCESS TO CARE

www.bac-ny.org/new

260 Broadway, 4th Floor, Brooklyn, NY 11211
Telephone: 347.505.5120

145-147 Utica Avenue, Brooklyn, NY 11213
Telephone: 347.505.5130

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

2261 Church Avenue, Brooklyn, NY 11226
Telephone: 347.505.5176

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

COMMUNITY HEALTH ACTION OF STATEN ISLAND

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

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

FORGING AHEAD FOR COMMUNITY EMPOWERMENT AND SUPPORT (FACES)



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

Provides free services to New Yorkers, including those who are

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

THE FORTUNE SOCIETY—DROP-IN CENTER



29-76 Northern Blvd., Long Island City, NY 11101

Telephone: 212.691.7554

www.fortunesociety.org

Offers a broad range of health and other services to formerly incarcerated people with special services available for people living with HIV. Walk-in intake hours are Mon–Fri 6–6.

See the full listing for The Fortune Society on [page 35](#).

GHMC



307 West 38th Street, New York, NY 10018

Telephone: 212.367.1000 / Hotline: 800.243.7692

www.gmhc.org

Provides direct services and support for any New Yorker affected by HIV or AIDS. Offers one-on-one counseling and numerous support groups for people living with HIV or AIDS and their loved ones. Other programs include financial and legal counseling, educational workshops and training, food pantry, housing assistance, and public education and advocacy efforts. Hotline available Mon and Fri 2–6. Free brochures and information on AIDS in English or Spanish available upon request.

The GMHC Testing Center offers free, confidential HIV and STI testing at 307 West 38th Street, 3rd Floor, New York, NY 10018. Walk-ins are available beginning at 9am, Mon–Wed and Fri.

HAITIAN-AMERICAN COMMUNITY COALITION 

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

Provides services to people and families affected by HIV or AIDS. Services include health and fitness programs, immigration advocacy, and housing placement assistance. French and Creole are spoken.

THE HISPANIC AIDS FORUM, INC. 

975 Kelly Street, Suite 402, Bronx, NY 10459
Telephone: 718.328.4188
www.hafnyc.org

Provides information, counseling, and support groups for anyone with questions about HIV or AIDS. Offers rental-assistance resources. Provides referrals and free HIV and hepatitis C testing. Write or call for free brochures.

PLANNED PARENTHOOD OF NYC—PROJECT STREET BEAT

Telephone: 855.778.2328
www.projectstreetbeat.org

Provides confidential healthcare, counseling, and support to adults and young people. Services are available to all genders, regardless of immigration status or ability to pay. Visit the website for information on mobile unit hours and locations.

AIDS Discrimination

PRISONERS' LEGAL SERVICES OF NEW YORK (PLSNY)



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

See the full listing for PLSNY on [page 150](#).

NYC COMMISSION ON HUMAN RIGHTS

Contact to file a complaint for discrimination in employment, housing and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, gender, pregnancy, gender identity and gender expression, disability, sexual orientation, marital or partnership status, alienage or citizenship status (non-citizen or immigration status).

See the full listing for NYC Commission on Human Rights on [page 168](#).

Hepatitis C

AMERICAN LIVER FOUNDATION

39 Broadway, Suite 2700, New York, NY 10006

Telephone: 800.465.4837

<https://liverfoundation.org/alf-greater-new-york>

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

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

1600 Clifton Road, Atlanta, GA 30329
 Telephone: 800.232.4636
www.cdc.gov/hepatitis

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

Mental Health

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

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



Provides integrated mental health, substance use, and primary healthcare services for court-involved youth and adults.

114 See the full listing for CASES on [page 30](#).

NYS OFFICE OF MENTAL HEALTH—BRONX PSYCHIATRIC CENTER



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

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

COMMUNITY ACCESS

17 Battery Place, Suite 1326, New York, NY 10004

Telephone: 212.780.1400

www.communityaccess.org

Howie the Harp Advocacy Center

2090 Adam Clayton Powell Jr. Blvd., 12th Floor, New York, NY 10027

Telephone: 212.865.0775

Blueprint Supported Education

2090 Adam Clayton Powell Jr. Blvd., 12th Floor, New York, NY 10027

Telephone: 646.503.5600

Provides a range of services to people living with mental health concerns including supportive housing, education and job training, health and wellness programs, and advocacy. The Howie the Harp Peer Training program provides an intensive 20-week classroom-based training and 12-week internship experience to train people in mental health recovery to work as peer providers in human services. To apply, applicants must have a mental health diagnosis, have earned a high school diploma or equivalent, and live in NYC. Classes are conducted in English. The Blueprint Supported Education program provides assistance with school admissions and financial planning; course registration; skill development in studying, note-taking, and time and stress management; employment and internship opportunities; and more.

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

FOUNTAIN HOUSE INC.



425 West 47th Street, New York, NY 10036

Telephone: 212.582.0340

www.fountainhouse.org

Provides a community-based, restorative environment for people who are living with mental illness. Provides pre-vocational day programs, transitional employment opportunities, a full-time employment program, subsidized food, recreation, and housing alternatives. Call for membership details. Sign language also available.

GOODWILL INDUSTRIES—BRONX ACE PROGRAM 



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

Offers supported employment services to people with psychiatric disabilities. Services include intake interviews, one-on-one and group job counseling, job development and placement assistance, and off-site and on-site job coaching.

THE JEWISH BOARD—MENTAL HEALTH CLINICS 



135 West 50th Street, New York, NY 10020
Telephone: 212.582.9100
www.jewishboard.org

Provides individual, couple, family, and group therapy, as well as evaluation, assessment, and medication management for New Yorkers in 15 clinics throughout NYC. Services are available in multiple languages. Accepts Medicaid and offers sliding-scale fees. Call for a list of locations.

NATIONAL ALLIANCE ON MENTAL HEALTH (NAMI)—NYC METRO 

505 8th Avenue, Suite 803, New York, NY 10018
Telephone: 212.684.3365 / NYC Helpline: 212.684.3264
www.namincymetro.org

Provides free education, skills training, and support for individuals and families affected by mental illness. The helpline is open Mon–Fri 11–6 to answer any questions about mental health.

NATIONAL INSTITUTE OF MENTAL HEALTH—INFORMATION RESOURCE CENTER

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

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

SERVICES FOR THE UNDERSERVED (S:US)

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

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

Counseling

JUST DETENTION INTERNATIONAL

1900 L Street NW, Suite 601, Washington, DC 20036
Telephone: 202.506.3333
www.justdetention.org

A health and human rights organization that advocates to end sexual abuse in all forms of detention. Call, mail, or visit the website for information and resource guides for survivors of sexual violence and a state-by-state guide to legal services and

psychological counseling resources for survivors who are still incarcerated, those who have been released, and their loved ones.

MUSTARD SEED COUNSELING SERVICES

1118 Bedford Avenue, Brooklyn, NY 11216

Telephone: 718.875.7411

www.mustardseedforensic.com

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

QUEENS COUNSELING FOR CHANGE (QCC)

30-46 Northern Blvd., Long Island City, NY 11101

Telephone: 718.424.6191

www.qcfc.org

Provides group behavioral counseling services from licensed counselors for people ages 13 and over. Specialized services include problematic sexual behaviors, batterer accountability, anger/aggression, bias incidents, and DWI/U (evaluation only). To be eligible clients must not have accepted a plea or for whom a finding has not been made. Medicaid/insurance accepted for sexual behavioral counseling.

SHILOH CONSULTING

566 7th Avenue, 4th Floor, New York, NY 10018

Telephone: 212.564.7631

www.shilohconsultingllc.com

An Article 31 OMH Outpatient Clinic that provides mental health and sex offense treatment. Services provided include SIST (Strict Intensive Supervision and Treatment), Anger Management, Pre-Contemplation (Stage 1), Contemplation (Stage 2), Preparation

(Stage 3), Action (Stage 4), Maintenance (Stage 5), MISO (Mentally Ill Sex Offenders), Internet Offenders, Socialization Group, Hearing Impaired, Social Interactions, and Individual and Couples Counseling. Open Mon, Wed, and Thu 8–7, Tue 8–5, and Fri 8–4.

STOP IT NOW!

351 Pleasant Street, Suite B-319, Northampton, MA 01060

Helpline: 888.773.8368 / Telephone: 413.587.3500

www.stopitnow.org

A toll-free number for adults who are at risk for sexually abusing a child and for friends and family members of sexual abusers and/or survivors. Available Mon–Fri 9–6. All calls are confidential and will be answered by a trained staff member.

ANTI-VIOLENCE PROJECT (AVP)

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

See the full listing for AVP on [page 237](#).

CRIME VICTIMS TREATMENT CENTER (CVTC)

40 Exchange Place, Suite 510, New York, NY 10005

Telephone: 212.523.4728

www.cvtcnyc.org

Provides medical, legal, and psychological support for survivors of interpersonal violence. Free and confidential services include crisis intervention, individual and group trauma-focused therapy, legal advocacy, and complementary therapy and psychiatric consultation. Call to schedule an intake appointment.

MALE SURVIVOR

P.O. Box 276, Long Valley, NJ 07853

www.malesurvivor.org

Provides support and resources for male survivors of sexual trauma.

Helplines: Mental Health

NYC WELL 

Telephone: 888.692.9355 / TTY: 711

<https://nycwell.cityofnewyork.us>

Offers free and confidential mental health support to all New Yorkers, who can speak to counselors via phone, text, or chat and get access to mental health and substance use disorder services, in more than 200 languages 24 hours a day, 7 days a week.

Provides suicide prevention and crisis counseling, peer support and short-term counseling, assistance scheduling appointments or accessing other mental health services, and follow-up to check that the service has connected a person to care and is working.

ANXIETY AND DEPRESSION ASSOCIATION OF AMERICA (ADAA)



Telephone: 240.485.1001

<https://adaa.org>

Provides information on prevention, treatment, and symptoms of anxiety, depression, and related conditions.

**CHILDREN AND ADULTS WITH ATTENTION-DEFICIT/
HYPERACTIVITY DISORDER (CHADD)** 

Telephone: 800.233.4050

www.chadd.org

Provides information and referrals on ADHD, including local support groups.

DEPRESSION AND BIPOLAR SUPPORT ALLIANCE (DBSA)

Telephone: 800.826.3632

www.dbsalliance.org

Provides information on bipolar disorder and depression, offers in-person and online support groups and forums.

INTERNATIONAL OCD FOUNDATION

Telephone: 617.973.5801

<https://iocdf.org>

Provides information on OCD and treatment referrals.

NATIONAL SUICIDE PREVENTION LIFELINE

Lifeline: 800.273.8255 / TTY: 800.799.4889

Spanish: 888.628.9454

<https://suicidepreventionlifeline.org>

Offers free and confidential support for people in distress and prevention and crisis resources 24 hours a day, 7 days a week.

SCHIZOPHRENIA AND RELATED DISORDERS ALLIANCE OF AMERICA (SARDAА)

Telephone: 240.423.9432

<https://sardaa.org>

Maintains the Schizophrenia Anonymous programs, which are self-help groups that are also available as toll-free teleconferences.

SIDRAN INSTITUTE

Telephone: 410.825.8888

www.sidran.org

Provides information and referrals to manage and treat trauma and dissociation and maintains a helpline for information and referrals.

TARA

Telephone: 888.482.7227

www.tara4bpd.org

Offers a referral center for information, support, education, and treatment options for Borderline Personality Disorder.

Addiction

LET THE DARKNESS TRANSFORM INTO ROCK

ACROSS THE WILDERNESS OF MY MEMORY

— LIU XIAOBO



USED WITH PERMISSION FROM THE ARTIST.

CHOICES

ARTWORK BY VINCENT PEPE

Treatment Programs & Organizations

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

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

<https://www.samhsa.gov/find-treatment>

A website that will locate over 10,000 treatment programs, including residential and outpatient, around the country.

NYS OFFICE OF ADDICTION SERVICES AND SUPPORTS (OASAS)



Helpline: 877.846.7369

www.oasas.ny.gov

Provides information and referrals to state-certified treatment programs in one's neighborhood. Search online by county and type of program to get a list of local programs and contact information. Call 24 hours a day, 7 days a week.

EXODUS TRANSITIONAL COMMUNITY—WELLNESS CENTER



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

See the full listing for Exodus on [page 34](#).

EXPONENTS



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

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

See the full listing for Exponents on [page 34](#).

NEW DIRECTIONS—ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM

500 Atlantic Avenue, Brooklyn, NY 11217

Telephone: 718.398.0800

www.newdirectionsbrooklyn.com

An outpatient treatment program. Services include acupuncture, individual and group counseling, family and couples counseling, anger management, art therapy, vocational/educational evaluation, and consultation. Provides services for DWI and domestic violence issues. Childcare provided while patients attend individual or group counseling. Specialized services for court-involved individuals include individual and group counseling, supervised urinalysis and breathalyzer screening, and anger management, as well as domestic violence, parenting skills, and other educational counseling workshops. Accepts most insurance and Medicaid. Offers sliding-scale fees. Walk-ins never turned away.

REALIZATION CENTER

www.realizationcenternyc.com

175 Remsen Street, 2nd Floor, Brooklyn, NY 11201

Telephone: 718.342.6700

19 Union Square West, New York, NY 10003

Telephone: 212.627.9600

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

people as well as programs for families and adolescents ages 19–25. Sliding-scale fees. Most major insurance plans accepted, including Medicaid. Hours are Mon–Fri 9–9 and Sat 9–2.

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

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

260 East 161st Street, Bronx, NY 10451
Telephone: 718.993.3397

804 East 138th Street, Bronx, NY 10454
Telephone: 718.742.7803

1510 Waters Place, Bronx, NY 10461
Telephone: 718.597.3888

Offers medication-assisted opioid treatment program sites and outpatient centers. Other services include group and individual counseling, primary care, and medically supervised withdrawal services. Medicaid accepted and fees are on a sliding scale.

ADDICTS REHABILITATION CENTER (ARC)

www.addictsrehabcenterfund.org

1881 Park Avenue, New York, NY 10035
Telephone: 212.427.1342

2015 Madison Avenue, New York, NY 10035
Telephone: 212.427.6960

A drug-free faith-based residential program for people ages 18 and over. Services include case management, HIV counseling, vocational counseling, legal assistance, and therapy and treatment. The average stay is 6–9 months. Intake hours are 9–6.

ARGUS COMMUNITY, INC.

760 East 160th Street, Bronx, NY 10456

Telephone: 718.401.5700 / Intake: 718.401.5720

www.arguscommunity.org

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

ARMS ACRES—OUTPATIENT SERVICES

www.armsacres.com

3584 Jerome Avenue, Bronx, NY 10467

Telephone: 718.653.1537

80-02 Kew Gardens Road, Kew Gardens, NY 11415

Telephone: 718.520.1513

Outpatient clinics treating clients in need of alcohol or substance use disorder counseling. A broad range of services and programs are offered, which vary depending on location. No referral needed and most insurance accepted. Call 7 days a week, 8–8.

THE BOWERY MISSION

Offers short- and long-term residential programs for alcohol or substance use disorder treatment for men. Attendance at Christian religious services is compulsory, as is work detail in maintaining the residence. Identification required, preferably a Social Security card or birth certificate. Intake requirements: 90 days abstinent from alcohol or drugs, referrals from the Department of Homeless Services (DHS), and willing to take a tuberculosis test.

See the full listing for The Bowery Mission on [page 78](#).

CREATE, INC.

73 Lenox Avenue, New York, NY 10026

Telephone: 212.663.1975 / Clinic: 212.663.1596

www.createinc.org

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

ELMCOR YOUTH AND ADULT ACTIVITIES, INC.

107-20 Northern Blvd., Corona, NY 11368

Telephone: 718.651.0096

www.elmcor.org

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

GREENWICH HOUSE—CHEMICAL DEPENDENCY PROGRAM

122 West 27th Street, 6th Floor, New York, NY 10001

Telephone: 212.691.2900

www.greenwichhouse.org

A drug-free outpatient center for New Yorkers. Provides individual, couples, and family treatment, group and specialty group treatment, psychiatric evaluation, dual diagnosis treatment, and medication management and suboxone maintenance. Also offers vocational, educational, and computer programs. Fees are on a sliding scale and Medicaid is accepted. Open Mon–Thu 9–8 and Fri 9–5.

LOWER EASTSIDE SERVICE CENTER, INC.

80 Maiden Lane, Suite 305, New York, NY 10038

Telephone: 212.566.5372

www.lesc.org

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

ODYSSEY HOUSE

219 East 121st Street, New York, NY 10035

Telephone: 212.987.5100 / Helpline: 866.888.7880

www.odysseyhousenyc.org

Offers residential and outpatient treatment programs to New Yorkers living with a substance use disorder. The residential program is a drug-free community for people ages 18 and over. Outpatient services are available for people ages 12–17. Programs typically include a combination of counseling and medication along with access to support services including housing, education, and job training. Walk-ins and referrals are welcome. Call or walk in Mon–Fri 9–7.

PHOENIX HOUSE

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

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

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

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

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

SAMARITAN DAYTOP VILLAGE, INC.

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

Offers intensive residential and outpatient programs in locations throughout NYC, as well as ambulatory methadone-to-abstinence programs and an aftercare program in Queens. Other programs include medical care and health education, HIV testing, counseling, support groups, and treatment programs for youth and veterans. Also has two Peer Assisted Recovery Center (PARC) locations, where individuals in all stages of recovery can socialize and receive a range of support services. Contact for more information on services and locations.

START TREATMENT & RECOVERY CENTERS

22 Chapel Street, Brooklyn, NY 11201

Telephone: 718.260.2900

www.startny.org

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

VIP COMMUNITY SERVICES

1910 Arthur Avenue, Bronx, NY 10457

Telephone: 718.583.5150 / Intake: 800.850.9900

www.vipservices.org

Provides recovery and wellness services to people with histories of substance use disorder including outpatient and residential treatment, health services, care coordination, HIV/AIDS prevention, education and treatment, and supportive and permanent housing. Walk-in hours vary.

Support Groups

AL-ANON—NYC 

4 West 43rd Street, Suite 308, New York, NY 10036

Telephone: 212.941.0094

www.nycalanon.org

Holds weekly support meetings for the relatives and friends of a person with alcohol use disorder throughout location in NYC. Open Mon and Tue, Thu 2–7, and Fri 12:30–5.

ALCOHOLICS ANONYMOUS (AA)—NEW YORK

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

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

GAM-ANON FOR NEW YORK

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

A support group for people who have gambling disorder and those whose lives have been affected by gambling disorder. Call or visit the website to find times and locations of meetings.

NARCOTICS ANONYMOUS—GREATER NEW YORK REGION

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

A support group for those recovering from substance use disorder. Call or visit the website to find times and locations of meetings.

NEW YORK CRYSTAL METH ANONYMOUS INTERGROUP



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

A support group for those recovering from crystal meth use. Call or

visit the website for a list of meetings, including Spanish-language and sign-interpretation meetings.

PILLS ANONYMOUS

Telephone: 212.874.0700
www.pillsanonymous.org

A support group for those recovering from pill use. Visit the website or call for a taped message listing upcoming meetings.

SEXUAL COMPULSIVES ANONYMOUS OF NEW YORK



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

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

Resources & Other Services

NYS SMOKERS' QUITLINE

Telephone: 866.697.8487
www.nysmokefree.com

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

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)—NYC QUILTS

Telephone: 311

<https://www1.nyc.gov/site/doh/health/health-topics/smoking-nyc-quits.page>

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

AMERICAN HEART ASSOCIATION—QUIT SMOKING TOBACCO

Telephone: 800.242.8721

www.heart.org

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

NATIONAL ASSOCIATION FOR SHOPLIFTING PREVENTION

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

Telephone: 631.923.2737 or 800.848.9595

www.shopliftingprevention.org

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

NEW YORK HARM REDUCTION EDUCATORS (NYHRE)

104-106 East 126th Street, 1A, New York, NY 10035

Telephone: 212.828.8464

www.nyhre.org

Offers a harm-reduction program for injection drug users, providing needle exchange as well as a variety of support services including counseling, legal assistance, case management and referrals to HIV testing, substance use disorder treatment, medical care, and food pantries. Location accessible to people with disabilities. Walk-ins welcome.

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION

Telephone: 877.726.4727
www.samhsa.gov

Provides nationwide treatment options, support group information, and a referral service operating 24 hours a day. Visit the website for alcohol and drug information. Assistance available in multiple languages.

Helplines

NYS HOPELINE 
HOPEline: 877.846.7369
www.oasas.ny.gov/accesshelp

Offers help 24 hours a day, 365 days a year for alcohol use disorder, substance use disorder, and gambling disorder. All calls are toll-free, anonymous, and confidential.

NYC WELL 
Telephone: 888.692.9355
<https://nycwell.cityofnewyork.us>

Offers help 24 hours a day, 365 days a year for alcohol use disorder, substance use disorder, and gambling disorder. Provides referrals to free and low-cost services in NYC.

Legal Services

WASHING ONE'S HANDS OF THE CONFLICT BETWEEN THE POWERFUL AND THE POWERLESS MEANS TO SIDE WITH THE POWERFUL, NOT TO BE NEUTRAL.

— PAULO FREIRE



USED WITH PERMISSION FROM THE ARTIST.

UNTITLED

ARTWORK BY R. V.

For detailed information on how to clean up one’s rap sheet, restore one’s rights, and avoid discrimination while looking for work, see *The Job Search* chapter, starting on [page 285](#).

Police Interactions: Know Your Rights

The following includes information from the ACLU that can be found at www.aclu.org/know-your-rights/stopped-by-police.

A note from ACLU: Being stopped by police is a stressful experience that can go bad quickly. The following information describes what the law requires and also offers strategies for handling police encounters. Know that the burden of de-escalation does not fall on private citizens—it falls on police officers. However, you cannot assume officers will behave in a way that protects your safety or that they will respect your rights even after you assert them. You may be able to reduce risk to yourself by staying calm and not exhibiting hostility toward the officers. The truth is that there are situations where people have done everything they could to put an officer at ease, yet still ended up injured or killed.

Your rights

- You have the right to remain silent. To exercise that right, say so out loud.
- You have the right to refuse to consent to a search of yourself, your car, or your home.
- If you are not under arrest, you have the right to walk away.
- You have the right to a lawyer if you are arrested. Ask for one immediately.

How to reduce risk to yourself

- Try to stay calm.
- Do not run, resist, or obstruct the officers.
- Keep your hands where the police can see them.
- Do not lie or give false documents.

If you are stopped for questioning

- Ask, “Am I free to leave?” If the officer says yes, calmly and

silently walk away. If you are being detained or under arrest, you have a right to know why.

- If police say you are not free to leave, then you are being detained, but not necessarily arrested. You may be asked for identification and although you are not legally required to carry an ID in New York City, in many cases it's safer to show an ID.
- You have the right to remain silent and cannot be punished for refusing to answer questions. If you wish to remain silent, say aloud, "I am choosing to remain silent."
- Everything you say or do can and will be used against you in a court of law. Remember that law enforcement is specially trained to use your words and actions to justify arrest, prosecution, and conviction.
- You do not have to consent to a search of yourself or your belongings, but police may pat down your outermost clothing if they suspect a weapon. You should not physically resist, but you have the right to refuse consent for any further search. If you do consent, it can affect you later in court. Say out loud, "I do not consent to this search."

If you are stopped in your car

- Both drivers and passengers have the right to remain silent. If you are a passenger, you can ask if you are free to leave. If yes, silently leave.
- Stop the car in a safe place as quickly as possible. Turn off the car, turn on the internal light, open the window partway and place your hands on the wheel. Avoid making sudden movements.
- Upon request, show police your driver's license, registration, and proof of insurance.
- If an officer or immigration agent asks to look inside your car, you can refuse to consent to the search and should say so out loud. But if police believe your car contains evidence of a crime, your car can be searched without your consent.

If police officers come to your home

- You do not have to let them in unless they have certain kinds of warrants, signed by a judge.
- Ask the officer to slip the warrant under the door or hold it up to the window so you can inspect it. A search warrant allows police to enter the address listed on the warrant, but officers

can only search the areas and for the items listed. An arrest warrant allows police to enter the home of the person listed on the warrant if they believe the person is inside.

- Even if officers have a warrant, you have the right to remain silent. If you choose to speak to the officers, step outside and close the door.

If you are arrested

- Do not resist arrest, even if you believe the arrest is unfair.
- Say you wish to remain silent and ask for a lawyer immediately. Don't give any explanations or excuses. If you can't pay for a lawyer, you have the right to a free one. Don't say anything, sign anything or make any decisions without a lawyer.
- You have the right to make a local phone call. The police cannot listen if you call a lawyer.
- Prepare yourself and your family in case you are arrested. Memorize the phone numbers of your family and your lawyer. Make emergency plans if you have children or take medication.

If you feel your rights have been violated

- Remember, it can be dangerous to challenge police misconduct on the street. Don't physically resist officers or threaten to file a complaint.
- Write down everything you remember, including officers' badge and patrol car numbers, which agency the officers were from, and any other details. Get contact information for witnesses. If you are injured, seek medical attention and take photographs of your injuries.
- File a written complaint with the agency's internal affairs division and/or the civilian complaint board. In most cases, you can file a complaint anonymously if you wish.

What you can do if you witness police abuse or brutality

- Stand at a safe distance and, if possible, use your phone to record video of what is happening. As long as you do not interfere with what the officers are doing and do not stand close enough to obstruct their movements, you have the right to observe and record events that are plainly visible in public spaces.
- Do not try to hide the fact that you are recording. Police officers do not have a reasonable expectation of privacy when perform-

ing their jobs, but the people they are interacting with may have privacy rights that would require you to notify them of the recording.

- Police officers may not confiscate or demand to view your photographs or video without a warrant, and they may not delete your photographs or video under any circumstances. If an officer orders you to stop recording or orders you to hand over your phone, you should politely but firmly tell the officer that you do not consent to doing so, and remind the officer that taking photographs or video is your right under the First Amendment. Be aware that some officers may arrest you for refusing to comply even though their orders are illegal. The arrest would be unlawful, but you will need to weigh the personal risks of arrest (including the risk that officers may search you upon arrest) against the value of continuing to record.
- Whether or not you are able to record everything, make sure to write down everything you remember, including officers' badge and patrol car numbers, which agency the officers were from, how many officers were present and what their names were, any use of weapons (including less-lethal weapons such as Tasers or batons), and any injuries suffered by the person stopped. If you are able to speak to the person stopped by police after the police leave, they may find your contact information helpful in case they decide to file a complaint or pursue a lawsuit against the officers.



Online Policing & Surveillance

New technology has given law enforcement agencies (such as the NYPD and ICE) more tools to use when policing. Digital information is being collected and stored, and law enforcement agencies use this information to watch, assess, and arrest people. Laws have struggled to keep up when it comes to people's digital privacy rights, meaning that digital surveillance is currently used without many regulations.

Advanced technology used by federal, state, and local law enforcement agencies includes predictive policing, automated decision-making and risk-assessment systems, facial recognition,

and other digital surveillance tools. These tools use artificial intelligence and algorithms, but it is not fully known how, where, or when they are being used.

Digital information being collected is used to create files on specific people or to create databases of groups of people. Law enforcement databases can be over-inclusive and racially discriminatory because the data collected reflects biased assessments and existing surveillance. The gang database created and used by the NYPD does not require any evidence of criminality or suspicion of wrongdoing in order for a person to be added. People are not notified when they are included in the database, and minors may be added to the NYPD gang database without parental notification. There is no official way to challenge inclusion and no criteria or protocol for removal from the gang database.

The NYPD has stated that there are two ways in which a person can be added to the database. One way is if a person admits to police that they are a gang member, if they make an admission on social media, or if they are identified as a gang member by two of what the police consider reliable sources. The second way is if a person meets two or more of the following criteria: being in a location associated with a gang, wearing colors associated with a gang, using hand signs associated with a gang, having tattoos associated with a gang, and association with gang members in person or online, such as connections on social media (“liking,” being tagged in pictures, or commenting on posts).

Visit the Legal Aid Society’s webpage at <https://legalaidfoil.backspace.com> for more information on the gang database, including information on submitting a Freedom of Information Law (FOIL) request about being in the gang database.

Be aware of what you post on social media

Law enforcement agencies use social media in many ways including browsing social media (Facebook, Instagram, etc.), creating fake profiles and pages (to gain access to both public and non-public information), and monitoring and tracking search words and hashtags (#s) people use on social media websites. Law enforcement agencies also monitor friend connections, people you follow, people who follow you, group page affiliations, and “likes” to create

a profile on a person. Be aware that there are ways for law enforcement agencies to access more information (such as location data) on things you post, such as videos or images.

It is important to remember that anything you post publicly, either on a public page or in public groups, can be legally used against you or another person. No subpoena is required for accessing public data like this. Even if you use privacy settings, know that everything you post online is in some way accessible to everyone. While you may be able to delete a post or your profile later, during the time between making the post and deleting it, law enforcement may have already preserved a copy or someone may have saved it or posted it somewhere that you do not have the ability to delete it from. Do not post something online if you do not want everyone (including law enforcement agencies) to see it.

Know about location data and how police use it

Law enforcement agencies use location data from cell phones to find and track people. Your cell phone itself, and nearly every individual app on your phone, can track your location. Turning off or disallowing the location tracking in the settings of your phone will limit the ability for your phone to be tracked.

When you have location enabled for an app, that information is stored and law enforcement agencies can issue a warrant to see your cell phone's location. For example, Google keeps location information and the history is detailed enough to describe the street-by-street movements of a person.

Make sure to go through the settings on your cell phone. Check to see if location services are enabled for the apps on your phone.

Resources

The **Electronic Frontier Foundation (EFF)** works to protect online privacy. EFF's project **Surveillance Self-Defense** is a website that offers tips, tools, and how-tos for safer online communication, that can be accessed at <https://ssd.eff.org/en>. The website provides basic information on how online surveillance works and tool guides with instructions on installing secure applications that can help protect your privacy. The Further Learning section has tips on how to reduce the risk to yourself in different scenarios, such as being

in Facebook Groups, protecting yourself on social networks, things to consider when crossing the border, and more.

The **Surveillance Technology Oversight Project (STOP)** litigates and advocates for privacy, fighting discriminatory and excessive local and state-level surveillance. Research and more information can be found at <https://stopspying.org> including how to request Know Your Rights training and workshops.

The **Brennan Center for Justice** has a resource called *New York City Police Department Surveillance Technology*, which provides an overview of the NYPD's surveillance technology, based on publicly available information, as well as the potential impact of the use of these tools, in chart form available online at www.brennancenter.org/our-work/research-reports/new-york-city-police-department-surveillance-technology.

Representation & Referrals



Discovery Law

Starting January 1, 2020, New York State is replacing its discovery law with a new statute requiring the sharing of evidence by default between the prosecution and defense on an accelerated timeline. Prosecutors and defendants must now share all information well in advance of trial. The new law emphasizes the right of someone to fully understand any charges before making any decisions about accepting a plea bargain, as defendants must be able to review any evidence/information that will be used against them in court prior to pleading guilty.

More information is available at www.courtinnovation.org/publications/discovery-NYS.

THE BRONX DEFENDERS



360 East 161st Street, Bronx, NY 10451

Telephone: 718.838.7878 / Emergency Hotline: 347.778.1266

www.bronxdefenders.org

A public defender organization representing Bronx residents in civil, criminal, family, housing, and immigration court. Provides reentry services and advocacy on behalf of individuals eligible for alternative-to-incarceration programs. Open-door community intake services are available Mon–Fri 9–4. In case of a legal emergency call the 24-hour emergency hotline.

BROOKLYN DEFENDER SERVICES (BDS)  

177 Livingston Street, 7th Floor, Brooklyn, NY 11201
Telephone: 718.254.0700 / Toll-free: 888.898.0700
www.bds.org

Provides free legal representation to those who cannot afford an attorney. Practice areas include criminal defense, family defense, immigration, civil justice, policy and advocacy, and community office. Specializes in representing people who have been charged with a crime or are facing child welfare proceedings. On-site services for clients include civil legal advocacy, such as assistance with educational needs of clients or their children; housing and benefits advocacy; and immigration advice and representation. Over 10 languages spoken. Closed on Saturdays, Sundays, and all court holidays.

THE EXONERATION INITIATIVE (EXI)  

223 Broadway, Suite 2370, New York, NY 10279
Telephone: 212.965.9335
<http://exonerationinitiative.org>

Provides free legal assistance to wrongfully convicted people in New York on cases that lack DNA evidence. Cases are reviewed with a focus on weak evidence that has recently proven unreliable such as mistaken eyewitnesses, false confessions, police misconduct, and perjury. Participants or their family members can write or call directly for case evaluation forms, or complete the forms online.

www.federaldefendersny.org

Eastern District

One Pierrepont Plaza, 16th Floor, Brooklyn, NY 11201

Telephone: 718.330.1200

Southern District

52 Duane Street, 10th Floor, New York, NY 10007

Telephone: 212.417.8700

Defends those accused of federal crimes who cannot afford representation. Clients are referred from the court. Also represents clients on appeals and continues to provide help with reentry programs for recently released people with substance use disorder and mental illness. The Eastern District serves Brooklyn, Queens, Staten Island, and Long Island. The Southern District serves Manhattan, the Bronx, and counties north of New York City. Can be contacted through an individual's public defender.

GOOD CALL



Telephone: 833.346.6322

<https://goodcall.nyc>

A hotline and emergency contact directory designed to assist people in New York City immediately after an arrest. When someone is arrested, their phone is taken away, and they may not have memorized the phone numbers of all the people they want to reach. When someone calls the hotline, they are connected to a free lawyer. If the person arrested has saved their loved ones' contact information in Good Call's directory, their new lawyer can search the directory to get in touch with friends and family. Family members and friends can also add their own information to make sure they are alerted and connected with a lawyer in case their loved ones are arrested. The service is free and confidential.

THE INNOCENCE PROJECT  

40 Worth Street, Suite 701, New York, NY 10013

Telephone: 212.364.5340

www.innocenceproject.org

Represents clients seeking post-conviction DNA testing to prove their innocence. Only considers cases 1) that are post-conviction, 2) that have physical evidence that, if subjected to DNA testing, will prove that the defendant is actually innocent, 3) where the defendant was convicted of a crime, and 4) where the crime occurred in the United States, but not Arizona, California, Illinois, Michigan, Ohio, Wisconsin, or Puerto Rico. Contact by mail with a brief letter stating the defendant's name, the conviction, date of arrest, sentence, contact information, the defendant's claim to innocence, and the city, state, and county of the case.

LAMBDA LEGAL 

120 Wall Street, 19th Floor, New York, NY 10005

Telephone: 212.809.8585

www.lambdalegal.org

Provides help and advocacy for the LGBTQI+ community and those living with HIV who have faced discrimination of any kind. The website includes rights publications and other resources. The Help Desk provides information and resources regarding discrimination related to sexual orientation, gender identity and expression, and HIV status. Please note that calls will not be initially answered by an attorney and that help desk analysts cannot give legal advice. Walk-ins not accepted.

LEGAL ACTION CENTER (LAC) 

225 Varick Street, New York, NY 10014

Telephone: 212.243.1313

www.lac.org

Provides free legal services to people with criminal records, histories of substance use disorder, and people living with HIV or AIDS. Client services include help overcoming employment barriers, fighting discrimination, and protecting confidentiality. Also provides free rap sheets (arrest and conviction records) and helps people correct rap sheet errors, apply to seal eligible cases, and apply for Certificates of Relief from Disabilities and Certificates of Good Conduct. Provides additional legal services for people living with HIV. Must call to set up an appointment.

LEGAL AID SOCIETY



199 Water Street, 3rd Floor, New York, NY 10038

Telephone: 212.577.3300

www.legal-aid.org

Offers free legal counsel and advice to NYC residents who cannot afford a private lawyer. The civil practice represents low-income families and individuals in legal matters involving housing, benefits, disability, domestic violence, family issues, health, employment, immigration, HIV/AIDS, and elder law. The criminal practice provides representation in criminal trials, appeals, and prison conditions. The juvenile rights practice provides representation for children who appear before the family court in matters involving child protective proceedings, juvenile delinquency, people in need of supervision (PINS), and in appellate cases involving children.

Can provide legal representation and social work diversion services to a person who is charged with violating the conditions of their release. An attorney will be appointed to the individual at their first hearing. If the individual is not eligible for a Legal Aid lawyer, they can write the supreme court of the county they are in to request court-appointed counsel. If an individual has a parole problem anywhere outside the five boroughs of NYC, they must write to the local court of that area.

LEGAL HAND

www.legalhand.org

250 Kingston Avenue, Brooklyn, NY 11213
Telephone: 718.619.4248

650 Rockaway Avenue, Brooklyn, NY 11212
Telephone: 347.404.9585

149-13 Jamaica Avenue, Jamaica, NY 11435
Telephone: 646.741.6411

1759 Jerome Avenue, Bronx, NY 10453
Telephone: 929.222.2015

713 East Tremont Avenue, Bronx, NY 10457
Telephone: 929.222.2014

Provides free legal information, assistance, and referrals to residents of New York from non-lawyer volunteers. Services include public benefits, employment, housing, family, immigration, health, divorce, and domestic violence. Each center is managed by a site manager, and a legal services attorney is also on-site to train and assist volunteers.

LEGAL SERVICES NYC

40 Worth Street, Suite 606, New York, NY 10013
Telephone: 646.442.3600
Legal Assistance Hotline: 917.661.4500
www.legalservicesnyc.org

Provides free civil legal services to those who are income-eligible in offices located throughout NYC. Attorneys represent clients in matters relating to housing, welfare, and public benefits. The reentry practice represents people who are having trouble obtaining or keeping employment because of past criminal history and provides advice or representation to people seeking Certificates of Relief or Good Conduct, help negotiating with employers, and

representation to clients in affirmative litigation against employers and agencies that discriminate against them because of criminal history. Individuals who wish to legalize a name change can call or write for more information or find the location of the neighborhood legal office for which one is eligible. Help is available in any language. Call Mon–Fri 10–4.

LGBT BAR ASSOCIATION OF GREATER NEW YORK **(LEGAL)**

Administrative Office

601 West 26th Street, Suite 325-20, New York, NY 10001

Telephone: 212.353.9118

<https://lgbtbarny.org/helpline>

Clinic Locations:

208 West 13th Street, Room 207, New York, NY 10011

Tue 6pm–8pm

Offers: General guidance and legal referrals, but not legal representation

487 Hudson Street, New York, NY 10014

Sat 7pm–8pm

Offers: Short-term legal consultations and referrals to LGBTQI+ youth ages 16–24

260 East 188th Street, 2nd Floor, Bronx, NY 10458

The 4th Wed of every month, 1:30pm–2:30pm

Offers: General guidance and legal referrals, but not legal representation, to LGBTQI+ seniors

Provides several legal services to the LGBTQI+ community including free walk-in clinics throughout NYC, a helpline, and an online legal help platform. Clinics are staffed by volunteer attorneys who are available to provide general guidance and legal referrals, but not legal representation. Each visitor can expect to have a 15–20 minute consultation. Spanish translation is available; contact support@le-gal.org in advance to make arrangements. No walk-ins accepted at the administration office.

MOBILIZATION FOR JUSTICE



100 William Street, 6th Floor, New York, NY 10038

Telephone: 212.417.3700

<http://mobilizationforjustice.org>

Offers free legal assistance to low-income New Yorkers to resolve legal problems in the areas of housing; foreclosure; civil, disability, and aging rights; bankruptcy, tax, consumer, employment, government benefits, immigration, and kinship care. Provides advice, counsel, and representation to help people with past criminal records re-enter the workforce. Online resources are available in Spanish and Chinese. Translators are available for most languages.

NEIGHBORHOOD DEFENDER SERVICE OF HARLEM



317 Lenox Avenue, 10th Floor, New York, NY 10027

Telephone: 212.876.5500

www.ndsny.org

Provides legal representation to residents of Harlem. Practice areas include pre-arrest services, criminal defense, family defense, housing defense, immigration defense, and youth law. Walk-ins for housing defense and civil defense welcome on Wed 9–5, and for immigration the second and last Wednesday of each month.

NEW YORK CITY BAR LEGAL REFERRAL SERVICE



42 West 44th Street, New York, NY 10036

Telephone: 212.626.7373 / Spanish: 212.626.7374

www.citybarlegalreferral.org

Assists with finding help with legal matters. Offers referrals to an experienced, screened, and approved lawyer or the right resource. Initial consultations are \$35 or free, depending on the type of case, and last up to 30 minutes. Pro bono cases not accepted. The Monday Night Law Clinic offers free consultations for the following

legal topics: employment law, family law, bankruptcy, consumer law, landlord-tenant, and small business matters. Appointments required.

NEW YORK LEGAL ASSISTANCE GROUP

7 Hanover Square, 18th Floor, New York, NY 10004

Telephone: 212.613.5000

www.nylag.org

Provides free civil legal services to low-income individuals and families who would otherwise be unable to access legal assistance. Practice areas include healthcare, public benefits, housing, consumer protection, disaster relief, special education, financial counseling, immigration, family law, LGBTQ law, and employment law.

PAROLE PREPARATION PROJECT



c/o Law Office of Michelle L. Lewin

168 Canal Street, 6th Floor, New York, NY 10013

Telephone: 404.247.6930

www.paroleprepny.org

An advocacy organization that works and collaborates with incarcerated individuals who are serving life sentences in NYS Prisons but are parole-eligible. Volunteers are trained to work alongside parole applicants, many of whom have been incarcerated for decades and denied parole, despite being eligible for release. Those interested can write a letter directly.

PRISONERS' LEGAL SERVICES OF NEW YORK (PLSNY)



Central Intake Unit

114 Prospect Street, Suite 307, Ithaca, NY 14850

Telephone: 607.273.2283

www.plsny.org

Provides free legal services to incarcerated people in NYS prisons, with regional offices in Albany, Buffalo, Ithaca, and Plattsburgh. Handles cases involving mental health and medical care, discrimination, guard brutality, prison disciplinary matters, excessive use of force, conditions of confinement, sentence calculation, jail time credit, immigration, and clemency appeals. Decisions to provide legal counsel are determined on a case-by-case basis.

URBAN JUSTICE CENTER  

40 Rector Street, 9th Floor, New York, NY 10006

Telephone: 646.602.5600

www.urbanjustice.org

A legal services and advocacy organization serving residents of NYC. Composed of 7 distinct projects covering domestic violence, safety net, mental health, youth, sex workers, street vendor, and veteran advocacy. Chinese and Portuguese also spoken. An interpreting service is available for other languages.

Research Resources

Many of the city's public libraries have small circulating collections of legal handbooks for non-lawyers on topics like employment law, family law, tenants' rights, copyright and patent law, small business incorporation, and more.

The most robust collection of legal material can be found at the New York Public Library's Business Library, located at 188 Madison Avenue (at 34th Street), New York, NY 10016. For more information on the Business Library, see [page 292](#).

**COLUMBIA HUMAN RIGHTS LAW REVIEW—A JAILHOUSE
LAWYER'S MANUAL (JLM)**  

435 West 116th Street, New York, NY 10027

Telephone: 212.854.1601

<http://jlm.law.columbia.edu>

A handbook of legal rights and procedures designed for currently incarcerated people, available for free online. In addition to the JLM, the Texas and Louisiana State supplement and an Immigration & the Consular Access Supplement are available. Orders can be placed online, or call to request pricing and an order form by mail.

PUBLIC ACCESS LAW LIBRARIES

The following are public access law libraries located in New York City. Please be aware that law librarians cannot give legal advice, interpret legal material, or recommend language for use on legal documents.

Bronx Supreme Court Law Library
851 Grand Concourse, Room 214, Bronx, NY 10451
Telephone: 718.618.3710
Hours: Mon–Fri 9:30–1

Kings County Supreme Court Law Library
360 Adams Street, Room 349, Brooklyn, NY 11201
Telephone: 347.296.1144
Hours: Mon–Fri 9–4:45

New York County Courts Public Access Law Library
80 Centre Street, Room 242, New York, NY 10013
Telephone: 646.386.3715

Queens Supreme Court Law Library
88-11 Sutphin Blvd., Room 65, Jamaica, NY 11435
Telephone: 718.298.1206
Hours: Mon–Fri 9–4:30

Richmond County Law Library
25 Hyatt Street, Room 515, Staten Island, NY 10301
Telephone: 718.675.8711
Hours: Mon–Fri 9–1

Bail



Bail Update

On April 1, 2019, New York State passed bail legislation that was included in the State Budget. Starting January 2020, cash bail and pretrial detention will be eliminated for most misdemeanor and nonviolent felony cases. The bail system will continue for higher-level cases, but the law requires judges to consider the financial resources of each defendant, as well as alternate forms of bail. It also requires that police officers issue a desk appearance ticket, in lieu of arrest, to most people charged with a misdemeanor or class E felony.

For more information visit www.courtinnovation.org/publications/bail-reform-NYS.

What is bail?

Bail is an amount of money set by a judge at court. The stated purpose is to ensure that a defendant attends future court dates. If a defendant's family or friends are able to provide the cash bail to the court (to post bail), the defendant is released before trial and must attend all court dates. If a defendant does not show up for a court date, the court may keep the bail (the money has been forfeited) and issue a warrant for the defendant's arrest. If a defendant makes all court appearances, the bail will be refunded back, minus a 3% fee if the defendant is found or pleads guilty. If a defendant cannot post bail, they will be held at a Department of Correction (DOC) facility until bail is paid, the case has been disposed of, or they are released for another reason. A judge can set a bond instead of bail. A bond is a legal contract that requires someone to pay money if the defendant does not appear at a court date.

When is bail set?

Bail is generally set at the first court appearance (arraignment), which must occur within 24 hours of the defendant's arrest. If the defendant pleads not guilty at arraignment, a judge has 4 release options. They may release the defendant on their own recognizance, meaning the defendant is free to go without paying any

money or providing a bond; the judge may set bail in various forms, which the defendant (or friends or family) must post to be released; the judge may release the defendant to a supervised release program, which will require the defendant to check in by phone and in person; and lastly, for certain felonies, bail may be denied and the defendant will be remanded to DOC custody.

How to pay bail in person

To post bail, you must present personal identification and provide the New York State Identification (NYSID) or Book and Case number of the person to be bailed.

Bail will be accepted in any of the following forms:

- U.S. cash for the full amount;
- Cashier's/teller's check, in any amount not exceeding the bail figure;
- Money order from Federal Express, U.S. Postal Service, Travelers Express Company, Western Union, or a private bank—up to \$1,000
- Credit or debit card

Personal checks are not accepted. Cashier's checks, teller's checks, or money orders must be made payable to the New York City Department of Correction. The amount of each money order must not exceed \$1,000. If the total bail amount is more than \$1,000, you can pay with multiple money orders or a combination of money orders, checks, and cash. The total amount you pay must exactly match the bail amount. No change will be provided.

You can pay bail in person 24 hours a day, 7 days a week at any of the following DOC facilities:

Brooklyn Detention Complex
275 Atlantic Avenue, Brooklyn, NY 11201

Manhattan Detention Complex
125 White Street, New York, NY 10013

Queens Detention Complex
126-01 82nd Avenue, Kew Gardens, NY 11415

Vernon C. Bain Center
1 Halleck Street, Bronx, NY 10474

Rikers Island

11-11 Hazen Street, East Elmhurst, NY 11370

For individuals housed at Horizon Juvenile Center, bail may be paid at Horizon or at any of the above locations. However, Horizon cannot accept payments for individuals housed at other facilities.

Bail can also be paid at the Bronx Criminal Court, Lower Level, Room M-05C, 7 days a week, 8am–1am.

How to pay bail online?

You can pay bail online if:

- A judge has set credit card bail as a form of bail payment for that individual
- The individual doesn't have any surety conditions, such as a surety interview
- DOC has logged the individual's bail conditions into their Inmate Lookup Service

Online bail payment is not available on any court dates following arraignment. If you want to pay bail on any court date other than arraignment, you should pay directly at the courthouse's cashier window.

To pay bail online, you first need to look up the individual using their first and last name, NYSID, or Book and Case Number, using the DOC Inmate Lookup Service online at <https://www1.nyc.gov/site/doc/inmate-info/inmate-lookup.page>. There may be a short waiting period after arraignment before the individual's information is logged into the system.

If bail is eligible to be paid online, clicking on the Pay Bail button on the Inmate Details page will take you to a new page where you can begin the transaction. If the Pay Bail button is grayed out, then the individual isn't eligible for online bail payment yet, or their information has not yet been entered into the system.

The online payment system accepts credit and debit cards and can be used to pay bails of any amount. You will be charged a non-refundable 2% fee per transaction.

If you have questions about whether an individual is eligible for bail, contact the individual's attorney.

If the person you are paying bail for has a warrant, hold, or additional case, they may not be released until those additional issues are resolved. You will receive a refund from the Department of Finance roughly 8 weeks after the case for which you paid bail has been resolved. Your refund will not include the 2% online bail processing fee. An additional 3% will be taken if the defendant is found guilty.

What if the defendant misses a court appearance?

If a defendant misses a court appearance, the judge may issue a court order for the Department of Finance (DOF) to keep the cash bail, called a “forfeit order.” You should receive a letter notifying you that your cash bail has been forfeited by the court. You should contact the court that ordered the forfeiture or the District Attorney’s Office within 45 days of the date of the letter to learn the reason for the forfeiture. There is a procedure called “remission of forfeiture” which allows you to apply for the cash bail to be returned once it has been forfeited. You may want to hire a lawyer to help you with this, but you can also do it on your own. You must apply for this remission within one year of the date that the court ordered the bail forfeited.

What is a commercial bail bond?

Commercial bail bondsmen charge a fee and require collateral from a defendant’s friends and family to write a bond and post that bond with the court to secure a defendant’s release pretrial. Commercial bail bond providers commonly charge 10% of the total bail, plus collateral. The collateral required is typically property, including real estate and cars, and a judge must sign-off on the bail bond and the amount of collateral. By issuing a bail bond, the bondsman commits to paying the court the full amount of the defendant’s bail, should the defendant fail to return to court. If you have the cash for bail available, you may prefer to pay the bail directly, because that way you will avoid fees charged by commercial bail bondsmen.

The information above is from the NYC 311 website. For more information visit <https://portal.311.nyc.gov/article/?kanumber=KA-01398>.

BRONX FREEDOM FUND

360 East 161st Street, Bronx, NY 10451
Telephone: 347.842.1263
www.thebronxfreedomfund.org

A nonprofit with an ongoing fund to keep people in their communities while awaiting trial. Pays bail for those who are accused of misdemeanors with bail set at \$2,000 or under. Referrals are made by public defenders.

WASHINGTON SQUARE LEGAL SERVICES BAIL FUND



New York University School of Law, Furman Hall
245 Sullivan Street, 5th Floor, New York, NY 10012
<http://wslsbf.org>

A charitable bail fund that posts bail on behalf of criminal defendants with bail set at under \$2,000 who have been charged with misdemeanors. Does not represent defendants in any legal capacity. Referred clients by various public defender organizations throughout the city. Visit the website for more contact information.

Locating Someone in Custody

FEDERAL BUREAU OF PRISONS (BOP)

Telephone: 202.307.3198
www.bop.gov/locations

Call or visit the website for a comprehensive listing of federal detention centers throughout the United States, along with information about an incarcerated person.

U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)



Telephone: 888.351.4024

<https://locator.ice.gov/odls/#/index>

Call or visit the website for information about people held in ICE custody. Call Mon–Fri 8–8 Eastern Time (excluding holidays). Language assistance is available.

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS)

Telephone: 518.457.5000

www.doccs.ny.gov

Call or visit the website for a list of NYS correctional facilities, their addresses and phone numbers, information to locate someone who is in prison, and research documents.

NYC CENTRAL BOOKING

Telephone: 311

Call for information to locate someone who has been arrested. Provides information about people who were arrested in the last 24–48 hours and who have not yet seen a judge.

NYC DEPARTMENT OF CORRECTION (DOC)

Telephone: 311

www.nyc.gov/doc

Call or visit the website for information about people in jail held by the NYC DOC. The website provides a list of the city's jails, information on how and when a person can be visited, how and where to pay bail, and how to place money in someone's account.



Voting Registration & Rights

In New York State, starting April 2018, almost everyone on parole and post-release supervision received a voting restoration pardon that restores the right to vote soon after release or by summer 2018 if they were released earlier. People do not need to apply for this pardon. For more information, see the Voting Restoration Pardons section on the Governor's clemency website at www.ny.gov/services/apply-clemency.

If you have only misdemeanor or violation convictions, your criminal record does not affect your right to vote. Only felony convictions limit your right to vote.

The following is general information only, not legal advice for your specific situation.

A voting restoration pardon only affects your right to vote. It is not a pardon for other purposes. For example, if asked on a job application if you have been convicted of a crime for which you have not been pardoned, you should answer yes even though you received a voting restoration pardon.

You can register to vote with a felony charge or conviction if you are:

- **In jail:** awaiting trial, or serving a sentence for a felony conviction and you have a certificate of relief from disabilities for that conviction;
- **On probation, parole or post-release supervision** and you received a voting restoration pardon—which almost everyone on parole has recently gotten or will soon get—or, you received a certificate of relief or good conduct;
- **Finished with your sentence.**

You can not register to vote with a felony conviction if you are:

- In jail or prison for a felony conviction and do not have a certificate of relief for that conviction;
- On parole or post-release supervision and have not yet received a voting restoration pardon, certificate of relief, or certificate

of good conduct. Check the Parolee Lookup website at www.doocs.ny.gov/lookup.html.

You must register to vote if:

- You have never registered to vote, or
- You registered to vote before being sentenced to jail or prison for a felony conviction.

You can register through the Department of Motor Vehicles website at www.dmv.org/ny-new-york/voter-registration.php or by providing a paper form in person or by mail to your county board of elections.

If you are in jail awaiting trial or serving time for a misdemeanor or violation you may vote with an absentee ballot. Complete and mail a form requesting an absentee ballot. You can get a form from the Board of Elections website at www.elections.ny.gov/votingabsentee.html.

BOARD OF ELECTIONS IN NEW YORK CITY

Telephone: 866.868.3692 / TTY: 212.487.5496
www.vote.nyc.ny.us

Call to request a voter registration form, an absentee ballot, or for information about registering to vote in NYC.

Documents

The Legal Action Center recommends that individuals keep a copy of their prison release papers, as they might prove useful in becoming eligible for certain benefits or programs. If they are lost, people formerly incarcerated in state facilities can write to those facilities for copies. Those formerly incarcerated in New York City may call 311 and ask for Inmate Jail Release Services.

SOCIAL SECURITY ADMINISTRATION (SSA)

Telephone: 800.772.1213 / TTY: 800.325.0778

www.ssa.gov

You can create an account to apply for a replacement Social Security card online if you:

- Are a U.S. citizen age 18 or older with a U.S. mailing address (this includes APO, FPO, and DPO addresses);
- Are not requesting a name change or any other change to your card; and
- Have a driver's license or state-issued identification card from one of the many participating states or the District of Columbia.

If you are unable to apply for a card online, you can contact Social Security by phone Mon–Fri 7–7. If you live or receive mail in the Bronx, Brooklyn, Manhattan, or Queens, you must visit a Social Security card center (not a central Social Security office). Individuals can apply by mail by requesting and filling out a paper application. Included in the application must be original picture-ID documents proving one's identity and U.S. citizenship (or ID showing valid immigration documentation). Original documents will be returned.

Social Security Card Centers:

820 Concourse Village West, 2nd Floor, Bronx, NY 10451

154 Pierrepont Street, 6th Floor, Brooklyn, NY 11201

123 William Street, 3rd Floor, New York, NY 10038

155-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432

1510 Hylan Blvd., Staten Island, NY 10305

NYS DEPARTMENT OF MOTOR VEHICLES (DMV)

224-260 South Pearl Street, Albany, NY 12202

Telephone: 518.486.9786 / TDD: 711 or 800.662.1220

www.dmv.ny.gov/driver-license/get-driver-license

Provides information on how to obtain a NYS driver's license. Visit the website to renew registration online, download forms, and find the location of a local center. A person of any age who does not have a driver's license can apply for a nondriver's ID card. This card contains the same personal information, photograph, signature, and special protection against alteration and fraud as a photo driver's license.

NYS UNIFIED COURT SYSTEM—NAME CHANGES

25 Beaver Street, New York, NY 10004

Telephone: 800.268.7869 / TTY: 711

www.nycourts.gov/courts/nyc/civil/namechanges.shtml

Those who live in NYC may bring a name change proceeding in any county in the city. It costs \$65 to change a name in civil court. Forms can be found on the civil court's website or one may go to the name-change location in each courthouse and get the forms from the court clerk.

Applicants must bring either an original or certified copy of their birth certificate. The papers will be reviewed by the court clerk and submitted to a judge. If approved, the applicant must publish the new name in one or more newspapers, for a fee.

Parents or legal guardians who want to change a child's name need a notarized consent form signed by any other parent or legal guardian. If consent cannot be obtained, the other parent or legal guardian must be given notice of the name change case and come back to the court to see the judge. If an address for the other parent or legal guardian is not known, steps must be taken to locate them. If they cannot be located, the court will consider the name change without their consent. If an applicant wants to change the name of a child who is 14 years of age or older, a notarized consent form must be signed by the child.

Name change requests can be viewed by anyone because they are public records. If the name change needs to be kept private for safety or other reasons, the clerk should be told before the petition

is filed. The clerk will provide information on how one can request to seal the records and/or avoid publication of the name change.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)—OFFICE OF VITAL RECORDS

125 Worth Street, New York, NY 10013

Telephone: 311

www.nyc.gov/vitalrecords

Call or visit to obtain a birth certificate for a person born in the 5 boroughs of NYC. A birth certificate can be ordered online or in person. Walk-ins are welcome Mon–Fri 9–3:30.

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

IDNYC

Telephone: 311

www.nyc.gov/idnyc

A city-issued identification card available to all NYC residents ages 10 and over. Immigration status and conviction history do not matter. Applications are available online in more than 25 languages. Sign language interpretation is available via video relay or in person if requested. There are 26 Enrollment Centers across all 5 boroughs where you can apply, including Pop-Up Enrollment Centers at rotating locations throughout the city. An appointment is required and can be scheduled online. Applications must be printed and brought to the IDNYC appointment. Call or visit the website to learn more about the ID, the accepted forms of identity and residency documentation, and enrollment center locations.

OFFICE OF THE CITY CLERK—MARRIAGE BUREAU

Telephone: 311

www.cityclerk.nyc.gov/html/marriage/license.shtml

Visit the website or call Mon–Fri 8:30–3:45 for information on obtaining a marriage license. City clerk offices are located in all 5 boroughs.

PUERTO RICO FEDERAL AFFAIRS ADMINISTRATION 

www.prfaa.pr.gov

Provides information to Puerto Ricans on how to obtain birth certificates, identification papers, and other important documents that may be needed for the job hiring process.

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)—PUERTO RICO VITAL RECORDS 

Department of Health, Demographic Registry
P.O. Box 11854, Fernandez Juncos Station, San Juan, PR 00910
Telephone: 787.765.2929 x6131
www.cdc.gov/nchs/w2w/puerto_rico.htm

Provides information on cost and how to obtain birth, death, marriage, and divorce certificates.

 **Discrimination, Grievances, & Rights**

For information on avoiding discrimination while looking for work, see [page 317](#) in *The Job Search*. For legal issues affecting immigrants, please see the *Immigrants* chapter starting on [page 179](#). For legal issues affecting veterans, please see the *Veterans* chapter starting on [page 198](#).

Grievance process while incarcerated

According to the Prison Litigation Reform Act (PLRA), you must

“exhaust” (use up) all of the available grievance procedures before you can take your complaint to court.

If you have an issue that cannot be resolved after you have verbally consulted with your Housing Officer, Counselor, or Legal or Grievance Coordinator, you may present a complaint in writing to the Grievance Coordinator in your facility who will guide you through the steps to a formal resolution. You may submit a complaint about things that directly affect you such as department policies, how the policies are carried out, or someone else’s behavior, including an officer.

How to write an effective grievance

When using the Inmate Grievance Process, you should follow several guidelines to increase your chances of obtaining relief (help). First, if you file a formal grievance with a grievance resolution committee, write out your grievance in detail and list exactly what attempts you made to resolve the problem. If you do not try to resolve the problem on your own, your grievance may be dismissed and closed at the grievance committee hearing. Second, your complaint must show that you are personally affected by the policy or issue that you are filing a grievance against. If that is not the case, your complaint must show that you will be affected at some point in the future unless relief is granted and changes are made. Third, you should state the problem accurately and precisely. Using inflammatory language (such as curse words) in your complaint will reduce your chances of success. Fourth, the more specific you are about the relief you are seeking, the more likely you are to receive it. You should list in detail every aspect of relief that you seek because the Inmate Grievance Resolution Committee may not consider types of relief that you do not specifically request. For example, explain the conditions or policies you want changed.

The Jailhouse Lawyer’s Manual (JLM) has an entire chapter on how to file an effective grievance. See the full listing for JLM on [page 151](#).

NYS OFFICE OF THE INSPECTOR GENERAL

Empire State Plaza, Agency Building 2, 16th Floor, Albany, NY
12223

Hotline: 800.367.4448

<https://ig.ny.gov/form/complaint-form-long>

Contact to file a complaint regarding conditions in NYS correctional facilities. Write or call the toll-free Hotline 24 hours a day, 7 days a week. The Hotline puts callers in contact with trained staff who can discuss with you the specifics of your complaint.

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS)—OFFICE OF SPECIAL INVESTIGATIONS (OSI)

Office of Special Investigations—Intake Unit
NYS Department of Corrections and Community Supervision
The Harriman State Office Campus
1220 Washington Avenue, Albany, NY 12226
Telephone: 844.674.4697
www.doccs.ny.gov/OSI.html

The organization within DOCCS whose mandate is to investigate allegations of criminal activity related to DOCCS and any other wrongdoing within DOCCS. Contact to file a complaint about physical or sexual abuse, drug trafficking, contraband possession, staff misconduct and corruption, and suspected terrorist activities committed by anyone at DOCCS facilities. Provide details about the incident, who was involved, time and place of the incident, the identity of any victim, and names of any witnesses.

NYC BOARD OF CORRECTION (BOC)

1 Centre Street, Room 2213, New York, NY 10007
Telephone: 212.669.7900
<https://www1.nyc.gov/site/boc/index.page>

An oversight board that regulates, monitors, and inspects the NYC correctional facilities. If you are within the New York City jail system, contact to file a complaint.

FEDERAL TRADE COMMISSION (FTC)—IDENTITY THEFT RECOVERY

Telephone: 877.438.4338 / TTY: 866.653.4261
www.identitytheft.gov

The website provides checklists of what to do immediately after an individual realizes their personal information has been stolen and used, how to repair the damage, and potential additional steps that may be necessary.

USA.GOV—CONSUMER ISSUES

Telephone: 844.872.4681
www.usa.gov/consumer

Provides a wide range of information to consumers including on safe banking, automobile purchase and care, how to file complaints effectively for common consumer problems; finding and keeping a home; common types of insurance and how to choose the one that's best; recalled medications, food, vehicles, and child safety seats; saving and investing; how to protect oneself from fraud, credit and debt; and how to stop unwanted mail and tele-marketing calls.

NYC—311

Telephone: 311 / TTY: 212.504.4115
<https://www1.nyc.gov/311>

Provides information on all NYC government services. Operates 24 hours a day, 7 days a week. Services are provided in over 170 languages. Use this service to:

- Report potholes, blocked driveways, broken streetlights, or other neighborhood problems
- Locate public hospitals and clinics
- Find contact information for utility companies
- Locate a towed vehicle
- Find public school information
- Learn about programs designed for small businesses
- Get subway or bus information
- Pay a parking ticket online
- View street-cleaning and trash-collection schedules
- View New York City job openings
- View upcoming civil-service exams
- Report heat, hot water, or residential maintenance issues

NYC CIVILIAN COMPLAINT REVIEW BOARD

100 Church Street, New York, NY 10007

Telephone: 800.341.2272 or 311

www.nyc.gov/html/ccrb

Call anytime to make a complaint against NYC police officers in cases of brutality, threats, or stolen property. Walk in Mon–Fri 8–5. The complaint form is also available online.

NYC COMMISSION ON HUMAN RIGHTS

Telephone: 718.722.3131

www.nyc.gov/humanrights

Contact to file a complaint for discrimination in employment, housing and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, gender, pregnancy, gender identity and gender expression, disability, sexual orientation, marital or partnership status, alienage or citizenship status (non-citizen or immigration status).

In employment, the law affords additional protection against discrimination based on arrest or conviction record; credit history;

status as a victim of domestic violence, sexual violence, or stalking; and status as a caregiver (for a child or sick family member).

In housing, the law affords additional protections based on lawful source of income (including housing subsidies such as Section 8, and LINC and public assistance programs such as SSD and SSI), lawful occupation, family status (including Presence of Children), and status as a victim of domestic violence, sexual violence, or stalking.

The law also prohibits retaliation and protects against discriminatory harassment and bias-based profiling by law enforcement.

The law's protection includes discrimination based on an individual's actual status as well as what people think or perceive an individual's status to be. Individuals are also protected based on their association with other individuals who fall into a protected category.

Anyone who has reason to believe that they have been a victim of discrimination in New York City may file a complaint with the Commission. Complaints must be filed within one year of the last incident of alleged discrimination.

For in-person or borough-specific inquiries, please see CHR Community Service Centers listings below.

1932 Arthur Avenue, Room 203A, Bronx, NY 10457
Telephone: 718.579.6900

25 Chapel Street, Suite 1001, Brooklyn, NY 11201
Telephone: 718.722.3130

22 Reade Street, 1st Floor, New York, NY 10007
Telephone: 212.306.7450

153-01 Jamaica Avenue, Room 203, Jamaica, NY 11432
Telephone: 718.657.2465

60 Bay Street, 7th Floor, Staten Island, NY 10301
Telephone: 718.390.8506

**NYC DEPARTMENT OF CONSUMER AND WORKER
PROTECTION (DCWP)** 

42 Broadway, New York, NY 10004
Telephone: 311
www.nyc.gov/dca

Provides assistance to consumers, workers, and business owners in NYC. Information on workers' rights, job searching, free one-on-one financial counseling, tax prep, and a guide to business licenses is available. Contact to file a complaint if you believe you have been a victim of consumer fraud.

NYC PUBLIC ADVOCATE 

www.pubadvocate.nyc.gov

A website offering useful information about housing, education, government transparency, business assistance, and consumer advice.

 **Prison Rape Elimination Act
(PREA)**

The PREA information in this book was compiled from several sources, most listed with web addresses in each section, and the ACLU's toolkit found online at www.aclu.org/other/prison-rape-elimination-act-prea-toolkit-end-abuse-protecting-lgbti-prisoners-sexual-assault.

What is PREA?

The Prison Rape Elimination Act (PREA) is a federal law passed by Congress in 2003. The intention of PREA is to address the prevention, reduction, and elimination of sexual assault and rape within all jails and prisons, including juvenile facilities and immigration detention centers. In May 2012, the Department of Justice (DOJ)

published a comprehensive set of regulations implementing the Act. These regulations are currently in effect.

Do the PREA regulations apply to all prisons and jails?

The PREA regulations apply to prisons, jails, police lock-ups, juvenile detention centers, and community confinement facilities. The regulations apply to the federal government, states, local governments like cities and counties, and private prisons contracted with government agencies. The DOJ PREA regulations do not apply to federal immigration detention facilities or federal Health & Human Services (HHS) facilities. These agencies were directed to promulgate their own PREA regulations.

Safety

No one has the right to force you into a sexual act. You do not have to put up with sexual harassment, sexual abuse, or being forced to have unwanted sexual contact with anyone. If you are being pushed, threatened, or blackmailed into a sex act by someone incarcerated with you, by a peer on parole, or by staff, you should report it. You should also report if anyone tries to retaliate against you because you reported such an incident or spoke to an investigator about sexual abuse.

24-hour support is available for victims of sexual abuse and harassment:

- **National Sexual Assault Hotline: 800.656.4673**
- **NYS Domestic & Sexual Violence Hotline: 800.942.6906**
- **In NYC: 800.621.4673**

Information on reporting sexual assault and harassment

If you have experienced sexual abuse, voyeurism, or sexual harassment:

- You can file a complaint by telling anyone who works at the facility, including a volunteer, trusted staff member, counselor, medical staff, or PREA Compliance Manager.
- You can tell them verbally (out loud) or in writing. It's a good idea to keep a copy of any written reports.
- You do not have to tell someone you are afraid of or the person who hurt you that you are reporting the abuse.
- The person you tell is required to tell only those required to begin the investigation, and no one else. They are instructed

to keep your complaint confidential, but make sure to tell the individual you trust most.

- You can report the abuse at any time, but the sooner you report it, the sooner it can be investigated and steps can be taken to protect you.
- You can also have someone else report the abuse for you. If you think someone else is being sexually abused or sexually harassed, you should report that too.

When you tell the facility staff about sexual abuse, they must:

- Act immediately by telling a supervisor;
- Begin to investigate promptly;
- Separate you from the person or people who hurt you;
- Let you know the results of the investigation: If the person who hurt you is punished, transferred, or fired, the facility staff must tell you.

When you tell the facility staff that you were sexually abused they cannot:

- Retaliate against you;
- Put you in solitary confinement as a punishment. The facility staff may put you in solitary based on a claim that it is for your protection, and there is paperwork that must be done to prove it. This is called protective custody.

If you have been a victim of sexual abuse:

- Staff may ask you not to shower or not to brush your teeth. They may ask you to do these things to protect evidence, but it is ultimately your choice.
- The facility may place you in protective custody (solitary).
- Medical providers will check you for injuries that you may or may not be able to see right away. They can also provide treatment for sexually transmitted diseases and collect evidence of the sexual abuse. Medical providers will also discuss the possibility of pregnancy.

Confidentiality:

- All records of reports of sexual abuse are confidential under Civil Rights Law § 50-B. The identity of a victim of sexual abuse, the person reporting sexual abuse, any witnesses, and the facts of the report itself are confidential. Information is only shared

with the people involved in the reporting, investigation, discipline, and treatment process, or as otherwise required by law.

Prosecution for a false report:

- Law enforcement may charge a person with making a false report if, after investigation, it is proven that the person made the statement knowing it was false or baseless, or the person reported an alleged crime or incident knowing it did not occur. A report made in good faith is not falsely reporting an incident or lying, even if the investigation does not substantiate the allegation.

The following pages list where to report sexual assault and harassment. The investigative agencies listed respond to reports from people incarcerated in state (DOCCS), city (DOC), juvenile (OCFS), federal (BOP), and immigration (ICE) facilities.

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS)

www.doccs.ny.gov/prea/preainfo.html

To report sexual assault or harassment directly to DOCCS:

Office of Special Investigations—Intake Unit
NYS Department of Corrections and Community Supervision
The Harriman State Office Campus
1220 Washington Avenue, Albany, NY 12226
Telephone: 844.674.4697

www.doccs.ny.gov/OSI.html

The DOCCS Office of Special Investigations is an internal unit whose mandate is to investigate allegations of criminal activity related to DOCCS and any other wrongdoing within DOCCS. Contact to file a complaint about physical or sexual abuse, drug trafficking, contraband possession, staff misconduct and corruption, and suspected terrorist activities committed by anyone at DOCCS facilities. Provide details about the incident: who was involved, the time and place of the incident, the identity of any victim, and the names of any witnesses.

To report sexual assault or harassment to an outside agency:

NYS Commission of Corrections**Alfred E. Smith State Office Building****80 South Swan Street, 12th Floor, Albany, NY 12210****Telephone: 518.485.2346**www.scoc.ny.gov

Acts as the regulatory oversight agency of New York State DOCCS. Investigates state prisons, county jails, and police lock-ups. All complaints and grievances must be sent via mail so that there is written documentation.

Office of the Public Advocate**1 Centre Street, 15th Floor, New York, NY 10007****Telephone: 212.669.7200**<https://pubadvocate.nyc.gov>

Assists constituents (including incarcerated people) who have complaints, problems, or inquiries involving government-related services.

Office of the State Inspector General**Empire State Plaza, Agency Building 2, 16th Floor, Albany, NY 12223****Telephone: 800.367.4448**<https://ig.ny.gov>

The Office of the State Inspector General has the responsibility to detect, investigate, deter, and eliminate abuse and misconduct by NYS employees.

NYC DEPARTMENT OF CORRECTION (DOC)

<http://rules.cityofnewyork.us/tags/prea>

Call **311** from any NYC DOC facility.

City of New York**Department of Investigation—Complaint Bureau****180 Maiden Lane, New York, NY 10038****Telephone: 212.825.5900**<https://www1.nyc.gov/site/doi/contact/contact-doi.page>**Board of Correction**

1 Centre Street, Room 2213, New York, NY 10007

Telephone: 212.669.7900

<https://www1.nyc.gov/site/boc/about/how-to-make-a-complaint.page>

NYS OFFICE OF CHILDREN AND FAMILY SERVICES (OCFS)—JUVENILE FACILITIES

<https://ocfs.ny.gov/main/rehab/prea.asp>

New York State Justice Center

161 Delaware Avenue, Delmar, NY 12054

Telephone: 855.373.2122

www.justicecenter.ny.gov/incident-reporting/report-abuse

The New York State Justice Center is the focal point for sexual abuse incident reporting and investigations for OCFS. If you suspect an occurrence of sexual abuse in an OCFS residential juvenile justice facility, contact the New York State Justice Center. All reports of potential sexual abuse will be investigated by the Justice Center.

FEDERAL BUREAU OF PRISONS (BOP)

https://www.bop.gov/inmates/custody_and_care/sexual_abuse_prevention.jsp

To report sexual abuse by someone incarcerated with you:

Federal Bureau of Prisons

National PREA Coordinator

Reentry Services Division

400 1st Street NW, Room 4027, Washington, DC 20534

To report sexual abuse by BOP staff:

Federal Bureau of Prisons

Office of Internal Affairs

320 1st Street NW, Room 600, Washington, DC 20534

To initiate an investigation, provide information about the incident(s) including the dates, times, and locations where each

incident took place and the names and identifying information of the person(s) involved. Any details you can provide will greatly assist an investigation.

You can report to an outside party by calling the National Sexual Assault Hotline: 800.656.4673.

U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

<https://www.ice.gov/prea>

To report sexual assault or harassment directly to DHS:

ICE Detention Reporting and Information Line

Telephone: 888.351.4024 (from inside a detention facility: 9116#)

DHS Office of Inspector General/MAIL STOP 0305

Attn: Office of Investigations—Hotline

245 Murray Lane SW, Washington, DC 20528

Telephone: 800.323.8603 (from inside a detention facility: 518#)

www.oig.dhs.gov/about/contact

To report sexual assault or harassment to an outside agency:

Write to the Consular Official from your home country who is assigned to the United States.

Call the National Sexual Assault Hotline at 800.656.4673.

Call Freedom for Immigrants at 510.806.1430. See the full listing for Freedom for Immigrants on [page 191](#).

When you report a sexual abuse or assault incident, the facility and/or an appropriate law enforcement agency will conduct an investigation. You may be asked to participate in an interview to gather information. ICE will inform you of the result of any investigation once it is completed. There is a difference between reporting the incident and choosing to press charges. You may choose not to immediately press charges, but you can always decide to do so later. If criminal charges are filed, they will be presented for possible prosecution. It is important for you to discuss

any concerns you have with the prosecutor (or your attorney) or a victim advocate.

You do not have to give your name to report sexual abuse or assault. You can choose to report anonymously. Any report of sexual abuse or fear of being abused or assaulted will not negatively affect your immigration case. The law states that no one can retaliate against you in any way for reporting sexual abuse or assault.

The Department of Homeland Security finalized regulations implementing PREA in 2014. Even with those regulations in place, DHS PREA standards do not protect immigrants in all detention facilities. The regulations are enforced in facilities that have contracts with DHS that are new, renewed, or modified since 2014.

The 2020 Census

2020 is a census year. The census is when the government counts every person living in the U.S. and it is constitutionally mandated to happen every 10 years. The census determines how critical resources and political power are distributed. New York's share of over \$650 billion in federal funding is dependant upon a complete census count. Census information informs important decisions about funding for services and infrastructure in communities, including health care, public housing, libraries, political representation, road repairs, schools, and more. After each census, officials redraw the boundaries of congressional and state legislative districts in their states to account for population shift.

If New Yorkers are undercounted, up to two congressional seats representing NYC could be eliminated. In 2010, the self-response rate in New York was 62%, while the national average was 76%. In some neighborhoods, self-response rates were as low as 35%. This means New York City has historically been undercounted. Federal funding to states and how states allocate those dollars is based on complete census data. Responding to the census helps communities get the funding they deserve.

By federal law, no personal information reported on the census

can be shared for 72 years. Your answers cannot be used in any way for law enforcement purposes, by any government agency, or in court. By New York State law, the home addresses of currently incarcerated people are recorded in the census, not the addresses of the prisons where they are incarcerated. When officials use the count to redraw the boundaries of state senate, state assembly, county and municipal districts, communities in New York City retain the appropriate amount of representation, instead of giving extra political power to upstate districts that have prisons. For congressional districting, the 2020 census will still count incarcerated people in the districts where they are incarcerated. Starting in February, the Census Bureau will start conducting counts in group quarters, which includes prisons.

Starting in early March 2020, you will begin to receive mailings with details on how to respond to the census and ensure a complete count. The 2020 Census has options for responding including by phone, in person, and for the first time, residents are being asked to respond primarily online. Starting in May, if residents did not complete their self-response, follow-ups (e.g. house visits) will begin.

NYC public libraries will be ready to serve community members wishing to respond to the census. Library branches will serve as a safe and trusted community partner, provide access to the internet, and be able to assist with general information and questions. Library locations will also have Census Kiosks where residents can respond online to the census.

Immigrants

REMEMBER: THE RULES, LIKE STREETS, CAN ONLY TAKE YOU TO KNOWN PLACES. UNDERNEATH THE GRID IS A FIELD—IT WAS ALWAYS THERE—WHERE TO BE LOST IS NEVER TO BE WRONG, BUT SIMPLY MORE.

— OCEAN VUONG



USED WITH PERMISSION FROM THE ARTIST.

NEW HORIZONS

ARTWORK BY S. S. S.

Immigration Law & Enforcement

Immigration laws and policies change frequently. It is important to stay up to date with these changes and to understand your rights. Speak to a lawyer or contact one of the organizations listed in this chapter to find legal support and advice. A criminal court case can have immigration consequences. Talk to your defense lawyer about your immigration status and history. The information you tell your lawyer is confidential, and they have a responsibility to attempt to minimize immigration consequences and advise you about them.

New York City is considered a Sanctuary City, but immigrants are still at risk of ICE arrest and deportation. However, there are policies that limit how NYC law enforcement is supposed to interact with immigration enforcement.

The New York Police Department (NYPD) and the NYC Department of Correction (DOC) are not supposed to cooperate with ICE in transferring people from criminal to immigration custody or notify ICE of their release from criminal custody, with very few exceptions. However, fingerprints taken by the NYPD at the time of arrest are always automatically shared with ICE, which can put someone at risk of enforcement in their home and community.

Who is at Risk From ICE

The federal government can deport certain immigrants including

- Anyone without lawful immigration status.
- People with status (e.g., lawful permanent residents, refugees, and visa holders) who have certain criminal convictions.

ICE prioritizes certain cases including

- People with pending criminal cases and/or prior criminal convictions.
- People with final orders of removal.
- People who have committed fraud or misrepresentation in applications to the government.

- People they believe pose a threat to public safety or national security.

You could still be a target even if

- Your conviction is from years ago.
- You didn't serve time in jail or prison.
- Your case was minor or a misdemeanor.
- You've been a lawful permanent resident for a long time.
- All the other members of your family are US citizens.

Common ICE tactics

- ICE agents often pretend to be police and will lie to get consent to enter your home. They might say they want to talk to you about identity theft or an ongoing police investigation.
- They might be wearing plainclothes, or will have a vest with the words "POLICE ICE" written on the back.
- ICE agents will sometimes present an administrative document that says "warrant," but that is not a valid warrant signed by a judge. Learn to recognize the difference. A valid warrant will have the name of a state or federal court at the top and will have a judge's signature at the bottom. It will also list your address or name a person who lives at your address.

Know Your Rights

All immigrants, regardless of immigration status, have rights under the constitution. It is important to learn about these rights and how to best prepare for an encounter with immigration enforcement. The following is not intended as legal advice. Find more information and resources about your rights online at www.aclu.org/know-your-rights/immigrants-rights, www.immigrantdefenseproject.org, and www.informedimmigrant.com.

In any interaction with ICE agents, whether in public, at your home, or in a courthouse, you have the right to remain silent. This means you do not have to answer questions about your immigration status, your country of origin, where you were born, or any questions ICE might have about a person they are looking for. You can affirm this right by saying "I have the right to remain silent."

To reduce risk to yourself do not lie about your status, do not run, argue, or physically resist even if your rights are being violated. Do not carry any documents from your country of origin or any false documents. (More information on how to obtain a free NYC ID card is on [page 163](#).)

If you are asked about your immigration status by law enforcement

- Remain silent. Do not say anything except “I have the right to remain silent.”
- Do not answer questions about where you were born, whether you are a U.S. citizen, or how you entered the country. (Separate rules apply at international borders and airports and for individuals on certain nonimmigrant visas, including tourists and business travelers.)
- If you are not a U.S. citizen and you have valid immigration papers, you should show them if an immigration agent requests it.
- Do not lie or provide fake documents.

If you are approached by ICE in public places

- Try to stay calm and use your right to remain silent. Do not answer any questions about your immigration status or where you were born.
- Ask “Am I free to go?” If they say “Yes,” calmly walk away.
- If the officers answer “No,” you are now being detained. Do not run away.
- If ICE arrests you, ask to speak to a lawyer and affirm your right to remain silent.
- You have the right to refuse a search. If ICE starts to search inside your pockets or belongings, say “I do not consent to a search.”
- Do not lie, show false documents, run away, or resist arrest.
- Do not give any foreign documents.
- If ICE arrests you when you are in criminal court for a court date, ask to speak to your defense lawyer before they take you away.

If ICE comes to your home

- Do not open the door.
- ICE is only allowed to enter if they have a valid judicial search or

arrest warrant with your correct name and/or address, signed by a judge.

- A warrant is only valid if it is signed by a judge (not an immigration official), it has the address of the home to be searched, and it describes the area to be searched.
- Ask them to slip the warrant under the door for you to look at. If they give you a warrant of removal/deportation you do not have to let them inside.

If ICE has a valid warrant or enters your home without permission

- Call a lawyer/an attorney right away.
- Remain silent. Do not say anything except “I have the right to remain silent.”
- Do not sign any papers. You do not have to sign anything without your lawyer there.
- Record or note all the details of the incident including badge numbers, agency, and full names. If you are using a phone or camera and are asked to stop, do so to reduce risk to yourself and try to remember everything to write down immediately after.

If ICE arrests or detains you

- Remain silent. Anything you say can be used against you in court.
- You have the right to a lawyer, but the government will not provide one. Call the **New American Hotline** at **800.566.7636** to find options for legal counsel. Also, many organizations listed in this chapter provide access to legal services.
- You have the right to contact your consulate or have an officer inform the consulate of your arrest.
- Say you wish to remain silent. Do not discuss your immigration status with anyone but your lawyer.
- Do not sign anything, such as a voluntary departure or stipulated removal, without talking to a lawyer. If you sign, you may be giving up your opportunity to try to stay in the U.S.
- Know your immigration number (“A” number) and give it to your family. It will help them locate you.

If you feel your rights have been violated

- Write down everything you remember, including the officer’s badge and patrol car numbers, which agency the officers were

from, and any other details. Get contact information from any witnesses. If you are injured, seek medical attention immediately and take photographs of your injuries.

- File a written complaint about ICE employee misconduct with the **ICE Office of Professional Responsibility (OPR)** at www.ice.gov/leadership/opr, **877.246.8253**, or **ICE Office of Professional Responsibility, P.O. Box 14475, Pennsylvania Avenue NW, Washington, DC 20044**.

Locating a loved one who has been detained

- Use the USCIS Online Detainee Locator System to find a person currently in ICE custody, or who was released from ICE custody for any reason within the last 60 days at <https://locator.ice.gov/odls/homePage.do>.

Immigration fraud warning

- Beware of Notario Público Fraud. In many Spanish speaking countries, a Notario Público is an attorney. In the United States, they are not (although attorneys may offer Notary Public services). Notaries Public may certify your identity and signatures (and charge a small fee), but they may not represent you before USCIS, in immigration court, or give you legal advice.
- If you are a victim of immigration fraud, call the **New Americans Hotline** at **800.566.7636**.

Emergency Planning

For those facing possible deportation or detention due to immigration status, it is important to have an emergency plan. **The Immigration Defense Project** provides resources at www.immigrationdefenseproject.org/emergency-preparednes.

Some steps that can be taken

- Carry a Know Your Rights card to show to ICE if they stop you.
- Organize important documents including all personal, immigration, and criminal court documents. Create copies and keep these documents safe. Do not give them to ICE.
- Memorize important phone numbers including family members and an immigration/criminal attorney.
- Make arrangements for your children or other loved ones. **The**

Immigrant Legal Resource Center provides an excellent information packet for families to create a **Family Preparedness Plan** that can be found at www.ilrc.org/step-step-family-preparedness-plan.

Organizations

THE NEW YORK PUBLIC LIBRARY (NYPL)—IMMIGRANT SERVICES

Telephone: 917.275.6975
www.nypl.org/immigrants

Offers a series of free programs and services related to work and life skills development, as well as cultural and recreational presentations through local partnerships, volunteers, or contracted performers for people of all ages in libraries located throughout the Bronx, Manhattan, and Staten Island. Services include English for speakers of other languages (ESOL) classes, legal assistance and free legal services for immigrants through partnerships with NYC Mayor’s Office of Immigrant Affairs and Immigration Justice Corps Fellows. The New Americans Corners (NAC) program, located at every library, provides circulating materials and informational resources on citizenship and other immigration-related topics. Please call or email outreach@nypl.org for more information about programs, requirements, locations, and to make appointments.

BROOKLYN PUBLIC LIBRARY (BPL)—IMMIGRANT SERVICES

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.230.2042
www.bklynlibrary.org/learn/immigrants

Offers programs in multiple languages including English conversation groups, family cultural events, free citizenship classes, and adult literacy courses. Language Line is a free language interpreta-

tion service via telephone and is available in over 170 languages in all 60 BPL locations and telephone reference lines. Drop-in Citizenship Study Groups are led by a volunteer Citizenship Exam coach to improve English conversation skills, prepare for the interview, and review civics test topics.

Legal help, provided by Immigrant Justice Corps (IJC), offers full screenings to determine eligibility for immigration benefits, green card applications and renewals, TPS, naturalization, work permits, and referrals to trusted immigration specialists. NYCitizenship provides legal help with the citizenship application. Individual consultation is available. Services are available in English, Spanish, Kreyòl, Chinese, and Russian.

QUEENS PUBLIC LIBRARY—NEW AMERICANS PROGRAM (NAP)

89-11 Merrick Blvd., Jamaica, NY 11432

Telephone: 718.990.0894

www.queenslibrary.org/programs-activities/new-americans/immigration-assistance

Offers free workshops in the most widely spoken immigrant languages of Queens with topics including new immigrants' acculturation, citizenship, job training information, starting a business, and health and social services. Provides free cultural programming celebrating the arts of immigrants from around the world. Provides ESOL classes at beginning, intermediate, and advanced levels as well as English conversation groups. The NYCitizenship program offers free services including appointments with an attorney for help with citizenship applications, information sessions about the citizenship process and its benefits, and free and confidential financial counseling. Additional immigration legal services (visas, green cards) are offered by appointment by the Immigrant Justice Corps. New Americans Corners are also available in each Queens Public Library branch and Adult Learning Center and include information on citizenship, ESOL classes, and citizenship preparation classes.

U.S. CITIZENSHIP AND IMMIGRATION SERVICES—RENEW OR REPLACE GREEN CARD

Telephone: 800.375.5283 / TTY: 800.767.1833

Outside the United States or a U.S. territory: 212.620.3418

https://my.uscis.gov/exploremyoptions/renew_green_card

The website provides information on how a person can renew or replace a green card either by mail or online. Information includes eligibility to renew or replace, steps on how to apply, what happens after applying, forms and fees. Call for more information and a mailing address.

NYS OFFICE FOR NEW AMERICANS (ONA)

Hotline: 800.566.7636

www.newamericans.ny.gov

Provides ESOL classes, naturalization and DACA assistance, federal immigration law and policy information and referrals, and business development training in centers throughout NYS. Call the hotline for general questions about immigration and naturalization, referrals, and locations.

NYC MAYOR'S OFFICE OF IMMIGRANT AFFAIRS—NYCITIZENSHIP

Hotline: 311, say “citizenship” / 212.788.7654

www.nyc.gov/nycitizenship

Provides free legal help with citizenship applications at select public library branches across NYC. Individuals can meet one-on-one with a free paralegal, determine eligibility to apply for citizenship, and get free and confidential financial counseling. Call for an appointment at a nearby location.

THE BRONX DEFENDERS—NEW YORK IMMIGRANT FAMILY UNITY PROJECT



Provides free legal representation to non-citizen New Yorkers who cannot afford legal representation and are facing deportation in NYC, as well as detained New Yorkers facing deportation in New Jersey immigration courts.

See the full listing for The Bronx Defenders on [page 142](#).

BRONXWORKS—IMMIGRATION SERVICES

Offers help with filing and processing immigrant visa applications; assistance with renewing employment authorization cards, green cards, and temporary protected status; assistance with filing naturalization and citizenship applications legal representation before U.S. Citizenship and Immigration Services and the immigration court; ESOL classes; civics classes; and counseling on resources for housing, financial, and health needs.

See the full listing for BronxWorks on [page 289](#).

BROOKLYN DEFENDER SERVICES (BDS)—IMMIGRATION PRACTICE



Provides free legal representation to those at the intersection of the criminal court system and the immigration system.

See the full listing for BDS on [page 143](#).

CABRINI IMMIGRANT SERVICES—NYC



139 Henry Street, New York, NY 10002

Telephone: 212.791.4590

<http://cis-nyc.org>

A faith-based agency that provides a broad range of services to immigrants and their families. Direct legal services include

green card renewals, family-based petitions, DACA renewals, FOIA requests, and citizenship applications. Also provides legal referrals for refugees and asylees, case management and short-term crisis intervention counseling, programming for students and families, a weekly food pantry, referrals to community resources, advocacy, and monthly Know Your Rights workshops.

CAMBA—IMMIGRATION LEGAL SERVICES

Telephone: 718.940.6311 x7265

Provides legal advice, application assistance, and representation to individuals and families who are Brooklyn residents and meet income guidelines.

See the full listing for CAMBA on [page 96](#).

CATHOLIC CHARITIES—IMMIGRANT AND REFUGEE SERVICES

80 Maiden Lane, 13th Floor, New York, NY 10038

Telephone: 212.419.3700 / Immigration Hotline: 800.566.7636

<http://catholiccharitiesny.org>

Offers information and referrals as well as direct service for immigration-related problems. Provides services of accredited representatives who can appear before an immigration court on behalf of clients. Minimal fees are charged, but services are not withheld due to inability to pay. Call to schedule an appointment.

CHINESE-AMERICAN PLANNING COUNCIL

150 Elizabeth Street, New York, NY 10012

Telephone: 212.941.0920

www.cpc-nyc.org

Provides over 50 different culturally sensitive programs for immigrants and low-income New Yorkers of all ages, in 33 locations in

Manhattan, Brooklyn, and Queens. Offers free ESOL classes, job training, programs for children and youth, childcare, programs for seniors, and more.

CITY UNIVERSITY OF NEW YORK (CUNY)—CITIZENSHIP NOW!

Telephone: 646.344.7245

<http://www1.cuny.edu/sites/citizenship-now>

Provides free, confidential immigration law services to individuals and families on their path to U.S. citizenship. Attorneys and paralegals offer one-on-one consultations to assess participants' eligibility for legal benefits and assist them in applying when qualified. Available to all members of the community, both CUNY students and nonstudents. Call for locations and to schedule an appointment.

See the full listing for CUNY on [page 54](#).

EMERALD ISLE IMMIGRATION CENTER (EIIC)

www.eiic.org

4275 Katonah Avenue, Bronx, NY 10470

Telephone: 718.324.3039

59-26 Woodside Avenue, Woodside, NY 11377

Telephone: 718.478.5502

Provides information on the procedures for most immigration matters such as reentry permits, lost or replacement green cards, family immigration visas, and more. Offers a citizenship program, by appointment, where one can obtain assistance with the application forms, as well as get the necessary photographs. Also offers a wide range of social, education, and employment services.

EMMA'S TORCH

345 Smith Street, Brooklyn, NY 11231

Telephone: 718.243.1222

www.emmastorch.org

A 12-week paid apprenticeship program in culinary training for refugees, asylees, or survivors of human trafficking over the age of 18, who are authorized to work in the United States. Offered throughout the program are weekly English classes focused on culinary vocabulary and interview preparation, job-readiness workshops, mock interviews, and weekly evaluations to track progress and prepare for a long-term career. French, Arabic, Mandarin, and Portuguese also spoken. More information and the application are available online.

FREEDOM FOR IMMIGRANTS

1322 Webster Street, Suite 300, Oakland, CA 94612

Telephone: 510.394.3089

National Immigration Detention Hotline: 209.757.3733

www.freedomforimmigrants.org

An advocacy organization fighting to end immigration detention. Operates a Direct Support Fund which provides financial support for people affected by immigration detention, a National Detention Bond Fund to help those who cannot afford bond amounts set by ICE or by immigration judges, and the National Immigration Detention Hotline, a confidential service offered to people in U.S. immigration detention at no cost to them. The hotline is available only to people who are currently in U.S. immigration detention and is available Mon–Fri 9am–11pm EST (6am–8pm PST).

IMMIGRANT DEFENSE PROJECT

40 West 39th Street, 5th Floor, New York, NY 10018

Telephone: 212.725.6422

www.immigrantdefenseproject.org

Provides targeted litigation in support of challenges to deportations and other adverse immigration consequences based on criminal convictions and arrests. Other services include expert advice, legal training, and community defense work that builds the capacity of advocates and directly impacted individuals to respond to issues of immigrant criminalization. Also provides Know Your Rights flyers for encounters with ICE and resources for emergency planning.

IMMIGRATION EQUALITY  

Legal Help: 212.714.2904 / Detainees: 917.654.9696
www.immigrationequality.org

Provides free legal services to LGBTQ people and those living with HIV who are asylum seekers physically present in the United States and LGBTQ people and people living with HIV in immigration detention facilities. Advocates for queer and trans asylum seekers in the courts, and same-sex married couples whose children are unlawfully denied recognition of their U.S. citizenship. The legal help contact form is available on the website.

INFORMED IMMIGRANT 

www.informedimmigrant.com

A website that provides guides for undocumented immigrants on rights, family preparedness, help for people in detention or facing deportation, a directory to find free or low-cost legal services by zip code, and more. Also provides resources for service providers and schools.

LEGAL AID SOCIETY   

Immigration Helpline: 844.955.3425
Detention Hotline: 212.577.3456

Offers advice and possible referrals to free legal representation

to non-citizen New Yorkers who cannot afford a private lawyer and who are detained by Immigration and Customs Enforcement (ICE) at the Bergen, Monmouth, Hudson, and Sussex County Jails in New Jersey. Offers advice only to non-citizen New Yorkers detained at other immigration detention facilities and in upstate New York prisons. Call the Helpline Mon–Fri 9–5. The Detention Hotline is available on Wed 1–5. Collect calls from detention facilities and prisons are accepted.

See the full listing for Legal Aid Society on [page 146](#).

MAKE THE ROAD NEW YORK

www.maketheroadny.org

301 Grove Street, Brooklyn, NY 11237
Telephone: 718.418.7690

92-10 Roosevelt Avenue, Jackson Heights, NY 11372
Telephone: 718.565.8500

161 Port Richmond Avenue, Staten Island, NY 10302
Telephone: 718.727.1222

Provides a range of legal, social, and education services. Legal services include advice and representation on immigration cases, including citizenship, asylum, and deportation defense. Also advocates for worker and tenant rights, providing legal help against workplace exploitation and wage-theft, evictions, and unsafe housing conditions. Provides legal support and advocacy to TGNCIQ immigrants and workers.

Assists with benefits applications, health insurance and food stamp enrollment, navigating the health system, and negotiating hospital bills. Provides emergency food services and free wellness programs.

Offers support and activities for LGBTQI+ youth, as well as a range of adult education and programs including ESOL and citizenship test classes, bilingual health and safety trainings for workers, and a Community Health Worker Training that provides students with

skills and job placement assistance. Provides leadership training to people interested in advocating for change in their communities.

MERCY CENTER—IMMIGRATION SERVICES 

www.mercycenterbronx.org

332 East 149th Street, 8th Floor, Bronx, NY 10451

Telephone: 718.942.9815

377 East 145th Street, Bronx, NY 10454

Telephone: 718.993.2789

Offers free legal assistance with naturalization applications for legal permanent residents, DACA renewals, and green card renewals. Makes referrals to partner organizations for all other legal immigration matters. Also offers adult education programs such as ESOL classes, citizenship classes in English, workforce development courses, and HSE classes in Spanish.

MIXTECA ORGANIZATION INC. 

245 23rd Street, 2nd Floor, Brooklyn, NY 11215

Telephone: 718.965.4795

www.mixteca.org

Provides a range of services to Spanish speaking immigrants in NYC. Offers ESOL classes, computer classes, and adult basic education and literacy classes in Spanish. Also provides free health screenings and workshops, mental health services, domestic violence support services, Know Your Rights workshops, and referrals to free and low-cost immigration, legal, and social services.

NEW SANCTUARY COALITION (NSC)  

239 Thompson Street, New York, NY 10012

Telephone: 646.395.2925 / Rapid Response Line: 646.450.2770

www.newsanctuarynyc.org

Runs a legal clinic every Tuesday 5:30pm–9pm where people facing deportation can get help identifying ways to prevent deportation and detention, preparing for court appearances or interviews, applying for asylum, and accessing immigration-related benefits. Provides Know Your Rights information to prepare people for ICE raids. Also offers an accompaniment program where volunteers accompany people facing deportation to their immigration hearings and ICE check-ins. Individuals can call the Rapid Response phone number if they are being approached by ICE at their home, on the street, or at work.

NEW-YORK HISTORICAL SOCIETY

170 Central Park West, New York, NY 10024

Telephone: 212.873.3400

www.nyhistory.org/education/citizenship-project/civics-classes

Offers free civics classes for green card holders on the path to American citizenship. The 24-hour course prepares permanent residents for the civics portion of the United States Citizenship and Immigration Services (USCIS) test. Pre-registration for classes is available online.

NEW WOMEN NEW YORKERS (NWNKY)

Telephone: 646.847.9560

www.nywomenimmigrants.org

Provides free workforce development programs to immigrant women in NYC. LEAD and Bridge to LEAD begin with a 6- to 8-week job-readiness workshop series providing knowledge and skills for the US job search process, complemented by company sessions (mock interviews, field visits, career advice coffee chats, etc.), and individual support in the form of resume building, mock phone screenings, and career counseling. Also offers free community and storytelling programs. Visit the website to learn more and register online.

NEW YORK JUSTICE FOR OUR NEIGHBORS

www.nyac-jfon.org

A national network of church-based, volunteer-supported immigration law clinics that provides free legal advice and representation to vulnerable and low-income immigrants on all immigrant law issues. Call to schedule an appointment.

Chinese United Methodist Church
69 Madison Street, New York, NY 10002
Telephone: 212.267.6464 or 917.575.6940

John Wesley United Methodist Church
260 Quincy Street, Brooklyn, NY 11216
Telephone: 718.783.1501

Queens La Promesa Mission
150-20 Barclay Avenue, Flushing, NY 11355
Telephone: 718.926.0113

NORTHERN MANHATTAN COALITION FOR IMMIGRANT RIGHTS

5030 Broadway, Suite 639, New York, NY 10034
Telephone: 212.781.0355
<https://nmcir.org>

Provides immigration services including one-on-one legal consultations and application assistance on issues such as adjustment of legal status, filing for citizenship and naturalization, and family-based petitions. ESOL and citizenship classes are offered. The Worker Center provides resources and training including OSHA 30.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)— OFFICE OF NEW AMERICANS

Provides free services for the immigrant community of Bushwick and the surrounding area. Services include preparation classes for

citizenship exams, ESOL classes, computer classes, and entrepreneurship training. Provides assistance with filing for naturalization, green card renewal, and certificate of citizenship. Must call to make an appointment, no walk-ins accepted.

See the full listing for OBT on [page 301](#).

QUEER DETAINEE EMPOWERMENT PROJECT (QDEP)



505 8th Avenue, #1212, New York, NY 10018

Telephone: 347.645.9339 / Hotline: 347.645.9339

www.qdep.org

Works with LGBTQI+ immigrants who are currently in detention centers, those that have been recently released from detention centers, and those at risk of entering immigration detention in the tri-state area (Connecticut, New Jersey, New York). Assists people coming out of immigration detention in securing structural, health/wellness, educational, legal, and emotional support and services. The Trans Queer Migrant Freedom Fund pays bonds for LGBTQI+ people who are incarcerated in immigration detention centers. Assistance from the hotline is available Mon–Fri 10–5. Services are also available in French.

SAFE PASSAGE PROJECT

185 West Broadway, New York, NY 10013

Telephone: 212.324.6558

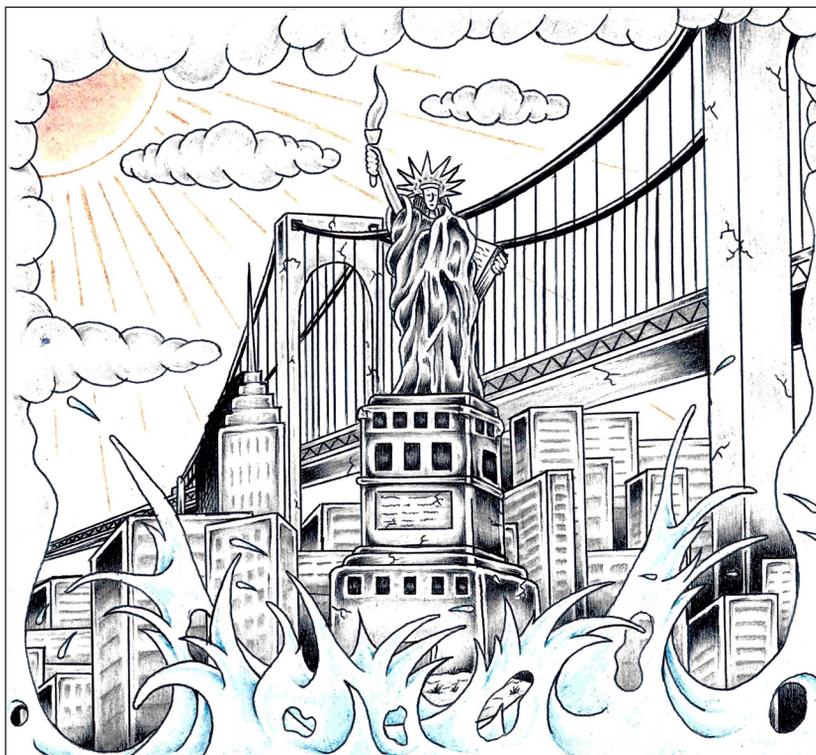
www.safepassageproject.org

Offers help with the legal needs of indigent immigrant youth living in NYC. Provides representation for unaccompanied minors in immigration court and resources for Special Immigrant Juvenile Status (SIJS), asylum, as well as other possible immigration alternatives for children. The social work team assists with additional mental health and school-related support services.

Veterans

THE BOOT IS FAMOUS TO THE EARTH,
MORE FAMOUS THAN THE DRESS SHOE,
WHICH IS FAMOUS ONLY TO FLOORS.

— NAOMI SHIHAB NYE



USED WITH PERMISSION FROM THE ARTIST.

AT LIBERTY

ARTWORK BY THOMAS C. DUANE

Veteran Benefits & Incarceration

The U.S. Department of Veterans Affairs (VA) can pay certain benefits to veterans who are incarcerated in a federal, state, or local penal institution; however, the amount paid depends on the type of benefit and reason for incarceration. For more information, please visit <https://benefits.va.gov/persona/veteran-incarcerated.asp>. It is important to speak directly with a VA representative to figure out what specifically applies to your situation.

Disability compensation

Payments are reduced if a veteran is convicted of a felony and imprisoned for more than 60 days. Once a veteran is released from prison, compensation payments may be reinstated based upon the severity of the service-connected disability(ies) at that time. Payments are not reduced for recipients participating in work release programs, residing in halfway houses (also known as “residential reentry centers”), or under community supervision. Compensation benefits are not reduced if incarcerated for a misdemeanor.

Pension

If you are incarcerated as the result of a conviction of a felony or misdemeanor, your pension payment will be discontinued effective on the 61st day of imprisonment following conviction. Failure to notify the VA of a veteran’s incarceration could result in the loss of all financial benefits until the overpayment is recovered.

Education benefits

Beneficiaries incarcerated for charges other than a felony can receive full monthly benefits if otherwise entitled. Those convicted of felonies residing in halfway houses, or participating in work-release programs also can receive full monthly benefits. Claimants incarcerated for a felony conviction can be paid only the costs of tuition, fees, necessary books, equipment, and supplies.

Apportionment to spouse or children

All or part of the compensation not paid to an incarcerated veteran may be apportioned to the veteran’s spouse, child or children, and dependent parents on the basis of individual need. An appor-

tionment of an incarcerated veteran's VA benefits is not granted automatically to the veteran's dependents. The dependent(s) must file a claim for an apportionment.

Are you eligible for VA medical care while incarcerated?

Incarcerated veterans do not forfeit their eligibility for medical care; however, current regulations restrict the VA from providing hospital and outpatient care to a currently incarcerated veteran. The VA may provide care once the veteran has been unconditionally released from the penal institution.

When will VA benefits be resumed?

Veterans may inform the VA to have their benefits resumed within 30 days or less of their anticipated release date based on evidence from a parole board or other official prison source showing the veteran's scheduled release date. Your award for compensation or pension benefits shall be resumed the date of release from incarceration if the VA receives notice of release within one year following release. Depending on the type of disability, the VA may schedule you for a medical examination to see if your disability has improved. You will need to visit or call your local VA regional office for assistance. You are considered to have been released from incarceration if you are paroled or participating in a work-release or halfway housing program.

STATESIDE LEGAL

www.statesidelegal.org

A website for veterans, service members, and the general public looking to understand the complex systems of laws and benefits unique to those with military service. Provides legal information and resources important to the rights and benefits of individuals with military service, as well as their families and caregivers, a national directory of free- and low-cost service providers, state agencies, law school clinics, and other resources that can help enforce legal rights and benefits.

Organizations

US DEPARTMENT OF VETERANS AFFAIRS (VA)



VA Regional Benefits Office
245 West Houston Street, New York, NY 10014
Telephone: 800.827.1000 / TTY: 800.829.4833
www.va.gov

Provides near-comprehensive healthcare services to eligible military veterans at VA medical centers and outpatient clinics located throughout the country along with several non-healthcare benefits including disability compensation, vocational rehabilitation, education assistance, home loans, and life insurance. Contact for more information, forms, how to request military records (including DD214), and instructions for applying for benefits.

The Healthcare for Re-entry Veterans (HCRV) program provides services including outreach and pre-release assessment services and referrals and linkages to medical, mental health, and social services, including employment services on release and short-term case management assistance on release.

The Veterans Justice Outreach (VJO) program for court-involved and incarcerated people provides help with access to Veterans Health Administration (VHA) services, as clinically indicated. Specialists provide direct outreach, assessment and case management for court-involved Veterans in local courts and jails, and liaison with local justice system partners. Does not offer legal services.

Local veterans centers, listed below, have therapists and clinicians that provide a broad range of counseling and referral services to eligible veterans and their families. Provides counseling for combat-related trauma, counseling for those who have been sexually traumatized in the military, and bereavement counseling. Eligibility determined upon intake by one's DD214. Formerly incarcerated veterans are welcome.

2471 Morris Avenue, Suite 1A, Bronx, NY 10468
Telephone: 718.367.3500

25 Chapel Street, Suite 604, Brooklyn, NY 11201
Telephone: 718.630.2830

32 Broadway, Suite 200, New York, NY 10004
Telephone: 212.951.6866

75-10B 91st Avenue, Woodhaven, NY 11421
Telephone: 718.296.2871

60 Bay Street, 1st Floor, Staten Island, NY 10301
Telephone: 718.816.4499

JAMES J. PETERS VA MEDICAL CENTER



130 West Kingsbridge Road, Bronx, NY 10468
Telephone: 718.584.9000 / Nurses Helpline: 800.877.6976
www.bronx.va.gov

Provides comprehensive healthcare through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. The Helpline provides assistance 24 hours a day.

NYS DIVISION OF VETERANS' SERVICES



Hotline: 888.838.7697
www.veterans.ny.gov

Provides assistance to veterans and their families with any matters related to veterans' benefits. Clients should bring their DD214, copy of their birth certificate, Social Security card, proof of address, and proof of income, if any. Assistance is also given in obtaining a copy of one's DD214. Call Mon-Fri 9-4 for the nearest Veterans Affairs office.

NYC DEPARTMENT OF VETERANS' SERVICES



1 Centre Street, 22nd Floor, Suite 2208, New York, NY 10007

Telephone: 212.416.5250 or 311

www.nyc.gov/vets

Provides services and assistance to NYC veterans and their families including help with benefits, employment and entrepreneurship, housing support, physical and mental health, and education.

NYC DEPARTMENT OF SMALL BUSINESS SERVICES— PRIORITY1

Telephone: 311

<https://www1.nyc.gov/site/sbs/careers/veteran-services.page>

Offers intensive career services and job placement opportunities to veterans and their spouses at all Workforce1 Career Centers in NYC. At certain locations, clients can meet with a Veteran Specialist for one-on-one advisement sessions. Call or visit the website for a list of Workforce1 Career Centers.

BLACK VETERANS FOR SOCIAL JUSTICE, INC.



665 Willoughby Avenue, Brooklyn, NY 11206

Telephone: 718.852.6004

www.bvsj.org

Assists veterans and their families in areas such as housing, employment, VA benefits, social readjustment, upgrading discharges, and more. Makes referrals to shelters. Must have DD214 military discharge papers. Can assist veterans in acquiring this documentation.

CITY BAR JUSTICE CENTER—VETERANS ASSISTANCE PROJECT



42 West 44th Street, New York, NY 10036

Telephone: 877.564.3383

www.citybarjusticecenter.org

Provides disabled and low-income veterans in NYC with free legal assistance on issues related to their claims for benefits from the VA. Veterans can call to have their cases screened and, as appropriate, invited to a monthly legal clinic. At the legal clinic, volunteer lawyers assess possible legal remedies and help veterans file claims and appeals to the VA. Assistance ranges from locating service documents and medical records, to preparing and filing claims, and directly representing veterans at hearings.

CITY UNIVERSITY OF NEW YORK (CUNY)—OFFICE OF VETERANS AFFAIRS (COVA)



555 West 57th Street, 14th Floor, New York, NY 10019

Telephone: 646.664.8835

<http://www2.cuny.edu/about/university-resources/veterans-affairs>

Provides support for veterans and reservists on CUNY campuses. Offers information about benefits, entitlements, counseling, and advocacy resources to assist veterans in pursuing academic and civilian careers.

See the full listing for CUNY on [page 54](#).

IRAQ AND AFGHANISTAN VETERANS OF AMERICA (IAVA)



85 Broad Street, 16th Floor, New York, NY 10004

Telephone: 212.982.9699

<http://iava.org>

An advocacy and support organization for Iraq and Afghanistan veterans and their families. Provides information and referrals on

disability claims, education benefits, for-profit school counseling, mental health, financial assistance, legal services, employment, housing services, and public benefits.

NEW YORK COUNTY LAWYERS ASSOCIATION (NYCLA)— VETERANS DISCHARGE UPGRADE PROJECT

14 Vesey Street, New York, NY 10007

Telephone: 212.267.6646

www.nycla.org

Provides veterans who have received a less-than-honorable discharge with legal assistance to appeal their discharge status. Volunteer attorneys prepare written applications through investigation and record-building. If a written application is denied, attorneys have the opportunity to represent the client at a hearing before a Discharge Review Board.

NYU LANGONE MEDICAL CENTER—THE STEVEN A. COHEN MILITARY FAMILY CLINIC

1 Park Avenue, 8th Floor, New York, NY 10016

Telephone: 855.698.4677

www.nyulangone.org/locations/military-family-clinic

Provides free therapy for service members and their families who are experiencing the lasting effects of all phases of military service and other life stressors, including relationship difficulties, school problems, unemployment, and relocation issues. By appointment only.

PARALYZED VETERANS OF AMERICA (PVA)

Bronx National Service Office—James J. Peters VAMC

130 West Kingsbridge Road, Room 1D-52A, Bronx, NY 10468

Telephone: 718.584.9000 x6272 / Toll-free: 866.297.1319

Benefits Hotline: 866.734.0857

www.pva.org

An advocacy and support organization for veterans who have experienced spinal cord injury or dysfunction. Provides resources and professional and legal services to disabled veterans, their caregivers, and their families including employment support, vocational rehabilitation, help with benefits, medical services, legal services, and caregiver support.

SERVICES FOR THE UNDERSERVED (S:US)—VETERAN SERVICES

Provides case management, education and employment services, and referrals to assist with reintegration. Supportive services are available for veteran families.

See the full listing for S:US on [page 117](#).

VETERANS CRISIS LINE

Crisis Line: 800.273.8255 (press 1) / TTY: 800.799.4889
www.veteranscrisisline.net

Connects veterans in crisis and their families and friends with qualified VA responders through a confidential toll-free hotline. Online chat and texting are also available. Support is offered 24 hours a day, 7 days a week, 365 days a year.

People with Disabilities

COMPOSED PRIMARILY
OF WATER AND LIGHT

THIS IS MY BODY
I AM ITS LIGHT

— JENNIFER BARTLETT



USED WITH PERMISSION FROM THE ARTIST.

OUR VISION

ARTWORK BY MICHAEL NICHOL

NEW YORK RELAY CENTER 

Telephone: 711

www.nyrelay.com

Connects standard (voice) telephone users with deaf, hard-of-hearing, deaf-blind, speech-disabled, or late-deafened people who use text telephones (TTYs) or voice carry-over (VCO) phones.

Rights While Incarcerated

The following is from the ADA National Network's fact sheet found online at <https://adata.org/factsheet/corrections>.

The Department of Justice issued revised Americans with Disabilities Act (ADA) Title II regulations which took effect March 15, 2011. These regulations require adult and juvenile jails and prisons (including private prisons) to make accessible benefits, services, programs, and activities to any incarcerated person with a disability. The law requires that qualified people with disabilities should have access to all programs to which they would otherwise be entitled, including educational, vocational, work release, employment, and religious programs, whether mandatory or voluntary.

People with disabilities must be housed in the most integrated setting appropriate to the needs of the individuals. This means there needs to be accessible housing in all security classifications and/or program levels of a facility. Unless it is appropriate to make an exception, jails and prisons shall not place people with disabilities:

- In inappropriate security classifications because no accessible cells or beds are available
- In medical areas, unless they are actually receiving medical care or treatment
- In facilities that do not offer the same programs as facilities where they otherwise would be housed
- In distant facilities where they would otherwise not be housed that would deprive them of visitation with family members

Facilities should provide accessible mobility features to cells such as an accessible route to and through the room, an entry door

with adequate clear width, maneuvering clearance, and accessible hardware. Altered cells with mobility features shall be provided in each classification level.

People should have equal physical access to areas used for visitation, dining, recreation, educational programs, medical services, work programs, religious services, and other offered programs. If it is technically infeasible to house someone in an area that meets these standards, a transfer within the same prison system must be provided.

If your rights have been violated, please see [page 164](#) for information on filing a grievance.

ADA NATIONAL NETWORK—NORTHEAST ADA CENTER

K. Lisa Yang and Hock E. Tan Institute on Employment and Disability

Cornell University: ILR School

201 Dolgen Hall, Ithaca, NY 14853

Telephone: 800.949.4232

<https://adata.org/region-2-northeast-ada-center>

The regional center in charge of NYS. Provides information, training, and guidance on the Americans with Disabilities Act.

DISABILITY RIGHTS NEW YORK

25 Chapel Street, Suite 1005, Brooklyn, NY 11201

Telephone: 518.432.7861 / Toll-free: 800.993.8982

TTY: 518.512.3448

www.drny.org

Provides free civil legal assistance to individuals with disabilities, including individuals in state prisons and local jails. Assistance is limited to disability-related matters within agency resources.

Organizations

THE NEW YORK PUBLIC LIBRARY (NYPL)—SERVICES FOR PEOPLE WITH DISABILITIES

www.nypl.org/locations/map

NYPL complies with the Americans with Disabilities Act (ADA) and provides reasonable accommodations upon request for physical access, communications, or other needs to ensure services, activities, and programs are available to people with disabilities. Most library sites are accessible to people using wheelchairs. Full accessibility is indicated on the locations web page listed above. Libraries have assistive technology for those with hearing and/or vision loss. People with a disability may indicate this when they apply for a library card, and they will receive a discount on any fines. For hearing-impaired patrons, sign language interpretation or real-time captioning for library classes and programs can be arranged. Please email accessibility@nypl.org at least two weeks ahead of time to request accommodations.

THE NEW YORK PUBLIC LIBRARY (NYPL)—ANDREW HEISKELL BRAILLE AND TALKING BOOK LIBRARY

40 West 20th Street, New York, NY 10011
Telephone: 212.206.5400 / TTY: 212.206.5458
www.nypl.org/locations/heiskell

Provides reading materials for people who are blind, visually impaired, or have a physical disability that makes it difficult to read a book or standard print. Audiobooks, as well as an audiobook player, can be mailed to your home free of charge. Also provides access to a free audiobook app, on-site assistive technology, and one-on-one technology coaching. Call, email talkingbooks@nypl.org, or go to www.nypl.org/accessibility/print-disabilities for more information.

NYS COMMISSION FOR THE BLIND (NYSCB)

Telephone: 866.871.3000

www.ocfs.state.ny.us/main/cbvh

80 Maiden Lane, Suite 401, New York, NY 10038

Telephone: 212.825.5710

163 West 125th Street, Suite 1315, New York, NY 10027

Telephone: 212.961.4440

Provides information on financial resources and vocational training. Help with transportation and use of Braille is available. To be eligible, one must be blind from birth or have been declared legally blind. Call for an appointment.

NYS DEPARTMENT OF EDUCATION—ADULT CAREER AND CONTINUING EDUCATION SERVICES—VOCATIONAL REHABILITATION (ACCES—VR)

89 Washington Avenue, Albany, NY 12234

Telephone: 800.222.5627

www.acces.nysed.gov/vr

Provides vocational training and job placement for mentally, physically, or emotionally disabled people. Also offers individual counseling and can help sponsor a client through college. Call for an appointment. Must bring photo ID to the orientation.

Bronx residents: 718.931.3500

Brooklyn residents: 718.722.6700

Manhattan residents: 212.630.2300

Harlem Office: 212.961.4420

Queens residents: 347.510.3100

Staten Island residents: 718.816.4800

NYS OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

44 Holland Avenue, Albany, NY 12229

Telephone: 866.946.9733

www.opwdd.ny.gov

Coordinates services for individuals with developmental disabilities. Provides direct service and referrals to a network of providers with a wide variety of services and support. Call a local office for information on referral services.

Bronx: 718.430.0885

Brooklyn: 718.642.6000

Manhattan: 646.766.3222

Queens: 718.217.5890

Staten Island: 718.983.5233

I/DD ID Cards

A new state law now makes identification cards available to people who have a medically diagnosed developmental disability. I/DD ID cards contain basic information, along with an emergency contact, and are meant to be presented to law enforcement, firefighters, and emergency medical services personnel to aid in the communication process. The cards are free and voluntary. Visit the website at https://opwdd.ny.gov/opwdd_services_supports/iddidcards to request an ID card.

NYC DEPARTMENT OF TRANSPORTATION—PARKING PERMITS FOR PEOPLE WITH DISABILITIES

30-30 Thomson Avenue, 2nd Floor, Long Island City, NY 11101

Telephone: 718.433.3100 / TTY: 212.504.4115

www.nyc.gov/html/dot/html/motorist/pppinfo.shtml

Provides information on obtaining a special parking permit for physically disabled residents.

NYC MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES



100 Gold Street, 2nd Floor, New York, NY 10038

Telephone: 311

www.nyc.gov/mopd

Offers information and referrals in the areas of housing, transportation, discrimination, education, health, Social Security, and services to the homebound. Other languages are also spoken.

NYC TAXI AND LIMOUSINE COMMISSION—ACCESSIBILITY DISPATCH PROGRAM

Telephone: 311 / Dispatch: 646.599.9999

<http://accessibledispatch.com>

Provides wheelchair-accessible green and yellow taxi dispatching services. Accommodates pick-ups and drop-offs in all five boroughs and NYC airports. There are no extra costs for passengers. To book a taxi call, visit the website, or download the Accessible Dispatch mobile app.

CENTER FOR HEARING AND COMMUNICATION

50 Broadway, 6th Floor, New York, NY 10004

Telephone: 917.305.7700 / TTY: 917.305.7999

www.chchearing.org

Offers a comprehensive program of rehabilitative and human services for those who are deaf or hard of hearing including free hearing screening, assistive devices, and listening center. Lip-reading offered. Mental health options include individual psychotherapy, couples therapy, family therapy, therapeutic support groups, and crisis intervention. Sign language also available.

FEDCAP

www.fedcap.org

Headquarters

633 3rd Avenue, New York, NY 10017

Telephone: 212.727.4200

Vocational Rehabilitation

210 East 43rd Street, New York, NY 10017

Telephone: 212.727.4327

Offers comprehensive vocational rehabilitation services for people with disabilities who are ages 18 and over and referred by ACCES-VR, the Commission for the Blind and Physically Handicapped, or the Department of Veterans Affairs.

HEARING LOSS ASSOCIATION OF AMERICA (HLAA)—NYC CHAPTER

P.O. Box 602, Radio City Station, New York, NY 10101

Telephone: 212.769.4327

www.hearinglossnyc.org

Provides information, education, support, and advocacy for people with hearing loss. Chapter meetings take place eight times a year (every month except January, June, July, and August) on the third Tuesday of every month from 5:30–8pm. All meetings are at 40 East 35th Street in the downstairs assembly room unless otherwise specified. All meetings feature open captioning and meeting rooms are equipped with audio loops, which transmit sound directly to hearing aids and cochlear implants equipped with telecoils. An ASL interpreter is available upon request with five days' notice.

INDEPENDENT LIVING CENTERS (ILCS)

Nonprofit community-based organizations whose goal is to help people with disabilities in New York City lead full, independent, and

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

Bronx Independent Living Services

4419 3rd Avenue, Suite 2C, Bronx, NY 10457

Telephone: 718.515.2800 / TTY: 718.515.2803

Videophone: 866.426.8059

<http://bils.org>

Brooklyn Center for Independence of the Disabled

27 Smith Street, Suite 200, Brooklyn, NY 11201

Telephone: 718.998.3000 / TTY: 718.998.7406

www.bcid.org

Center for Independence of the Disabled NY—Manhattan

841 Broadway, Suite 301, New York, NY 10003

Telephone: 212.674.2300 / Videophone: 646.350.2681

www.cidny.org

Harlem Independent Living Center

289 St. Nicholas Avenue, Suite 21, Lower Level, New York, NY 10027

Telephone: 212.222.7122 / Relay: 866.326.5876

Sorenson VP: 646.755.3092

<https://hilc.org>

Center for Independence of the Disabled NY—Queens

80-02 Kew Gardens Road, Suite 400, Kew Gardens, NY 11415

Telephone: 646.442.1520 / Videophone: 347.905.5088

www.cidny.org

Staten Island Center for Independent Living

470 Castleton Avenue, Staten Island, NY 10301

Telephone: 718.720.9016 / TTY: 718.720.9870

www.siciliving.org

INSTITUTE FOR CAREER DEVELOPMENT (ICD)

123 William Street, 5th Floor, New York, NY 10038
Telephone: 212.585.6000
www.icdnyc.org

Provides services to individuals with disabilities. Vocational training programs include building repair technicians, custodial services, information technology, office technology, veterinary assistant, human services, and early child development. In order to qualify for services, individuals must be referred through ACCES-VR.

JOB PATH, INC.

256 West 38th Street, 2nd Floor, New York, NY 10018
Telephone: 212.944.0564
www.jobpathnyc.org

Provides subsidized, short-term employment for developmentally disabled people of working age with a goal toward permanent employment. Referrals from ACCES-VR and other agencies accepted.

LIGHTHOUSE GUILD VISION PLUS HEALTH

250 West 64th Street, New York, NY 10023
Telephone: 800.284.4422 / TTY: 711
www.lighthouseguild.org

Provides a range of services for people who are blind or visually impaired, including those with multiple disabilities or chronic medical conditions. Offers assistance with learning how to navigate one's home, work, and the city, using adaptive technology, getting and keeping a job, and coping emotionally with the stress of vision loss. Provides access to a health center for diabetes-related services. Russian and Chinese are also spoken.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA)



Telephone: 511 / TTY: 711

www.mta.info

Offers fare discounts for seniors and people with disabilities. Access-A-Ride provides transportation for people who are unable to use public bus or subway service for some or all of their trips. Call or visit the website for applications, more information, or for a list of accessible subway and rail stations for customers who have ambulatory disabilities, are accompanied by a service animal, or use a wheelchair.

SINERGIA

2082 Lexington Avenue, 4th Floor, New York, NY 10035

Telephone: 212.643.2840 / Toll-free: 866.867.9665

www.sinergiany.org

Provides services, housing, and advocacy for people with disabilities in the Bronx and Northern Manhattan. Multicultural services to individuals and families whose complex needs go beyond disability-related services are also provided. Services include homelessness prevention, immigration services, unemployment services, poverty management and prevention, and support with discrimination based on disability, race, language status, sexual orientation, or gender identity. Programs are designed to meet the needs of individuals of all ages and their families.

VISIONS

Telephone: 888.245.8333

www.visionsvcb.org

500 Greenwich Street, 3rd Floor, New York, NY 10013

Telephone: 212.625.1616

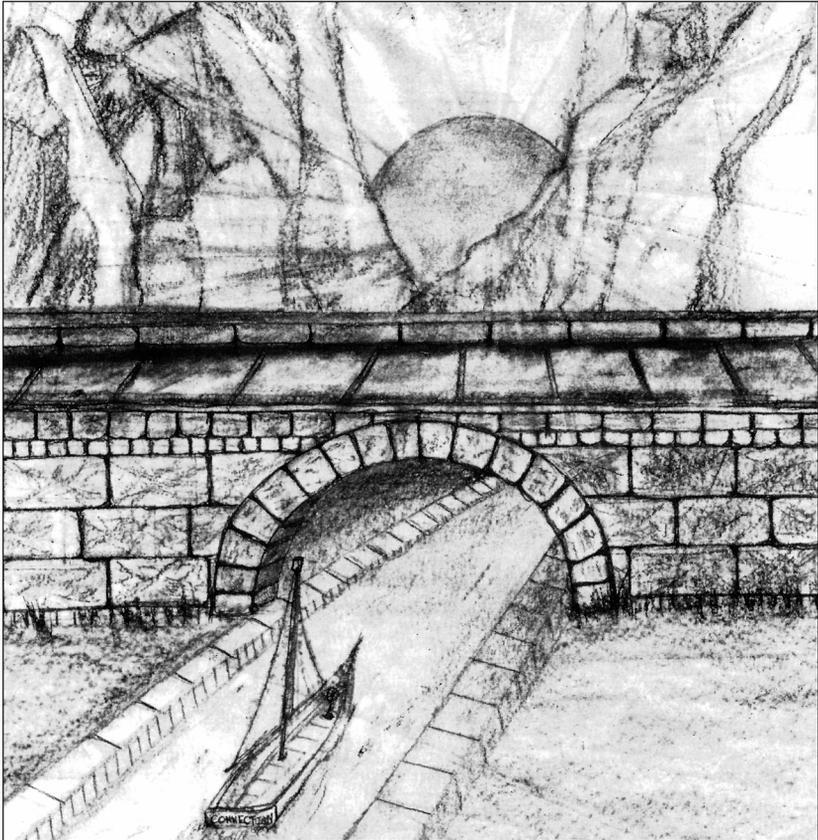
135 West 23rd Street, New York, NY 10011

Telephone: 646.486.4444

Provides rehabilitation and social services to blind and visually impaired people of all ages to adjust to blindness and vision loss, lead independent lives, and obtain work. Offers vision rehabilitation therapy, orientation and mobility training, occupational therapy, low vision exams and aids, counseling, workforce development services, training and support for families and unpaid caregivers, public education, and information and referral services including the Blindline website and call center.

Women

THEY ASK ME TO REMEMBER
BUT THEY WANT ME TO REMEMBER
THEIR MEMORIES
AND I KEEP ON REMEMBERING MINE
— LUCILLE CLIFTON



USED WITH PERMISSION FROM THE ARTIST.

SAFE PASSAGE

ARTWORK BY CESAR GUZMAN

Organizations

ACLU—REPRODUCTIVE FREEDOM PROJECT 

125 Broad Street, 18th Floor, New York, NY 10004

Telephone: 212.549.2500

www.aclu.org/know-your-rights/prisoners-rights/#im-pregnant-and-in-prison

The Reproductive Freedom Project advocates for pregnant women who are incarcerated to receive reproductive health services. Write for a Know Your Rights fact sheet.

If you are pregnant, being in prison or jail does not mean you lose your right to decide whether to continue your pregnancy or have an abortion.



Your rights:

- You have the right to an abortion if you want one, and to refuse an abortion if you do not want one.
- You have the right to prenatal and other medical care for your pregnancy and postpartum care.
- You cannot be forced to pay before you can get the medical care you need.
- You have the right to refuse sterilization or other unwanted birth control after your pregnancy.

What to do if you think your rights have been violated:

- If you are not getting the medical care you need, ask other medical staff to help you.
- Document everything that happens. Put your request for an abortion or other medical care in writing and keep a copy. Also, keep a list of the people who you've spoken to or contacted and write down what they say and the dates and times you spoke to them.
- In addition to your request for medical care, you should also file a grievance (an official complaint) if your medical needs are not met.
- If your grievance is denied or rejected, file an appeal and pay

attention to all the rules and deadlines of the grievance system, which are usually written in the inmate handbook. For more information on filing a grievance, please see [page 164](#).

If you are not being provided the medical care you need, contact your lawyer or the ACLU.

**CENTER FOR COMMUNITY ALTERNATIVES (CCA)—
CROSSROADS FOR WOMEN**   

A substance use disorder treatment program offered as an alternative-to-incarceration for women ages 18 and over.

See the full listing for CCA on [page 31](#).

**EDWIN GOULD SERVICES FOR CHILDREN AND FAMILIES—
STEPS TO END FAMILY VIOLENCE**  

413 East 120th Street, New York, NY 10035
Telephone: 646.315.7600 / Helpline: 877.783.7794
www.egscf.org

Offers individual and group support as well as legal advocacy and court accompaniment to survivors of intimate partner violence and other forms of gender-based violence who have been criminalized for their efforts to survive or resist abusive partner behavior. An office is located at the Rose M. Singer Center at Rikers Island and an office is located in East Harlem for survivors in the community.

GREENHOPE SERVICES FOR WOMEN, INC. 

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

Provides residential, day treatment, and outpatient programs for court-involved women with a history of substance use disorder. Alternative-to-incarceration and parole programs, aftercare

services, substance use disorder counseling, domestic violence education and prevention, legal advocacy services, vocational and educational services, prevention services, and supportive housing offered. Walk-ins are welcome.

HOUR CHILDREN



Provides comprehensive services to incarcerated and formerly incarcerated women and their families.

See the full listing for Hour Children on [page 268](#).

THE LADIES OF HOPE MINISTRIES (THE LOHM)

8 West 126th Street, New York, NY 10027

Telephone: 646.820.0011

www.thelohm.org

An organization whose aim is to help formerly incarcerated women transition back into society through education, spiritual empowerment, entrepreneurship, and advocacy. Runs Hope House, a safe housing space for formerly incarcerated women and girls, located in the Bronx. The Angel Foods Project delivers free healthy food to formerly incarcerated women and their families and the families of incarcerated women. The Parole & Probation Accountability Project (PPAP) focuses on challenging and changing parole and probation. Faces of Women Imprisoned is a Speakers Bureau created and run by formerly incarcerated women with the goal to deepen and broaden the public conversation, empower formerly incarcerated women, and provide income for women as they speak around the country.

PROVIDENCE HOUSE



Provides transitional residences, individual apartments, and permanent supportive housing for women specifically for women recently paroled from prison (and their children).

See the full listing for Providence House on [page 77](#).

WOMEN ON THE RISE TELLING HERSTORY (WORTH)

171 East 122nd Street, Suite 2R, New York, NY 10035

Telephone: 646.918.6858

<https://womenontheriseworth.wordpress.com>

An advocacy and consultant group comprised of currently and formerly incarcerated women. Provides services including leadership development, organizing, mentoring, and mutual support.

WOMEN'S PRISON ASSOCIATION (WPA)

Provides a range of services for court-involved and formerly incarcerated women.

See the full listing for WPA on [page 40](#).

NYS DEPARTMENT OF HEALTH—WOMEN, INFANTS, AND CHILDREN (WIC) PROGRAM

Telephone: 800.522.5006

www.health.ny.gov/prevention/nutrition/wic

Provides vouchers that can be used at neighborhood stores to buy WIC foods such as milk, cheese, juice, formula, cereal, and eggs. Eligibility criteria include being pregnant, breastfeeding, or post-partum, having children under the age of 5, being at nutritional or medical risk, and being income eligible. Verified public assistance, Medicaid, and food stamp participants are automatically WIC eligible. Call for a referral. Other languages are also spoken.

NYC MAYOR'S OFFICE TO COMBAT DOMESTIC VIOLENCE—FAMILY JUSTICE CENTERS (FJCS)

Provides free and confidential legal, counseling, and supportive

services for survivors of domestic violence, elder abuse, and sex trafficking, with immediate assistance for victims of domestic violence, regardless of language, immigration, or economic status.

See the full listing for FJCs on [page 272](#).

THE BOWERY MISSION—WOMEN'S CENTERS

Provides residential programs and transitional housing for women ages 18–55 with services including counseling, life-skills classes, money management, and job training in a private home.

See the full listing for The Bowery Mission on [page 78](#).

BREAST AND CERVICAL CANCER DETECTION

Memorial Sloan Kettering Cancer Center

Telephone: 212.639.2000

www.mskcc.org

Breast Examination Center of Harlem

163 West 125th Street, New York, NY 10027

Telephone: 212.531.8000 (appointments)

Nurse practitioners on staff. Services to uninsured people at no out-of-pocket cost include breast cancer screening, mammograms, pelvic examinations, and pap smears.

Evelyn H. Lauder Breast Center

300 East 66th Street, Floors 1–4, New York, NY 10065

Telephone: 646.227.3700 (screening services)

Services include medical oncology, surgery consultations, chemotherapy, pathology, diagnostic imaging including mammograms, gynecologic medical services, and screening programs.

CRIME VICTIMS TREATMENT CENTER (CVTC)

Provides medical, legal, and psychological support for survivors of interpersonal violence.

See the full listing for CVTC on [page 119](#).

FELICITY HOUSE

25 East 22nd Street, New York, NY

Telephone: 646.362.0007

<https://felicity-house.org>

A community center for adult women 18 and older with a professional diagnosis of autism. Offers a range of programming including workshops, open-door events, a town hall, social meetings, open hours for activities like painting and puzzles, special interest groups, physical activities, movie nights, lectures and performances, and board game nights.

GRACE INSTITUTE

40 Rector Street, 14th Floor, New York, NY 10006

Telephone: 212.832.7605

www.graceinstitute.org

Offers tuition-free job-skills training for women in administrative fields and provides job placement and job retention support for low-income women. Visit the website to find more information on requirements and application process.

HOT BREAD KITCHEN

A training and job placement program for women who are interested in a career in the food industry.

See the full listing for Hot Bread Kitchen on [page 300](#).

NONTRADITIONAL EMPLOYMENT FOR WOMEN (NEW)

An employment and training program for women interested in construction, utility, and maintenance trades.

See the full listing for NEW on [page 300](#).

PLANNED PARENTHOOD OF NYC

26 Bleecker Street, New York, NY 10012

Telephone: 212.965.7000

www.ppnyc.org

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 or check online for a list of locations.

QUEENS COLLEGE—WOMEN AND WORK PROGRAM

A 14-week program to help prepare women to enter or reenter the workplace.

See the full listing for the Women and Work Program on [page 301](#).

SAFE HORIZON

2 Lafayette Street, #3, New York, NY 10007

Telephone: 212.577.7700

www.safehorizon.org

Crime Victims Hotline: 866.689.4357

Domestic Violence Hotline: 800.621.4673

Rape and Sexual Assault Hotline: 212.227.3000

Offer crisis counseling and information or referrals to a wide variety of resources, including crime victim services and domestic violence shelters for women who are survivors of domestic violence in multiple locations across the 5 boroughs. Can provide new locks. Other languages are also spoken. Call 24 hours a day, 7 days a week.

SAKHI FOR SOUTH ASIAN WOMEN

P.O. Box 1333, Church Street Station, New York, NY 10008

Telephone: 212.714.9153 / Helpline: 212.868.6741

www.sakhi.org

An organization fighting for the end of violence against South Asian or South Asian-identifying women. Provides services including crisis response, safety planning, ongoing emotional support, weekly support groups, low-cost or free health consultations and exams, public benefits, shelter and/or housing, accompaniments, and translation assistance. Provides advocacy in court, during healthcare visits, and at public benefits and welfare agencies. Also offers immigration and civic engagement services, and youth empowerment programs.

WIN NYC

Provides shelter and supportive services for women with children.

See the full listing for Win NYC on [page 275](#)

Helplines

AMERICAN CANCER SOCIETY—NEW YORK 

Helpline: 800.227.2345

www.cancer.org/about-us/local/new-york.html

Provides help with any patient services, resource requests, or cancer (including breast cancer) information questions 24 hours a day, 7 days a week.

THE GROWING UP HEALTHY HOTLINE 

Telephone: 800.522.5006

www.health.ny.gov/community/pregnancy/health_care/prenatal/guh.htm

Provides referrals to low-income people who are pregnant or who have children under the age of 5 and assistance with accessing affordable prenatal care or other healthcare, contraceptives, insur-

ance, food pantries, and other services for families. Call 24 hours a day, 7 days a week.

SEX CRIMES REPORT LINE 

Telephone: 212.267.7273

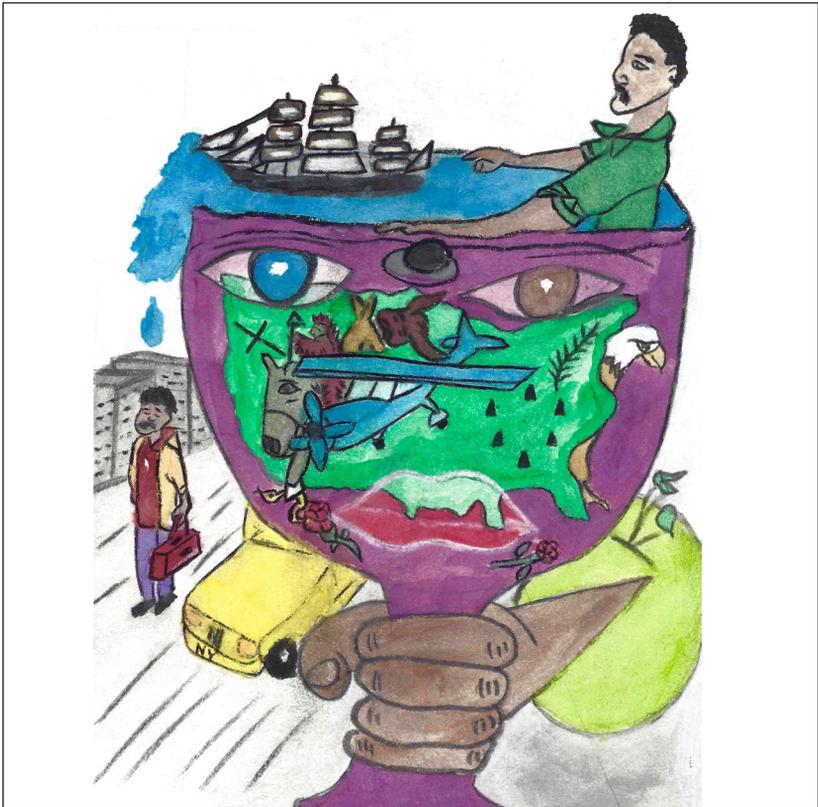
www.manhattanda.org/victim-resources/sex-crimes

Staffed by female detectives who take police reports over the phone, conducts investigations, and provides information and referrals. Call 24 hours a day, 7 days a week.

Older People

THE ESSENCE OF A HUMAN BEING IS RESISTANT TO THE PASSAGE OF TIME. OUR INNER LIVES ARE ETERNAL, WHICH IS TO SAY THAT OUR SPIRITS REMAIN AS YOUTHFUL AND VIGOROUS AS WHEN WE WERE IN FULL BLOOM.

— GABRIEL GARCIA MARQUEZ



USED WITH PERMISSION FROM THE ARTIST.

MY LIFE RUNNETH OVER

ARTWORK BY NELSON VASQUEZ

Organizations

OSBORNE ASSOCIATION—ELDER REENTRY INITIATIVE PROJECT (ERI)

Care managers and mentors work with older adults to create individualized, age-appropriate discharge and care management service plans. Upon release, each participant is supported throughout the process of securing services and receives follow-up services. Services include financial assistance, benefits and entitlements, employment training and opportunities, medical services, home-delivered meals, in-home services, appropriate housing placement, elder abuse and crime victims services, transportation, legal services, services for LGBTQI+ seniors, services for veterans, vision rehabilitation and hearing loss services, and local senior centers memberships.

To join ERI from Fishkill or Sing Sing you must be at least 50 years old at your projected release date, have served 10 or more years in prison, have a set release date or are eligible for parole consideration within one year, and plan to return to NYC following release.

To join ERI from Rikers Island you must be at least 50 years old at your projected release date, have been sentenced, and plan to return to NYC following release.

To join ERI post-release, you must be at least 50 years old, be within a year of release from prison or jail, and live within New York City.

See the full listing for Osborne Association on [page 38](#).

RELEASE AGING PEOPLE IN PRISON PROJECT (RAPP)

168 Canal Street, 6th Floor, New York, NY 10013

Telephone: 212.254.5700 x317

www.rappcampaign.com

A community organizing project working to end mass incarceration

tion by promoting racial justice and the release of older people from prison. Advocates for policy changes to establish a fair parole process focused on how people have changed. Works in several Aging Reentry task forces, including one hosted by the New York City Council. The Campaign meets on the first Wednesday of every month at 6pm and all are welcome.

BROOKLYN PUBLIC LIBRARY (BPL)—SERVICES FOR OLDER ADULTS

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.230.2442
www.bklynlibrary.org/seniors

Offers a range of programs, services, resources, and events for adults ages 50 and over and their caregivers including lectures, health and wellness series, musical performances, art classes, classes on computer basics, and more. Also provides retirement literacy, estate planning workshops, senior housing and rent freeze programs, and job-readiness programs.

NYC COMMISSION ON HUMAN RIGHTS

Contact to file a complaint for discrimination in employment, housing and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, gender, pregnancy, gender identity and gender expression, disability, sexual orientation, marital or partnership status, alienage or citizenship status (non-citizen or immigration status).

See the full listing for NYC Commission on Human Rights on [page 168](#).

NYC DEPARTMENT FOR THE AGING (DFTA)

2 Lafayette Street, New York, NY 10007
Telephone: 311

www.nyc.gov/aging

Provides services for older adults through various community agencies including transportation, legal assistance, vision rehabilitation and hearing-loss services, the Elderly Crime Victims Resource Center, and referrals to service providers in the community. Case management agencies help seniors obtain needed home-delivered meals, in-home services and entitlements, and benefits. Senior centers offer cultural, creative, recreational, and fitness activities in addition to nutritious meals. The Grandparent Resource Center provides information and assistance to people who are raising grandchildren and other young relatives.

**NYC MAYOR'S OFFICE TO COMBAT DOMESTIC VIOLENCE—
FAMILY JUSTICE CENTERS (FJCS)**  

Provides free and confidential legal, counseling, and supportive services for survivors of domestic violence, elder abuse, and sex trafficking, with immediate assistance for victims of domestic violence, regardless of language, immigration, or economic status.

See the full listing for FJCs on [page 272](#).

**CHINESE-AMERICAN PLANNING COUNCIL—SENIOR
SERVICES**

Offers aid and social activities to New York's population of older Chinese. Information and help in several languages on entitlements, food stamps, housing applications, and case assistance are provided.

See the full listing for Chinese-American Planning Council on [page 189](#).

DOROT—UNIVERSITY WITHOUT WALLS

Telephone: 212.769.2850
www.dorotusa.org

Offers a mixture of group discussions, lectures, and classes available over the phone or online for older adults. Most classes are 50 minutes long. One-time sessions are free of charge. All other courses are \$15 each. There is no registration fee. Scholarships are available.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA)— REDUCED-FARE METROCARD

Telephone: 511 / TTY: 711

www.mta.info

Offers fare discounts for people ages 65 and over and people with disabilities. Call or visit the website for more information and application instructions.

NYC-ARTS—CULTURAL GUIDE FOR SENIORS

www.nyc-arts.org/seniors

Provides details on programs for senior citizens, ticket and membership discounts, and assistance available for visitors with disabilities. The cultural groups include museums, dance and theater companies, libraries, performing arts venues, zoos, and more throughout NYC.

RESERVE

Telephone: 212.727.4335

www.reserveinc.org

Matches continuing professionals ages 50 and over with nonprofit organizations, public institutions, and government agencies that need their expertise. Participants are placed in capacity-building and direct service part-time positions, which draw on the professional skills they acquired during their primary careers. Participants receive stipends.

SERVICES AND ADVOCACY AND LGBT ELDERS (SAGE)

ES

Provides crisis intervention, support groups to LGBTQI+ people, and individual, homebound, family, and group counseling to people ages 60 and over and their caregivers.

See the full listing for SAGE on [page 242](#).

Medical Care

A Complete Guide to Health Insurance Coverage for Older New Yorkers can be found online at www1.nyc.gov/site/dfta/services/health-insurance-assistance.page.

MEDICARE ES

Telephone: 800.633.4227 / TTY: 877.486.2048

www.medicare.gov

The federal government's health insurance program for people ages 65 and over.

ELDERLY PHARMACEUTICAL INSURANCE COVERAGE (EPIC) ES

Telephone: 800.332.3742 / TTY: 800.290.9138

www.health.ny.gov/health_care/epic

Helps seniors pay for prescription drugs. Call or visit the website for information on eligibility.

Housing

Please also see in the *Housing* chapter, starting on [page 75](#), for more organizations and shelters. The Doe Fund, The Fortune Society, Greenhope, Hour Children, Providence House, and the Women's Prison Association all provide housing for older people.

NYC HOUSING AUTHORITY (NYCHA)—FAMILY REENTRY PROGRAM



Telephone: 212.306.6024

<https://www1.nyc.gov/site/nycha/residents/family-partnerships.page>

Helps to reunite select individuals leaving prison and jail with their families who live in qualified public housing apartments and provides the returning individual with reentry services. Eligible individuals must demonstrate that they are motivated to make a positive change in their lives and must agree to intensive case management services. Works with currently incarcerated people who have a release date.

CENTERS HEALTHCARE

4770 White Plains Road, Bronx, NY 10470

Telephone: 718.931.9700

www.centershealthcare.com

Composed of over 40 nursing homes and two assisted living facilities across New York State, New Jersey, and Rhode Island, and offers discharge planning for the chronically ill. Staff frequently visit Rikers and Ward's Island and do screenings for nursing home placements.

LGBTQI+

WE ARE THE ONES WE'VE BEEN WAITING FOR.

— JUNE JORDAN



USED WITH PERMISSION FROM THE ARTIST.

BLOOM

ARTWORK BY HECTOR MANUEL RODRIGUEZ

Organizations & Resources

NYC COMMISSION ON HUMAN RIGHTS

Contact to file a complaint for discrimination in employment, housing and public accommodations based on age, race, color, religion/creed, natural hair or hairstyles, national origin, gender, pregnancy, gender identity and gender expression, disability, sexual orientation, marital or partnership status, alienage or citizenship status (non-citizen or immigration status).

See the full listing for NYC Commission on Human Rights on [page 168](#).

NYC COMPTROLLER'S OFFICE—LGBTQ+ GUIDE

1 Centre Street, New York, NY 10007

Telephone: 212.669.3500

<https://comptroller.nyc.gov/services/for-the-public/lgbtq-guide/overview>

A directory of LGBTQ+ organizations and programs available in NYC. Contains over 500 listings with descriptions and contact information. Contact for a printed copy.

ALI FORNEY CENTER (AFC)

Provides emergency housing and services to LGBTQI+ youth ages 16–24 experiencing homelessness.

See the full listing for Ali Forney Center on [page 259](#).

ANTI-VIOLENCE PROJECT (AVP)

116 Nassau Street, 3rd Floor, New York, NY 10038

Telephone: 212.714.1184 / Hotline: 212.714.1141

TTY: 212.714.1134

www.avp.org

Offers free and confidential support services to the LGBTQI+ community and people living with HIV who are survivors of bias violence, intimate-partner violence, pickup violence, police misconduct, HIV-related violence, rape, and sexual violence. Provides accompaniment to police, court, medical, or social-service agencies. Economic empowerment counseling, legal services, and individual and group counseling is available. The crisis hotline offers 24-hour assistance from counselors and trained volunteers.

BLACK & PINK 

6223 Maple Street, #4600, Omaha, NE 68104

Telephone: 531.600.9089

www.blackandpink.org

Provides advocacy, support, and direct services to currently and formerly incarcerated LGBTQI+ people. Services to incarcerated members include pen-pal matching and correspondence, a visitation program, and solidarity packages. Also offers a coming home support working group.

CALLEN-LORDE HEALTH CENTER 

www.callen-lorde.org

3144 3rd Avenue, Bronx, NY 10451

Telephone: 718.215.1800

230 West 17th Street, New York, NY 10011

Telephone: 212.271.7200

356 West 18th Street, New York, NY 10011

Telephone: 212.271.7200

Provides healthcare and related services targeted to the LGBTQI+ community and people living with HIV/AIDS, regardless of ability

to pay. Offers primary care, HIV care, women’s healthcare, adolescent healthcare, transgender healthcare (including hormone therapy), mental healthcare, care coordination, dental services, sexual health services, and an on-site pharmacy. Free walk-in HIV testing and insurance enrollment assistance are available for non-patients. All locations have interpretation services available upon request, including ASL.

CENTER FOR ANTI-VIOLENCE EDUCATION

327 7th Street, 2nd Floor, Brooklyn, NY 11215
Telephone: 718.788.1775
www.caeny.org

Offers classes in karate and self-defense for all women (cis and trans), gender non-conforming individuals, and those on the trans spectrum, regardless of age or physical ability. Also offers an after-school program in self-defense and violence prevention for teen women and transgender youth. Programs for girls and transgender youth ages 12–19, and women and transgender people who are survivors of sexual abuse, domestic violence, or child abuse are free. Select programs are offered to cisgender men. Free childcare is provided.

DESTINATION TOMORROW

452 East 149th Street, Suite 3, Bronx, NY 10455
Telephone: 646.723.3325
www.destinationtomorrow.org

Offers in-house and referral-based services to the LGBTQI+ community. Services include a youth drop-in center, counseling, support groups, legal referrals, and trans-affirming healthcare in partnership with Montefiore Medical Clinic’s Cicero Program. Free classes, including job-readiness training, computer programming, and financial literacy, are also available. Chinese spoken.

GAY MEN OF AFRICAN DESCENT (GMAD)



540 Atlantic Avenue, Lower Level, Brooklyn, NY 11217

Telephone: 718.222.6300

www.gmad.org

Provides support, direct-care services, a PrEP program, substance use disorder treatment and other services for gay men of color. Individual psychotherapy is offered, with the first 5 sessions available for free. Support groups include the Friday Night Forum—a community group, sexuality discussion group, and a support group for young men, young men living with HIV, and those who have been living with HIV long-term.

HETRICK-MARTIN INSTITUTE (HMI)



Provides free year-round programs and services for LGBTQI+ youth and allies ages 13–24.

See the full listing for HMI on [page 261](#).

IDENTITY HOUSE

www.identityhouse.org

41 East 11th Street, 4th Floor, New York, NY 10003

Hours: Thu 6:30pm–8:30pm

208 West 13th Street, New York, NY 10011

Hours: Sat and Sun 6pm–8pm

Provides service as a peer-counseling center, offering a walk-in counseling and referral center as well as weekly support groups where people can talk about issues related to sexual orientation and gender identity. Conferences and workshops are held throughout the year on a variety of issues. Every Thu, Sat, and Sun night peer-counseling and referral services for the LGBTQI+ community are available. No appointments necessary.

LAMBDA LEGAL 

Provides help and advocacy for the LGBTQI+ community and those living with HIV who have faced discrimination of any kind.

See the full listing for Lambda Legal on [page 145](#).

**LESBIAN, GAY, BISEXUAL, AND TRANSGENDER
COMMUNITY CENTER (THE CENTER)** 

208 West 13th Street, New York, NY 10011

Telephone: 212.620.7310

www.gaycenter.org

Serves as a meeting place for over 400 organizations concerned with the social, health, political, cultural, and business concerns of the LGBTQI+ community. Offers many free and low-cost cultural and social activities. Provides support, substance use recovery and health services, career services, advocacy programs, and family and youth services. Also hosts a lending library of LGBTQI+ material and a national archive of LGBTQI+ history.

**LGBT BAR ASSOCIATION OF GREATER NEW YORK
(LEGAL)** 

Provides several legal services to the LGBTQI+ community including free walk-in clinics throughout NYC and an online legal help platform.

See the full listing for LeGaL on [page 148](#).

NATIONAL CENTER FOR LESBIAN RIGHTS (NCLR) 

Legal Helpline: 800.528.6257

www.ncrlights.org

National Headquarters

870 Market Street, Suite 370, San Francisco, CA 94102

Telephone: 415.392.6257

Washington DC Office

1776 K Street NW, Suite 852, Washington, DC 20006

Telephone: 202.734.3545

A national legal organization committed to advancing the civil and human rights of lesbian, gay, bisexual, and transgender people and their families through litigation, legislation, policy, and public education. Works at the local, state, and federal levels to ensure that LGBTQI+ incarcerated people are as safely housed as possible and have access to medical care.

QUEER DETAINEE EMPOWERMENT PROJECT (QDEP) 



Works with LGBTQI+ immigrants who are currently in detention centers, those that have been recently released from detention centers, and those at risk of entering immigration detention in the tri-state area (Connecticut, New Jersey, New York).

See the full listing for QDEP on [page 197](#).

SERVICES AND ADVOCACY AND LGBT ELDERS (SAGE)



305 7th Avenue, 15th Floor, New York, NY 10001

Telephone: 212.741.2247

www.sageusa.org

Provides crisis intervention, support groups to LGBTQI+ people, and individual, homebound, family, and group counseling to people ages 60 and over and their caregivers. Social activities include dances, dinners, and writing and film workshops.

SAGE Center Bronx

260 East 188th Street, 2nd Floor, Bronx, NY 10458

Telephone: 718.960.3354

SAGE-GRIOT/Brooklyn

25 Flatbush Avenue, 5th Floor, Brooklyn, NY 11217
Telephone: 718.246.2775

SAGE Center Harlem
220 West 143rd Street, New York, NY 10030
Telephone: 646.660.8951

Edie Windsor SAGE Center
305 7th Avenue, 15th Floor, New York, NY 10001
Telephone: 646.576.8669

SAGE-Pride Center of Staten Island
25 Victory Blvd., 3rd Floor, Staten Island, NY 10301
Telephone: 718.808.1365

STONEWALL COMMUNITY FOUNDATION

1270 Broadway, Suite 501, New York, NY, 10001
Telephone: 212.457.1341
www.stonewallfoundation.org

Offers grants to U.S.-based 501(c)(3) nonprofits that serve the LGBTQI+ community. Microgrants, ranging from \$25–\$650, are offered to LGBTQI+ women who have an express need for support. Scholarships are also available to LGBTQI+ individuals, refugees, or asylum seekers for opportunities and access to education in NYC. Visit the website for requirements needed to apply for grants and scholarships.

SYLVIA RIVERA LAW PROJECT

147 West 24th Street, 5th Floor, New York, NY 10011
Telephone: 212.337.8550
<https://srlp.org>

Provides free legal services to transgender, gender non-conforming, and/or intersex people (TGNCI) who are people of color and/ or low-income. Clients must live in the 5 boroughs of NYC or be held in a NYS prison. In addition to legal services (name changes, healthcare, ID updates, prisoner rights, immigration assistance,

etc.), offers biweekly Tuesday evening membership nights for TGNCI people, where Metrocards and dinner are provided and the focus is on leadership training, organizing, and political work. Also offers Know Your Rights trainings and resources that can be sent to a person's housing, employment, or office. Call for intake hours, eligibility, and to make an appointment. Wheelchair accessible office.

TRANS LIFELINE

101 Broadway, #311, Oakland, CA 94607
Telephone: 510.771.1417 / Hotline: 877.565.8860
www.translifeline.org

A national, trans-led nonprofit hotline and microgrants organization offering direct emotional and financial support to transgender people in crisis. Operators for the hotline are available 18 hours a day every day of the week, and volunteer operators may be available during off-hours. Operators will only call emergency services with your express consent. Volunteers are all trans-identified and educated in the range of difficulties transgender people experience. The microgrants program can help people with changing their legal name and updating government identification documents. Visit the website for the application.

TRANSGENDER LAW CENTER (TLC)

P.O. Box 70976, Oakland, CA 94612
Telephone: 510.587.9696 / Collect: 510.380.8229
<https://transgenderlawcenter.org>

The largest national trans-led organization advocating self-determination for all people, grounded in legal expertise and committed to racial justice. The Detention Project works to end the abuses transgender and gender nonconforming (TGNC) people experience in prisons, jails, immigration detention, state hospitals, other forms of detention, and at the hands of law enforcement.

TRANSGENDER LEGAL DEFENSE & EDUCATION FUND— THE NAME CHANGE PROJECT

Telephone: 646.862.9396

www.tldef.org

Provides pro bono legal name change referrals for low-income TGNCNB (transgender, gender non-conforming, non-binary) people through partnerships with law firms and corporate law departments in NYC. Visit the website for more information on eligibility and intake form.

Rights for Incarcerated Transgender, Intersex, & GNC People

The ACLU has information for incarcerated transgender people, since the Bureau of Prisons (BOP) recently rolled back policies intended to protect them. According to the BOP’s “Transgender Offender Manual,” prison staff should “use biological sex as the initial determination” for housing. Additionally, the Prison Litigation Reform Act (PLRA) states that you must fully go through the grievance process at your facility before taking a case to court. For more information on filing a grievance, please see [page 164](#).

The following is from the ACLU’s Know Your Rights factsheet for incarcerated transgender people. You may read the full text at www.aclu.org/know-your-rights/prisoners-rights/#im-experiencing-discrimination-or-abuse-in-prison-because-im-transgender.

Or reach out to:

ACLU National Prison Project
915 15th Street NW, 7th Floor
Washington, DC 20005
Telephone: 212.549.2500

PREA Standards require prisons and jails to make individualized

housing and program placements for all transgender and intersex people, including when assigning them to male or female facilities. Many correctional facilities house transgender people in solitary confinement to protect them from violence. PREA says you cannot be segregated against your will for more than 30 days and if you are in protective custody you must have access to programs, privileges, and education and work opportunities to the extent possible.

Staff must evaluate you for gender dysphoria within a reasonable time if you request it. Medical treatment for incarcerated people diagnosed with gender dysphoria should be delivered according to accepted medical standards. Additionally, blanket bans on specific types of treatments, such as a ban on hormone therapy or gender confirmation surgery, are unconstitutional.

Staff should generally allow you gender-appropriate clothing and grooming supplies, and allow you to present yourself in a manner consistent with your gender identity, or they may be in violation of the Eighth Amendment.

Strip searches must be conducted professionally and respectfully. A strip search conducted in full view of other people and staff may violate your privacy rights. If there is no emergency, male staff should not strip-search women (including transgender women) and vice versa. Some jails have policies allowing transgender people to choose the gender of the staff to search them. Staff cannot conduct strip and pat-down searches solely to assess your genitals. Staff must be trained to conduct searches of transgender and intersex people in a professional and respectful manner, and in the least intrusive manner possible, consistent with security needs. If you request a private shower, PREA requires that officials grant you access.

Information on your legal rights

Get a copy of your prison's or jail's appeal policy. Always follow the policy exactly. Remember that PLRA only applies to cases that are brought by an incarcerated person. This means that your case will not be controlled by most of the PLRA provisions if you file it after your release. Because other legal deadlines may apply, though, you should always try to get legal advice before you make any deci-

sions about when or how to file a lawsuit about something that happened to you in prison or jail.

Keep track of everything that happened to you—the names of officers, other incarcerated people, where and when things happened, which policies are available, and which are not available, etc. Even if you never bring a case to court, having details about what happened can be very important if you reach out to other people for help. If you are afraid that staff might take your paperwork, send copies to people you trust on the outside. Be aware, though, that if you are not sending information by legal mail to an attorney or legal organization, staff will likely read everything you put in letters or envelopes.

For organizations that specialize in helping transgender people and other LGBTQI+ people, please consider reaching out to the National Center for Lesbian Rights (NCLR), the Transgender Law Center (TLC), and the Sylvia Rivera Law Project listed in this chapter.

More information on PREA starts on [page 170](#).

Youth

GUARD YOUR LIGHT AND PROTECT IT. MOVE IT FORWARD INTO THE WORLD AND BE FULLY CONFIDENT THAT IF WE CONNECT LIGHT TO LIGHT TO LIGHT, AND JOIN THE LIGHTS TOGETHER OF THE ONE BILLION YOUNG PEOPLE IN OUR WORLD TODAY, WE WILL BE ENOUGH TO SET OUR WHOLE PLANET AGLOW.

— HAFSAT ABIOLA



USED WITH PERMISSION FROM THE ARTIST.

FAMILY + BOND = CONNECTION

ARTWORK BY JEREMIAH WALKER

Raise the Age

On April 10, 2017, Governor Cuomo signed into law Raise the Age legislation that was included as part of the State Budget. The legislation raises the age of adult criminal responsibility in the State of New York to the age of 18 for most charges. The changes went into effect for 16-year-olds on 10/1/18 and for 17-year-olds on 10/1/19. This information can be found on www.ny.gov/programs/raise-age-0.

Parental notification

- Parents must be notified when their children are arrested.
- Questioning of youth must take place in age-appropriate settings, with parental involvement, and for appropriate lengths of time.

Misdemeanors

- All misdemeanor cases (other than Vehicle and Traffic Law misdemeanors) will be heard in Family Court pursuant to the Family Court Act.

Felonies

- All felony cases will start in the Youth Part of the adult criminal court.
- All non-violent felonies will be transferred from the Youth Part to the Family Court unless the District Attorney (DA) files a motion within 30 days showing “extraordinary circumstances” as to why the case should remain in the Youth Part. The Judge must decide within 5 days whether to prevent the transfer of the case to Family Court.
- Violent felonies can also be transferred from the Youth Part to the Family Court. If the charges do not include the accused displaying a deadly weapon in furtherance of the offense, causing significant physical injury, or engaging in unlawful sexual conduct, the case will transfer to Family Court unless the DA files a motion within 30 days showing “extraordinary circumstances.” If the charge does include an element listed above, removal to Family Court is only possible with the consent of the DA. Vehicle and Traffic Law cases and Class A felonies other than Class A drug offenses cannot be transferred.

- 16- and 17-year-olds whose cases remain in the Youth Part will be referred to as “Adolescent Offenders.” Adult sentencing will apply, but the Judge must take the youth’s age into account when sentencing. Adolescent Offenders are eligible for Youthful Offender treatment, as is the current law with respect to 16- and 17-year-olds charged as adults.
- Adolescent offenders may voluntarily participate in services while their case is pending.

Family Court

- Youth whose cases are heard in the Family Court will be processed pursuant to existing Juvenile Delinquency (JD) laws, which includes the opportunity for adjustment. They will not have a permanent criminal record.

Youth Part of Adult Court

- New “Youth Parts” will be created. All 13–15-year-old Juvenile Offenders and all 16–17-year-old Adolescent Offenders will have their cases in the Youth Part. Family Court judges will preside over cases in the Youth Parts.

Facilities

- No 16- or 17-year-old will be sentenced to or detained in a facility with adults, as of October 1, 2018.
- Youth whose cases are heard in Family Court may be detained or placed in OCFS-operated, OCFS-licensed, or ACS facilities (including Close to Home), as Juvenile Delinquents currently are.
- Adolescent Offenders who are detained pretrial will be held in a specialized secure juvenile detention center for older youth, regulated by OCFS and the state commission of correction. Judges have the discretion to order that Adolescent Offenders sentenced to less than a year serve such sentences in a specialized juvenile detention center for older youth.
- Adolescent Offenders who are sentenced to state imprisonment will be placed in an Adolescent Offender facility operated jointly by DOCCS and OFCS.

Organizations & Resources

ADVOCATES FOR CHILDREN (AFC)

151 West 30th Street, 5th Floor, New York, NY 10001
Telephone: 212.947.9779 / Helpline: 866.427.6033
www.advocatesforchildren.org

Advocates and works on behalf of children who are at risk for school-based discrimination and/or academic failure due to poverty, disability, race, ethnicity, immigrant or English language learner status, sexual orientation, gender identity, homelessness, or involvement in the foster care or juvenile court systems. Provides free advocacy services and legal representation to families from low-income backgrounds, including representation at school-related hearings and appeals. Serves students ages 0-26 who live in the five boroughs of NYC, including students with disabilities, immigrant students and English language learners, students facing disciplinary issues, students involved in the child welfare system, court-involved youth, and students in temporary housing.

Free workshops and trainings, as well as guidebooks and other informational resources for parents, youth, and social service providers are offered. Cantonese, Mandarin, and Haitian-Creole are spoken with the capacity to serve speakers of other languages via language line. No walk-ins. Call the Helpline Mon–Thu 10–4.

THE ANIMATION PROJECT (TAP)

291 Broadway, Room 700, New York, NY 10007
Telephone: 646.621.4212
<http://theanimationproject.org>

A program that teaches digital art technology skills to underserved and court-involved NYC youth ages 12–24 as a therapeutic medium and workforce development tool.

AVENUES FOR JUSTICE (AFJ)—ANDREW GLOVER YOUTH PROGRAM 

100 Centre Street, Room 1541, New York, NY 10013
Telephone: 212.349.6381
www.agyp.org

A supervised alternative-to-incarceration program for court-involved youth in Manhattan. Offers court advocacy. Provides supervision, education and mentorship, counseling referrals, and job training.

BRONXCONNECT   

432 East 149th Street, Bronx, NY 10455
Telephone: 718.402.6872
<https://bronxconnect.org>

A community and faith-based organization offering alternatives-to-detention and -incarceration to court-involved youth in the Bronx and Manhattan. Services include court advocacy, community therapeutic programming focused on areas impacted by gun violence, leadership classes, mentoring, employment readiness programs, workforce development, reentry case management, and tutoring. Offers a Misdemeanor Program with employment-focused alternatives-to-incarceration for youth age 24 and under facing 6–12 months in Rikers Island.

CENTER FOR ALTERNATIVE SENTENCING AND EMPLOYMENT SERVICES (CASES)—YOUTH SERVICES



151 Lawrence Street, 3rd Floor, Brooklyn, NY 11201
Telephone: 212.553.6300
www.cases.org/youth

Provides educational, employment, behavioral health, and related services to individuals who are court-ordered to participate in

its alternative-to-incarceration and alternative-to-detention programs, as well as those who participate in voluntary programs. Services offered through various programs include comprehensive screening and assessment, case management, education and employment services, mentoring, in-home family therapy, state-licensed mental health treatment, substance use disorder counseling, assistance with obtaining public benefits, service-learning projects, paid internships, assistance developing career plans, college placement, and retention services.

CENTER FOR COMMUNITY ALTERNATIVES (CCA)—YOUTH SERVICES NYC 

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

Provides services to court-involved youth including intensive community-based supervision, individual case management, educational and vocational counseling, life-skills groups, after-school arts enrichment, tutoring, volunteer work in the community, and referrals to community-based services. Family Court-involved youth through age 15 are eligible if they face a pending delinquency case or if they are at risk of placement through the Office of Children and Family Services. Young people in the adult criminal court system are eligible if they are between the ages 12–16, indicted in the Supreme Court as an adult or adjudicated on a delinquency matter, and detained at a juvenile facility. Referrals are initiated by legal guardians, defense counsel, and the courts.

THE CHILDREN'S VILLAGE 

www.childrensvillage.org

400 East Fordham Road, 6th Floor, Bronx, NY 10468
Telephone: 718.220.4700

2139 Adam Clayton Powell Jr. Blvd., New York, NY 10027
Telephone: 212.932.9009

Provides services including residential treatment centers, shelters for undocumented children, foster homes, mom/baby boarding homes, runaway/homeless shelters, foster care related services, residential programs, community centers, after-school programs, mentoring, and daycare to children and teens. The Arches program provides a mutual aid support system, education and employment support, and creative therapeutic techniques to Bronx-area young adults ages 16–24 on probation. Next S.T.E.P.S. (Striving Towards Engagement & Peaceful Solutions) is an 11-month community program that works to decrease the number of violent crimes and incarcerations in Harlem. The Bravehearts program offers weekly support meetings and mentoring for young adults who have been in foster care, were homeless, or were incarcerated. The Bravery Behind Bars provides similar support to currently incarcerated young adults.

EXALT YOUTH

17 Battery Place, Suite 307, New York, NY 10004
Telephone: 347.621.6100
<https://exaltyouth.org>

A professional and educational paid internship program for court-involved youth ages 15–19 of all gender identities who do not have a high school diploma. The program involves 6 weeks of pre-internship training classes (weeks 5 and 6 paid), 8 weeks paid internship, and a paid 2 weeks post-internship class. After completion of the program, young people remain involved as a part of the alumni network, which can provide services for court and for school. Individuals can be referred by the court system, or be self-referred. Participants must have a Social Security number.

EXODUS TRANSITIONAL COMMUNITY—YOUTH EMPOWERMENT

2271 3rd Avenue, 2nd Floor, New York, NY 10035
Telephone: 917.492.0990
www.etcny.org

Provides mentoring support programs for court-involved youth ages 16–24 and a peer support program for 14–24-year-olds who have been exposed to various types of trauma or violence. Additional services include individual mentoring and case management, a TASC preparation course, access to in-house substance use disorder services and mental health referrals, job and internship readiness training and placement, and court advocacy for upcoming appearances. All youth program participants receive a stipend, Metrocards for transportation, and hot meals before each session.

FRIENDS OF ISLAND ACADEMY



www.friendsny.org

Main Office–Harlem

127 West 127th Street, Suite 127, New York, NY 10027

Telephone: 212.760.0755

Bronx Office

424 East 147th Street, Suite 200, Bronx, NY 10455

Telephone: 718.653.5301

Brooklyn Office

60 4th Avenue, Brooklyn, NY 11220

Telephone: 347.689.4771

Queens Office

161-10 Jamaica Avenue, 4th Floor, #417, Jamaica, NY 11432

Telephone: 718.739.2999

Rikers Island Office

Robert N. Davoren Complex (RNDC)

11-11 Hazen Street, East Elmhurst, NY 11370

Telephone: 718.546.8890

A community-based organization that serves young people ages 16–24 who have been to jail or are on probation. Each member who joins is paired with a youth advocate, usually for 1–4 years, who serves as a counselor, mentor, and coach. Interactions begin while youth are still incarcerated and continue into the community. Other services include counseling, leadership training, alternative

education including HSE preparation, career services, and arts and recreation. Also offers fatherhood programs for both young men (under age 25) and adults (ages 25 and over), and a mentoring program for young mothers.

GETTING OUT AND STAYING OUT (GOSO)



75 East 116th Street, New York, NY 10029

Telephone: 212.831.5020

www.gosonyc.org

A reentry program for men ages 16–24 focused on education, employment, and emotional well-being through mental health and social services. Services include supportive counseling, educational support, vocational training, and workforce development. During sign-up, staff determines immediate housing, counseling, and treatment needs. Referrals are provided to mental health services, substance use disorder treatment, anger management services, and emergency housing if needed.

GIRL VOW, INC.

40 Exchange Place, New York, NY 10005

Telephone: 866.667.6422

www.girlvow.org

A mentoring program for young girls and girls who identify as part of the LGBTQI+ community. Connects young women to mentoring services, youth development workshops, and life-skills training, including career planning and academic planning. Services also include crisis intervention, leadership training, and advocacy and support. Visit the website for self-referrals.

HOW OUR LIVES LINK ALTOGETHER (H.O.L.L.A!)

510 Gates Avenue, Brooklyn, NY 11221

Telephone: 347.575.6900

www.healwithholla.com

A youth community-organizing organization dedicated to human justice. Conducts youth organizing training programs designed to build capacity for critical social analysis and community organizing. Programming includes political education, intersectional healing, community organizing skill-building, keynote speeches and stakeholder briefings with policymakers, and trips to colleges and universities.

OSBORNE ASSOCIATION



Provides support, services, and resources to children with a currently or formerly incarcerated parent or parental figure. Services include individualized planning and support, monthly recreational activities, video visiting, prison day trips, a leadership program, and weekly group workshops. Priority is given to children of parents currently enrolled in, or graduated, from one or more of Osborne's programs.

See the full listing for Osborne Association on [page 38](#).

POLICE ATHLETIC LEAGUE (PAL)—JUVENILE JUSTICE

www.palnyc.org

991 Longwood Avenue, Bronx, NY 10459

Telephone: 718.991.2447 x28

2588 Atlantic Avenue, Brooklyn, NY 11207

Telephone: 718.342.3902

441 Manhattan Avenue, New York, NY 10026

Telephone: 212.665.8699 x215

At the Brooklyn location, offers the Mentorship and Advocacy Program (MAAP) for court-involved youth ages 12–21 where participants are matched with a mentor after a referral from either the Administration for Children's Services (ACS), Juvenile Justice Initiative (JJI), Close to Home, or the Family Assistance Program (FAP). The Bronx and Harlem locations offer the Youth Link Program that provides court-involved youth ages 12–17 with coun-

seling, group workshops, tutoring, trips, mentoring, paid internship opportunities, and more.

POSSIBILITY PROJECT—YOUTH JUSTICE PROGRAM



104 West 27th Street, 12th Floor, New York, NY 10001

Telephone: 212.924.9204

<http://the-possibility-project.org>

A performing arts program focused on reducing recidivism and personal and social change for juvenile court-involved youth ages 15–21. Recruitment takes place in May and June. Participants meet for rehearsals on Mondays and Wednesdays during after school hours from July through December. The premiere performance is in December.

YOUTH REPRESENT

11 Park Place, Suite 1512, New York, NY 10007

Telephone: 646.759.8080

<http://youthrepresent.org>

Provides free comprehensive legal services to court-involved NYC youth. Services include representation in criminal and housing court, school suspension hearings, guidance on college applications, advocacy in employment matters, representation for young parents in family court, criminal history review, counseling on criminal history disclosure, and correction of erroneous criminal history records.

BROOKLYN PUBLIC LIBRARY (BPL)—YOUTH & FAMILY SERVICES

10 Grand Army Plaza, Brooklyn, NY 11238

Telephone: 718.968.7275

www.bklynlibrary.org/kids

Offers books and programming for children of all ages and their families. Programming includes storytime, STEM, live entertainment, and more. Offers services including homework help for students in grades 1-8, after-school programs, gaming, and arts and crafts, and unique opportunities for children with and without disabilities.

NYC ADMINISTRATION FOR CHILDREN'S SERVICES (ACS)—JUVENILE JUSTICE

150 William Street, New York, NY 10038

Telephone: 212.676.9421 / Collect: 212.619.1309

<https://www1.nyc.gov/site/acs/justice/juvenile-justice.page>

Provides a wide range of services including prevention programs, alternative-to-detention programs, and placement services for young New Yorkers. A list of borough locations can be found online at <https://www1.nyc.gov/site/acs/about/borough-locations.page>.

NYC DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT (DYCD)

2 Lafayette Street, 19th Floor, New York, NY 10007

Telephone: 800.246.4646 or 646.343.6800

www.nyc.gov/dycd

Offers a wide range of programs for NYC youth including after-school, community development, family support, literary services, youth services, and youth workshop development, internships, and job placement. Services include vocational training, HSE preparation, and assistance with finding jobs and shelter.

ALI FORNEY CENTER (AFC)

224 West 35th Street, 15th Floor, New York, NY 10001

Telephone: 212.222.3427

www.aliforneycenter.org

Drop-in Center

321 West 125th Street, New York, NY 10027

Telephone: 212.206.0574

Provides emergency housing and services to LGBTQI+ youth ages 16–24 experiencing homelessness. Offers a drop-in program that includes case management, food, showers, job search assistance, medical care, and mental health services. Also offers transitional housing, and ongoing supportive group therapy and support groups. Employment and education assistance is also available. The drop-in center is open 24 hours.

COVENANT HOUSE NEW YORK

550 10th Avenue, New York, NY 10018

Telephone: 212.613.0300

<https://ny.covenanthouse.org>

Intake and Crisis Shelter

460 West 41st Street, New York, NY 10036

A 24-hour multiservice walk-in center and shelter for young adults ages 16–24 experiencing homelessness. Services include crisis care, shelter, transitional living, healthcare, job-readiness training, educational support, legal services, street outreach, and aftercare.

THE DOOR—A CENTER OF ALTERNATIVE

555 Broome Street, New York, NY 10013

Telephone: 212.941.9090

www.door.org

Mailing Address

121, 6th Avenue, New York, NY 10013

Provides a wide range of services including healthcare, HSE preparation, ESOL, tutoring and homework help, college preparation and computer classes, career development and training, job placement, legal services, arts, daily meals, health and dental assistance, sexual health and birth control, and sports and recre-

ational activities for young people in NYC ages 12–24. Must be a member to access services. Membership is free and applicants do not need to bring anything with them. Open Mon–Fri 2–5, and Wed 2–7 for membership sign-up. The drop-in center for homeless and runaway youth needing services is open Mon–Fri 11–8 and Sat 12–6.

GENERATION NYC

<https://growingupnyc.cityofnewyork.us/generationnyc>

An online platform that helps teens and young adults navigate NYC’s resources and find support for a wide range of issues that they might be facing. Provides easy-to-read information on many subjects including school, work, budgeting, counseling, voting, housing, health, and more.

GIRL’S EDUCATIONAL AND MENTORING SERVICES (GEMS)



Telephone: 212.926.8089

www.gems-girls.org

Provides counseling, therapeutic and recreational groups, referrals to housing, legal, and educational resources, transitional housing, court advocacy, and peer mentoring for girls and women ages 12–24 who have experienced commercial sexual exploitation and/or domestic trafficking.

HETRICK-MARTIN INSTITUTE (HMI)

100 Broadway, 10th Floor, New York, NY 10005

Telephone: 212.695.3800 / Legal Helpline: 718.562.8181

<https://hmi.org>

Provides free year-round programs and services for LGBTQI+ youth and allies ages 13–24 in NYC. Services include adult education, behavioral health, case management and service coordination,

employment assistance, health information and support, HSE classes and testing, HIV/AIDS services, meals, family and group counseling, services for homeless youth, and more.

SAFE HORIZON—STREETWORK PROJECT DROP-IN CENTERS

www.safehorizon.org/streetwork

Harlem Drop-In Center

209 West 125th Street, New York, NY 10027

Telephone: 212.695.2220

Lower East Side Drop-In Center

33 Essex Street, New York, NY 10002

Telephone: 646.602.6404

Operates drop-in centers which provide free services to homeless youth up to age 25, including emergency services such as crisis housing, hot meals, showers, clothing, medical services, legal assistance, individual and group counseling, HIV prevention materials and testing, and assistance obtaining public benefits including Medicaid. Intake is required.

THE TREVOR PROJECT

P.O. Box 69232, West Hollywood, CA 90069

Telephone: 212.695.8650 / Lifeline: 866.488.7386

www.thetrevorproject.org

A national organization providing crisis intervention and suicide prevention services to LGBTQI+ young people under 25. The lifeline for immediate help is free, confidential, and available 24 hours a day, 7 days a week.

Working Papers

All New York City public school students between the ages of 14 and 17 must have working papers in order to apply for a job. Those in school can ask their guidance office for a working papers application. Those not enrolled in school should go to the nearest high school and ask for an application. They are required by law to provide you with one. During the summer months, District Friendly Advocates can provide applications and issue working papers. For information, call the **New York City Department of Education** at **718.935.2000** or visit online at www.schools.nyc.gov/school-life/rules-for-students/working-papers.

Parents & Caregivers

EVERYONE LONGS TO BE LOVED. AND THE GREATEST THING WE CAN DO IS TO LET PEOPLE KNOW THAT THEY ARE LOVED AND CAPABLE OF LOVING.

— FRED ROGERS



USED WITH PERMISSION FROM THE ARTIST.

REUNITING WITH THE COMMUNITY

ARTWORK BY A. M.

Organizations & Resources

NYC PUBLIC LIBRARIES—FAMILY VIDEO VISITATION



The New York Public Library: Bronx, Manhattan, Staten Island

Telephone: 646.397.7618 or 347.561.1102

www.nypl.org/corrections

Brooklyn Public Library

Telephone: 718.916.9408

www.bklynlibrary.org/outreach/telestory

Queens Public Library

Telephone: 718.990.5104

www.queenslibrary.org/programs-activities/community-outreach/correctional-outreach/video-visitation

A free program for families and loved ones separated by incarceration. Connects a live video feed in over 20 public library locations across the five boroughs to New York City Department of Correction facilities. Visits last for up to one hour through live video in semi-private spaces. Participants in Brooklyn can meet with social workers from the Osborne Association for wraparound social service needs before and after each visit. Requirements may differ depending on the library. Call or visit the website of the borough most convenient for more information about how to schedule an appointment.

ABRAHAM HOUSE



340 Willis Avenue, Bronx, NY 10454

Telephone: 718.292.9321

www.abrahamhouse.org

Provides an alternative-to-incarceration program, a family center offering social services, after-school programming, college prepa-

ration, and mentoring for court-involved individuals and their families.

BRONXWORKS—STRONG FATHERS, STRONGER FAMILIES

Provides free services including employment services, parenting and healthy relationship education, child-support cases, management assistance, legal seminars, financial education, peer mentorship, health insurance benefits screening, and participation incentives. Open to fathers ages 18 and over.

See the full listing for BronxWorks on [page 289](#).

CENTER FOR COURT INNOVATION—UPNEXT

Midtown Community Court

314 West 54 Street, New York, NY 10019

Telephone: 646.264.1354

www.courtinnovation.org/programs/upnext

A workforce development and fatherhood engagement initiative for non-custodial fathers. Provides training, resources, and advocacy to help individuals find employment and connect with families including visitation and help navigating child support. The traditional program is six-weeks long, Mon–Fri 9–1, and includes a six-week case management follow-up. Provides alternative programming for individuals who are currently working or have a schedule conflict. Call for enrollment information.

THE CHILD CENTER OF NY

118-35 Queens Blvd., 6th Floor, Forest Hills, NY 11375

Telephone: 718.651.7770

www.childcenterny.org

Offers a range of programs for children and families in locations throughout NYC. Services include individual and family counseling, substance use disorder treatment, and early childhood mental

health support for families with children ages 0-5, televisiting for children and families with an incarcerated parent at Bedford Hills, Taconic, Rikers Island, or NYC Youth Detention facilities, and support groups for children with a parent at any correctional facility. Offers education programs including home-based services for children under age 3 and their families who live in Astoria, Corona, and Woodside. Families can enroll in social benefits and health insurance and receive financial and legal assistance.

CHILDREN OF PROMISE, NYC (CPNYC)



54 MacDonough Street, Brooklyn, NY 11216

Telephone: 718.483.9290

www.cpnyc.org

Provides an after-school program, a summer day camp, a mentoring initiative, a licensed mental health clinic, and family engagement services for children of incarcerated parents ages 6-18. Open Mon-Fri 10-8 and Sat 10-2.

CHILDREN'S AID



711 3rd Avenue, Suite 700, New York, NY 10017

Telephone: 212.949.4800

www.childrensaidnyc.org

Provides services and support to children, youth, and their families in targeted high-need NYC neighborhoods. Services include adoption and foster care, education, healthcare and counseling, specialized eye and dental clinics, Head Start classes, after-school/weekend/summer programs, substance use and teen pregnancy prevention, parenting programs, and emergency assistance. Also provides reentry programs for youth in the Bronx and Manhattan. Participants receive reentry plans and employment readiness.

**COMMUNITY CONNECTIONS FOR YOUTH (CCFY)—PARENT
PEER SUPPORT PROGRAM**   

369 East 149th Street, 7th Floor, Bronx, NY 10455
Telephone: 347.590.0940
<https://cc-fy.org>

Provides parents of court-involved youth with peer coaches to help guide them through their child's involvement in the juvenile court system. Peer coaches are on-site at the Bronx Family Court Probation Office from Mon–Fri 9–5 and connect families to parent support groups and family strengthening programming. Peer coaches are also available on call during evenings and weekends to support parents in crisis situations.

HOUR CHILDREN  

36-11 12th Street, Long Island City, NY 11106
Telephone: 718.433.4724
<https://hourchildren.org>

Provides comprehensive services to incarcerated and formerly incarcerated women and their families. Community-based programs include transitional and permanent supportive housing, a comprehensive employment training and placement program, case management and therapeutic services, pre- and post-release adult mentoring, mentoring for children with incarcerated parents, childcare that includes a fully-licensed daycare center and a free after-school program, two thrift shops, and a community food pantry. Programming provided at Bedford Hills Correctional Facility and Taconic Correctional Facility includes transportation and visitation services, parenting education, mental health support for women, advocacy, and a residential nursery unit.

IN ARMS REACH, INC.   

160 Convent Avenue, New York, NY 10031
Telephone: 212.650.5894

www.inarmsreach.net

Provides services to low-income children and families including children of incarcerated parents. Integrated programs involve mentoring, tutoring, free weekend visitation trips, college prep, and youth development. An appointment is needed for intake.

NATIONAL RESOURCE CENTER ON CHILDREN AND FAMILIES OF THE INCARCERATED

<http://nrccfi.camden.rutgers.edu>

An online directory of programs for children, parents, and families of people who are incarcerated. Helpful materials, fact sheets, and research resources for service providers and families are also available.

OSBORNE ASSOCIATION



Offers parenting education classes, children's visiting centers, video visitation, and other family-based programs are offered to help couples and families maintain relationships when a relative is incarcerated. Services include support groups, healthcare counseling, special events, and referrals. Children who are enrolled in a youth program can participate in day trips to visit their incarcerated parents at Bedford Hills, Eastern, Fishkill, Green Haven, Sing Sing, Shawangunk, Sullivan, Taconic, Wallkill, and Woodbourne. Visits are approximately 45 minutes and free of charge.

FamilyWorks Harlem Program

2090 Adam Clayton Powell Jr. Blvd., Suite 108, New York, NY 10027

An intergenerational enrichment, leadership, and relationship-building program for Manhattan and Bronx residents who have been affected by the criminal court system. Provides a free and supportive environment for families who want to enjoy a community with others who share similar experiences. A stipend is offered to participants along with free enrichment programs and trips, daily

snacks, MetroCards, homework help/test prep, and more. Contact for an intake appointment.

See the full listing for Osborne Association on [page 38](#).

SINGLE PARENT RESOURCE CENTER

228 East 45th Street, 5th Floor, New York, NY 10017

Telephone: 212.951.7030

www.singleparentusa.com

Provides programs for single parents and their families. Services are available to support all single parents, including those who are living in transitional housing, living with a substance use disorder, or have been recently incarcerated.

NYC PUBLIC LIBRARIES—CULTURE PASS

www.culturepass.nyc

The New York Public Library: Bronx, Manhattan, Staten Island

Telephone: 917.275.6975

Brooklyn Public Library

Telephone: 718.230.2100

Queens Public Library

Telephone: 718.990.0700

A program for cardholder NYC public library patrons ages 13 and over of Brooklyn Public Library, The New York Public Library, and Queens Public Library. By using a library card, New Yorkers can reserve a pass and get free admission to dozens of NYC cultural institutions including museums, historical societies, heritage centers, public gardens, and more. Patrons can reserve one pass per cultural institution per calendar year and can have two active reservations per library card. Visit the website or the nearest public

library for more information and a list of participating organizations.

THE NEW YORK PUBLIC LIBRARY (NYPL)—FAMILY & CULTURAL PROGRAMMING

Telephone: 917.275.6975

www.nypl.org

Offers programs, classes, and events for children and teens in most locations across Manhattan, the Bronx, and Staten Island. Programs include story hours for infants, toddlers, preschoolers, and school-age children, science and art workshops for children of all ages, homework help and tutoring, musical performances, and more. Also offers an array of cultural programs including lectures, concerts, films, exhibitions, and author talks. Call or go online to find programs at the library nearest you.

NYC ADMINISTRATION FOR CHILDREN'S SERVICES (ACS)—CHILD CARE

Telephone: 311

<https://www1.nyc.gov/site/acs/early-care/acs-child-care-options.page>

Provides Family Day Care services for children ages 2 months to 12 years, or Group Day Care services for children ages 3–12. The Head Start Program (ages 3–5) provides preschool development services to age and income-eligible children and their families. Includes education, health, nutrition, and social services. Must be income and family-size eligible. Sliding scale fee.

NYC DEPARTMENT FOR THE AGING—GRANDPARENT RESOURCE CENTER

2 Lafayette Street, 4th Floor, New York, NY 10007

Telephone: 311

<https://www1.nyc.gov/site/dfta/caregivers/caring-for-children.page>

Provides information and assistance to people who are raising grandchildren and other young relatives. Individuals should call to find out about financial and health benefits they and their families may be entitled to, as well as information on adoption and child-custody options and how to negotiate the city's aging and child welfare systems. Support groups in all five boroughs. Walk-ins welcome.

**NYC MAYOR'S OFFICE TO COMBAT DOMESTIC VIOLENCE—
FAMILY JUSTICE CENTERS (FJCS)**  

<https://www1.nyc.gov/site/ocdv/programs/family-justice-centers.page>

198 East 161st Street, 2nd Floor, Bronx, NY 10451
Telephone: 718.508.1220

350 Jay Street, 15th Floor, Brooklyn, NY 11201
Telephone: 718.250.5111

80 Centre Street, 5th Floor, New York, NY 10013
Telephone: 212.602.2800

126-02 82nd Avenue, Kew Gardens, NY 11415
Telephone: 718.575.4545

126 Stuyvesant Place, Staten Island, NY 10301
Telephone: 718.697.4300

Provides free and confidential legal, counseling, and supportive services for survivors of domestic violence, elder abuse, and sex trafficking, with immediate assistance for victims of domestic violence, regardless of language, immigration, or economic status. Spoken translation services are available at every Center. No appointment is necessary.

NEW YORK FOUNDLING   

590 6th Avenue, New York, NY 10011

Telephone: 212.633.9300 / Helpline: 888.435.7553

www.nyfoundling.org

Provides foster care, educational programs, mental health services, and many other community-based services for children, families, and adults. Services for court-involved youth include intervention, alternatives-to-incarceration, and reentry services. Has a mental health clinic for youth and families with services for children under age 18 who are struggling with family conflict, truancy, depression, anger, anxiety, trouble focusing, substance use, peer issues, and court involvement. The Helpline offers crisis counseling for distressed parents 24 hours a day, 7 days a week. At the crisis nursery, newborn babies and young children can stay for up to 21 days in order to provide parents a chance to get their health or household back in order. Children up to 12 years old can also stay at the nursery if accompanied by younger siblings. Child's documents required and restrictions apply, must call first. Parents receive counseling, case planning, referrals, diapers, formula, emergency support for food, and aftercare.

POSTPARTUM RESOURCE CENTER IN NEW YORK 

Helpline: 855.631.0001 or 631.422.2255

www.postpartumny.org

Offers support to those affected by a perinatal mood or anxiety disorder like postpartum depression or depression during pregnancy. The Helpline is available Mon–Fri 9–5, with additional support from trained volunteers 9–9. Also provides educational information, healthcare resources, support group resources, and more.

SAFE HORIZON   

2 Lafayette Street, 3rd Floor, New York, NY 10007

Telephone: 212.577.7700

www.safehorizon.org

Crime Victims Hotline: 866.689.4357

Domestic Violence Hotline: 800.621.4673

Rape and Sexual Assault Hotline: 212.227.3000

Provides support for victims of crime and abuse, their families, and communities. Offers assistance to victims and families that includes shelter, advocacy, counseling, legal services, supervised visitation, Know Your Rights training, and more. Programs welcome women, men, transgender, and GNC survivors of all ages, backgrounds, and immigration status.

SANCTUARY FOR FAMILIES

P.O. Box 1406, Wall Street Station, New York, NY 10268

Telephone: 212.349.6009

<https://sanctuaryforfamilies.org>

A service provider and advocate for survivors of domestic violence, sex trafficking, and related forms of gender violence. Culturally sensitive counseling and crisis services are offered in multiple languages and include individual counseling, group counseling, case management, crisis intervention, and a mentor program. Legal services offered include access to legal representation for adults and children. Shelter services are available for women and families escaping abusers, including access to confidentially located and secure shelters. A career readiness and technology training program is available. Children and youth services include individual, family and group counseling, educational advocacy and tutoring, childcare and children's activity groups, and parenting support. The anti-trafficking initiative provides survivors of sex trafficking a range of resources to escape violence and build stable lives free from exploitation including legal services, counseling, and case management.

SCO FAMILY OF SERVICES

154 Lawrence Street, Brooklyn, NY 11201

Telephone: 718.797.3068

Foster Care Emergency Assistance Hotline: 718.674.7800

www.cflsp.org

Provides a range of services to children and families in NYC. Services for children include childcare, foster care, home visits, an early childhood education center, and summer and after-school programs. Services for teens include specialized schools for teens with special needs, developmental disabilities, or who are under-credited and over-age, as well as help with college, career preparation, and employment and life skills development. The Juvenile Justice Initiative works with court-involved youth and their families to avoid out-of-home placement. The Young Adult Workforce Program offers group workshops, individualized support services, and post-release services geared toward supporting reentry for young adults ages 18–21 currently or formerly at Rikers Island. The Close to Home Program is a network of residences for court-involved youth ages 13–17, including those with developmental disabilities, providing counseling, structure, education, skill-building, and connection to family, as an alternative to incarceration and for 6–9 months after release. Family and community services include counseling, community centers, education, employment, shelters, substance use, and mental health.

WIN NYC

1 State Street Plaza, 18th Floor, New York, NY 10004

Telephone: 212.695.4758

www.winnyc.org

Provides shelter and supportive services for women with children in NYC. Services include job-readiness training, survival skills, HSE and ESOL classes, and computer training. All placements into family shelters are made through the Department of Homeless Services (DHS), and referrals are required. No walk-ins accepted.



Custody Rights for Incarcerated Parents

The Administration for Children's Services (ACS) is a New York City agency with the stated purpose of protecting children and with the power to remove children from their parents in cases of abuse or neglect.

Incarcerated parents are at a much higher risk of being investigated by ACS, so every incarcerated parent needs to understand how ACS's process for supervising and removing children works and what they can do to prevent that from happening.

Find out if there's an ACS case involving your children

- Contact a lawyer for help finding out if there is a Family Court case involving your family.
- If you have a case, contact Family Court and ask to have a lawyer assigned to represent you.
- Contact ACS directly to find out the status of your case, to propose a family member or friend who could care for your children, to ask for a service plan, or to ask for visits with your children.
- Be careful what information you provide ACS since anything you say can be used against you. If you can, talk with a lawyer before speaking with ACS.

Make a plan with family members or friends who can care for your children

- Give their names and contact information to your lawyer and the ACS caseworkers.
- Your lawyer can fight for your children to live with a family member or friend instead of being placed with strangers. This will help keep ACS from getting involved in the first place and will give you better options during the process if ACS does get involved.

Maintaining contact with your children is important

- You have to show you are staying involved in your children's lives to help keep your rights as a parent.
- You should stay in touch with your children however you can,

including visits, phone calls, videos, photos, letters, cards, etc.—as long as there is no court order prohibiting contact with your children.

- **The Children of Incarcerated Parents Program (CHIPP)** can help bring your children to see you regularly: **212.341.3322**
- **Osborne Association** offers televisiting for some facilities: **718.637.6560**
- For **video visitation** at New York City public libraries, see the listing on [page 265](#).

Stay in touch with ACS and keep records of everything

- Keeping a written record of any visits with your children will help you prove your case in court. Get written proof of any services you attend, communication with ACS or the foster care agency, and any child support payments you make.
- The foster care agency has to prove they worked with you to set up visits with your children, so make sure you keep a record of any time you contacted the agency or ACS to set up a visit.

Be careful about what you say to ACS and the Foster Care Agency

- Do not discuss any aspect of your legal case with ACS or Foster Care Agency caseworkers without speaking with your lawyer first.
- Get professional help when dealing with ACS (like a public defender, hired lawyer, or nonprofit agency).
- Do not say anything regarding your mental health diagnosis, substance use, your criminal case, or domestic violence—these statements are admissions that could be used against you in court.

You have the right to make educational and medical decisions for your children

- Even if your children are in foster care, you have the right to make medical and educational decisions for your children. (As long as your parental rights have not been terminated.)
- Contact your children's schools and medical offices and ask them to send you updates on educational conferences or medical appointments and the well-being and performance of your children.

You have the right to be present at any court date involving your children

- This is called “being produced.”
- Contact Family Court and ACS to find out about any upcoming court dates.
- Send a request to Family Court for an order to be produced.
- State prisons will usually transport you to court.
- Federal prisons will usually set you up on a phone or video call.
- Get help from legal advocates to set this up.

This content is adapted from *What Do Incarcerated Parents Need to Know About ACS?*, a guide created in collaboration with the Center for Urban Pedagogy (CUP), The Bronx Defenders, Brooklyn Defender Services, and Manuel Miranda Practice. Find a PDF of *What Do Incarcerated Parents Need to Know About ACS?* at http://welcometocup.org/Store?product_id=207 or for a printed copy, write to:

**Attn: Jail Services
Brooklyn Defender Services
177 Livingston Street, 7th Floor
Brooklyn, NY 11201**

CENTER FOR FAMILY REPRESENTATION (CFR)

Telephone: 212.691.0950
www.cfrny.org

Manhattan Headquarters
40 Worth Street, Suite 605, New York, NY 10013

Queens Community Office
89-14 Parsons Blvd., Floor 2, Jamaica, NY 11432

Provides families in crisis with free legal assistance and social work services to enable children to stay with their parents safely. A family defense team includes an attorney, a social worker, and a parent advocate.

**NYC ADMINISTRATION FOR CHILDREN'S SERVICES
(ACS)—OFFICE OF ADVOCACY**  

150 William Street, 1st Floor, New York, NY 10038

Helpline: 212.676.9421 / Collect: 212.619.1309

TTY: 212.442.1447

<https://www1.nyc.gov/site/acs/about/advocacy.page>

Provides information about rights to parents who have had to place a child in foster care while incarcerated. Incarcerated parents may call the collect line. No appointment needed for walk-ins, but need a valid ID to show security.

LEGAL INFORMATION FOR FAMILIES TODAY (LIFT) 



Administrative Office

32 Court Street, Suite 1208, Brooklyn, NY 11201

Telephone: 646.613.9633 / Helpline: 212.343.1122

www.liftonline.org

A nonprofit organization that provides free legal advice and referrals to New Yorkers so they can self-advocate in New York State and City Family Courts. Education and Information Sites are located in the Family Courthouses in all five boroughs and provide help navigating the courthouse, filling out documents, and assessing for more in-depth assistance. Also provides online multilingual Legal Resource Guides with topics including appeals and objections, child support, child welfare, criminal justice, custody and visitation, domestic violence, military families, and more. Accepts collect calls from incarcerated parents.

Child Support

Anyone who has a child support order is obligated to pay child support, even those who are currently incarcerated. Child support orders are based on the information available at the time of the

hearing. Unpaid child support adds up and becomes debt called arrears. Arrears never go away, even after your child turns 21.

Either parent has the right to file a petition in Family Court to modify (change) the amount of the child support order if there is a substantial change in circumstances or the needs of the child are not being met. You can find the address for each borough's Family Court on [page 281](#).

In New York State, child support orders prior to October 13, 2010 treat incarceration as "voluntary unemployment" and typically may not be modified. For orders issued on or after October 13, 2010, incarcerated parents may file a modification petition due to a substantial change in circumstances, as long as their incarceration is not due to non-payment of child support or an offense against the custodial parent or child.

The determination of whether a court will agree to a child support modification during a parent's incarceration is the judge's decision. Only a judge can change or modify a child support order. A court may decide that the child support payments should remain the same during a parent's incarceration.

Look up Child Support in the index to find more organizations that offer help navigating child support.

NYS OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE—CHILD SUPPORT SERVICES

Child Support Helpline: 888.208.4485 / TTY: 866.875.9975
Voice Response System: 800.846.0773
www.childsupport.ny.gov/dcse/home.html

The Child Support Helpline is available Mon–Fri 8am–7pm. You can call or visit www.childsupport.ny.gov/DCSE/LocalOffices_input to find local child support offices throughout New York State by county.

Custodial Parents

Provides custodial parents with assistance in obtaining finan-

cial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, and collecting and distributing child support payments. The application to apply for child support services is available on the website.

Noncustodial Parents

Provides noncustodial parents with information on how to make payments, checking payment history, petitioning for a downward modification, what to do if your situation has changed (job, health insurance, custody), and benefits for working parents.

Bronx County Contact Information

Mailing Address: Bronx County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013

Family Court: Bronx County Family Court, 900 Sheridan Avenue, Bronx, NY 10451

Telephone: 718.503.5200

Kings (Brooklyn) County Contact Information

Mailing Address: Kings County Support Unit, P.O. Box 830, Canal Street Station

New York, NY 10013

Family Court: Kings County Family Court, 330 Jay Street, Brooklyn, NY 11201

Telephone: 718.724.5300

New York County Contact Information

Mailing Address: New York County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013

Family Court: New York County Family Court, 60 Lafayette Street, New York, NY 10013

Telephone: 212.356.1800

Queens County Contact Information

Mailing Address: Queens County Support Unit, P.O. Box 830, Canal Street Station, New York, NY 10013

Family Court: Queens County Family Court, 151-20 Jamaica Avenue, Jamaica, NY 11432

Telephone: 718.558.2200

Richmond (Staten Island) County Contact Information

**Mailing Address: Richmond County Support Unit, P.O. Box 830,
Canal Street Station, New York, NY 10013**
**Family Court: Richmond County Family Court, 100 Richmond
Terrace, Staten Island, NY 10301**
Telephone: 718.876.3620

**NYC HUMAN RESOURCES ADMINISTRATION (HRA)—
OFFICE OF CHILD SUPPORT SERVICES (OCSS)** 

Customer Service Walk-In Center

151 West Broadway, 4th Floor, New York, NY 10013

Child Support Helpline: 888.208.4485

<https://www1.nyc.gov/site/hra/help/child-support-services.page>

Provides a range of services for custodial and noncustodial parents in NYC. Visit the website for forms, brochures, and other information.

Custodial Parents/Guardians

Provides custodial parents/guardians help with applying for child support, locating the other parent, establishing paternity (legal fatherhood), establishing child support and medical support orders, collecting and distributing support payments, enforcement of child support orders, and more. Other services include account information, change of address, child support calculator, free financial counseling, and mediation services.

Noncustodial Parents

Provides noncustodial parents help with suspended driver's licenses or professional licenses, lowering or even eliminating child support debt owed to the government, changing an existing child support order, finding a job, paying current or past-due child support using a credit card, and more. Other services include account information, DNA Testing, establishing paternity, free financial counseling, making payments, debt reduction programs, mediation services, and the Support Through Employment Program (STEP).

Provides three programs for low-income noncustodial parents to reduce child support orders and arrears owed. The Modify DSS

Order (MDO) program helps those who have orders that are not based on current incomes. The Arrears Cap Initiative can put a limit on accumulated child support owed. The Arrears Credit Program (ACP) can help with reducing the amount of arrears that are owed. Contact for more information on qualifying and how to apply.

CHILD FIND OF AMERICA—PARENT HELP

Hotline: 800.716.3468

<http://childfindofamerica.org/services/parent-help>

Provides free and confidential visitation/custody mediation over the phone.

COMMUNITY MEDIATION SERVICES (CMS)

89-64 163rd Street, Jamaica, NY 11432

Telephone: 718.523.6868

www.mediatenyc.org

Provides a network of mediation and conflict resolution programs to individuals, youth, and families in NYC. Visitation/custody and divorce mediation offered on a sliding scale fee. Other services include court diversion programs, therapeutic interventions, specialized educational programs, and school-based services.

NEW YORK PEACE INSTITUTE

www.nypeace.org

111 John Street, Suite 600, New York, NY 10038

Telephone: 212.577.1740

210 Joralemon Street, Suite 618, Brooklyn, NY 1120

Telephone: 718.834.6671

Provides free visitation/custody mediation. Divorce mediation offered on a sliding-scale fee schedule.

Additional Hotlines & Directories

NYS CHILD PROTECTIVE SERVICES ABUSE HOTLINE

Hotline: 800.342.3720 / TTY: 800.638.5163

<https://ocfs.ny.gov/main/cps>

Call to report child abuse 24 hours a day, 7 days a week.

NYS DOMESTIC AND SEXUAL VIOLENCE HOTLINE

Hotline: 800.942.6906

www.opdv.ny.gov/help/dvhotlines.html

Provides referrals to local services. Call 24 hours a day, 7 days a week.

ACS CONNECTME

<https://acsconnectme.nyc.gov>

Online directory for youth and families served by ACS in NYC. Searchable by zip code, resources include parenting support, public assistance, education, employment, health, legal services, mental health, and recreation.

GROWING UP NYC

<https://growingupnyc.cityofnewyork.us>

Offers information on programs, resources, and activities for children throughout NYC provided by government agencies and community partners. Lists program descriptions, eligibility requirements, and information on how to apply and get help.

NYC 311-CHILD CARE FINANCIAL ASSISTANCE

<https://www1.nyc.gov/apps/311utils/providerInformation.htm?serviceId=1050>

An online directory for childcare financial assistance in NYC.

The Job Search

Contents

Organizations for Job Seekers	288
Job Search Assistance & Placement	289
Internet Resources	302
Starting Your Own Business	304
Preparing for the Job Search	309
What You Can Do Before Leaving Prison	310
What You Can Do Upon Release.	311
Avoiding Discrimination in Your Job Search	317
What To Do While Unemployed	321
Assessing Your Skills	321
Personal Skills Worksheet.	323
Writing a Resume	326
Sample Resumes	329
How to Use a Resume	336
Ways to Look for a Job	336
Applying for a Job	339
Writing a Cover Letter	340
Filling Out a Job Application	343
Interviewing for a Job	348
After the Interview.	355
Being Offered a Job	356
Helpful Hints in Adjusting to a New Job	357
Leaving a Job	358

Being Unemployed	359
Personal Fact Sheet.	360
Record of Job Contacts Made	361

Organizations for Job Seekers

I AM LEARNING EVERYDAY TO ALLOW THE SPACE BETWEEN WHERE I AM AND WHERE I WANT TO BE, TO INSPIRE ME AND NOT TERRIFY ME.

— TRACEE ELLIS ROSS



USED WITH PERMISSION FROM THE ARTIST.

MAKING MOVES

ARTWORK BY ANONYMOUS

Job Search Assistance & Placement

BRONXWORKS

Administration Office

60 East Tremont Avenue, Bronx, NY 10453

Telephone: 646.393.4000 / Hotline: 718.731.3114

www.bronxworks.org

Offers workforce development programs with services including job training, job placement, referrals, financial education, and benefits assistance for adults ages 18 and over. The Young Adult Internship Program offers out-of-school youth ages 16–24 a 14 week paid orientation, job training, personal development, and short-term internship opportunities. Also provides support services for New Yorkers including benefits assistance, children and youth programs, family programs, services for seniors, immigration services, eviction prevention, homeless services, and help for people living with chronic illnesses. Services are provided in locations throughout the Bronx. Call the Hotline for more information on programs, eligibility, and locations of services.

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO)

Provides employment and training programs to individuals with criminal convictions and young adults ages 18–24.

See the full listing for CEO on [page 32](#).

DEFY VENTURES

5 Penn Plaza, 19th Floor, New York, NY 10001

Telephone: 800.680.0563

www.defyventures.org

An entrepreneurship, employment, and character development

training program for formerly incarcerated people ages 18 and over. To apply, an individual must go to the website to fill out an online application and go through an admissions process. In addition to its online education classes in employment readiness and entrepreneurship, the program also offers mentorship and opportunities to earn funding.

THE DOE FUND—READY, WILLING & ABLE

Administration Office

345 East 102nd Street, Suite 305, New York, NY 10029

Telephone: 212.628.5207

www.doe.org

Provides paid transitional work, transitional housing, education, career development and training, personalized case management, and social services for homeless and formerly incarcerated men. Homeless assessment number is required for the residential program. Call for information on intake.

DRIVE CHANGE

630 Flushing Avenue, 5th Floor, Brooklyn, NY 11206

www.drivechangenyc.org

A not-for-profit social enterprise that uses the food truck and hospitality industry to train, employ, and mentor formerly incarcerated young people ages 18–25. Offers a one-year Hospitality as Social Justice Training (HSJ) fellowship to work at partnering food businesses. Provides help with getting licensed credentials and food protection licenses.

THE HORTICULTURAL SOCIETY OF NEW YORK (THE HORT)—GREENHOUSE

148 West 37th Street, 13th Floor, New York, NY 10018

Telephone: 212.757.0915

www.thehort.org

A therapeutic horticulture and vocational training program based on Rikers Island serving various groups at RMSC, EMTC, and RNDC. Participants learn professional gardening skills while caring for indoor and outdoor plants, growing garden produce, and deepening their knowledge of the natural world. Hands-on and classroom instruction on various topics including botany, nutrition, organic farming, and garden design. All participants receive certificates after meeting the requisite hours and eligible participants can become part of the Hort's GreenTeam, a landscaping training program offering paid internships upon release. Eligibility requirements vary. Interested candidates should contact their dorm officer or person in charge of assignment.

**INDUSTRIAL WORKERS OF THE WORLD (IWW)—
INCARCERATED WORKERS ORGANIZING COMMITTEE
(IWOC)**  

IWOC HQ, P.O. Box 414304, Kansas City, MO 64141
Telephone: 816.866.3808
<https://incarceratedworkers.org>

An incarcerated person-led worker union, fighting for fair working conditions for incarcerated people. IWW membership is free for incarcerated individuals. Contact to request information on forming a branch and to receive an application.

**NEW YORK COUNTY LAWYERS ASSOCIATION (NYCLA)—
PROJECT RESTORE**

14 Vesey Street, New York, NY 10007
Telephone: 212.267.6646
www.nycla.org

Provides free representation to individuals who have been denied vocational licenses and who are challenging the denial. Advocacy includes representing license seekers in administrative law proceedings, appealing adverse Administrative Law Judge decisions to agency commissioners, and, when warranted, appealing commis-

sioners' decisions to the New York State Supreme Court via Article 78 Petitions.

THE NEW YORK PUBLIC LIBRARY (NYPL)—CAREER SERVICES

Provides information to all populations on all aspects of career development. Programs include career-development workshops, lectures, and career fairs. Offers one-on-one support to address resume and cover letter questions, networking techniques, interview preparation, and college application assistance. Visitors can start planning their job search strategy with an expert career coach or begin with an organized and updated list of job search and job information websites prepared by library staff. Resources include civil service exam study guides, resume and cover letter handbooks, vocational encyclopedias, directories of potential employers, guidebooks, and more. Computers in the job search reading room can be used for exploring job search websites.

The Business Library

188 Madison Avenue (at 34th Street), New York, NY 10016

Telephone: 917.275.6975

www.nypl.org/help/services/job-search-central

Please note, visitors must have an active email account to sign up for a job-coaching session. Appointments can be made online, or by calling and leaving one's name, telephone number, and email address. Open Mon–Thu 10–8 and Fri–Sat 10–6.

Bronx Library Center Career Services

310 East Kingsbridge Road, Room 506, Bronx, NY 10458

Telephone: 718.579.4260

www.nypl.org/education/adults/career-employment/blc

Open 7 days a week by appointment only. Computer assistance for job applications and resume editing is available Thu 10–12. Appointments can be made online, or by calling and leaving one's name, telephone number, and email address. Open Mon 10–6, Tue and Wed 10–8, Thu 10–5, Fri–Sat 10–6, and Sun 12–6.

BROOKLYN PUBLIC LIBRARY (BPL)—SMALL BUSINESS & ENTREPRENEUR SERVICES

10 Grand Army Plaza, Brooklyn, NY 11238

Telephone: 718.623.7000

www.bklynlibrary.org/business/small-business

www.bklynlibrary.org/business/powerup

Offers expert-led events and classes on all aspects of starting, running, and growing a business. Additionally, the business plan competitions, PowerUP! and PowerUP! Kreyòl, award up to \$15,000 annually to winning applicants to start a small business. Classes are offered in English, Spanish, and Kreyòl, at multiple locations. Call or check the website for class times and locations.

Job Search Assistance & Placement

10 Grand Army Plaza, Brooklyn, NY 11238

Telephone: 718.623.7000

www.bklynlibrary.org/business

Provides one-on-one assistance with career-related topics. Regularly scheduled workshops cover basic interview skills, use of computer resources such as LinkedIn, and learning tools such as Metrix Learning and Lynda.com. Also offers workshops on finding the right college and the financial aid process.

QUEENS PUBLIC LIBRARY—JOB & BUSINESS ACADEMY (JBA)

89-11 Merrick Blvd., Jamaica, NY 11432

Telephone: 718.990.8625 or 718.661.1205

www.queenslibrary.org/programs-activities/job-business

Provides free job-search assistance and technology training for individuals looking to gain the tools necessary to secure better jobs. Services designed to build the skills needed to compete in a fast-changing and competitive employment landscape. Provides

entrepreneurs with vital knowledge they can use to build and further develop their small business ideas.

Free weekly workshops are offered on topics related to job search strategies, online technology and networking tools, professional style, job readiness (writing impactful resumes, mistake-free cover letters, and mock interviews), entrepreneurship and small business, and technology training (computer basics, and Microsoft Office). Employment Counselors and Career Coaches are available upon request.

NYS DEPARTMENT OF LABOR—FEDERAL BONDING PROGRAM

Telephone: 518.485.8037

www.labor.ny.gov/businessservices/services/fbp.shtm

For certain jobs, employers require that their employees be bonded. This is a type of insurance that protects the employer against any type of illegal activity by an employee (larceny, embezzlement, forgery). Because private insurance companies often do not bond people who have drug or criminal records, the federal government has initiated a federal bonding program that can bond an employee for up to \$25,000. An employer's commitment to hiring the applicant is required in advance. Call or go online to find local bonding coordinators.

NYC DEPARTMENT OF SMALL BUSINESS SERVICES— WORKFORCE 1 (WF1) CAREER CENTERS

Telephone: 311

www.nyc.gov/html/sbs/wf1

Provides career counseling, resume and cover letter assistance, and job-placement services. Recruitment events where participants can meet employers who are looking to fill positions are held weekly. Offers training programs in food service, healthcare, construction, media and entertainment, and technology. Job-training grants are also available. For more information, call and ask for

“Workforce 1” or go online for a list of over 20 locations throughout NYC.

NYC HOUSING AUTHORITY (NYCHA)—JOBS-PLUS

www.opportunitynycha.org/workforce-development/jobs-plus

A workforce development and financial empowerment program for NYC Housing Authority (NYCHA) residents. Serves the residents of 21 NYCHA developments by providing job-readiness assistance, vocational training, job placement and retention, financial counseling, and career planning services. If one’s NYCHA development is not listed below, go to the nearest program site for referrals to resources.

Bronx

BronxWorks–630 Jackson Avenue, Bronx, NY 10455

Serves: East 152nd Street–Courlandt Avenue, Moore, Betances, and Melrose Houses

Telephone: 718.993.8880

East Side House–201 St. Ann’s Avenue, Basement, Bronx, NY 10454

Serves: Mill Brook Houses

Telephone: 718.304.0155

Goodwill Industries–1620 Bruckner Blvd., Bronx, NY 10473

Serves: Sack Wern, Clason Point Gardens, and Monroe Houses

Telephone: 347.291.8050

Brooklyn

Bedford Stuyvesant Restoration Corporation–425 New Lots Avenue, Main Suite, Brooklyn, NY 11207

Serves: Pennsylvania Avenue–Wortman Avenue Houses

Telephone: 347.537.2925

Bedford Stuyvesant Restoration Corporation–630 Flushing Avenue, 1st Floor, Brooklyn, NY 11206

Serves: Marcy, Lafayette, Armstrong I, and Armstrong II Houses

Telephone: 917.267.5575

DB Grant–330 Powell Street, Brooklyn, NY 11212

Serves: Van Dyke I and Brownsville Houses

Telephone: 347.599.9655

Manhattan

Henry Street Settlement–24 Avenue D, New York, NY 10009

Serves: Wald and Riis II Houses

Telephone: 212.254.4333

Urban Upbound–335 East 111th Street, New York, NY 10029

Serves: Jefferson, Johnson, and Clinton Houses

Telephone: 718.269.6822

Queens

Urban Upbound–4-25 Astoria Blvd., Astoria, NY 11102

Serves: Astoria Houses

Telephone: 718.204.2430 x221

Staten Island

Arbor/ResCare–30 Bay Street, 4th Floor, Staten Island, NY 10301

Serves: Mariners Harbor, Richmond Terrace, Stapleton, South Beach, West Brighton I, and Todt Hill Houses

Telephone: 718.285.8394

AMERICA WORKS

228 East 45th Street, 16th Floor, New York, NY 10017

Telephone: 212.599.5627

www.americaworks.com

A for-profit organization providing companies with candidates for entry-level positions. Specializes in helping people who receive public assistance obtain employment through free job training, work readiness, skills building, job placement, and other support. Offers veterans services. Call for orientation dates and times.

BROOKLYN WORKFORCE INNOVATIONS (BWI)

621 Degraw Street, Brooklyn, NY 11217

Telephone: 718.237.2017

www.bwiny.org

Helps New Yorkers establish careers in sectors that offer good wages and opportunities for advancement. Offers seven sector-based training programs and one general job-readiness certification program, including Brooklyn Workforce Collaboration (manufacturing and industrial businesses), Brooklyn Networks (voice and data telecommunications cable installation), Brooklyn Woods (skilled woodworking and green cabinetmaking), The “Made in NY” PA and Post Production Training Programs (TV and film production), New York Drives (careers while earning a New York State driver’s license), Red Hook on the Road (commercial driving), and New York City Housing Authority (NYCHA) Training Academy (NYCHA residents only). Also offers on-site financial coaching and legal assistance as well as a wide range of referrals for various needs. Call for orientation dates and qualification details.

CAMBA—WORKFORCE DEVELOPMENT

2244 Church Avenue, Brooklyn, NY 11226

Telephone: 718.282.0108

Offers a range of workforce development services including referrals to assist in job matching, a customer service and critical thinking program, job-readiness training, refugee and asylee services tailored to help overcome obstacles to employment, and a security guard training program. Also offers small business services including one-on-one consultations, workshops, and loans. Call for information on eligibility for programs.

See the full listing for CAMBA on [page 96](#).

CAREER GEAR

125 Maiden Lane, Suite 3B, New York, NY 10038

Telephone: 212.577.6190

www.careergear.org

Provides suiting and employment retention services for men. The Job Readiness Program offers clothing, interview preparation, and counseling. The Professional Development Series offers weekly group workshops facilitated by corporate managers and career counselors focusing on job search techniques, financial literacy, family and child support services, and life-skills development. The MAST MENtoring Program provides individualized counseling for six months to help navigate barriers and challenges. Clients are referred by partner agencies.

CHINESE-AMERICAN PLANNING COUNCIL—WORKFORCE DEVELOPMENT DIVISION

Offers training programs for construction pre-apprenticeship, hospitality careers, and customer service jobs to low-income New Yorkers. The Career Center partners clients with an employment specialist who assists with personalized assessments, resume review, interview skills, application screenings, job referrals, and post-hire support.

See the full listing for Chinese-American Planning Council on [page 189](#).

DRESS FOR SUCCESS WORLDWIDE—NEW YORK PROGRAM

32 East 31st Street, 6th Floor, New York, NY 10016

Telephone: 212.532.1922

<https://newyork.dressforsuccess.org>

Provides suiting and employment retention services for women. Clients are referred by partner agencies, which include homeless shelters and job-training programs. Primarily caters to clients who are employment ready and have an employment interview scheduled prior to suiting. Call 718.805.2488 for the new Queens location.

EPRA—JOB PLACEMENT SERVICES

261 West 35th Street, 9th Floor, New York, NY 10001

Telephone: 212.947.1471

www.eprany.org

A vocational rehabilitation program for individuals in recovery from substance use disorder. Provides vocational training and career counseling. Services include job placement, readiness training and evaluation, and assessment of work experience. Provides follow-up to help clients deal with workplace issues. Must be 18 years old or over, unemployed, have stable housing, and be in treatment or recovery. Operating hours are Mon–Fri 8–4. Arrive before 9:30am to be admitted to drop-in services.

GOODWILL NYNJ—WORKFORCE DEVELOPMENT

4-21 27th Avenue, Astoria, NY 11102

Telephone: 718.728.5400

www.goodwillnynj.org/what-we-do/job-seekers-and-employers

Provides training and job-placement for job seekers. GoodTemps is a contractual temporary staffing service, specializing in short- and long-term employment and temp-to-hire opportunities for a diverse population, including people with disabilities, seniors, and those with barriers to employment.

THE HOPE PROGRAM

Telephone: 347.773.4623

www.thehopeprogram.org

1360 Garrison Avenue, Bronx, New York, 10474

1 Smith Street, 4th Floor, Brooklyn, NY 11201

Provides programs for job training and job placement including HOPEworks (animal care, retail, customer service, and more), FOODworks (food industry), and Sustainable South Bronx (sus-

tainable construction). Support services include 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, be drug- and alcohol-free, age 18 or over, and have a valid ID and right to work in the United States. Call to register for an information session.

HOT BREAD KITCHEN

1590 Park Avenue, Box #1, New York, NY 10029

Telephone: 914.719.7418

www.hotbreadkitchen.org/training

A training and job placement program for women who are interested in a career in the food industry. Provides free training in culinary skills, as well as safety and sanitation, and communication skills. Participants are then placed at a restaurant, bakery, or other food business for three months of paid, on-the-job training, at the end of which they can be hired as a permanent employee. Participants must be authorized to work in the United States and be able to communicate in basic English. Visit the website for the application and more information on requirements and program structure.

NONTRADITIONAL EMPLOYMENT FOR WOMEN (NEW)

243 West 20th Street, New York, NY 10011

Telephone: 212.627.6252

www.new-nyc.org

An employment and training program for women interested in construction, utility, and maintenance trades. Must have a high school diploma or HSE, be interested in a blue-collar career, able to attend day or evening programs, and able to lift 63 pounds. Information sessions occur Tue at 10am and Wed at 6pm. Must attend a session to register.



www.obtjobs.org

Employment training centers for adults and youth providing basic education, HSE preparation, job training, job placement, and follow-up services. Specialized classes vary and currently include a young adult internship program for ages 17–24, youth education and job-training program for ages 16–24, web design and coding program for ages 17–24, business and leadership program for ages 16–24, young adult literacy program for ages 16–24, job placement assistance for adults ages 18 and over, and a medical administrator program for ages 17–24. They also provide immigration assistance for new Americans, including ESOL classes. Call or go online for locations of classes.

783 4th Avenue, Brooklyn, NY 11232

Telephone: 718.369.0303

20 New York Avenue, Brooklyn, NY 11216

Telephone: 718.399.9700

25 Thornton Street, Brooklyn, NY 11206

Telephone: 718.387.1600

280 Wyckoff Avenue, Brooklyn, NY 11237

Telephone: 718.381.3222

168-25 Jamaica Avenue, Suite 202, Jamaica, NY 11432

Telephone: 718.526.2984

QUEENS COLLEGE—WOMEN AND WORK PROGRAM

65-30 Kissena Blvd., Flushing, NY 11367

Telephone: 718.997.4886

www.qc.cuny.edu/community/womenwork

A 14-week program to help prepare women to enter or reenter the workplace. Microsoft Office instruction, math, workplace reading and writing, resumes, professional attire, and interview skills are

covered. Includes post-program support. Must be legally able to work in the United States and have a high school diploma or HSE. Computer experience is not required.

STREETWISE PARTNERS

222 Broadway, 19th Floor, New York, NY 10038

Telephone: 646.704.0039

www.streetwisepartners.org

Connects underemployed/unemployed New Yorkers looking for work with mentors who are achieving success in professional fields. Helps job seekers develop office and computer skills, be prepared for interviews, learn how to network, and more. Must commit to 13 consecutive weekly sessions and have a high school diploma or HSE. Call or visit the website for further eligibility requirements.

STRIVE INTERNATIONAL

205 East 122nd Street, 3rd Floor, New York, NY 10035

Telephone: 212.360.1100

www.striveinternational.org

A 10–12 week work-readiness and job-placement program offering job training and support for people ages 18 and over. The Future Leaders program is specifically for clients in the program who are 24 and under. Work program participants can also take part in other initiatives, such as the fatherhood support program, women’s initiative, and youth program. Provides lifetime services and support to graduates of their program. Hosts information sessions Mon and Tue at 10am. Walk-in Mon–Fri 9am–2pm.

Internet Resources

NATIONAL HIRE NETWORK

www.hirenetwork.org

Provides publications for information on rap sheets, one's rights when applying for jobs, and a list of helpful agencies by state.

WHENPEOPLEWORK

www.whenpeoplework.com

A free online employment matching system that aligns formerly incarcerated people—as well as people in prison on track to be released—with employers who already hire people who have been incarcerated.

BUREAU OF LABOR STATISTICS—THE OCCUPATIONAL OUTLOOK HANDBOOK

www.bls.gov/ooH

An authoritative resource for career information with descriptions for specific occupations including what workers do on the job, working conditions, the training and education needed, expected earnings, and expected job prospects.

NYS DEPARTMENT OF LABOR

www.labor.ny.gov/home

Search for job openings in private companies as well as publicly funded organizations. Can also search by job code and military occupational code. Information is provided on apprenticeship training and much more.

NYS DEPARTMENT OF LABOR—CAREERZONE

www.careerzone.ny.gov

Provides job descriptions, with the skills and education needed, typical wages, job outlook, and occupation assessment. Click on Guest Tools to find help in writing resumes and cover letters, a guide to employment opportunities, and job resources on the internet.

THE OFFICIAL WEBSITE OF THE CITY OF NEW YORK

<https://www1.nyc.gov/jobs>

Provides information about working for the City of New York. Find schedules for civil-service exams for professional, clerical, skilled-trade, health, transportation, and public-safety positions.

IDEALIST

www.idealists.org

Search for job listings and volunteer opportunities in the nonprofit sector, by location.

INDEED

www.indeed.com

Collects job postings from dozens of other job-search websites and puts them all in one spot for searching. It can also be used to post one's resume.

LINKEDIN

www.linkedin.com

Networking site where users can post a professional resume and connect with colleagues, coworkers, friends, and business contacts. Without an account, one can browse job postings and read workplace articles from industry leaders.

Starting Your Own Business

WORKSHOP IN BUSINESS OPPORTUNITIES (WIBO) — GUTENSTEIN FOUNDATION ENTREPRENEURIAL RE-ENTRY PROGRAM

411 Lafayette Street, 6th Floor, New York, NY 10003

Telephone: 646.400.0566

<https://wibo.works>

Provides scholarships for a 16 week business plan workshop in locations across NYC to formerly incarcerated people. Other services include a legal clinic, accounting clinic, business advising, and monthly seminars. Workshops begin every February and September. Contact for more information on the application process.

EMPIRE STATE DEVELOPMENT—DIVISION OF MINORITY AND WOMEN'S BUSINESS DEVELOPMENT

633 3rd Avenue, 37th Floor, New York, NY 10017

Telephone: 855.373.4692

<https://esd.ny.gov/doing-business-ny/mwbe>

Provides information and resources to support minority- and women-owned businesses in the NYC procurement process.

NYC DEPARTMENT OF CONSUMER AND WORKER PROTECTION (DCWP)

42 Broadway, New York, NY 10004

Telephone: 311

www.nyc.gov/dca

Licenses more than 70 different categories of businesses including home-improvement contractors, dry cleaners and laundries, tow-truck operators, employment agencies, and electronics stores. Provides free financial counseling through their Financial Empowerment Center. Visit the website for information on licenses and permits, filing a complaint, ordering a publication, booking a Financial Empowerment Center appointment, and much more.

NYC DEPARTMENT OF SMALL BUSINESS SERVICES—NYC BUSINESS SOLUTIONS

Telephone: 311

www.nyc.gov/sbs

Offers a range of services to help one start, operate, and expand a business in NYC. Provides support and help with developing a business plan, accessing business courses, finding financing, hiring workers, training employees, navigating government regulations, accessing government incentive programs, and obtaining minority- and women-owned business enterprise certification for free. For more information call or visit the website to download helpful guides and checklists.

Bronx Center

400 East Fordham Road, 7th Floor, Bronx, NY 10458

Brooklyn Center

9 Bond Street, 5th Floor, Brooklyn, NY 11201

Lower Manhattan Center
25 Broadway, 9th Floor, New York, NY 10004

Upper Manhattan Center
361 West 125th Street, 2nd Floor, New York, NY 10027

Washington Heights Center
560 West 181st Street, 2nd Floor, New York, NY 10033

Queens Center
90-27 Sutphin Blvd., 4th Floor, Jamaica, NY 11435

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

BUSINESS OUTREACH CENTER NETWORK (BOC)

www.bocnet.org

Provides business development resources to underserved entrepreneurs who are trying to start or expand their small business. Offers comprehensive small business counseling and services ranging from business plan development to licensing and permit information.

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

**Manhattan Minority Business Development Agency (MBDA)
Business Center**
48 Wall Street, 5th Floor, #10, New York, NY 10005
Telephone: 718.532.2930

Upper Manhattan
57 Wadsworth Avenue, New York, NY 10033
Telephone: 212.795.1600

Lower Manhattan
70 Mulberry Street, 3rd Floor, New York, NY 10013
Telephone: 212.571.1692

Queens

96-11 40th Road, Ground Floor, Corona, NY 11368

Telephone: 718.205.3773

Staten Island

705 Forest Avenue, 2nd Floor Rear, Staten Island, NY 10310

Telephone: 718.816.4775

SCORE NEW YORK CITY

26 Federal Plaza, 31st Floor, New York, NY 10278

Telephone: 212.264.4507

<https://newyorkcity.score.org>

Provides free business counseling and advice to all types of businesses in all stages of development, from idea to start-up to success, from a national network of retired and working volunteers. Offers email advice online, face-to-face small business counseling, and low-cost workshops. Visit the website to search for a counselor or to request a free mentoring appointment. Also offers a veterans entrepreneurship program.

SCORE Bronx Borough Office

851 Grand Concourse, Room 123, Bronx, NY 10451

Telephone: 718.590.6252

SCORE Fordham Road CUNY

2501 Grand Concourse, 3rd Floor, Bronx, NY 10468

SCORE Brooklyn Borough Hall

209 Joralemon Street, Brooklyn, NY 11201

Telephone: 718.802.3776

SCORE Brooklyn Central Library

10 Grand Army Plaza, Brooklyn, NY 11238

SCORE NYPL Business Library

188 Madison Avenue, New York, NY 10016

SCORE Harlem Community Development Corporation

163 West 125th Street, 17th Floor, New York, NY 10027

Telephone: 212.961.4005

START SMALL THINK BIG

8 West 126th Street, 3rd Floor, New York, NY 10027

Telephone: 646.723.4053

www.startsmallthinkbig.org

Provides free legal, financial, and marketing services for entrepreneurs and small business owners who either live in or sell goods or services in underserved communities in New York City. Also offers classes and workshops on a range of business-related topics. Call or visit the website for information about becoming a client and to apply for services.

Preparing for the Job Search

What You Can Do Before Leaving Prison

Take advantage of programs in your facility

Take advantage of programs at your facility, as they may help you prepare for release. You can also ask your facility to invite people from community agencies or private companies that do a large amount of hiring.

If you plan to live in New York City after your release, you may want a copy of this book for yourself. You can receive a free copy of *Connections* by writing to **Correctional Services, The New York Public Library, 445 Fifth Avenue, New York, NY 10016**.

If you are not returning to New York City, please see reentry guidebooks for other parts of New York State, starting on [page 24](#).

Gather the documents that you will need

To apply for jobs and be eligible for most private or government programs you will need certain types of documentation. You can save time if you begin to collect documentation while you are still incarcerated. At the very least, be sure to have a Social Security card (sometimes a number alone is not sufficient) and proof of identification (birth certificate, driver's license, or nondriver's photo ID). Each agency or employer has its own requirements for documentation.

The following may be useful to have when you are released:

- Prison discharge papers (given to you upon release)
- Military discharge papers (DD214), more information [page 201](#)
- Permanent Resident Card (green card, for non-US citizens), more information [page 187](#)
- Proof of education (college transcripts or HSE certificate), more information [page 43](#)
- Working papers (required for people under 18 years of age), more information [page 263](#)
- Certificate of Relief from Disabilities & Certificate of Good Conduct (apply after release)

These documents may not be easy to get while you are incarcerated. In some cases, a family member or friend on the outside can help. Ask your contact in the community to visit <https://portal.311.nyc.gov/category/?id=311-15> for information on how to obtain important documents including birth certificates, naturalization cards, driver's licenses, and nondriver IDs.

Personal and professional references may be required to apply for jobs, to get back into school, and to receive the certificates discussed below. Letters from people who will speak positively on your behalf about your skills, abilities, work history, and motivation can make a difference when applying for jobs. People you can ask include a former supervisor, a teacher, a mentor, or a religious or spiritual advisor. Usually family and friends do not serve as references. Start a file or folder for these letters and keep them together so you have them all in one place for when you will need them.

What You Can Do Upon Release



Restore your rights

Depending on the conviction, you may have lost your right to engage in certain types of employment or apply for certain types of licenses. In some cases, you may be legally prohibited from applying for certain civil-service positions that are classified as public office, such as firefighters. Visit <https://niccc.csgjusticecenter.org> to search for restrictions on professional licenses.

To restore your rights, you need:

- 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

Information about certificates

Certificates are an assumption of rehabilitation and evidence employers and licensing agencies must consider when licensing or hiring. Certificate of Relief from Disabilities is a confusing name.

Having a felony conviction and having a disability are in no way the same thing. Your parole officer may simply refer to this Certificate as a Certificate of Relief.

What certificates can do

Certificates have the power to remove any legal bar imposed on you as a result of having been convicted of the crime(s) specified on the certificate. If you have a certificate, not only do you become eligible to apply for positions you might otherwise be barred from, but the certificate informs the employer that the state or a court assumes you are rehabilitated and that the employer should take this into consideration. A certificate is not a pardon, and an employer is still allowed to conduct a criminal background check after offering you a job.

Remember that some occupational licenses may be denied to you for certain employment unless you have one of the certificates.

To learn about avoiding job discrimination, see [page 317](#).

Applying for a certificate

For **Certificates of Relief From Disabilities**, you should apply to the court that sentenced you unless:

- you were sentenced to a New York State (DOCCS) correctional facility, or
- you were convicted in a federal court or a court in another state and you are now a resident of New York State.

Certificates in these cases are issued by the New York State Department of Corrections and Community Supervision (DOCCS). After release, there is no waiting time to apply for this certificate.

To apply for a **Certificate of Good Conduct**, which is granted to persons who have multiple felony convictions, you may have to wait three to five years after completing your most recent sentence, depending on the severity of your most serious conviction. For example, you may have two felonies, a class-E felony from 1993 and a class-B felony from 2003, and you were discharged from parole in 2015. Since your most serious crime was a B felony, you would have to wait five years from the completion of your most recent sentence (2015). Therefore, you would be eligible to apply for a Certificate of Good Conduct in 2020.

To request an application form for a Certificate of Relief from Disabilities if you have served state time, or for a Certificate of Good Conduct, write to:

NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION (DOCCS)

Attn: Certificate Review Unit

Harriman State Campus—Building 2

1220 Washington Avenue, Albany, NY 12226

Application forms are also available at the New York State Department of Corrections and Community Supervision website at www.doccs.ny.gov/certrelief.html or by calling **518.485.8953**.

What to expect

Once you submit the completed application, DOCCS will assign a field Parole Officer for an investigation (this does not mean that you are being placed on parole). The Officer will review:

- Employment history and how you have supported yourself
- Proof that you have paid income taxes for the last two years
- Proof that you have paid any fines or restitution set by the courts

After DOCCS has received all necessary documents and records from you, the field Parole Officer assigned to you will contact you to arrange an interview at your home/residence to answer any remaining questions and confirm your current circumstances and living situation.

Even though the application does not say you must include “evidence of rehabilitation” in your application packet, it may be helpful to do so. Things that you may want to provide are:

- A written personal statement, about the positive changes you have made since your conviction
- Copies of certificates from programs you’ve attended such as job training
- Letters of support from employers, counselors, supervisors, teachers, and others
- Copies of school transcripts

Remember, even if your convictions took place outside of New York

State, or in a federal court, you may apply directly upon release from custody to the Certificate Review Unit.

For more information, contact your parole/probation officer, or **The Legal Action Center, 225 Varick Street, New York, NY 10014**, telephone: **212.243.1313**. You can also visit www.reentry.net/ny and click on Criminal Records for applications and other information. Certificates generally take one year to be processed.

Clean up your rap sheet (Record of Arrest and Prosecution)

Often, arrests that should be sealed (arrests not leading to convictions, youthful offender adjudications, or convictions for noncriminal offenses) remain open or unsealed on your record and available for potential employers to see.

Employers who can legally fingerprint you and get a copy of your rap sheet from New York State include: civil-service employers, banks and financial institutions, bonding agencies, hospitals, museums, childcare agencies, home care agencies, mental health facilities, school bus-driving companies, security-guard companies, and law enforcement agencies (who are entitled to see sealed information as well). It is to your advantage to clean up your record, and to have sealed whatever errors or unnecessary information may appear on it.

Reviewing your rap sheet

If you are currently serving a sentence in a New York State prison or in a county or city jail, you can receive a copy of your rap sheet free of charge. You must include your name, any aliases, your date of birth, your DIN, and your projected release date. The Division of Criminal Justice Services will not send you your rap sheet if you will be incarcerated for less than 45 days. Send your request to:

NYS CRIMINAL JUSTICE SERVICES, LEGAL SERVICES OFFICE

Criminal History Record Information Access Inquiry

Alfred E. Smith Building

80 South Swan Street, Albany, NY 12210

Telephone: 518.457.5837

www.criminaljustice.ny.gov

The Legal Action Center or the Public Defender's Office in your borough can also assist you in obtaining your rap sheet.

The Legal Action Center has a useful booklet called *Your New York State Rap Sheet: A Guide to Getting, Understanding, and Correcting Your Criminal Record*. The guide is available online at <https://lac.org/resources/criminal-justice-resources>, or you can request a copy by contacting them by phone at **212.243.1313** or writing to **225 Varick Street, New York, NY 10014**.

To obtain a federal rap sheet, known as an Identity History Summary, you must fill out an application with the Federal Bureau of Investigation (FBI) found at <https://forms.fbi.gov/identity-history-summary-checks-review> and send: (1) the completed application; (2) a full set of fingerprints on a standard fingerprint form, FD-258 (available at any police precinct for a fee) with the date, your name, and your date and place of birth; and (3) a money order or certified check for \$18 made payable to the Treasury of the United States to: **FBI CJIS Division—Summary Request, 1000 Custer Hollow Road, Clarksburg, WV 26306**.

A complete list of instructions can be found at www.fbi.gov/services/cjis/identity-history-summary-checks.

Many employers are not authorized to get a copy of your rap sheet directly from the Department of Criminal Justice Services (DCJS). Prospective employers may conduct a criminal background check using a consumer-reporting agency. Federal and New York State fair credit reporting laws require that an employer get your permission before conducting a background check. You should get a copy of your consumer credit report for yourself as you prepare to look for a job. These reports are often incomplete or inaccurate and you may need to spend some time correcting the information. You can obtain one free credit report per year by visiting www.annualcreditreport.com or call **877.322.8228**. You can also write to **Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348** for more information. A Social Security number is needed to obtain your free credit report.

An employer or individual may also get a copy of your criminal record from the Office of Court Administration (OCA). This is the agency that keeps all court information on file. An OCA background check costs \$95. Visit www.nycourts.gov/apps/chrs for more information.

Upgrading a less-than-honorable military discharge can be advantageous to your future. Visit the VA New York Regional Office at **245 West Houston Street, 2nd Floor, New York, NY 10014** or call **800.827.1000** to request an application.

Remember that all of these procedures (obtaining and cleaning up errors on your rap sheet, sealing arrests not leading to convictions, etc.) will take time and cost money. Start the process now, and make sure that prospective employers do not see any unnecessary information or errors when obtaining access to your record.

Sealing criminal records with Criminal Procedure Law § 160.59

Eligible individuals may request to have their records sealed if they have not been convicted of another crime for a period of 10 years from the day they were sentenced or released from jail/prison (whichever is later). People are eligible if they have only two (2) convictions on their criminal record or, in some cases, if more than two convictions are related to the same one or two incidents. All misdemeanor convictions, other than those requiring registration as a sex offender, are eligible, and some felonies are eligible to be sealed. A person can seal, at most, one (1) felony. Sex offenses, violent felonies, and serious felonies are not eligible for sealing.

Members of the public (including employers or housing agencies) will not be able to see a conviction that is sealed. All arms of law enforcement, including police, district attorney, the courts and corrections will be able to see the sealed conviction/prosecution. In addition, the Financial Frauds and Consumer Protection Unit of the State Department of Financial Services, the Office of Professional Medical Conduct of the State Department of Health, the Child Protective Services Units of any local departments of social services, and any agency that issues firearm licenses or gun permits will have access to sealed convictions. Under the New York State Human Rights Law (NY Executive Law § 296.16), employers are not permitted to ask about or act in response to a conviction that has been sealed, except if a person is applying to be a police or peace officer.

To apply to have your eligible criminal conviction sealed visit the New York State Courts website at <http://nycourts.gov/forms> to

obtain a copy of the required forms, which include the “Notice of Motion and Affidavit in Support of Sealing Pursuant to CPL §160.59” form and instructions. The instructions also contain a list of crimes that are ineligible for sealing. Read and follow the instructions provided to file a motion for sealing with the court.

Avoiding Discrimination in Your Job Search

Know your rights as a formerly incarcerated person

Under New York State law, **Article 23A**, it is illegal for an employer to deny someone a job based on a conviction unless the employer can demonstrate it is job-related. The law says that in deciding whether or not a conviction is job-related, the employer must consider a number of factors, including evidence of rehabilitation (a Certificate of Good Conduct, for example). With sufficient evidence of rehabilitation, the burden of proof is on the employer to demonstrate that hiring you would be a risk to people or property, or that your conviction is directly related to the job for which you are applying.

A law called the **Fair Chance Act** says New York City employers cannot ask about your criminal record until after offering you a job. This law went into effect on October 27, 2015.

What does New York City’s Fair Chance Act do?

- Bans job ads that say things like “no felonies” or “must pass background check”
- Bans any questions about criminal history on job applications
- Bans any questions about criminal history during job interviews
- An employer can check your criminal record history only after a conditional job offer is made

It is important to remember that a person cannot be discriminated against because of arrests, either. “Have you ever been arrested?” is an illegal question, both on a job application and during an interview. Your prior arrests can not be used against you even after a job offer is made, regardless of the reason for the arrest.

If you are denied a job because of your criminal record, the employer must explain why in writing. The employer must also connect your criminal record to job duties or show it creates an unreasonable risk. A person convicted of embezzlement at a financial institution, once released, would have difficulty getting a job handling cash at a bank, for example. The employer must hold the job offer open for three days to allow you time to discuss the issue or any wrong information.

There are laws that require background checks and prevent people with certain serious convictions from working in some jobs with children, older people, or in law enforcement, among other positions. The Fair Chance Act does not affect these jobs or change the background check requirements. These employers are allowed to tell applicants that the jobs are subject to a background check and that they may deny employment to workers with conviction histories that may pose a risk.

In addition to all employment in New York City, applicants for positions with New York State agencies will not be required to discuss or disclose information about prior convictions until and unless the agency has interviewed the candidate and is interested in hiring them.

If an employer did not follow the rules described here, call **311** and ask for the Commission on Human Rights. You can leave an anonymous tip or file a complaint about what happened to you. If the employer is found to have broken the law, you could recover lost wages or other damages, and the employer may have to pay a fine.

You can also contact the Legal Action Center for help if you experience discrimination by calling **212.243.313**. They can advise you on your rights and give help with how to proceed. Important information relating to employment discrimination can be found on their website at www.lac.org or you can write to them at **225 Varick Street, New York, NY 10014** to request information by mail.

It is important to note that the Fair Chance Act is in effect in the five boroughs of New York City. If you are looking for work outside of New York City, you may still be asked about your conviction

history on a job application or during an interview. In those cases, it is important to present your history in an accurate and positive light.

You can learn more about addressing your conviction in the *Resume* section on [page 326](#) and in the *Interview* section on [page 348](#).

Dealing with alcohol or substance use disorder in your past

It is illegal for an employer to ask you whether or not you have a history of alcohol or substance use disorder. An employer can only ask if you are currently using illegal drugs. It is illegal for an employer to discriminate against you as someone who is recovering from alcohol or substance use disorder. If you have been refused employment and believe it was due to a history of alcohol or substance use disorder, or due to participation in a treatment program, contact the **New York State Division of Human Rights** at **888.392.3644** or the **Legal Action Center** at **212.243.1313**.

Federal confidentiality laws prohibit most treatment programs from revealing any information about your treatment without your consent. However, an employer can learn of past or current substance use by conducting a background check or due to a medical exam required as part of the hiring process for some jobs.

NYC Human Rights Law

Employers cannot discriminate against job applicants and employees based on their age, immigration status, arrest or conviction record, caregiver status, color, credit history, salary history, disability, gender, gender identity or expression, marital or partnership status, national origin, natural hair or hairstyles, pregnancy, race, religion/creed, sexual orientation, status as a current or former military service member, unemployment status, or status as victim of domestic violence, sexual violence.

More information on the NYC Human Rights Law can be found on [page 168](#).

In New York City, it is illegal for interviewers to ask about your past compensation amounts (salary or hourly wage).

Demonstrate that you are a person who has undergone rehabilitative change

The law in New York City that prohibits questions about criminal records means that it is your decision to discuss your past in an interview. But, if you are offered a job, a background check may reveal your history. Be prepared for questions that may be asked on whether your conviction relates to the job position. Certificates can act as an official line of support and a clean rap sheet will benefit you as well. Make sure to maintain supportive and accurate paperwork. In addition, practice answering questions that may be brought up in order to feel confident discussing the ways you have changed.

Be able to explain how you've confronted the problems that led to your time in prison. For example, "Problems that were affecting me five years ago led to a series of bad decisions. Since then, I have learned to understand the underlying causes of my circumstances and choices. After release, my family and friends, as well as my educational experience, helped to build my confidence. I am positive that my past will not interfere with my work or my ability to make good decisions."

When choosing references for your resume and job application, select individuals who can testify to your present-day character and speak about your specific skills. Keep a file of these letters that speak of the meaningful ways you have changed.

What To Do While Unemployed

Assess your resources and plan realistically

It is important to plan a long-term strategy during your job search. Some questions to ask yourself: Can my family help support me while I seek work? Am I eligible for unemployment insurance, food stamps, or other types of government assistance? If I have savings, how long will they last? The more time you can spend on looking for a job, the better your chances of finding one.

Looking for work is never easy. Having people you can share your experiences with can be very important in job hunting. Make yourself accountable. If you have family or friends, talk to them about how the day went and what your plan will be for upcoming days.

Explore volunteer work for the advantages it offers

Volunteer work has many advantages. While volunteering you gain experience and can make contacts that can later help you find a paying job. Any experience you gain should be included on your resume or job application and contacts can serve as references when applying to jobs. Volunteering shows you are a motivated individual, interested in expanding your skill set.

Assessing Your Skills

While preparing for the job search it is important to assess your interests and skills. Some people know exactly what work they want to look for while others may be less certain.

Working with a job counselor or career coach can help make you aware of what you have to offer. It can also help to establish some realistic short and long term goals. A job counselor will interview you in order to assess your abilities in a certain skill and your preference toward a particular field of work.

If you would prefer to begin by assessing your own skills, there are books and online tools that can help such as the CareerOneStop online assessment at www.careeronestop.org/ExploreCareers/Assessments/skills.aspx. You can also visit the job information

center of your public library and ask for materials on skills assessment.

On the following pages is a Personal Skills Worksheet that you can use to begin a self-assessment. The worksheet can also be helpful in creating the content of your resume.

Personal Skills Worksheet

Self-management Skills

Please identify your self-management skills from the list below. There is space for you to add skills that you have that are not on the list. Those are the things that make you unique.

- | | |
|--|---|
| <input type="checkbox"/> Able to get along with others | <input type="checkbox"/> Enthusiastic |
| <input type="checkbox"/> Able to make decisions | <input type="checkbox"/> Good communicator |
| <input type="checkbox"/> Able to meet deadlines | <input type="checkbox"/> Neat |
| <input type="checkbox"/> Able to work under pressure | <input type="checkbox"/> Organized |
| <input type="checkbox"/> Accurate | <input type="checkbox"/> Patient |
| <input type="checkbox"/> Adaptable | <input type="checkbox"/> Positive attitude |
| <input type="checkbox"/> Careful | <input type="checkbox"/> Punctual |
| <input type="checkbox"/> Detail oriented | <input type="checkbox"/> Quick learner |
| <input type="checkbox"/> Committed | <input type="checkbox"/> Responsible |
| <input type="checkbox"/> Confident | <input type="checkbox"/> Willing to follow directions |
| <input type="checkbox"/> Consistent | <input type="checkbox"/> Willing to use initiative |
| <input type="checkbox"/> Creative | <input type="checkbox"/> Works quickly |
| <input type="checkbox"/> Dependable | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Efficient | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Energetic | <input type="checkbox"/> Other: _____ |

Exercise: Choose three qualities/skills that you feel are your strongest and give an example of how you show this skill. Here is an example: “I am dependable. I was never late for a shift and prepared to start the day when I arrive. I stay organized in order to meet deadlines.”

1. “I am _____ . I have shown this quality by:

2. "I am_____. I have shown this quality by:

3. "I am_____. I have shown this quality by:

Identifying Job-Content Skills

Check the skills that you have now that are specific to a particular job.

Administrative Skills

- | | |
|---|---|
| <input type="checkbox"/> I can delegate work to others. | <input type="checkbox"/> I have the ability to resolve complaints. |
| <input type="checkbox"/> I can develop a budget. | <input type="checkbox"/> I know how to evaluate priorities and make decisions. |
| <input type="checkbox"/> I can design programs for employee training. | <input type="checkbox"/> I can develop innovative, time-saving work procedures. |

Business Skills

- | | |
|---|---|
| <input type="checkbox"/> I communicate well by telephone and email. | <input type="checkbox"/> I know how to use Microsoft Office Programs: Word, Power Point, Excel, Access. |
| <input type="checkbox"/> I can enter information into a computer. | <input type="checkbox"/> I can make financial reports. |
| <input type="checkbox"/> I can answer questions from customers/clients clearly. | <input type="checkbox"/> I can sell goods and/or services. |

Technical Skills

- | | |
|--|---|
| <input type="checkbox"/> I can assemble, tune, repair or operate engines or other machinery. | <input type="checkbox"/> I can understand and use blue-prints. |
| <input type="checkbox"/> I can make and operate scale models of airplanes, boats, cars, or trains. | <input type="checkbox"/> I can construct, maintain, or restore buildings. |
| <input type="checkbox"/> I can repair automobiles. | <input type="checkbox"/> I can make or repair furniture. |

Skills in Working with People or Providing Services to People

- | | |
|--|--|
| <input type="checkbox"/> I can help people relax and enjoy themselves. | <input type="checkbox"/> I enjoy teaching people a new skill. |
| <input type="checkbox"/> I am caring, sensitive and people-oriented. | <input type="checkbox"/> I enjoy working with all kinds of people. |
| <input type="checkbox"/> I can help people solve problems. | <input type="checkbox"/> I can talk easily and put people at ease. |

Language Skills (Spanish, American Sign Language, Creole, etc.):

Licenses/Certificates I Hold (driver's license, OSHA, MS Office, etc.):

Writing a Resume

What Is a resume?

A resume is a document that lists your work experience, education, and skills. It summarizes relevant facts to show a prospective employer that you can do the job you are applying for. Your resume should highlight valuable and relevant skills, in a clear and readable way. It should demonstrate how you meet the job's requirements and that you have the right qualifications, experience, and skills for the job.

Why is a resume important?

- Most employers require that you have a resume when applying for a job.
- A well-written resume can help you get an interview.
- After the interview, it serves as a reminder for the employer, of who you are and what you discussed.
- A resume helps to organize your thoughts and skills, even if you do not need it for every job you apply to.

What goes in a resume?

- Your name and contact information (phone number and email address)
- A professional summary/objective statement/occupational goal
- A list of key skills relevant to the job you are applying to
- Work and volunteer experience, educational history, and skills

Not everything listed must appear on your resume every time, and the order can change depending on the type of resume you need and the job you are applying to. The most important thing is to get the most useful information across first.

Tailoring your resume

You should tailor your resume to show how your work experience specifically meets the needs of the job you're applying for. It is a good idea to make two or more resumes to focus on different aspects of your experience. If you've had many different jobs in your work history, you may wish to emphasize some in applying for one job and others in applying for another.

Ways that you can tailor your resume include:

- Write an opening statement/job objective that directly links your experience and education to the requirements of the job
- List the most relevant skills for the job first
- Include any certificates you have that are needed for the job

You also want to include specifically relevant keywords and phrases throughout your resume. This means that you want to make sure you include words and phrases used in the job advertisement and description. This is because larger employers use Application Tracking Systems (computer software systems) to search and filter high volumes of resumes before they are seen by a person.

Use action verbs to describe your experience

Compare the following two examples and the impression they might make upon the employer. Action verbs are underlined.

- (a) 2014–2017 Smith & Sons, Bronx, NY
HVAC Technician
- (b) 2014–2017 Whitney Paper Company, Bronx, NY
Storeroom Clerk
- Installed, maintained, and repaired heating, ventilation, and cooling units.
 - Maintained good working order of units to ensure compliance.
 - Conducted complete equipment inspections.
 - Trained and supervised two apprentices.
 - Performed preventative maintenance.

Some action verbs to help with your resume:

achieved, adapted, addressed, administered, arranged, assessed, assisted, authorized, collaborated, conducted, demonstrated, designed, developed, devised, directed, edited, enforced, evaluated, facilitated, fostered, generated, handled, hired, implemented, improved, initiated, launched, maintained, managed, marketed, mastered, motivated, operated, organized, oversaw, performed, planned, programmed, provided, publicized, recommended, reorganized, repaired, represented, researched, scheduled, screened, streamlined, supervised, trained, updated

Be sure to include all of the skills you may have, not just the ones that you've learned on the job. Many of us have useful skills that we don't generally think of when applying for a job. If you can speak a second language, for example, include it on your resume. If you have excellent computer skills, say so. Have you ever operated any special types of vehicles—forklifts or trailer trucks? Or trained and supervised someone on the job at the facility's library or transitional services center? Have you ever exhibited leadership skills such as working with young people in a neighborhood youth program or coaching a basketball team? Don't neglect to list such things. Also, remember 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.

Types of resumes

Although there is no single format for a resume, generally they fall into one of two categories: the Chronological Resume, and the Skills Resume (also called a Functional Resume). Choose the type of resume best suited to your individual experience.

The chronological resume lists the jobs you've had and the schools you have attended, beginning with the most recent and going back in time. It is best suited for those people who have a relatively unbroken work record since leaving school and can offer good explanations for time gaps in their work record (a return to school or service in the military, for example).

The skills resume 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, have not worked for long periods of time, and/or acquired skills while incarcerated or in non-job-related pursuits.

How to account for time incarcerated

Employers do not like to see time gaps on resumes. They assume that a person with a strong record of employment or schooling is a more stable and dependable person, and thus less of a risk to hire. However, there are creative and professional ways to account for time gaps.

When creating your resume, be sure to explain how you spent

your time in prison to your best advantage. If you finished your high school diploma program or received tutoring or took a correspondence course, say so under “Educational Background.” If you were trained in asbestos removal, list this under “Skills” or “Work Experience.” List porter work done in prison, maintenance or landscaping, and work in a prison office, library, or transitional services center.

Help in writing a resume

It is a good idea to get some expert help in writing a resume. For example, try visiting your public library’s job information center, where you will find materials on how to write a resume along with sample resumes. Specially trained staff will be able to look over what you have written and help you strengthen any parts of your resume that need improvement.

Remember that a resume must always be typed and saved as a digital file. A digital copy of your resume is essential so that you may edit the contents of your resume to fit each job for which you apply. Your local public library has computers with printers for you to use. When creating your resume, you can save a copy of your resume on a flash drive (available for as little as \$5) or email it to yourself and save it in your email inbox to access when needed.

If you need assistance with creating a digital copy of your resume, please see the *Computer Literacy* section of this book on [page 50](#).

Sample Resumes

On the following pages are three sample resumes with notes explaining how formerly incarcerated people can present their time in prison.

Sample Resume I: Chronological Resume

DAVID COOPER

212.555.1141 | dcooper@gmail.com

OCCUPATIONAL GOAL: Automotive Technician

EDUCATION

- Plattsburgh State College, Plattsburgh, NY: current
- High School Equivalency Diploma: 2011
- Essex CF Automotive Shop, 1,500 hours of training: 2008
- Henry Hudson High School, New York, NY: 2006
Electrical Shop, Automotive Shop, Mechanical Drawing

1 →

2 →

VOLUNTEER EXPERIENCE, 2008–2011

- NAACP, Essex Correctional Facility
- Treasurer, Merrick Jaycees, Merrick Correctional Facility
- Transitional Services Assistant, Little Kills Correctional Facility

WORK EXPERIENCE

- Community Services Crew, Rehabilitation of Essex County Fire House: Summer 2011
 - Responsible for electrical wiring and new window installation
- Jewelry Vendor, NYC: 2006–2007
 - Jewelry sales at neighborhood events, community centers, and flea markets
- Service Station Attendant, AA Station, Bronx, NY: 2004
 - Pumped gas and performed light auto-body repair
 - Supervised a small team of attendants

3 →

- House Painter, 18 months experience: 2014–2016
 - Prepared all surfaces for painting
 - Applied paint using brushes or sprayers

Notes to Sample Resume I

David Cooper spent three years, from 2008–2011, incarcerated in New York State correctional facilities. In his resume, he has used his experience to his best advantage.

- 1→** Show that while in prison you've done constructive things with your time. Mention any educational achievements or work experience you've had while incarcerated.
- 2→** If you've been involved in any organized prison activities or programs, list them. They help indicate to a prospective employer what you may have experienced while away in terms of personal growth and development.
- 3→** Consolidate and make use of your short-term employment experience. Six three-month painting jobs over a four-year period can be presented as "18 months experience."

Sample Resume II: Chronological Resume

Hector Diaz

718.555.5432 | hec.george@yahoo.com

Summary

Dedicated Asbestos Worker with strong safety practices. Adept at working independently with limited supervision, or as a member of a professional waste material management team. Flexible scheduling availability to include third shifts and weekends as needed.

Education

1 → Mid-Apple CF / Asbestos Abatement Program / 2012
Licensed Asbestos Handler

Ulster Community College / 2011

Associate Degree in Business Administration

US Army / 2003

Airframe and Powerplant License

Work Experience

Asbestos Handler / Mid-Apple CF / 2012–2017

2 → Responsible for removing asbestos materials in steam pipes, air ducts, heating plant equipment, and tunnels at nonprofit and county sites throughout Orange County. Worked closely with team of six.

Manager / Puebla Market / 2004–2009

3 → Managed fresh produce and prepared foods department of medium-size neighborhood market. Responsible for sales, ordering, pricing, and display. Supervised and trained clerks and cashiers.

Salesman / Stein Sports / 1998–2002

Organized stock, created attractive displays of new items, controlled inventory, sold merchandise, and provided customer service for credit and returns.

Other Skills & Assets

4 → Fluent in Spanish, valid NYS driver's license, willing to travel

Notes to Sample Resume II

Hector Diaz spent 2009–2017 incarcerated at an upstate correctional facility. His training as an asbestos remover at the prison has provided him with marketable skills. He has learned that the New York State Labor Department lists asbestos handling among fast-growing occupations in New York City. Hector chooses to name the school upstate that granted him a degree, without mentioning that he received the degree while incarcerated. He lists the facility where he received his asbestos training only as “Mid-Apple CF,” not “Mid-Apple Correctional Facility.” This assures that information about his incarceration is not the first thing the employer’s human resources team will notice. After being offered a job, he will have the opportunity to explain his conviction and his personal growth and change while incarcerated.

- 1 →** Be sure to include all of the formal training and education you may have received, including courses in prison. It is to your advantage to show the prospective employer that you spent your time productively while incarcerated.
- 2 →** When listing your work experience, always emphasize your responsibilities on the job and the skills that you learned or needed to employ. Hector was sent with fellow asbestos workers from his facility to work in nonprofit and local government sites throughout the county. He makes reference to this as well as to the fact he worked as part of a team.
- 3 →** Use action verbs for more effect (managed, supervised, trained, organized, sold, 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 (willing to travel).

Sample Resume III: Skills Resume

Jennifer Blake 718-555-1109 | jenb@xyzmail.com

SKILLS SUMMARY

1 →

Caretaker

Four years experience caring for diabetic and visually impaired patient: prepared special diet, administered insulin injections, served as a visual guide, conducted housekeeping duties

Healthcare

Experience in caring for up to sixteen patients in a nursing home: delivering and serving meals, making beds, bathing patients, taking temperatures, responding to patient calls, transporting patients

Food Preparation/Cooking

Responsible for all aspects of meal preparation for a medium-size institution: practiced food handling and sanitation procedures, helped prepare banquets

Customer Service

Two years experience as a security guard at a major life insurance company: dissemination of information, customer service, de-escalation practices

WORK EXPERIENCE

2 →

Volunteer Orderly | Mt. Marcy Convalescence Home, NY
2016–present

Cook's Assistant | Rose M. Singer Center, NY
2015

Security Guard | Central Security, NJ
2012–2014

3 →

EDUCATION

Health Counseling and Preventive Medicine

2018 | Steuben Adult Education Center, Jamaica, NY

4 →

Certificate of Expertise in Swimming, Lifesaving, and First Aid

2017 | Maspeth Red Cross Club, Queens, NY

Food Handlers License

2015 | Rose M. Singer Center, East Elmhurst, NY

Notes to Sample Resume III

Jennifer Blake spent most of 2015 incarcerated on Rikers Island in New York City, convicted on a misdemeanor charge. Because she has had little formal education or job experience, Jennifer has decided to construct a skills-type resume. She focuses on the many skills she acquired while living with a disabled grandparent (Caretaker), working as a volunteer health worker (Healthcare), a security guard (Customer Service), and as a cook's assistant.

- 1 →** In choosing a skills-type resume, emphasize the skills you have learned from both your non-job-related experience, including volunteer work and your paid job experience. List your responsibilities and emphasize their importance in relation to 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 →** Consider furthering your education. Many free or low-cost courses exist throughout the city in a variety of fields, including High School Equivalency and vocational skills. Listed on a resume, they will impress an employer and show that you are a person who wants to learn and has taken the initiative to do so.
- 4 →** Be sure to include all information that might be relevant to your job objective or revealing of your character. Certificates in swimming, food handling, and first aid, for example, are relevant to pursuing a career in nursing.

How to Use a Resume

- You may be required to email a copy of your resume to a prospective employer or upload a file directly to an employer's website. If you need help doing so, you can visit your local public library.
- Bring copies of your resume to job interviews and meetings with prospective employers, to leave a copy with the interviewer.
- Leave copies of your resume with any job-placement agency with which you establish contact.
- Give copies of your resume to professional associates, and parole or probation officers, who may run across job openings and notify you.

Ways to Look for a Job

There is no one definitive list of companies that hire formerly incarcerated people. This section outlines some of the ways to look for a job. Reaching out to organizations listed in this book, especially in the *Organizations for Job Seekers* section, starting on [page 288](#), may be helpful in your job search.

Let people know that you are looking for work

Sometimes jobs are filled by word of mouth. Let your friends, relatives, and community contacts know that you are looking for work. They can spread the word, and as soon as they hear of a job opening somewhere, they can let you know about it. Many times, jobs are filled when an employer hears about possible applicants through their personal network. This may happen even before new openings are advertised.

Find jobs online

It is important to know how to look for jobs online. Most companies advertise their job openings online and many companies only advertise their openings online. This is especially true for larger companies, as opposed to small businesses. You will need an email address to email your resume to employers, to sign into job search websites, and to complete online applications. You may also need an email address for paper applications. Public libraries

and some community organizations can provide help with learning how to use and set up a free email account.

Job search websites are the most popular places online for job searching. Most require you to type in the name of a job or skill, and a list of current job openings will show up based on that search.

Employers may also look at resumes uploaded to job search and professional networking sites. Creating a jobseeker profile and uploading your resume can increase your chances of finding work. Jobseeker profiles can be created on professional networking sites, or on most of the larger job search websites. Creating a profile on more than one site can increase your chances of being spotted by an employer. It also means you'll get emailed more often about job vacancies.

More information about computer literacy is on [page 50](#).

Contact the employer directly

Another way to learn where job openings are is to contact employers directly. By searching online, you can find the contact information of the businesses that interest you. If you know a company that you would like to work for, you can check their website to see if they have any vacancies.

It is important to look for instructions on how to apply. If a company's website asks all applicants to apply online, follow those directions first. You can always follow up with a call later, but you do not want to be passed over for failing to follow the first direction.

Employment placement services

Employment placement services are similar to for-profit employment agencies in that they both provide job placement. Employment services, however, do not charge fees. They are usually attached to a government or community agency, a school, or a job-training program.

Carefully check the chapters of this book called *Organizations for Formerly Incarcerated People* and *Organizations for Job Seekers*. Many of the listings, such as the New York State Department of

Labor–Job Services Division, are employment services. Others, such as the Center for Employment Opportunities (listed on [page 32](#)), include placement services. Note that some of the employment services listed specialize in job placement for specific groups, such as formerly incarcerated people, veterans, people recovering from substance use disorder, or people with disabilities.

Applying for a Job

Writing a Cover Letter

A cover letter is a one-page letter written to the person or organization offering the job you're applying for. A cover letter may not be needed for every job you apply to and certain industries do not generally use them for hiring. However, unless there are clear instructions not to send one, it is good practice to include a cover letter with your resume.

A well-written cover letter lets you introduce yourself, expand on topics covered in your resume, and showcase your writing skills. It is also a way to stand out from other people applying for the same job.

A cover letter should be a one page summary of your resume.

When writing a cover letter you should:

- Mention the job you are applying for and where (or how) you became aware of the opening
- Show that your skills and experience match the skills and experience needed to do the job
- Explain why you want the position and why you would be a good fit
- Request an interview and include a phone number and email address where you can be reached

When possible, address the cover letter to the director or head of a department by using the person's full name. To find this information you can search the company's website. Otherwise, "To Whom It May Concern" is the best greeting. Avoid using a gendered greeting such as "Dear Sir or Madam".

The following is a sample of a job ad and cover letter:

Plumbing and heating wholesaler, AAA Plumbing seeks reliable, hardworking Warehouse Agents to join our team. Ideal candidates have work experience in a warehouse setting and working knowledge of receiving, handling, and distribution of freight is required.

- Ability to safely & skillfully operate a forklift
- Familiarity with the use of hand trucks, pallet jacks & other necessary warehouse equipment
- Solid communication skills
- Physical stamina & ability to lift or move at least 40 lbs.

Excellent opportunity and benefits.

Immediate full-time hire for right candidate.

Job type: Full-time

[Apply Online](#)

Dear Deanna McDonald,

I would like to express my interest in applying for the Warehouse Agent position at AAA Plumbing, advertised on your website. As a self-directed and reliable professional, with experience performing a range of general warehouse operations and knowledge of plumbing, I possess skills that will contribute toward the success of AAA Plumbing.

My background includes successfully receiving shipments, unloading goods, verifying invoices, and stocking items while working collaboratively with peers and management to maximize productivity and efficiency. Through my experience, I have become highly skilled at adhering to warehouse goals and requirements while facilitating streamlined operations.

The following achievements demonstrate my qualification for this position:

- Loading and unloading freight safely and efficiently by using various heavy machineries such as forklifts, pallet jacks, and other operating equipment.
- Evaluating inbound and outgoing product shipments to ensure quality control and accuracy.
- Demonstrating superior organization, interpersonal, and time management abilities.
- Earning a reputation as an excellent team player and leader; regularly selected to train and mentor new hires.

My proven ability to optimize warehouse operations and team success, along with my solid skills in communication and problem solving, will contribute immensely to the success of AAA Plumbing. Thank you for your consideration, and I look forward to speaking with you soon.

Thank you in advance for your time,
Nelson Jimenez

Filling Out a Job Application

Most companies require a person to fill out a job application. To fill one out you will need to know a lot of detailed information about yourself, including your work and education history. It is a good idea to start gathering this information in advance, so you can have it ready and organized by the time you start looking for a job.

You can use the *Personal Fact Sheet* on [page 360](#) for all your information. This way you can save time and have important names, dates, and addresses all in one place.

Many job application forms are now available online and most large companies only use an online application process. To apply online you will usually need to create an account, which will require an email address and choosing a username and password. Some online job applications must be completed in a set amount of time and some have lengthy questionnaires. The staff at most public library branches can help you with setting up a free email account and applying to jobs online.

When filling out an application on paper, take your time. Make sure your writing is clear and neat. It is helpful to look over the entire application before you start writing anything down.

Try to answer all of the questions asked on the job application. If any do not pertain to you, it is still recommended you put something in the space provided, such as “N/A” (Not Applicable). For example, if you have never served time in the military, you may write “N/A” where asked about military experience.

Review the guidelines detailed on [page 317](#) to learn more about answering questions related to your conviction and avoiding discrimination.

Job applications are usually divided into four major categories:

- Personal Information
- Educational Background
- Work Experience/Employment History
- References

Personal information

You will need to have available:

- Your current address
- A phone number where you can be reached
- An email address

You are also likely to be asked if you are 18 or older, if you are legally allowed to work in the U.S., and whether you have served in the military.

Educational background

You will need to know information for every school you have attended. This includes a school's address, the years that you attended, and the type of degree, diploma, or certificate you received.

Include any other type of classes or school you have taken. For example, if you have taken a professional development class or went to any special type of trade or vocational school, include that information. If you've taken college classes, but have not received a degree, write the number of credits that you have earned, and in which major you were working.

Work experience/employment history

For this section, you will have to know and list your work experience and employment history starting with the most recent and going back. For each, be prepared to give the name of the company or employer, its address, the dates when you were employed, the type of work you performed, your title, and the reason for leaving.

You can also list unpaid work in this section. For example, if you have ever tutored, helped someone renovate their house, or volunteered for a community group.

For suggestions on how to account for time incarcerated in your work history, see the *Resume* section on [page 326](#).

References

References are people your potential employer can contact to find out more about you. They are people who are familiar with your work or your character in a professional or educational setting. They can be current or former employers, supervisors, or teach-

ers. It is best not to use friends or family members as references. Make sure you know their full name, job title, and current contact details and let them know you are listing them as a reference. This prepares them for the possibility that they will be contacted and asked to say or write a few words in your support. They will be most prepared to support you if they know what type of work you are looking for and if they have a current copy of your resume.

On the following page is a sample of a job application.

Employment Application

Please complete all information. Please use ink and print clearly.

Personal Information

Last Name: _____ First Name: _____

Current Address: _____ City/State/Zip: _____

Telephone #: _____ Other #: _____

Email: _____ Preferred Name: _____

Are you eligible to work in the US? Yes No

Are you 18 or over? Yes No

Education

Institution/ School Name	Type of School	Area of Study	Highest Grade/ Degree

APPLYING FOR A JOB

346

Employment History

List below your three most recent employers, beginning with the current or most recent one. If you have had fewer than three employers, include any relevant volunteer work.

Company Name: _____

Address: _____

Phone: _____

Job Title: _____

Type of work: _____

Date started: _____ Date left: _____ Why did you leave? _____

Company Name: _____
Address: _____
Phone: _____
Job Title: _____
Type of work: _____
Date started: _____ Date left: _____ Why did you leave? _____

Company Name: _____
Address: _____
Phone: _____
Job Title: _____
Type of work: _____
Date started: _____ Date left: _____ Why did you leave? _____

References

Name: _____
Company/Job Title: _____
Phone number: _____

Name: _____
Company/Job Title: _____
Phone number: _____

To the best of my knowledge, the above information is correct. I understand that the employer may wish to investigate employment history by questioning my references and former employers, and I have no objection to this. I understand that my employment is subject to a 90 day probation period.

Signature: _____

Interviewing for a Job

The job interview

Interviews are a chance for an employer to learn more about you. They are also your chance to learn about the company. During the interview, the employer tries to determine how well you are qualified to fulfill the requirements of the job. At the same time, the interview allows you the opportunity to assess whether or not the job is right for you, and to demonstrate how your skills or qualifications can be a positive asset to the employer.

If you make a good impression during the interview, you may get the job—even if you don't have all the qualifications. On the other hand, if you make a bad impression, chances are you will not be offered the position, no matter how good your qualifications.

Preparing for the job interview

Job interviews can be stressful, but practicing and being well prepared can help you feel more confident.

The following tips and techniques can help you perform well in an interview:

- Prepare for interview questions
- Learn about the company
- Bring the materials you will need
- Arrive early and be patient
- Wear professional clothing

Prepare for interview questions

One way to prepare for an interview is to think about how you will answer questions you might get. Practice answering common interview questions. Take your time with your answers, it is ok to pause and think. Remember, every answer you give should reflect how you are qualified for the job. The answer you provide should describe important and relevant highlights from your work background that shows you are qualified for the job. Avoid answering questions with your personal history. When an interviewer says, "Tell me about yourself," what they are really looking for is how your past work experience and skill set make you qualified for the job in question.

Some other common interview questions are: Why do you want to work here? Tell me about a challenge or conflict you faced at work, and how you dealt with it? How do you work with others?

There are many websites that provide lists of common interview questions, such as www.glassdoor.com/blog/common-interview-questions.

Indeed's Career Guide, found online at www.indeed.com/career-advice?from=careeradvice, is a website dedicated to helping people looking for jobs and includes a section dedicated to common interview questions with examples of how best to answer them.

Be able to talk about what you see as your major strengths and weaknesses. Avoid personal factors that have no relevance to performing the job in question. When discussing a weakness, show not only that you are aware of the problem, but the measures you have taken to help solve it. For example, "In my last job, because we relied on paper and used the old software for years, I had limited experience using Microsoft Office. Because I always want to keep my technology skills up to date, I took it upon myself to learn Microsoft Office products in free classes I found in my community. Overall, I took 100 hours of training in Excel, Word, and Outlook, in order to feel confident and comfortable using the software."

Review the guidelines detailed on [page 317](#) to learn more about answering questions related to your conviction and avoiding discrimination.

Learn about the company

Before the interview, it is very helpful to learn about the company and the job for which you are applying. Employers like it when you show them you understand what they do, how they do it, and what their challenges are. It will help you to better explain why you want to work for that particular company or employer and what attracted you to the job. This information can usually be found on the company's website, sometimes on the About Us page or History page. It is also helpful to find and know a company's Mission Statement, often located on the About Us page. The mission of The New York Public Library, for example, is "to inspire learning, advance knowl-

edge, and strengthen communities.” The Mission Statement will give you an idea of the personality and purpose of the company and give you a chance to explain how you fit into the company’s culture.

Make a list of all the important questions you would like to have answered at the job interview. They might include: What are the work hours? What are the chances for advancement? What benefits does the company offer? What are the challenges associated with the job? Don’t be afraid to ask questions, but keep them relevant. It reflects interest on your part.

What you need to bring

Be sure to bring a pen, paper, and extra copies of your resume. You may also want to bring your *Personal Fact Sheet* from [page 360](#), in case you are asked to complete a paper application form at your interview. Also, you may want to write down the name and phone number of the person who will interview you and have it ready. Bring any special documents you think you may need.

Arrive early and be patient

Being late for a job interview creates a very bad impression. Double-check the right date and time of the interview. It is best to go into the interview about 10 minutes ahead of the scheduled time, but plan to get to the location 30 minutes early to account for any delays.

Plan out how you will get the interview location the day before. If you are taking public transportation, you may want to call the Transit Authority at **718.330.1234** for information on the best route to take or for schedules. You can also visit the trip planner at www.triplanner.mta.info.

When you arrive, be polite. Avoid any lengthy exchanges with the receptionist or others who may be waiting. Be patient if you are not called in for the interview at the exact time agreed upon. Use the time to review and compose your thoughts.

It is impossible to tell how long an interview will take. If you need to plan two interviews on the same day, make sure you have left enough time in between them, so you will not be late to the second one.

Wear professional clothing

Part of presenting yourself well for a job interview involves dressing neatly in clean and unwrinkled clothes. Dressing professionally shows the employer that you are taking the interview seriously and makes a good impression. This is important even if clothes are not important for the job (for instance if you will be supplied a uniform or if it is a job where people get dirty).

Think about what you would wear on a typical work day in the job you are applying to and then come to the interview dressed one step more conservatively than that. For example, a nice pair of slacks, and a shirt or sweater would be appropriate for interviewing for an auto technician—where jeans and a shirt would be the typical daily attire. A suit or dressy shirt and pants are appropriate attire for most office position interviews.

Look up Clothing in the index for organizations that provide free professional clothing to job seekers.

Helpful points for interviews

- Be professional
- Be relaxed and listen attentively
- Be clear, complete, and brief
- Be positive in your approach
- Avoid the negative

Be professional

Show the interviewer professional respect. Don't chew gum or stare at the clock or your watch. Turn your phone on silent and do not use it during the interview. Never debate with the interviewer, even if they seem aggressive in their approach.

Be relaxed and listen attentively

During the interview, try to be relaxed and listen carefully to what the interviewer has to say. If you are nervous (and it's perfectly normal to be nervous during an interview), try not to fidget. Sit up straight and make eye contact during the conversation. If eye contact makes you nervous, a good trick is to look at the spot right between the interviewer's eyes. Be an active listener by hearing out full statements before formulating your answer. It is okay to take your time.

Be clear, complete, and brief

Be professional with the language you use. Always answer with more than just “yes” or “no.” Think before answering to give brief, specific information about yourself.

Be positive in your approach

It is important that you stress your qualifications during the interview. Appear confident but never exaggerate your experience or skills. If the interviewer fails to ask you something you feel is important, fill in the gap. If asked to tell about yourself generally, mention only those things that pertain to the job for which you are applying.

Avoid the negative

Keep all personal problems to yourself. Do not talk about your home or financial problems. The interviewer is only interested in finding a dependable and qualified person to fill the position. Emphasize what you can do, not what you can't. Never apologize for lack of education or experience. There are many skills and talents you have developed that you can discuss in a professional way.

If you've been fired from a job, or stayed with jobs for only short periods of time, be prepared to explain. If you were fired and you are asked about it, recognize the mistakes that were made, but show how you have learned from them. Never speak negatively about your former employers, even when asked about challenges you faced in previous jobs. If you stayed on jobs for only short periods of time, perhaps you quit to go back to school, or to look for a better-paying job with more responsibilities.

If you didn't finish school, explain the decision in a positive way. You can explain, “I left school because I needed to get a job and earn money to support my family.” Mention any classes or training programs you have attended since leaving school, or any that you may have planned for the near future.

Ending the interview and follow-up

Remember, the interview is also an opportunity for you to find out more information about the potential job and employer. At the end of the interview, you can ask any thoughtful questions you have

already prepared (during your research) or any clarifications you may need about something that was brought up in the interview. For example, you may want to ask the interviewer what they think is the main challenge of the job or if they offer opportunities for training. Usually, it is not a good idea to ask about details like lunch hours or vacations, unless the interviewer brings them up. If you are asked to discuss salary expectations, be prepared and be realistic. To see the average salary for a particular type of job, you can check the Occupational Outlook Handbook website at <https://www.bls.gov/ooh>, but remember it is illegal to be asked about your salary history in NYC.

In most instances, the decision whether or not to hire you will not happen at the interview. If no indication is given about when you can expect to hear from the company, ask about the notification process.

At the end of the interview thank the interviewer for the opportunity to be interviewed. Remember to remain professional until you've left the building.

After the interview, send the employer a brief and professionally written email to thank them again for the opportunity to be interviewed. This again shows the employer that you are serious about the job.

Discussing a conviction in an interview

In New York City, it is illegal for an employer to ask you about your conviction history. A criminal background check can be conducted only after a job offer is made. Learn more about this law, the Fair Chance Act, on [page 317](#).

If you interview for a job outside of the five boroughs of New York City, you must be prepared to discuss your conviction with confidence and positivity. Do not mention the details of the conviction or try to convince the employer of innocence. If the employer asks for specifics, state the charges for which you were convicted but do not elaborate or try to explain it away—it can sound false and will keep the focus on the negative. Be as brief as possible. For example, “I was convicted of felony sales of a controlled substance.”

Special consideration should be paid to the discussion of drug-related convictions. It is illegal for an employer to ask you whether or not you have a history of alcohol or drug use disorder. Current illegal drug use is not protected under employment discrimination law, and employers can ask if an applicant is currently using illegal drugs.

Employers like to see that a person knows what happened was the result of a poor decision because it shows personal reflection, growth, and a desire for change. State that you've changed. It can be as simple as saying, "I'm a different person today." Explain how you've changed by listing the positive steps you've made in your life. This can cover a wide variety of areas—education, military service, work history, volunteer activities, and/or skills obtained inside or outside of prison.

After the Interview

Being Offered a Job

There are several factors to take into consideration before accepting a job offer, or if you are deciding between jobs. But remember, it is much easier to find a job when you already have one. If the job you have been offered isn't exactly what you wanted, it may be best to accept the offer and learn as much as you can, while you continue to look for another job.

Job potential

Ask yourself whether the job will challenge you. Will you be given the opportunity to work your way up to positions of more responsibility and higher pay? Will you be in a good place financially, even if you are looking for other opportunities? Try not to lose sight of your long-term goals and continue to work towards them, even if you find yourself at a job that does not live up to your expectations.

Salary or hourly wage

How much you are getting paid is an important factor when considering a job offer. Find out about your hourly wage, whether you will be receiving a fixed salary each pay period, or whether you will be dependent on commissions or tips. Also, find out if there will be opportunities for earning extra money on the job by working overtime.

When choosing between two jobs a person will not always decide to take the one offering the highest pay. Other important factors include working conditions, benefits, better hours, an easier commute, and more opportunities for training or job advancement.

Benefits

Benefits are things you receive from an employer in addition to your wages. They may include medical insurance, paid sick leave, paid holidays and vacation, a wellness plan, uniforms and special equipment needed on the job, or tuition assistance for continuing education.

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 to find out what benefits are offered at the job you are considering.

It may 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

- Commuting time and costs to and from the job
- Working conditions, such as hours, weather, noise levels, lighting, and dust
- Safety factors, such as risks of injury
- Social environment, workplace culture, and coworkers

Helpful Hints in Adjusting to a New Job

Be dependable and responsible

Do not be late for work or be absent without having a good reason and giving advance notice. Get to know exactly how long your commute is and allow for extra time in case transportation is delayed. If you are going to be late, or can't make it to work, call in immediately. If you offer to do a task or are asked to do one, make sure it gets done. Don't promise to do more than you can reasonably handle.

Be patient

When you first begin a new job, there is a lot to be learned—even in simple jobs. It's normal to be nervous during the first week or two. Just remember, your employer wants you to succeed and can help you adjust to new things.

Follow directions

There are usually valid reasons why you are told to perform tasks the way that you are. Your success as an employee will be judged to a very large extent on your ability to listen and follow directions. If you need to understand something better, don't be afraid to ask questions.

Get along well with others

Performing your job assignment is only one aspect of job adjustment. Equally important is your ability to get along with your

coworkers and/or the public you serve. If a problem occurs at work, practice professional communication and talk out the issue with your boss.

Take constructive criticism

Constructive criticism and performance reviews are a part of every job. 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 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. It is unfair to take a lot of time talking with coworkers about your personal affairs when it may end up jeopardizing both your jobs.

Leaving a Job

If you decide your current job is not the right fit, it is a good idea to have secured another job first. Here are two good reasons:

- The job market is competitive, especially in NYC, and securing a new job will take time.
- Employers generally prefer choosing new job applicants from those who are already employed.

If you quit a job, be sure to give your current employer at least two weeks' notice. Just like during job interviews, it is important to be professional when leaving a job. They will be more likely to give you a good recommendation for your next job.

Some things to think about

- Is your job covered by unemployment insurance? If so, will you be eligible to receive unemployment insurance benefits?
- If you were laid off or fired, do you have any recourse? Can you appeal the decision to anyone in the HR department or union?
- If you were laid off or fired, is there any severance pay that you can collect?
- What will happen when you leave the job in terms of your

pension, your health insurance coverage, and your unused vacation and sick time?

Being Unemployed

Unemployment Insurance (UI) provides temporary financial help to workers who are unemployed through no fault of their own. If you suddenly find yourself unemployed, you may be eligible to receive unemployment insurance benefits. If you are eligible, you must declare yourself willing and able to work and actively looking for new work while receiving unemployment benefits.

For recorded information on unemployment insurance, call **888.209.8124** (Spanish spoken). You will be asked by the local unemployment office to begin by bringing in your Social Security card and one or two other pieces of identification. (A pay stub from your former job is also helpful.) If you are eligible for benefits, there is a 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 *Financial Assistance* chapter starting on [page 86](#)), or union benefits if you were a dues-paying member of a union where you last worked. You may also be eligible for programs made to help people find work or further their education and training.

Personal Fact Sheet

Name: _____

Email: _____

Education

Name and Address	Area of Study	Degree Received
High School: _____		
Vocational: _____		
College: _____		
Other Training: _____		

Employment/Work Experience

Company Name & Address	Name of Supervisor	From/To	Reason For Leaving
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

AFTER THE INTERVIEW

360

References

Name	Company/Job Title	Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Additional Information (volunteer work, certificates, languages spoken)

Record of Job Contacts Made

Name of Company

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Name of Company

Address

Phone/Email

Name of Contact Person

Date & Time of Appointment

Travel Directions

Comments

Index

Numbers

30th Street Intake for Men 67
311 167

A

Abraham House 265
Access-A-Ride 217
ACCESS NYC 90
ACCES-VR 211
ACE Programs for the Homeless 77
ACLU National Prison Project 245
ACLU Reproductive Freedom Project 220
ACS ConnectMe 284
ADA National Network 208
Addicts Rehabilitation Center 125
Adoption Options 267, 272
Adult Family Intake Center 70
Advocates for Children 251
Affordable Rental Lotteries 83
After Innocence 29
AI-Anon—NYC 130
Albert Einstein College of Medicine—Montefiore-Einstein Division of
Substance Abuse 125
Alcoholics Anonymous 131
Ali Forney Center 237, 259
Alliance for Positive Change 102
Alliance of Families for Justice 29
American Cancer Society 106, 227
American Heart Association 133
American Indian College Fund 58
American Liver Foundation 113
America Works 296
Animation Project 251
Anti-Violence Project 119, 237
Anxiety and Depression Association of America 120
Argus Community, Inc. 109, 126
Arms Acres—Outpatient Services 126
Article 23A 317
Asian & Pacific Islander American Scholarship Fund 58
Avenues for Justice (AFJ)—Andrew Glover Youth Program 252

B

- Background Checks 318
- Bail 153
- Bailey House—Rand Harlan Center 78
- Bard College 59
- Bard Prison Initiative (BPI) 59
- Bedford Hills College Program 63
- Bedford-Stuyvesant Family Health Center 102
- Behavioral Health Treatment Services Locator 123
- Bennington College 60
- Birth Certificate 163
- Black & Pink 238
- Black Veterans for Social Justice, Inc. 203
- Board of Elections in New York City 160
- BOOM!Health 109
- Bowery Mission 78, 126, 224
- Bowery Residents' Committee 29
- Breaking Ground 78
- Breast and Cervical Cancer Detection 224
- Bridging Access to Care 109
- Bronx Community College—Future Now 51
- BronxConnect 252
- Bronx Defenders 142, 188
- Bronx Freedom Fund 157
- Bronx Independent Living Services 215
- Bronx Supreme Court Law Library 152
- BronxWorks 79, 188, 266, 289
- Brooklyn Center for Independence of the Disabled 215
- Brooklyn Defender Services 143, 188
- Brooklyn District Attorney's Office 30
- Brooklyn District Attorney's Office—Re-entry Bureau 30
- Brooklyn Public Library
 - Adult Learning Centers 44
 - Bard Microcollege 53
 - Business and Careers Center 95
 - Computer Classes 51
 - Culture Pass 270
 - Family Video Visitation 265
 - Immigrant Services 185
 - Services for Older Adults 231
 - Small Business & Entrepreneur Services 293
 - Youth & Family Services 258
- Brooklyn Workforce Innovations 296
- Bureau of Labor Statistics—The Occupational Outlook Handbook 303

Business Outreach Center Network 306

C

Cabrini Immigrant Service 188

Callen-Lorde Health Center 238

CAMBA 68, 96, 189, 297

Career Gear 297

CareerZone 303

Cathedral Community Cares 91

Catholic Charities 189

Center for Alternative Sentencing and Employment Services 30, 114, 252

Center for Anti-Violence Education 239

Center for Community Alternatives 31, 221, 253

Center for Court Innovation 31, 266

Center for Employment Opportunities 32, 289

Center for Family Representation 278

Center for Hearing and Communication 213

Center for Independence of the Disabled NY 215

Center for Urban Community Services 79

Centers for Disease Control and Prevention 105, 114, 164

Centers Health Care 235

Center, The 241

Certificate of Good Conduct 311

Certificate of Relief from Disabilities 311

Charles B. Wang Community Health Center 103

Child Center of NY 266

Child Health Plus 107

Children and Adults with Attention-Deficit/Hyperactivity Disorder 120

Children of Promise, NYC 267

Children's Aid 267

Children's Village—Harlem Justice Community Program 253

Child Support 35, 87, 266, 279, 298

Chinese-American Planning Council 47, 189, 232, 298

Circles of Support 32

City Bar Justice Center—Veterans Assistance Project 204

City University of New York (CUNY) 54, 56

Adult Literacy and HSE Program 48

Citizenship Now! 190

Office of Veterans Affairs 204

Clothing 30, 78, 92, 297, 298, 299

CMO Network 33

Coalition for the Homeless 80, 91, 92

College & Community Fellowship 52

College Credit Program 43

Columbia Human Rights Law Review—A Jailhouse Lawyer’s Manual [151](#)
Commercial Bail Bond [156](#)
Community Access—Howie the Harp Advocacy Center [115](#)
Community Connections for Youth—Parent Peer Support Program [268](#)
Community Health Action of Staten Island [110](#)
Community Healthcare Network [101](#), [103](#)
Community Reentry Assistant Network [100](#)
Community Service Society [33](#), [96](#), [108](#)
Computer Literacy [50](#)
Cornell Prison Education Program [61](#)
Cornell University [61](#)
Correctional Health Services [99](#)
Covenant House New York [80](#), [260](#)
Cover Letter [340](#)
Create, Inc. [127](#)
Crime Victims Treatment Center [119](#), [224](#)
Criminal Procedure Law § 160.59 [316](#)
Crystal Meth Anonymous Intergroup [131](#)
Culture Pass [270](#)
CUNY Fatherhood Academy [56](#)

D

Defy Ventures [33](#), [289](#)
Depression and Bipolar Support Alliance [120](#)
Destination Tomorrow [239](#)
Disability Rights New York [209](#)
Division of Minority and Women’s Business Development [304](#)
Doe Fund [75](#), [290](#)
Domestic and Sexual Violence Hotline [283](#)
Domestic Violence [87](#), [147](#), [223](#), [226](#), [232](#), [272](#), [273](#)
Door—A Center of Alternative [260](#)
Dorot—University Without Walls [232](#)
Downtown Brooklyn Neighborhood Alliance—The Lazarus, Douglass,
Tubman Community [34](#)
Dress for Success Worldwide [298](#)
Drive Change [34](#), [290](#)

E

Edwin Gould Services for Children and Families—Steps to End Family
Violence [221](#)
Elderly Pharmaceutical Insurance Coverage [93](#), [234](#)
Electronic Frontier Foundation [141](#)
Elmcor Youth and Adult Activities, Inc. [127](#)
Emerald Isle Immigration Center [190](#)

Emma's Torch [191](#)
Empire State Development—Division of Minority and Women's Business
Development [304](#)
Employment Application [346](#)
Employment Benefits [356](#)
Employment Discrimination [317](#)
EPRA—Job Placement Services [298](#)
exalt youth [254](#)
Exodus Transitional Community [34](#), [123](#), [254](#)
Exoneration Initiative [143](#)
Exponents [34](#), [123](#)

F

FAFSA [57](#)
Fair Chance Act [317](#)
Family Day Care [271](#)
Family Justice Centers [223](#), [232](#), [272](#)
Family Planning Benefit Program [107](#)
Family Reentry Program [81](#), [235](#)
FEDCAP [214](#)
Federal Bonding Program [294](#)
Federal Bureau of Investigation (FBI) [315](#)
Federal Bureau of Prisons (BOP) [157](#), [175](#)
Federal Defenders of New York [144](#)
Federal Trade Commission [94](#), [167](#)
Felicity House [225](#)
Financial Aid [57](#)
Food [90](#)
Food Bank for New York City [91](#)
Food Stamps [90](#)
Forging Ahead for Community Empowerment and Support [35](#), [110](#)
Fortune Society [35](#), [75](#), [111](#)
Foster Care (ACS) [278](#)
Foster Care Initiative [56](#)
Fountain House Inc. [115](#)
Franklin Shelter and Intake Center for Women [68](#)
Freedom for Immigrants [191](#)
Friends of Island Academy [255](#)
Future Now [51](#)

G

Gam-Anon for New York [131](#)
Gathering Place [68](#)
Gay Men of African Descent [240](#)

Generation NYC [261](#)
Getting Out and Staying Out [36](#), [256](#)
GHMC [111](#)
Girl’s Educational and Mentoring Services [261](#)
Girl Vow, Inc. [256](#)
Goddard Riverside Community Center—Options Center [48](#)
Good Call [144](#)
Goodwill Industries—Bronx Ace Program [116](#)
Goodwill NYNJ—Workforce Development [299](#)
Grace Institute [225](#)
Grand Central Neighborhood Social Services Corporation—Mainchance
Drop-in Center [69](#)
Greenhope Services for Women, Inc. [76](#), [221](#)
Greenmarket [92](#)
Greenwich House—Chemical Dependency Program [127](#)
Growing Up Healthy Hotline [227](#)
Growing Up NYC [284](#)

H

Haitian-American Community Coalition [112](#)
Halfway Housing [74](#)
Harlem Independent Living Center [215](#)
Head Start Program [271](#)
Healing Communities Network [36](#)
Health Home Program [101](#)
Health Plan Marketplace [107](#)
Hearing Loss Association of America [214](#)
Help Women’s Center [68](#)
Hepatitis C [99](#), [114](#)
Hetrick-Martin Institute [240](#), [261](#)
High School Equivalency (HSE) [42](#)
Hispanic AIDS Forum, Inc. [112](#)
Hispanic Scholarship Fund [58](#)
HIV/AIDS [30](#), [31](#), [35](#), [36](#), [39](#), [78](#), [79](#), [80](#), [102](#), [107](#), [108–119](#), [124](#), [128](#),
[146](#), [238](#)
HIV Special Needs Plan [107](#)
HIV Uninsured Care Programs [108](#)
Holy Apostles Soup Kitchen [92](#)
Home Energy Assistance Program (help with heating bills) [87](#)
Hope House NYC [76](#)
Hope Program [299](#)
Hopper Home Transitional Shelter [77](#)
Horticultural Society of New York—GreenHouse [290](#)
Hot Bread Kitchen [225](#), [300](#)

Hour Children [76](#), [222](#), [268](#)
Housing Works Community Healthcare—Re-entry Program [36](#)
How Our Lives Link Altogether [256](#)
Hudson Link for Higher Education in Prison [61](#)

I

idealist [303](#)
Identification (obtaining an ID) [163](#)
Identity House [240](#)
Identity Theft Recovery [167](#)
IDNYC [163](#)
Imani House, Inc.—Adult Education Program [48](#)
Immigrant Defense Project [191](#)
Immigration and Customs Enforcement (ICE) [158](#), [176](#)
Immigration Equality [192](#)
In Arms Reach, Inc. [268](#)
Incarcerated Workers Organizing Committee [291](#)
Indeed [303](#)
Independent Living Centers [214](#)
Industrial Workers of the World [291](#)
Informed Immigrant [192](#)
Inmate Jail Release Services [160](#)
Innocence Project [145](#)
Institute for Career Development [216](#)
Institute for Family Health—The Purple Clinic [104](#)
Intake Centers [66](#)
Internal Revenue Service [96](#)
International OCD Foundation [121](#)
Iraq and Afghanistan Veterans of America [204](#)
IRS [96](#)

J

Jailhouse Lawyer’s Manual [151](#)
James J. Peters VA Medical Center [202](#)
Jewish Board—Mental Health Clinics [116](#)
Job Application Information [343](#)
Job Discrimination [317](#)
Job Interview Information [348](#)
Job Path, Inc. [216](#)
Job Search Assistance & Placement [289](#)
Jobs-Plus [295](#)
John Jay College of Criminal Justice [52](#)
Just Detention International [117](#)
JustLeadership USA [37](#)

Juvenile Justice [259](#)

K

Kings County Supreme Court Law Library [152](#)

L

Ladies of Hope Ministries [76](#), [222](#)

Lambda Legal [145](#), [241](#)

Law Libraries [152](#)

Legal Action Center [145](#)

Legal Aid Society [146](#), [192](#)

Legal Hand [147](#)

Legal Information for Families Today [279](#)

Legal Services NYC [147](#)

Lesbian, Gay, Bisexual, and Transgender Community Center (The Center)
[241](#)

LGBT Bar Association of Greater New York (LeGaL) [148](#), [241](#)

LGBTQ+ Guide [237](#)

Lighthouse Guild Vision Plus Health [216](#)

LinkedIn [304](#)

Literacy Partners [49](#)

Lower Eastside Service Center, Inc. [128](#)

M

Magnificent Men Mentoring Group [37](#)

Mainchance Drop-in Center [69](#)

Make the Road New York [193](#)

Male Survivor [120](#)

Marriage License [164](#)

Marymount Manhattan College [63](#)

Medicaid [93](#), [107](#)

Medicaid Buy-In Program for Working People with Disabilities [107](#)

Medicare [93](#), [107](#), [234](#)

MedLine Plus [105](#)

Mercy Center—Immigration Services [194](#)

Metropolitan Council on Housing [83](#)

Metropolitan Transportation Authority (MTA) [217](#), [233](#)

Mixteca Organization Inc. [194](#)

Mobilization for Justice [75](#), [149](#)

Money Management International [97](#)

Mount Sinai Institute for Advanced Medicine—Morningside Clinic [104](#)

Mustard Seed Counseling Services [118](#)

N

Name Change [148](#), [162](#), [243](#), [245](#)
[245](#)

Narcotics Anonymous [131](#)

National Alliance on Mental Health—NYC Metro [116](#)

National Association for Shoplifting Prevention [133](#)

National Center for Lesbian Rights [241](#)

National External Diploma Program [43](#)

National HIRE Network [302](#)

National Institute of Mental Health [117](#)

National Resource Center on Children and Families of the Incarcerated
[269](#)

National Sexual Assault Hotline [171](#)

National Suicide Prevention Lifeline [121](#)

Neighborhood Association for Inter-Cultural Affairs—Legal Services [85](#)

Neighborhood Defender Service of Harlem [149](#)

Network Support Services, Inc. [37](#)

New Directions [124](#)

New Sanctuary Coalition [194](#)

New Women New Yorkers [195](#)

New York City Bar Legal Referral Service [149](#)

New York City Free Clinic [104](#)

New York County Courts Public Access Law Library [152](#)

New York County Lawyers Association [38](#), [205](#), [291](#)

New York Foundling [272](#)

New York Harm Reduction Educators [133](#)

New-York Historical Society [195](#)

New York Immigrant Family Unity Project [188](#)

New York Justice for Our Neighbors [196](#)

New York Legal Assistance Group [150](#)

New York Public Library (NYPL)

- Andrew Heiskell Braille and Talking Book Library [210](#)
- Bronx Library Center Career Services [292](#)
- Career Services [292](#)
- Culture Pass [270](#)
- English Classes [44](#)
- Family & Cultural Programming [271](#)
- Family Video Visitation [265](#)
- Financial Literacy Services [95](#)
- Immigrant Services [185](#)
- Services for People with Disabilities [210](#)
- TechConnect [50](#)
- The Business Library [292](#)

New York Relay Center [208](#)

New York State Human Rights Law [316](#)

New York State Justice Center [175](#)

New York University 63
 Nicotine Patches 133
 Nontraditional Employment for Women 225, 300
 North County Community College—Second Chance PELL Program 64
 Northern Manhattan Coalition for Immigrant Rights 196
 NY Executive Law § 296.16 316
 NYU Langone Medical Center—The Steven A. Cohen Military Family Clinic
 205

New York City

NYC—311 167
 NYC 311–Child Care Financial Assistance 284
 NYC 311–Food Pantry 90
 NYC Administration for Children’s Service 259, 271, 278
 NYC-Arts— Cultural Guide for Seniors 233
 NYC Board of Correction 166
 NYC Business Solutions 305
 NYC Central Booking 158
 NYC Civilian Complaint Review Board 168
 NYC Commission on Human Rights 113, 168, 231, 237
 NYC Comptroller’s Office—LGBTQ+ Guide 237
 NYC Department for the Aging 231
 NYC Department for the Aging—Grandparent Resource Center 271
 NYC Department of Consumer and Worker Protection 170, 305
 NYC Department of Correction (DOC) 158, 174
 NYC Department of Education 47
 NYC Department of Health and Mental Hygiene 101, 105, 108, 163
 Office of Vital Records 163
 NYC Department of Homeless Services 66
 NYC Department of Housing Preservation and Development 82, 83, 84
 NYC Department of Sanitation—donateNYC 93
 NYC Department of Small Business Services 203, 294, 305
 NYC Department of Transportation 212
 NYC Department of Veterans’ Services 203
 NYC Department of Youth and Community Development 259
 NYC Food Policy—Emergency Food Assistance 90
 NYC Health + Hospitals 99
 NYC Housing Authority (NYCHA) 81, 84, 295
 NYC Housing Connect 83
 NYC Human Resources Administration, Department of Social Services
 107
 NYC Human Resources Administration—HIV/AIDS Services Administration
 (HASA) 108
 NYC Human Resources Administration 87

Cash Assistance [88](#)
Homebase [82](#)
One Shot Deal [89](#)
SNAP [90](#)
NYCitizenship [187](#)
NYC Job Listings [91](#)
NYC Mayor’s Office for People with Disabilities [213](#)
NYC Mayor’s Office of Immigrant Affairs [187](#)
NYC Mayor’s Office to Combat Domestic Violence—Family Justice Centers (FJs) [223](#), [232](#), [272](#)
NYC Public Advocate [170](#)
NYC Quits [133](#)
NYC Taxi and Limousine Commission—Accessibility Dispatch Program [213](#)
NYC Tuberculosis Provider Hotline [106](#)
NYC Well [120](#), [134](#)

New York State

NYS Child Protective Services Abuse Hotline [283](#)
NYS Commission for the Blind [211](#)
NYS Commission of Corrections [174](#)
NYS Criminal Justice Services, Legal Services Office [314](#)
NYS Department of Corrections and Community Supervision [158](#), [173](#), [313](#)
 Office of Special Investigations [166](#)
NYS Department of Education, Adult Career and Continuing Education Services [211](#)
NYS Department of Education—High School Equivalency [47](#)
NYS Department of Health [105](#), [107](#), [108](#), [223](#)
NYS Department of Labor [294](#), [303](#)
NYS Department of Motor Vehicles (DMV) [161](#)
NYS Division of Homes and Community Renewal [84](#)
NYS Division of Veterans’ Services [202](#)
NYS Domestic and Sexual Violence Hotline [283](#)
NYS Domestic & Sexual Violence Hotline [171](#)
NYS Higher Education Services Corporation [57](#)
NYS HIV/AIDS Information and Counseling Hotline [108](#)
NYS HOPEline [134](#)
NYS Office for New Americans [187](#)
NYS Office for People with Developmental Disabilities [212](#)
NYS Office of Addiction Services and Supports [123](#)
NYS Office of Children and Family Services—Juvenile Facilities [175](#)
NYS Office of Mental Health [114](#)
NYS Office of the Inspector General [166](#)
NYS Office of Victim Services [94](#)

NYS Smokers' Quitline [132](#)
NYS Unified Court System—Name Changes [162](#)

O

Occupational Outlook Handbook [303](#)
Odyssey House [128](#)
Office of the City Clerk—Marriage Bureau [163](#)
Office of the Public Advocate—Ombudsman Services Unit [174](#)
Office of the State Inspector General [174](#)
Official Website of the City of New York [303](#)
Olivieri Center Drop-in Center [69](#)
Opportunities for a Better Tomorrow [49](#), [196](#), [300](#)
Osborne Association [38](#), [230](#), [257](#), [269](#)

P

PAL [257](#)
Paralyzed Veterans of America [205](#)
Parole Preparation Project [150](#)
PATH [72](#)
Per Scholas Institute for Technology [49](#)
Phoenix House [129](#)
Pills Anonymous [132](#)
Planned Parenthood of NYC [112](#), [226](#)
Poison Control Center Hotline [106](#)
Police Athletic League (PAL)—Juvenile Justice [257](#)
Police Brutality Complaints [168](#)
Possibility Project [258](#)
PostPartum Resource Center in New York [273](#)
Prenatal Care Assistance Program [107](#)
Prevention Assistance & Temporary Housing (PATH) [72](#)
Priority1 [203](#)
Prison Education Initiative [60](#)
Prison Education Program [63](#)
Prisoner Reentry Institute [52](#)
Prisoners' Legal Services of New York [113](#), [150](#)
Prison Rape Elimination Act (PREA) [170](#)
Project Hospitality [69](#)
Project Liberation [39](#)
Project Renewal [80](#)
Providence House [77](#), [222](#)
Public Access Law Libraries [152](#)
Puerto Rico Federal Affairs Administration [164](#)
Puerto Rico Vital Records [164](#)
Purple Clinic [104](#)

Q

- Queens College—Women and Work Program [226](#), [301](#)
- Queens Counseling for Change [118](#)
- Queens Public Library
 - Adult Learner Program [45](#)
 - Computer Classes [51](#)
 - Culture Pass [270](#)
 - Family Video Visitation [265](#)
 - Job & Business Academy [293](#)
 - New Americans Program [45](#)
 - New Americans Program [186](#)
 - Young Adult Literacy Program [46](#)
- Queens Supreme Court Law Library [152](#)
- Queens Village Committee for Mental Health for J-CAP, Inc. [129](#)
- Queer Detainee Empowerment Project [197](#), [242](#)

R

- Raise the Age [249](#)
- Rap Sheet [33](#), [34](#), [146](#), [314](#)
- Realization Center [124](#)
- Reduced-Fare MetroCard [233](#)
- Refoundry [39](#)
- Regents—HSE Exam Pathway [43](#)
- Release Aging People in Prison Project (RAPP) [230](#)
- Renew or Replace Green Card [187](#)
- ReServe [233](#)
- Restore Your Rights [311](#)
- Resume Information [326](#)
- Richmond County Law Library [152](#)

S

- Safe Horizon [226](#), [262](#), [273](#)
- Safe Passage Project [197](#)
- Sakhi for South Asian Women [227](#)
- Salary Information [356](#)
- Samaritan Daytop Village, Inc. [129](#)
- Sample Resumes [329](#)
- Sanctuary for Families [274](#)
- Schizophrenia and Related Disorders Alliance of America [121](#)
- SCO Family of Services—Center for Family Life in Sunset Park [274](#)
- SCORE New York City [307](#)
- Sealing Criminal Records with Criminal Procedure Law § 160.59 [316](#)
- Services and Advocacy and LGBT Elders [234](#), [242](#)

Services for the UnderServed 117, 206
Sex Crimes Report Line 228
Sex Offender Resources 66
Sexual Compulsives Anonymous of New York 132
Sexual Health Clinic 101
Sexual Violence Hotline 283
Shawn Carter Foundation—Scholarship Fund 59
Shelters 66
Shiloh Consulting 118
Sidran Institute 121
Sinergia 217
Single Parent Resource Center 270
Single Stop 88
SmartStudent Guide to Financial Aid 57
Social Security Administration 161
Soup Kitchen 91
Starting Your Own Business 304
Start Small Think Big 308
Start Treatment & Recovery Centers 130
Staten Island Center for Independent Living 215
StateSide Legal 200
State University of New York (SUNY) 53
Steps to End Family Violence 221
Steven A. Cohen Military Family Clinic 205
St. John’s Bread and Life 92
Stonewall Community Foundation 243
Stop It Now! 119
Streetwise Partners 302
Strive International 302
Substance Abuse and Mental Health Services Administration 123, 134
Surveillance Self-Defense 141
Surveillance Technology Oversight Project 142
Sylvia Rivera Law Project 243

T

TARA 121
Test Assessing Secondary Completion (TASC) 42
Three-quarter Housing 75
Thrive for Life Prison Project 39
Transgender Law Center 244
Transgender Legal Defense & Education Fund—The Name Change Project
245
Trans Lifeline 244
Trevor Project 262
Tuberculosis Testing and Treatment 106

Tuition Assistance Program 57

U

UNCF 59

Under 21 New York 260

Unemployment 359

Union Settlement—Adult Education 50

UPNEXT 266

Urban Justice Center 88, 151

Urban Pathways—Olivieri Center Drop-in Center 69

USA.gov—Consumer Issues 167

U.S. Citizenship and Immigration Services 187

US Department of Education—Free Application for Federal Student Aid
(FAFSA) 57

US Department of Veterans Affairs (VA) 201

U.S. Immigration and Customs Enforcement (ICE) 158, 176

V

Veterans Affairs (VA) 201

Veterans Crisis Line 206

Veterans Discharge Upgrade Project 205

VIP Community Services 130

Visions 217

W

Washington Square Legal Services Bail Fund 157

WhenPeopleWork 302

Win NYC 227, 275

Women and Work Program 226

Women, Infants, and Children (WIC) Program 223

Women on the Rise Telling HerStory 223

Women's Prison Association 40, 77, 223

Workforce 1 (WF1) Career Centers 294

Working Papers for Teens 263

Workshop in Business Opportunities 304

Y

Youth Represent 258

2020 Calendar

JANUARY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

MARCH						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APRIL						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

MAY						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24 31	25	26	27	28	29	30

JUNE						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JULY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 30	24 31	25	26	27	28	29

SEPTEMBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DECEMBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		