

The New York Public Library

Connections

 $2019 \left| \begin{array}{l} \text{A free guide for formerly incarcerated} \\ \text{people in New York City} \end{array} \right.$

Twenty-Fourth Edition

Edited by
The Correctional Services Staff
of The New York Public Library



Connections 2019

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 2019 is available as a PDF file online at:

nypl.org/corrections



The New York Public Library, 2019.

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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 Please be advised that the moment *Connections* is printed, it is out of date.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 all information about rights 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 Corrections 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, 445 Fifth Avenue, New York NY 10016.

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

Alternative-to-Detention or Diversion Programs. These icons were only used when the information was confirmed by a representative from the organization.

Artists! You may request instructions and a template for submitting art for the 2020 edition of *Connections*, by writing to:

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

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We are so proud to showcase the artwork of 13 currently and formerly incarcerated artists throughout this book. Our cover art, titled *Colors of My Soul*, was created by Jeffrey Clemente. We truly appreciate everyone who sent us artwork to be considered.

Much support and learning is always 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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Profiles

STORIES HOLD OUR CURE.

- HANNAH GADSBY

ANISAH SABUR



Knowing what returning to our communities holds for most of us after incarceration, I agreed to share my experience. What kept me moving in a positive direction was that I knew I was not alone in this struggle to reunite with my family and community. There are many who paved the way for me—formerly incarcerated individuals, community-based organizations, and community coalitions—all providing services or fighting for our rights as returning citizens to be given the opportunities we need to succeed.

My first interaction with the criminal legal system was in 1988. I was 30 years old and addicted to drugs. I had several arrests before I was convicted of attempted robbery in the second degree for which I served a prison sentence. When I was released in 1992, I spent my first two years on parole trying to maintain my sobriety and my freedom, a hard task as a young African American woman in New York City. I struggled to regain my place in the community, to find safe and affordable housing, and access to educational supports. Relapse is part of recovery and in late 2000, I was arrested again, this time for possession of controlled substances with the intent to sell. I spent the next four years in several women's correctional

facilities throughout New York State. What I did in these four years changed my life. There were not enough programs for me and the other women inside to even begin to think about rehabilitation, so I took myself on a spiritual journey. I began to read and to engage in my religious studies. I also loved writing so I kept a daily journal.

When I was released in 2004. I was mandated to a substance abuse program. I knew that I not only needed treatment for substances, I also needed treatment for trauma. In an all-women's program at Goodwill Industries of Greater New York and New Jersey, I was able to get substance abuse treatment and individual therapy. This helped me to begin to unpack the trauma in my life, understand the role of my substance abuse, and regain my self-control and selfrespect. It was my therapist who informed me of an organization that offered leadership training to formerly incarcerated women. This organization, the Correctional Association of New York (CANY), has a leadership development program called ReConnect. I spent three months doing the program with other formerly incarcerated women. We had workshops in navigating service systems, along with legislative education, and media training. All of this gave us, as women, the opportunity to share our unique lived experiences with policy makers, and the press, while advocating for change in the criminal legal system. I also joined the Coalition for Women Prisoners, a statewide coalition coordinated by the CANY's Women in Prison Project that includes formerly incarcerated women, men, families, clergy, professionals, students, attorneys, and non-profit service providers from across the state. This is where I began to strengthen my leadership skills by conducting community education and meeting with elected officials about the injustices of our criminal legal system.

I am proud to say that my voice and work as an advocate has been a part of some important policy changes in New York—changes in the state's mandatory minimum drug laws; the strengthening of parental rights for parents who are incarcerated or in residential drug treatment with children in the foster care system; and, ending the horrific practice of shackling incarcerated pregnant women during childbirth. While engaging in this advocacy I still struggled to gain housing and employment. However, I did not give up! I continued to rely on the individuals and organizations in my community for support. I did a lot of volunteer work which allowed me to gain skills and experience.

In 2010. I was selected as an AmeriCorps volunteer for the Center for Court Innovation, which had a Harlem Reentry Court project for people returning home from incarceration. After my first year, they hired me as a reentry case manager. I also registered at LaGuardia Community College. In 2014, the project lost its funding, so I began searching for a new job and taking college classes. I am proud to say that during that time I completed my Associate's Degree in Liberal Arts—the first of my siblings to complete college. I also landed a position with the CANY's Women in Prison Project as a Project Associate. Now I assist with the organization's prison monitoring and facilitate the Coalition for Women Prisoners, the same coalition that helped me develop into the leader that I am today. I have been granted numerous awards, recognitions, and social justice fellowships, however, my greatest reward is being able to pay forward the support that got me to this point. I hope that my story will inspire you to reach out to some of the organizations and coalitions, many of which you will find in *Connections*, and make those connections for yourself. What I hope you will take away from my story is that, "we make mistakes, we are not mistakes," and that we become the change we want to see in this world.

CHRISSY CUNNINGHAM



"When we speak, we are afraid our words will not be heard or welcomed. But when we are silent, we are still afraid. So it is better to speak." –Audre Lorde

In 2006 I was adjudicated—I pled guilty—on an offense which is categorized by the State of New Jersey as a sex offense. Although my incarceration time was very limited (the one day when I was arrested, 8 hours to be precise), the impact of the arrest and conviction was, and is, significant. The consequences for me included: losing my license to practice law, being compelled to move back to New Jersey (I was living in New Jersey at the time of the offense, but had moved to New York City between then and when I was arrested 4 months later), being subject to parole supervision with all that entails, having added obstacles to obtaining a social work license (which as of this writing has not yet been granted, 4 months after my initial application was submitted), and more.

I was fortunate that, at the time of my arrest and ultimate adjudication, I had a stable job and home, and supportive friends. I spent a number of years in the woods, abiding by the new rules under which

I had to live, but otherwise trying my best to pretend that the situation wasn't real. This was a futile effort. Parole and probation are not incarceration, but they are also not freedom. In my case, it included periodic home inspections by parole officers, mandatory group therapy sessions, regular drug testing, obtaining permission for any traveling, and other restrictions.

There is also the ever-present fear of discovery. Sex offense convictions, like violent felonies, are a category of offenses that carry an added stigma within the general stigma of criminal offenses. Knowing that discovery could lead to loss of employment, housing, and friends, creates an existential dread that won't go away. And that stigma can become internalized, leading to more significant trauma, and possibly mental health issues.

Through personal experience, I came to appreciate the words of Audre Lorde quoted above. I came to appreciate that as a person who committed the type of offense that I did, and experienced consequences of that offense, I had a responsibility—to myself and to the larger community—to be a voice. Keeping to myself, keeping quiet, didn't alleviate what I was experiencing. I can be accountable for what I did and take responsibility for ensuring that I never do it again, and still challenge the fairness and justice of things that happened to me as a result.

People who are impacted by the criminal justice system—through criminalization and/or incarceration—are positioned to fill vital roles if they so choose. In the community, our voices are crucial to provide an understanding of the impact of the system and ways in which the system can be reconstructed to benefit everyone, including by improving public safety. Individually, engaging in these activities can provide a sense of purpose that is essential to living a meaningful life.

My own passion leads me to work towards greater social justice, particularly with respect to criminal justice. The combination of my legal education, social work education, and personal history of justice involvement effectively makes me trilingual in the area of criminal justice reform. The guiding principle for me in this work is the belief that all people deserve a fair opportunity to live a meaningful life.

The biggest obstacle that I had to overcome was recognizing that all people includes me.

Activities can be as broad as engaging in public advocacy, or as narrow as providing peer support to others who share your experiences. There are many paths to empowerment. The resources in *Connections* are invaluable in that they can provide both the support that can allow for an individual to find their own sense of purpose and they can provide outlets for using that power to benefit others. One just needs to flip through and read the descriptions of the work done by various agencies and see what feels right and then reach out to them.

Empowerment is not an endpoint, it is a journey, an often difficult journey. I still occasionally wonder if I made the right choices, thinking that perhaps I shouldn't have started on this path. It can be difficult, it can be frightening, but in the end, I know that what I had before wasn't living. Hanging by my desk is a framed quote of Eleanor Roosevelt's, "You must do the things you think you cannot do." I finally truly get what she meant.

EDDIE ROSARIO



I am going to tell you a story—my story. This is no ordinary tale, but a story about stories. So gather yourself. Breathe softly. Come listen. Read. Lean into this space, and be ready.

It's nighttime. The only glow in the room comes from tall, glass-encased candles. Those different colored candles with images of the saints and the Virgin Mary inscribed on the glass were bought from the corner Botanica—storefront shops found in Puerto Rican neighborhoods that sell herbs and magic. Despite the dark and cold, my two sisters and I sit in rapt attention before my father. He is telling us a story. Our mother is somewhere in the dark preparing the 'Blackout Specials' we have come to love so much. But the real star tonight is the story. Tonight we crave the story. It is storytime in the Rosario household: this is our sacred space.

How many of us have experienced relief and serenity after expressing ourselves? After sharing a burden or a sorrow with another person? Life is too difficult to keep our joys to ourselves or carry our grief alone. How many of us have spent long periods in solitary loneliness,

then, when we finally get a chance to speak, realize we have so much to say to one another?

There's a television in the room, but it's not on. No one cares. The lights are off, all electricity has ceased to exist tonight. We sit around the kitchen table, drinking the 'Blackout Specials' our mother made—scoops of vanilla ice cream floating in orange soda. Beyond the ramshackle tenement building we live in are the sounds and happenings of modern life. But here, at our humble kitchen table, all that matters is in front of us. Tonight the world has been set aside as we listen to our father tell us 'the story of how the universe was named'.

The only rules to the Blackout Specials were that everyone had to tell a story and everyone had to respect each other's story. When the storyteller had the floor, no one could interrupt. You could tell anything—a joke, a story of a found object, an event, whatever. The important part was that we had a way to share, that we could sit and listen to each other. These made up some of the most memorable times of my youth. They created a space where I was allowed to sit in awe and wonder. I learned that I too had a story, that my story was as important as anyone else's, and that I had to tell it somehow.

When I first went back to school in my late thirties, I was afraid of many things. Mostly I was afraid of making a fool of myself, and I felt out of place and awkward because I was much older than the other students. Because of this, I would not go to certain places, one of them being the cafeteria.

One day, as part of a psychology class assignment, I shared about this fear. It so happens that one woman was moved to share about her same fear. As she shared, she began to cry. Then, one after another, students began to share their own fears. Others offered support and before we knew it, we became this story circle of sacred sharing. Eventually, we all came to the same conclusions: that we were not alone, there was nothing that was 'wrong' with us, and that if we looked closely at our fears, they were sometimes a bit funny and irrational at some level. We all went to the cafeteria together and laughed about it.

The Blackout Specials became a family tradition, one we passed

down to our own children and hope they will pass on to theirs. Picking up my nine-year-old son from school, we had a game we played—that we had to tell something new we learned that day. I will always remember when he would run up to me and ask, his eyes wide in anticipation, "Well, Pops! What did you learn today?!" and I would share my story and he would share his.

The biggest Blackout Special we ever had was on Noche Buena. My father was very sick and we all knew our time together was coming to an end. We were all there, all his children and grandchildren—all the veterans of Blackout Specials. We all took turns, telling our stories. I remember my son told the story of a scarf we found walking home from school. We sat, listened, and shared stories in the warm glow of Botanica candles.

And the story of the story? It wasn't until many years later that we were old enough to understand how Blackout Specials came to be. You see, it was a matter of necessity. We were poor and sometimes my parents had to decide which bill to pay. Sometimes the electric bill would go unpaid in order to buy us groceries. My parents, to shield us from the cruelties of life, came up with the idea that this could be a special event. On top of everything else, it taught us the most valuable lesson—to light the candle instead of curse the darkness.

Our Blackout Specials were where I first learned the importance of storytelling. Storytelling has the power to change, to educate, to bring us to wholeness. But today, the ones telling the stories—the news and talk shows, reality TV, movies—do not respect or honor our wholeness. As we talk, as we share our own experiences, we unburden ourselves and learn from each other about closeness and vulnerability and what it means to be a human being. We need to take back our stories—tell them to each other and pass them on so that we will not lose the strength of our voices.

Reentry is an opportunity to tell your story from a newer, if more challenging, perspective. Use *Connections* to help write that story. May you always be able to tell your story.

PROFILE

TOPEKA K. SAM



Ultimate freedom is knowing oneself—demonstrating accountability for both your intent and your impact.

For years, it was my upper-middle class, privileged belief that drug use was a matter of individual choice. I believed that an addict, by definition, was an addict because they embraced the effects of drugs and the enjoyment of the high. That belief was delusional—and that delusion was the true beginning of my imprisonment.

"When a person places the proper value on freedom, there is nothing under the sun that s/he will not do to acquire that freedom."

-Malcolm X

During the 1990's, I left my privileged home to attend college in Baltimore City, Maryland—the *Great City That Reads*. Like many other young black women during that time, I met and fell in love with a fast-paced lifestyle that included cash, cars, and drug dealers. It was intoxicating. Going to school, being an entrepreneur, and division chairwoman in a leading transportation union was not enough. Eventually, I began to sell drugs. The lifestyle became my addiction.

My lack of self-awareness and self-love perpetuated violence toward myself and my community which ultimately landed me inside a federal prison.

It was there I learned that for many—and their families, friends and loved ones—selling drugs was not empowering, it was the way to become a provider, the way out of systemic poverty. Drug dealing provided access to fancy restaurants, luxury vehicles, designer clothes, shoes, and jewelry. It also provided homeownership in safe communities, pantries stocked with food, and tuition for school. I believed that the economic and material gains made through selling drugs not only communicated status, but afforded an opportunity to level the socio-economic status that our white counterparts were afforded and bring an end to the suffocation of poverty. But in fact it did not. It does not.

Poverty is not just about money, it is substandard health care, under-resourced schools, unemployment, and iron-caged community developments. Deepened by racism, discrimination, and unjust policies, poverty takes a hold early in young lives and impacts cognitive and social development. It produces a destructive cycle that truncates futures. This chokehold on a young life leads an overwhelming number of women into a dysfunctional and inhumane prison system.

It is well documented that the "war on drugs" and the "tough on crime" political climate of the 1980s and 1990s, had devastating effects on women who posed little to no threat to public safety. Since that time, women have become the fastest growing segment of the incarcerated population, ballooning by over 700%. Of the 1.2 million women who are under the control of the US criminal justice system, most are mothers of young children. The vast majority of incarcerated women are survivors of sexual assault, and about half have a mental health diagnosis caused or complicated by untreated trauma. African American women are twice as likely than white women to be incarcerated.

When we incarcerate a woman, we incarcerate an entire community.

With all these factors at play, I could not have been more wrong about addiction being a choice. Since the most common pathways

to crime are based on surviving trauma and poverty, and substance abuse (in other words, self-medication), it was in prison where I witnessed the impact of my choice to sell drugs. And so, after meeting women whose lives had been affected by prison and addiction, I found my direction. It was then that I made the conscious choice to create impactful policy changes that could keep women out of prison.

It was in prison that I decided to form and launch The Ladies of Hope Ministries (The LOHM). This initiative was designed to ignite a non-partisan, public conversation about women's mass incarceration and unjust sentencing, to explore and bring to light women prison issues in relation to failed systems (housing, workforce, and health), to bring new ideas to the most impacted communities, and to create awareness and empathy through the intervention of social media and documentaries.

The LOHM aims to change how our nation's incarcerated mothers and daughters are viewed by humanizing drug-related issues and showing that incarceration is related to systemic failures. We aspire to convene a civic-sisterhood, and foster transformative dialogues that otherwise would not exist.

To amplify the voices of those whose stories would remain unheard and effectively become statistics, the LOHM has a speakers bureau called Face of Women Imprisoned, which invites the public to listen to and learn from incarcerated women through public symposiums. All complex matters, and complex people, deserve closer attention. And that's true of those who are in crisis, whether they're perpetrators or victims, whether they're inside or outside prison bars.

I am Topeka K. Sam and I am aware of my intent and my impact with full responsibility and accountability. It is my intent to change policy and create true freedom—from abuse, systemic poverty, and inhuman practices within the criminal justice system. It is my hope that if we end the criminalization of poverty, and pour resources back into marginalized communities we can end mass incarceration.

Formerly Incarcerated People

CAMINANTE, NO HAY PUENTES, SE HACE PUENTES AL ANDAR.

VOYAGER, THERE ARE NO BRIDGES, ONE BUILDS THEM AS ONE
WALKS.

-GLORIA ANZALDÚA



POSITIVE THOUGHTS, POSITIVE CONNECTIONS

ARTWORK BY RUBEN

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

Capitol Regions Connections

(covers Albany, Schenectady, and Rensselaer)
The Center for Law and Justice
Pine West Plaza, Building 2, Washington Ave. Ext., Albany, NY 12205
www.cflj.org/cflj/Connections.pdf

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

Finger Lakes Library System 119 East Green Street, Ithaca, NY 14850 English and Spanish Version: www.flls.org/wp-content/ uploads/2012/11/FLLS-Reentry-Guide-2019.pdf

Connections: A Guide to Transitional Services in Erie County

Buffalo & Erie County Public Library
1 Lafayette Square, Buffalo, NY 14203
https://www.buffalolib.org/sites/default/files/pdf/2017-2018%20
Connections.pdf
Spanish Version: https://www.buffalolib.org/sites/default/files/pdf/2017%20Spanish%20Connections.pdf

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/wp-content/uploads/2012/11/2018-HV-Connections-Single.pdf

Community Connections: Livingston & Wyoming Counties Community Connections: Ontario & Wayne Counties

Pioneer Library System 2557 State Route 21, Canandaigua, NY 14424 Livingston & Wyoming: https://pls-net.org/sites/default/files/2016-

LivWyo_CommunityConn.pdf

Ontario & Wayne: https://pls-net.org/sites/default/files/2017-

OntWay_CommunityConn.pdf

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

Monroe County Library System 115 South Avenue, Rochester, NY 14604 https://roccitylibrary.org/spotlight/making-moves

Schenectady County Resource Booklet

www.schenectadycounty.com/sites/default/files/Schenectady%20 County%20Resource%20Booklet%207-16.pdf

Suffolk County Resource Guide

Suffolk County Reentry Task Force www.suffolkcountyny.gov/Portals/0/criminaljustice/Forms/ Resource%20Manual%204%204%2018.pdf

Coming Back to Ulster County

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

Westchester Connections

Westchester Library http://connections.westchesterlibraries.org

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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

CONNECTIONS 2019

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 Second Street, Troy, NY 12180

Telephone: 518.270.4002

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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 PO Box 205, Yaphank, NY 11980

Telephone: 631.852.5404

Ulster County Reentry Task Force

C/O Family of Woodstock, Inc. 39 John Street, PO 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 230.

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.

ALTERNATIVES TO VIOLENCE PROJECT (AVP)—LANDING STRIP SUPPORT MEETING (ES

AVP New York State Office P.O. Box 6851, Ithaca, NY 14851

Telephone: 800.909.8920 or 315.604.7940

www.avpny.org

Support meetings for those interested in finding a safe place where the challenges of transition can be shared openly and understood by those who have already faced reentry. Meetings take place weekly in the Bronx and Rochester. Refreshments and transportation reimbursement are provided for those who need it. Call for more information on locations, dates, and times.

BOWERY RESIDENTS' COMMITTEE (BRC)



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Telephone: 212.803.5700

www.brc.org

Provides a range of services for New Yorkers focused on overcoming addiction, mental and physical illness, unemployment, and homelessness. Programs include providing transitional housing and shelter, permanent housing, substance abuse 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 (ES)

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 Reentry and Support Program (GRASP). These programs provide connections to services including substance abuse 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.

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

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 in NYC. Programs include case management, education, employment, housing, mental health, substance abuse, and youth development services. Operates three licensed mental health treatment programs. Call for program locations across NYC.

CENTER FOR COMMUNITY ALTERNATIVES (CCA) (ES





25 Chapel Street, Suite 701, Brooklyn, NY 11201

Telephone: 718.858.9658

www.communityalternatives.org

Promotes reintegrative justice and community-based alternativesto-incarceration serving at-risk youth, families in crisis, people struggling to address drug and alcohol problems, those with HIV/ AIDS, and people who have been involved in the criminal justice system and are seeking community reintegration. Services include job readiness and retention assistance, peer and community support, as well as 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 abuse. 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 and programs include community-based violence prevention projects, alternatives-to-incarceration, reentry initiatives, and courtbased programs. Contact for more information on specific programs and enrollment requirements.

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO) (ES)



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 aged 18-24. Services include resume help, job searching support, and tips on how to navigate a iob interview under NYC's Fair Chance Act. Pre-employment trainings include obtaining OSHA certification, plumbing and electricity skills, carpentry, and more. Orientation class is on Fridays at 8 am. 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 fiveday 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.

CMO NETWORK

653 Schenck Avenue, Brooklyn, NY 11207

Telephone: 646.597.8433 www.cmo-network.org

Provides men and women reintegration support services including group support meetings in anger management, substance abuse prevention, employment readiness, legal empowerment, money management, assistance with housing, education, benefits, and parole mediation. Information and help with cleaning up rap sheets and obtaining certificates is also available.

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COMMUNITY SERVICE SOCIETY—NEXT DOOR PROJECT



Offers free services for low-income New Yorkers and help with conviction history requests, repairing rap sheets, applying for Certificates of Good Conduct or Certificates of Relief from Disabilities. Intake sessions are held once a month at 9:30 and individuals must call in advance in order to be included. Clients must bring proof of identity.

See the full listing for Community Service Society on page 89.

DEFY VENTURES

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

See the full listing for Defy Ventures on page 263.

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

415 Atlantic Avenue, Brooklyn, NY 11217

Telephone: 718.797.2184

http://thedbna.org/dbna-initiatives/lazarus-douglass-tubman-

community

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.

EXODUS TRANSITIONAL COMMUNITY







2271 3rd Avenue, 2nd 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 abuse treatment, health referrals and benefits, support groups, and employment for returning citizens. 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 abuse, 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. Contact for more information on programs and services.

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 housing assistance, anger management, chemical dependency counseling, child support payment reduction assistance, HIV/HCV/Syphilis testing, and food pantry with referrals made to community partners.

THE FORTUNE SOCIETY







Telephone: 212.691.7554 www.fortunesociety.org

Drop-In Center 29-76 Northern Blvd., Long Island City, NY 1110

625 West 140th Street, New York, NY 10031

630 Riverside Drive, New York, NY 10031

Provides a range of services and support for court-involved men and women ages 16 and over. Provides assistance with benefits enrollment, case management, housing, education, employment services, outpatient substance abuse treatment, outpatient mental health services, family services, creative arts programs, food and nutrition programming, HIV/AIDS services, and alternatives-to-incarceration (ATI). 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 238.

HEALING COMMUNITIES NETWORK



121 Avenue of Americas, 6th Floor, New York, NY 10013

Telephone: 212.925.6675 x293 www.healingcommunitiesusa.com

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.

HOUSINGWORKS COMMUNITY HEALTHCARE—RE-ENTRY PROGRAM (ES)

301 West 37th Street, 5th Floor, New York, NY 10018

Telephone: 212.465.8304 x4835 https://healthcare.housingworks.org

Assists people that are preparing for release from incarceration or are formerly incarcerated (2 years or less) who are returning back to their NYC community and are affected by chronic health conditions. Connects individuals to medical, dental, mental health, substance abuse programs, and case management services, as well as vocational training, obtaining entitlements, and referrals to long-term housing placement. Eligibility requires a person to be HIV positive or have a mental health diagnosis. If not, a person must be diagnosed with two or more of the following chronic conditions: asthma, diabetes, hypertension, obesity, heart disease, or substance abuse issues.

JUSTLEADERSHIP USA 1



1900 Lexington Avenue, New York, NY 10035

Telephone: 347.454.2195 www.justleadershipusa.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, communication skills, and professional relationship effectiveness.

MAGNIFICENT MEN MENTORING GROUP

16 Court Street, Brooklyn, NY 11242

Telephone: 888.239.3646

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 a soft skill curriculum.

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 abuse prevention. Has programs in six New York State prisons and alternative-to-incarceration programs with Manhattan Criminal Court, Bronx Criminal Court, Bronx Defenders, and Bronx Community Solutions.

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 current 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 abuse 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 4

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, arts-based intervention, yoga, meditation, and other healing modalities for women across all stages of criminal court involvement in locations throughout NYC.

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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 a house of studies to 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)





110 2nd Avenue, New York, NY 10003

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 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 and at-risk women and their children. Women and their allies seeking partnership should ask for the Community Linkage Unit.

Education

YOU CANNOT ENSLAVE A MIND THAT KNOWS ITSELF. THAT VALUES ITSELF. THAT UNDERSTANDS ITSELF.

- WANGARI MAATHAI



A NEW YORK CITY HABITAT

ARTWORK BY L.M.

Adult Literacy, High School Equivalency & 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 through 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.

Since January 2014, individuals in New York State who are seeking a High School Equivalency (HSE) diploma no longer take the GED, but instead take the Test Assessing Secondary Completion (TASC). New York State has chosen to use the TASC for the HSE exam.

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

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/english

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

Offers two 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, and 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 six to nine 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, prepare for HSE (formerly GED) testing, taking the TASC test, or enroll in the National External Diploma Program (NEDP), learn English, increase civic engagement, and develop the skills to transition to further education and jobs. Also offers citizenship classes, English conversation groups, family cultural events, and adult literacy courses. ESOL classes are offered at the beginning, intermediate, and advanced level at multiple locations. Students practice listening, speaking, reading, and writing English for everyday needs. Classes are partime, twice a week for 3 hours each day. Each session runs between 10–11 weeks.

QUEENS 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/services/adult-literacy

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/newamericans www.queenslibrary.org/esol

Offers free workshops in the most widely spoken immigrant languages of Queens. Topics include new immigrants' acculturation, such as citizenship and job-training information, 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 are also available in every branch and adult learning centers

including information on citizenship, ESOL classes, and citizenship preparation classes.

QUEENS LIBRARY—YOUNG ADULT LITERACY PROGRAM (YALP)

89-11 Merrick Blvd., Jamaica, NY 11432 Telephone: 718.480.4230 or 917.615.3198 www.queenslibrary.org/services/young-adult-literacy

Provides free educational assistance to young adults ages 16–24. Serves as a resource and referral center, providing young adult participants with a wide array of instructional, vocational, recreational, family support, and social services. Also offers job readiness/resume preparation workshops, job referrals, computer-assisted instruction, multicultural workshops, internships, and 5 hours of case management services weekly. The program is offered at three locations Central Library (Jamaica), Far Rockaway, and Astoria. Free Metrocards, stipends, field trips, and incentives are available to participants.

NYS DEPARTMENT OF EDUCATION DEPARTMENT—HSE OFFICE $\stackrel{\frown}{(ES)}$

44 P.O. Box 7348, Albany, New York 12224

Telephone: 518.474.5906

www.acces.nysed.gov/hse/high-school-equivalency-hse

Provides information about the HSE test, including the application process, eligibility criteria, documentation requirements, test sites, and test schedule. The test application can be downloaded and printed from the website.

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 or over. All classes are tuition-free and taught by certified teachers and 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 a for a list of locations to register and determine placement.

CHINESE-AMERICAN PLANNING COUNCIL—ADULT LITERACY PROGRAM

Provides free English for Speakers of Other Languages (ESOL) classes. Job development, workshops, and support are also available to students.

See the full listing for the Chinese-American Planning Council on page 176.

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

Telephone: 646.664.8016

http://www2.cuny.edu/academics/academic-programs/model-programs/cuny-college-transition-programs/adult-literacy/locations

Provides free services in adult literacy, HSE preparation, and English for speakers of other languages (ESOL) classes for those ages 19 and over. Classes are held on campuses throughout NYC. It is necessary to 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 (ES)

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, English for Speakers of Other Languages (ESOL), HSE Test Prep, Pre-HSE, and math tutoring.

LITERACY PARTNERS



75 Maiden Lane, 11th Floor, New York, NY 10038

Telephone: 212.725.9200 www.literacypartners.org

Offers English for parents classes, 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) (ES



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

See the full listing for OBT on page 274.

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 and cybersecurity to quality assurance, and last between 8 and 18 weeks. After completing the training, graduates are eligible to test for professional certifications including CompTIA, A+, Network+, or Cisco. Students must possess a high school diploma or HSE and basic reading and math skills. Visit the website for additional eligibility information and to apply.

UNION SETTLEMENT—ADULT EDUCATION



237 East 104th Street, 2nd Floor, New York, NY 10029

Telephone: 212.828.6017 https://unionsettlement.org

Offers free TASC prep and ESL classes for people ages 19 and over.

Instruction is offered in English and Spanish and covers grades 6 to 12. Call for more information and class schedules.

Computer Literacy

Learning to use 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.

For many people, the idea of learning to use a computer can be intimidating, especially those with little or no exposure to technology. What if something goes wrong? What if I erase something important by mistake? If I don't know how to use the Internet in 2019, isn't it too late for me? As anyone who has attended an Internet instruction class in a public library in New York City can attest, there are many people from all walks of life who are learning to use computers and the Internet today. People who were once determined never to use a computer are taking classes because they find they cannot avoid using the Internet to get routine tasks done, to utilize social networking, and to access news and radio from around the world. People coming home from prison can be both curious and nervous when it comes to the Internet, wondering about what they have missed while they were away and worrying about what it will be like catching up.

The best way for beginners to get used to the Internet is by practicing and exploring fun topics at first, such as music and sports. In the beginning, you can always ask for help at the reference desk of your local library, just as you might ask for help finding a book. In the meantime, build up your skills online, and enjoy as you learn.

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

of the computer-training programs offered by the three public library systems.

THE NEW YORK PUBLIC LIBRARY (NYPL)— TECHCONNECT

Telephone: 917.275.6975 www.nypl.org/computers

Offers over 80 free computer-training workshops and technology classes in different branch libraries for all ages and 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 which include Computer Basics, Internet searching, and Introduction to Microsoft Word. Every branch of the BPL has computers for public use. Contact the nearest community library directly or go online for a schedule of classes.

QUEENS LIBRARY

www.queenslibrary.org/services/computers-wifi/computerclasses

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 (ES)



Gould Residence Hall, 2155 University Avenue, 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 must reside in the following zip codes: 10452, 10453, 10457, 10458, 10468. Also offers free college enrollment 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) (ES





475 Riverside Drive, Suite 1626, New York, NY 10115 Telephone: 646.380.7777

www.collegeandcommunity.org

A nonprofit that helps women with criminal convictions 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 given per school semester for participants. Offers mentorship to incarcerated women who are within 90 days of their release. Appointments must be made for intake.

HOSTOS COMMUNITY COLLEGE—STUDENTS OVERCOMING ALL ROADBLOCKS (SOAR)

500 Grand Concourse, Bronx, New York 10451

Telephone: 718.518.4444

www.hostos.cuny.edu/Administrative-Offices/Division-of-Continuing-Education-Workforce-Develop/CUNY-START

A support and peer mentoring program for those who are enrolled at CUNY Hostos and have been involved with the criminal court system. The program begins with the admissions process and lasts until graduation with an associates degree. Participants must apply to Hostos Community College. For further information, please contact Professor Sandy Figueroa at sfigueroa@hostos.cuny.edu.

PRISONER REENTRY INSTITUTE—COLLEGE INITIATIVE

555 West 57th Street, 6th Floor, New York, NY 10019 Telephone: 212.887.6204 www.johnjaypri.org/educational-initiatives/college-initiative

Provides guidance and practical assistance with enrollment in college to formerly incarcerated and court-involved men and women. Applicants must have a high school diploma or HSE. Provides correspondence to individuals who are still incarcerated, focusing on providing information regarding higher education. Call to set up an appointment for an initial consultation.

STATE UNIVERSITY OF NEW YORK (SUNY)

Center for Student Recruitment & 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 com-

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munity 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) (ES)

CUNY Welcome Center 217 East 42nd Street, New York, NY 10017

www.cuny.edu

Telephone: 212.997.2869

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 preHSE, HSE, and college-transition preparation. Visit Mon 9-5, Tue and Wed 10-6, 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

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

725 Broadway, Suite 450, Albany, NY 12207

Telephone: 718.254.7791

http://www1.cuny.edu/sites/cunystart/partners/fci

Connects youth between the ages of 17-25 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 the NYC to create a streamlined referral process and provide 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. Eligibility requirements include students ages 17-25 who are currently, or were formerly, in foster care (students with ACS involvement in a justice setting will be considered) and students must 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 a disability, minority students, older students, athletes, and veterans. Includes glossary of financial aid terms and online calculators for estimating college costs and financial needs.

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

P.O. Box 84, Washington, DC 20044

Telephone: 800.433.3243 / TTY: 800.730.8913

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 to complete. Funding Education Beyond High School: The Guide to Federal Student Aid is available in English or Spanish from the website or can be requested from the Federal Student Aid Information Center address listed above.

NYS HIGHER EDUCATION SERVICES CORPORATION

99 Washington Avenue, Albany, NY 12255

Telephone: 888.697.4372 https://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 1



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

www.collegefund.org

Awards scholarships to students at tribal colleges and universities. The website provides handbooks on financial preparation for college and has links to the Tribal Scholarship Program and other scholarship opportunities, as well as links to applications for fellowships and grants for faculty or staff at tribal colleges and universities who need funding for research.

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 country 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, Gardenia, 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 SCHOLARSHIP FUND

1450 Brickell Avenue, 18th Floor, Miami, FL 33131 www.shawncartersf.com

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

UNITED NEGRO COLLEGE FUND

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.

Housing

HOME IS WHAT YOU TAKE WITH YOU, NOT WHAT YOU LEAVE BEHIND.

- N.K. JEMISIN



OPPORTUNITY

ARTWORK BY BLADIMIL ARROYO

Shelters

NYC Department of Homeless Services (DHS) (ES)

Emergency Information Line: 311

www.nyc.gov/dhs

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

Housing for Individuals Convicted of a Sex Offense

It can be difficult to find housing providers that can meet the stipulations for both parole and Strict and Intensive Supervision and Treatment (SIST) for a person registered as a sex offender. Consequently, reentry organizations in New York City face challenging obstacles in connecting such individuals with housing providers. While some organizations do work with registered sex offenders, each individual is evaluated on a case-by-case basis, and successful placement in supportive housing takes time and is limited at best. For these reasons, those looking for housing immediately upon reentry are recommended to go directly to 30th Street Intake, listed on page 61.

For counseling services for individuals convicted of a sex offense, please see the listings for Mustard Seed Counseling Services (page 111), Shiloh Consulting (page 111), and Queens Counseling for Changes (page 111).

Intake Centers for Single Adults

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

Telephone: 311

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

DHS considers a single adult to be any man or woman over the age of 18 who seeks shelter independently, without being accompanied

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. The intake facilities for single adults are open 24 hours, 7 days a week, including holidays. Interpreter assistance will be made available for people who do not speak English. The following forms of ID are very 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 rehabilitation, specialized services for veterans, substance abuse treatment, and programs for the elderly. Social workers, employment specialists, housing/vocational counselors, and health coordinators work closely with clients in an individualized approach that aims to provide clients with the skills needed to achieve the highest level of self-sufficiency.

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

30TH STREET INTAKE FOR MEN (ES)

400-430 East 30th Street, New York, NY 10016 Telephone: 311

Intake shelter providing single homeless 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 center for women. Open 24 hours.

HELP WOMEN'S CENTER (ES

116 Williams Avenue, Brooklyn, NY 11207 Telephone: 311 www.helpusa.org

Serves single homeless women, ages 18 and over. Provides assistance to clients with creating a plan to move into transitional or permanent housing. Services include medical and mental health services, daily meals, housing placement assistance, recreation, and on-site security.

Drop-In Centers for Single Adults

CAMBA—THE GATHERING PLACE (ES)

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Telephone: 718.385.8726

www.camba.org/programs/housing

A drop-in center for people ages 18 and over. Services include three meals a day, shower/laundry facilities, access to clothing, mail, and phone services, recreational activities, case management services and entitlement assistance, comprehensive medical and mental health services, and referrals to treatment resources. The center is 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 assignment.

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

120 East 32nd Street, New York, NY 10016

Telephone: 212.883.0680 x108

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

in-center

Provides emergency overnight shelter to single adults. Services include housing, medical, social work, buses to faith-based overnight bed programs, and three meals a day. Open 24 hours.

PROJECT HOSPITALITY

25 Central Avenue, Staten Island, NY 10301

Telephone: 718.720.0079 x10 www.projecthospitality.org

Provides overnight chairs (no beds) to adults ages 21 and over. Open 8–8 daily, including holidays.

URBAN PATHWAYS—OLIVIERI DROP-IN CENTER







Telephone: 212.947.3211

www.urbanpathways.org/programsandservices

A drop-in center for men and women. Active clients can receive on-site, 24-hour services including meals, clothing, and showers. Also offers case management, crisis intervention, referrals to medical, mental health and rehabilitation services, and housing placement assistance. Nightly drop-in is 9pm–6am.

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 no longer may be liveable.

Families with Children

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

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

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

Telephone: 311

https://www1.nyc.gov/site/dhs/shelter/families/adult-families.

page

Open 24 hours and interpreter assistance will be made available for individuals who do not speak English.

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.

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- 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 emer-

gency 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.

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.

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

151 East 151st Street, Bronx, NY 10451

Telephone: 718.503.6400

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

children-applying.page

All families with children must apply for shelter at the PATH intake center. Open 24 hours, processes applications 9–5, weekdays. Interpreter assistance will be made 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 interviews 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 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 addiction 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 abuse 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 is varied and has received criticism by residents and advocacy groups.

On page 138 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 attend a walk-in legal clinic at the following location:

Neighbors Together 2094 Fulton Street, Brooklyn, NY 11233 2nd & 4th Monday, 3–6

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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 (ES)







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

See the full listing for Greenhope on page 206.

HOUR CHILDREN (ES)







Provides transitional and permanent supportive housing in communal

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and independent settings throughout Queens for formerly incarcerated mothers and their children.

See the full listing for Hour Children on page 247.

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 NYC ID and social security cards, third-party professional case management and medical care, help searching for permanent housing, job search and interview techniques, and on-site therapists for trauma and healing. The application to the initial intake form can be found on the website.

See the full listing for The LOHM on page 206.

PROVIDENCE HOUSE (ES)





703 Lexington Avenue, Brooklyn, NY 11221

Telephone: 718.455.0197 www.providencehouse.org

Provides transitional residences, individual apartments, and permanent supportive housing for women and children who are homeless and women recently paroled from prison. Provides shelter, food, and support services including enrolling in education or job training programs, searching for employment, obtaining medical services, and finding a permanent place to live.

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

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

See the full listing for WPA on page 39.

BAILEY HOUSE WORKS (

1751 Park Avenue, 3rd Floor, New York, NY 10035 Telephone: 212.633.2500 www.baileyhouse.org

Addresses housing and homelessness, health services, and support programs to those living with HIV/AIDS. 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 (ES

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



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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 health issues.

BRONXWORKS—HOMELESS OUTREACH TEAM





Operates a mobile outreach team, a 24-hour drop-in center in the Bronx, three family shelters with daycare, and temporary shelter. Provides supportive services including housing placement, benefits assistance, and drug and alcohol treatment referrals.

See the full listing for BronxWorks on page 263.

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, as well as referrals to care coordination/ACT services for

individuals who are seriously mentally ill 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 issues such as individual advocacy, protecting basic rights, housing applications, mental health and addiction treatment referrals, services for individuals and families living with HIV/AIDS, and referrals to employment services. The Crisis Intervention Program operates Mon–Fri on a first come, first serve basis for individuals having difficulty applying for shelter or receiving a shelter bed. 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 for youth under 21 years of age.

See full listing for Covenant House on page 241.

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 abuse, mental illness, or chronic illness. Areas of service

include housing, outreach, healthcare, addiction recovery, mental healthcare, and employment. Must be referred (referrals are usually through the shelter system, social-service programs, and prisons) however, assistance will be provided in obtaining a referral if necessary.

Housing Assistance

NYC HOUSING AUTHORITY (NYCHA) (ES)





Telephone: 718.707.7771 www.nyc.gov/nycha

Bronx/Manhattan/Queens Customer Contact Center 478 East Fordham Road, 2nd Floor, Bronx, NY 10458

Hours: Mon-Fri 8-5

Brooklyn/Staten Island Customer Contact Center 787 Atlantic Avenue, 2nd Floor, Brooklyn, NY 11238

Hours: Mon-Fri 8-5

Provides affordable housing to low- and moderate-income residents in publicly owned buildings throughout the 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 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.

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

100 Gold Street, New York, NY 10038

Telephone: 212.863.6300 (affordable housing lottery)

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

Offers a wide variety of programs that create newly constructed or renovated affordable-rental 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 home buying opportunities, as well as additional resources for apartment seekers. Information is offered in multiple languages.

Rentals

It is extremely difficult in most areas of New York City today to find decent housing at an affordable rent. It may require a lot of patience and ingenuity for individuals to find what they are looking for. There are many websites that are specific for finding 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.

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

Telephone: 311

Affordable Housing Lottery Helpline: 212.863.7990

www.nyc.gov/housingconnect

Provides New Yorkers 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 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.

NYC Department of Housing Preservation and Development (HPD)—Tenant Rights (ES)

Telephone: 311

https://www1.nyc.gov/site/hpd/renters/tenants-rights.page
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/assets/hpd/downloads/pdf/renterresources/abcs-of-housing.pdf.

NYC Housing Authority (NYCHA)—Maintenance Complaint (ES) Telephone: 718.707.7771 or 311

https://www1.nyc.gov/nyc-resources/service/2284/new-york-city-housing-authority-nycha-maintenance-complaint

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.

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 158.

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

1075 Grand Concourse, Bronx, NY 10452

Telephone: 718.538.3344

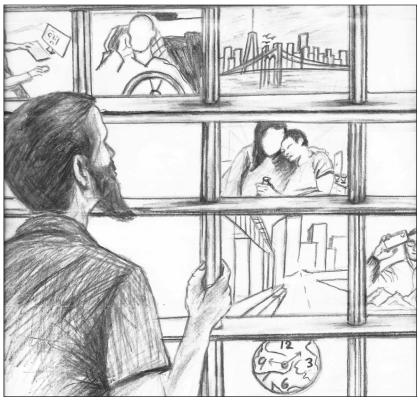
www.naicany.org

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

Financial Assistance

I'VE LEARNED THAT MAKING A LIVING IS NOT THE SAME THING AS MAKING A LIFE.

- MAYA ANGELOU



IN THE LOOP

USED WITH PERMISSION FROM THE ARTIST.

ARTWORK BY C. HENDRICKS

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

THE NEW YORK PUBLIC LIBRARY (NYPL)—SINGLE STOP

Grand Central Library

135 East 46th Street, New York, NY, 10017 Telephone: 212.576.0024 or 212.340.0861

www.nypl.org/help/community-outreach/services-for-adults/

single-stop

Free and confidential help is available for topics including public benefits screenings, application assistance, enrollment, service referrals, unemployment, health insurance, SNAP, immigration services, and apply for citizenship. Email singlestop@nypl.org for more information.

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.

URBAN JUSTICE CENTER (I

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 140.

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, benefit enrollment, income support, legal assistance, housing, health, immigration services, financial coaching, referrals and more. Located throughout NYC in community organizations and public libraries.

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Temporary Cash Assistance

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

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

Recipients of this benefit fall into four general categories:

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

Eligible clients receiving temporary cash assistance must engage in work activities. HRA refers clients to programs designed to provide job training and placement, education, resume services, workshops, and other support services. Those participating in an approved program will receive car fare and childcare expenses so that they can meet their requirements. 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' (ES)

Telephone: 718.557.1399

https://www1.nyc.gov/nyc-resources/service/1205/one-shot-deal-short-term-emergency-assistance

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 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 (ES)

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 the place of cash. People receiving public assistance can sign up for food stamps at an HRA Job Center. Addresses for the sixteen New York City Food Stamp offices are 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. Application is available in Spanish, Chinese, Arabic, Russian, Korean, and Creole and is also available on the HRA website.

Food

NYC Food Policy—Emergency Food Assistance (ES)

Emergency Foodline: 866.888.8777

http://foodhelp.nyc

Go online or call for a referral to food pantries located throughout NYC 24 hours a day, 7 days a week.

NYC Gov—Resources

Telephone: 311

https://www1.nyc.gov/nyc-resources/service/1083/find-afood-pantry-or-soup-kitchen

Call or visit the website to find nearby food bank and soup kitchen locations. Call for locations for free meals for senior 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 (ES)

Cathedral Church of St. John the Divine 1047 Amsterdam Avenue, New York, NY 10025

Telephone: 212.316.7583 www.stjohndivine.org/social

A soup kitchen is held every Sunday with breakfast at 10am, lunch at 12:30, and a take-away brown bag meal. Also provides referrals to all types of services, including legal, housing, detox, health screenings, and food pantry. Free professional clothing is provided for individuals returning to the workforce, with a referral from a job placement program. The Clothing Closet is open Tue and Thu 10–12:30, clients 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 23 stops in NYC by van. The starting location is St. Bart's, 51st Street between Park and Lex at 5:30. Call or visit the website for a list of stops.

See the full listing for Coalition for the Homeless on page 73.

GREENMARKET

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

Telephone: 212.788.7476

www.grownyc.org/greenmarket

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

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
An initiative for New Yorkers to donate and find goods. Visit the website for a list of locations to find clothing and more.

Medical Assistance

Medicaid (ES)

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 (ES)

Telephone: 800.633.4227 / TTY: 877.486.2048

www.medicare.gov

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

Elderly Pharmaceutical Insurance Coverage (EPIC) (ES) Telephone: 800.332.3742 / TTY: 800.290.9138 www.health.nv.gov/health care/epic

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

Crime Victims

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

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

www.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 also spoken.

Financial Counseling

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

The Business Library

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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.

INTERNAL REVENUE SERVICE (IRS)

(ES)

Telephone: 800.829.1040

www.irs.gov

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

CAMBA (ES)

1720 Church Avenue, 2nd Floor, Brooklyn, NY 11226 Telephone: 718.287.2600 / TTY: 800.662.1220

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 / Intake: 212.614.5441 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

300 Cadman Plaza W, 12th Floor, Suite 12160, Brooklyn, NY 11201

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

161-10 Jamaica Avenue, Jamaica, NY 1143

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

Physical & Mental Health

IT WAS WHEN I STOPPED SEARCHING FOR HOME WITHIN OTHERS

AND LIFTED THE FOUNDATIONS OF HOME WITHIN MYSELF I

FOUND THERE WERE NO ROOTS MORE INTIMATE THAN THOSE

BETWEEN A MIND AND BODY THAT HAVE DECIDED TO BE WHOLE.

- RUPI KAUR



BREAK THE CHAIN

ARTWORK BY K.M.W.

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There are more health organizations and sources of information in the chapter *Women on* page 203.

NYC HEALTH + HOSPITALS—CORRECTIONAL HEALTH SERVICES (CHS)

Telephone: 347.774.7000 / Toll Free: 866.247.6585

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

Anyone who has been incarcerated and has questions about medical/mental health treatment they received while in jail can call 24 hours a day, 7 days a week.

Substance Use

Correctional Health Services runs a jail-based opioid treatment program. Training and naloxone kits are available to people visiting loved ones on Rikers Island. Patients receiving either methadone or buprenorphine in jail will be referred to community providers upon release to continue treatment.

Health Insurance

For people who had active Medicaid coverage or had a Medicaid application submitted prior to incarceration, Correctional Health Services works with the New York City Human Resources Administration (HRA) to activate their coverage as soon as possible after discharge. Assists with first-time Medicaid applications. 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

Correctional Health Services 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, Correctional Health Services will

refer them to providers to ensure treatment continues in the community.

Community Re-entry Assistant Network (CRAN)

Under the Community Re-entry Assistance Network (CRAN), all patients who receive legally-mandated discharge planning services prior to leaving city jails now have a single point of entry to an array of services, including services for patients diagnosed with a serious mental illness. CRAN provides assistance with benefit enrollment, housing, and linkages to medical services. A person has to have been in the mental health service in order to receive CRAN services. For more information, please call the offices listed below.

Bronx

1020 Grand Concourse, North Professional Wing, Bronx, NY 10451

Telephone: 718.538.7416

Manhattan/Brooklyn

175 Remsen Street, 5th floor, Brooklyn, NY 11010

Telephone: 718.975.0180

Queens

120-34 Queens Blvd., Suite 410, Kew Gardens, NY 11415

Telephone: 718.268.5657

Staten Island

120 Stuyvesant Place, Suite 410, Staten Island, NY 10301

Telephone: 718.727.9722

Free & Low-Cost Medical Care

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)—SEXUAL HEALTH CLINICS $\stackrel{\textstyle{(ES)}}{}$

Telephone: 311

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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 or 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

ES)

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, addiction, 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.

THE BEDFORD-STUYVESANT FAMILY HEALTH CENTER

www.bsfhc.org

Bed Stuy Health: 1456 Fulton Street, Brooklyn, NY 11216

Telephone: 718.636.4500

Broadway Location: 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 abuse assessment, 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: 212.226.3888

268 Canal Street, New York, NY 10013

Telephone: 212.379.6998

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 to all members of the community. Mandarin, Cantonese, Taishanese, Shanghainese, Fujianese, Vietnamese, and Korean are spoken. Health centers are open 7 days a week. For urgent care, a provider can be seen on the same day. Call for hours and to schedule an appointment.

COMMUNITY HEALTHCARE NETWORK



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

Telephone: 866.246.8259

www.chnnyc.org

A nonprofit network of New York Health Centers with twelve locations across the Bronx, Manhattan, Brooklyn, and Queens. Primary care, reproductive health, family planning, STI testing, and comprehensive HIV services provided. Dental, mental health, foot care, prenatal

care, mammogram referral, and cancer screening 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: 212.206.5200

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 testing and care, birth control, diabetes care, HIV care, PrEP, and access to mental, 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 individuals ages 18 and over. Services include medical, mental health, substance abuse, integrative medicine, dental, social work and case management, care coordination, benefits enrollment, and peer support—all in one place. On-site pharmacy services are available. It is helpful to bring a photo ID, insurance card, and any medical records to the initial visit. General inquiries about the program can be directed to ComingHome@mountsinai.org or contact Iris Bowen, Social Worker at 212-636-1173.

THE NEW YORK CITY FREE CLINIC (NYCFC) (ES)

230 West 17th Street, New York, NY 10011

Telephone: 212.206.5200

www.nycfreeclinic.med.nyu.edu

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. Bringing documents (such as ID, proof of income, benefits information) will help determine insurance eligibility. Call Mon–Fri 8am–10pm and Sat–Sun 8–8 to set up an appointment. Patient appointments are held every Sat 9–1. Walk-ins accepted Mondays 8:30am–10am.

General Health Information Resources

NYS Department of Health—Office of Professional Medical Conduct (OPMC) $\stackrel{(ES)}{}$

Riverview Center, 150 Broadway, Suite 355, Albany, New York 12204

Telephone: 800.663.6114

www.health.ny.gov/professionals/doctors/conduct Call or write to make a complaint about a doctor.

NYC Department of Health and Mental Hygiene (ES)

Telephone: 311 www.nyc.gov/doh

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

Center for Disease Control and Prevention (CDC) (ES)

Telephone: 800.232.4636

www.cdc.gov

The website 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

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other topics. Information on many topics is available in multiple languages.

MedLine Plus (ES) www.medlineplus.gov

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

Helplines: Physical Health

NYC Tuberculosis Provider Hotline (ES)

Telephone: 844.713.0559

https://www1.nyc.gov/site/doh/providers/health-topics/tuber-culosis.page

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

American Cancer Society Helpline (ES)
132 West 32nd Street, New York, NY 10001

Telephone: 800.277.2345

www.cancer.org

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

The Poison Control Center Hotline (ES)
Telephone: 800.222.1222 or 212.764.7667

TTY: 212.689.9014 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 86 in *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. Call or visit the website for a complete list and to find out about programs and program 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 19 years of age whose family income is too high to qualify for Medicaid.

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

Medicaid Buy-In Program for Working People with Disabilities: a program for people with disabilities who are working and earning more than the income limit for regular Medicaid, allowing people to keep their 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 enroll participants 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 89.

HIV & AIDS

NYS HIV/AIDS Information and Counseling Hotline (ES) Telephone: 800.541.2437 / Spanish: 800.233.7432 TTY: 800.369.2437 / Counseling Hotline: 800.872.2777 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 / TTY: 518.459.0121 www.health.ny.gov/diseases/aids/general/resources/adap

Programs provide access to free healthcare for uninsured or underinsured HIV-positive New York State residents. Services help provide access to HIV and AIDS medications. 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 HIV-positive people or those at risk. Assistance with medical care, housing, access to benefits, legal help, and other needs are provided.

See the full listing for Argus on page 119.

BOOM!HEALTH (ES

Telephone: 718.295.2666 www.boomhealth.org

Central Office 540 East Fordham Road, Bronx, NY 10458

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

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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 in four facilities in the Bronx and two mobile vans. Call for hours and services at all locations. Harm Reduction Center is open 7 days a week.

BRIDGING ACCESS TO CARE



www.bac-ny.org

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 people in Brooklyn infected with or affected by HIV or AIDS. Provides culturally-sensitive HIV/AIDS-prevention education, testing, counseling and support groups, comprehensive social services and referrals, a community food pantry, and more. Harm Reduction Services helps HIV-positive people who have substance abuse histories, while the First Steps Program provides intensive outpatient substance abuse treatment.

COMMUNITY HEALTH ACTION OF STATEN ISLAND



www.chasiny.org

Offers case management of HIV-positive clients, education for incarcerated people, 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 active drug or alcohol use. Services are free and confidential.

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

123 West 115th Street, New York, NY 10026

Telephone: 212.283.9180

www.facesny.org

Provides free services to New Yorkers including those who are chronically homeless, living with HIV/AIDS, substance users, people 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. Supportive services include case management, substance abuse/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 for people return-

ing from incarceration with special services available for HIV-positive people. Walk-in intake hours are Mon-Fri 6-6.

See the full listing for The Fortune Society on page 35.

GHMC (ES) 4





446 West 33rd Street, New York, NY 10001

Telephone: 212.367.1000 / Hotline: 888.243.7692

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 infected with HIV or AIDS and their loved ones. Other programs include financial and legal counseling, educational workshops and training, food pantry, housing assistance, as well as 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 David Geffen Center for HIV Prevention and Health Education offers free, confidential HIV and STI testing at 224 West 29th Street, Ground Floor, New York, NY 10001. Walk-ins are available beginning at 9am, except on Thu and Sun.

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, literacy and ESL services, immigration advocacy, housing placement assistance, and job-readiness training. Through a partnership, the coalition provides individual and group counseling to those suffering from psychological trauma. French and Creole are spoken.





www.hafnyc.org

967 Kelly Street, Suite 402, Bronx, NY 10459

Telephone: 718.328.4188

Latino Pride Center

1767 Park Avenue, 4th Floor, New York, NY 10035

Telephone: 212.563.4500

Provides information, counseling, and support groups for anyone with questions about HIV or AIDS. Offers rental-assistance resources. Referrals are given. Free HIV and Hepatitis C testing provided. Write or call for free brochures.

PLANNED PARENTHOOD OF NYC—PROJECT STREET BEAT

Telephone: 917.399.5554

www.ppnyc.org

An HIV prevention, risk reduction, and access-to-care outreach program that serves women, men, and teens who live and work on NYC streets. Outreach teams travel to the Bronx, northern Manhattan, and Brooklyn neighborhoods in minivans with mobile medical units. Call for mobile unit location schedules.

PROJECT INFORM



273 Ninth Street, San Francisco, CA 94103 www.projectinform.org

Provides printed up-to-date, reliable information and publications on AIDS research and treatment.

CONNECTIONS 2019

AIDS Discrimination

PRISONERS' LEGAL SERVICES OF NEW YORK (PLSNY)

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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 140.

NYC COMMISSION ON HUMAN RIGHTS (1



Contact to file a complaint for discrimination in employment, housing and public accommodations based on age, race, color, religion/creed, 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 158.

Hepatitis C

AMERICAN LIVER FOUNDATION (ES

39 Broadway, Suite 2700, New York, NY 10006

Telephone: 800.465.4837

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

Provides printed information on liver disease, including hepatitis C and HIV/HCV co-infection, as well as referrals to support groups for

people with HCV, community health centers, and liver specialists in the New York area.

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

1600 Clifton Road, Atlanta, Georgia 30329 Telephone: 800.232.4636 / TTY: 888.232.6348 www.cdc.gov/hepatitis

Provides information and publications about hepatitis C (also called HCV, or viral hepatitis C) and HCV co-infection with HIV.

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.

See the full listing for CASES on page 30.

NYS OFFICE OF MENTAL HEALTH—BRONX PSYCHIATRIC CENTER (ES)

1500 Waters Place, Bronx, NY 10461 Telephone: 718.931.0600

www.omh.ny.gov/omhweb/facilities/brpc

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

COMMUNITY ACCESS—HOWIE THE HARP ADVOCACY CENTER

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

Telephone: 212.865.0775

www.communityaccess.org/hth

Provides support to people ages 18 and over in mental health recovery for employment in human services. The 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 and have earned a high school diploma (or High School Equivalent).

FOUNTAIN HOUSE INC. (E



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 health problems. Provides pre-vocational day programs, transitional employment opportunities, a full-time employment program, subsidized food, recreation, and housing alternatives for people with mental health problems. 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, 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.jbfcs.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 (ES)

505 Eighth Avenue, Suite 1103 New York, NY 10018 Telephone: 212.684.3365 / NYC Helpline: 212.684.3264 www.nami.org

Provides free education, skills training, and support for individuals and families living with mental health problems. The helpline is open Mon–Fri 10–6 to answer any questions about mental health issues.

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 a variety of brochures, free of charge, including information on symptoms, diagnoses, and treatment of various mental health issues. 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, skill building, treatment and rehabilitation, 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 which advocates for the 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.

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MUSTARD SEED COUNSELING CENTER





1118 Bedford Avenue, Brooklyn, NY 11216

Telephone: 718.875.7411

www.mustardseedforensic.com

Provides assessment and treatment for men, women, and children ages 12 or over charged with or convicted of a sexual offense, or those involved in sexual behaviors that interfere with personal and work relationships. Adolescents ages 12-17 cannot receive counseling without parental consent. Programs last two-and-a-half-years. 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 age 16 and over. Specialized services include problematic sexual behaviors, batterers accountability, anger/aggression, parenting skills, bias incidents, and DWI/U (evaluation only). To be eligible clients must not have accepted a plea or a finding has not been made.

SHILOH CONSULTING

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

Telephone: 212.564.7631 www.shilohconsultingllc.com

An article 31 OMH Outpatient Clinic. 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

III Sex Offenders), Internet Offenders, Socialization Group, Hearing Impaired, Social Interactions, and Individual and Couples Counseling. Open Mon and Thu 8-7, Tue and Wed 8-5, and Fri 8-4.

ANTI-VIOLENCE PROJECT (AVP) (ES)





Offers free and confidential support services to the LGBTQI+ community and HIV-affected 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 221.

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.

Helplines: Mental Health

NYC Well (ES)

Telephone: 888.692.9355 / TTY:711 https://nvcwell.citvofnewvork.us

Offers free and confidential mental health support to all New Yorkers. A person can speak to a counselor via phone, text or chat and get access to mental health and substance misuse 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) (ES)

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) (ES) 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 inperson and online support groups and forums.

International OCD Foundation (ES)

Telephone: 617.973.5801

https://iocdf.org

Provides information on OCD and treatment referrals.

National Suicide Prevention Lifeline (ES) Lifeline: 800.273.8255 / TTY: 800.799.4889

Spanish: 888.628.9454

https://suicidepreventionlifeline.org

Offers free and confidential support for people in distress, prevention

and crisis resources 24 hours a day, 7 days a week.

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Schizophrenia and Related Disorders Alliance of America (SARDAA)

Telephone: 240.423.9432

https://sardaa.org

Maintains the Schizophrenia Anonymous programs, which are selfhelp groups and are now 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

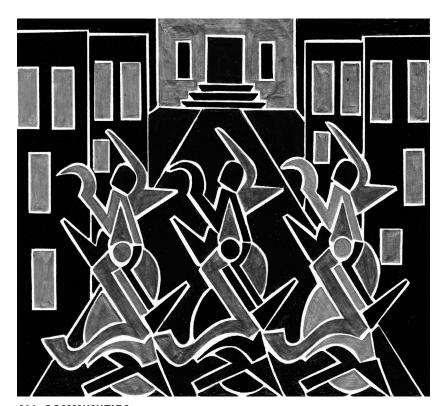
Offers a referral center for information, support, education, and treatment options for Borderline Personality Disorder.

Addiction

WHERE THERE WAS SOMETHING AND SUDDENLY ISN'T,

AN ABSENCE SHOUTS, CELEBRATES, LEAVES A SPACE.

- NAOMI SHIHAB NYE



ALL COMMUNITIES

ARTWORK BY TERRANCE BREAZIL

Treatment Programs & Organizations

Substance abuse 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 www.findtreatment.samhsa.gov

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

NYS Office of Alcoholism and Substance Abuse Services (OASAS) (ES)

Helpline: 877.846.7369

www.oasas.ny.gov

Provides information and referrals to state-certified substance abuse 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 (ES) (1)

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

See the full listing for Exodus on page 34.

EXPONENTS ES

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 (ES)

500 Atlantic Avenue, Brooklyn, NY 11217

Telephone: 718.398.0800

www.newdirectionsbrooklyn.com

An outpatient chemical dependency treatment program for dually diagnosed clients who carry concurrent diagnoses of a substance abuse problem and a psychiatric disorder, or co-addictions. Services include acupuncture, individual and group counseling, family and couple counseling, anger management, art therapy, vocational/educational evaluation, and consultation. Provides services for DWI and domestic violence issues. Childcare provided while patients attend individual counseling or groups. Specialized services for court-involved individuals include individual and group counseling, supervised urinalysis & breathalyzer screening, anger management, and 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 substance abuse and mental health program. Specialized areas of service include chemical dependency, dual

diagnosis, chronic relapse, food addiction, sex addiction, gambling addiction, 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-behavioralsciences/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 to underserved New Yorkers including care management and coordination, intensive residential treatment, outpatient services, client money management services, career training, a reentry initiative, a GED 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

75 Seminary Hill Rd, Carmel Hamlet, NY 10512 Telephone: 845.225.3400 / Intake: 888.227.4641

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 abuse 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 (ES)



Offers short- and long-term residential programs for alcohol or substance abuse 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 clean and sober, 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 71.

CREATE, INC.

73 Lenox Avenue, New York, NY 10026

Telephone: 212.663.1975 / Clinic: 212.663.1596

www.createinc.org

An outpatient substance abuse clinic providing treatment and recovery services for chemical dependent men and women. Offers specialized services for those who have co-occurring mental health and chemical abuse issues, transitional living for homeless young adults, vocational counseling, job preparation and placement, day services for the elderly, 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 drug rehabilitation services. The outpatient program is a medically-supervised Article 32 program offering services to individuals struggling with co-occurring and substance use disorders ages 15 and over. The intensive residential program provides services for men and women 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, medication management and suboxone maintenance, and 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 chemical dependency issues. 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 medications along with access to support services including housing, education, and job training. Walkins and referrals are welcome. Call or walk in Mon–Fri 9–7.

PHOENIX HOUSE

Telephone: 888.671.9392 www.phoenixhouse.org

A substance abuse 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, Brooklyn, 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 both men and women ages 18 and over. Educational and vocational services are provided. Walk-ins welcome, but appointments by phone or referral preferred.

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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.

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 acupuncture, mental health assessment and psychiatric referrals, relapse prevention, polydrug group, vocational and educational workshops, HIV testing and counseling, and individual and group counseling. Some locations can provide childcare. 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 chemical dependency including outpatient and residential treatment, health services, care coordination, HIV/AIDS prevention, education and treatment, and supportive and permanent housing. No referral needed. Walk-in hours vary.

AL-ANON-NYC (ES)

4 West 43rd Street, Suite 308, New York, NY 10036 Telephone: 212.941.0094 / Spanish: 800.939.2770 www.nycalanon.org

Holds weekly support meetings for the relatives and friends of alcoholics. Open Mon, Tue, Fri 12:30–5, and Thu 4–7.

ALCOHOLICS ANONYMOUS (AA)—NEW YORK (

(ES)

307 7th Avenue, Room 201, New York, NY 10001 Telephone: 212.647.1680 / Spanish: 212.348.2644 www.nyintergroup.org

A support group for those recovering from alcoholism for all ages. Meetings are held throughout NYC. Call or write for meeting location 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 problems and those whose lives have been affected by gambling problems. Call or visit website to find times and locations of meetings.

NARCOTICS ANONYMOUS—GREATER NEW YORK REGION

154 Christopher Street, Suite 1A, New York, NY 10014

www.newyorkna.org

A fellowship of men and women who share their experience to recover from addiction. 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 fellowship of men and women who share their experience to recover from addiction to crystal meth. 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 fellowship of men and women who share their experience to recover from pill addiction. Visit the website or call for a taped message listing upcoming meeting.

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

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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 (E

Telephone: 866.697.8487 www.nysmokefree.com

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

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

Telephone: 311

https://www1.nyc.gov/site/doh/health/health-topics/smoking-

nyc-quits.page

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

AMERICAN HEART ASSOCIATION—QUIT SMOKING TOBACCO (ES)

Telephone: 800.242.8721

www.heart.org

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

NATIONAL ASSOCIATION FOR SHOPLIFTING PREVENTION (ES)

225 Broadhollow Road, Suite 400E, Melville, NY 11747 Telephone: 631.923.2737 or 800.848.9595 www.shopliftingprevention.org

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

NEW YORK HARM REDUCTION EDUCATORS, INC. (ES)



104-106 East 126th Street, 1A, New York, NY 10035 Telephone: 212.828.8464

www.nyhre.org

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

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION—CLEARINGHOUSE (ES)

Telephone: 877.726.4727 www.samhsa.gov/treatment

The website is a clearinghouse for alcohol and drug information. Provides nationwide treatment options, support group information, and a referral service operating 24 hours a day.

Helplines

NYS HOPEline (ES)

HOPEline: 877.846.7369

www.oasas.ny.gov/accesshelp

Offers help 24 hours a day, 365 days a year for alcoholism, drug abuse, and problem gambling. All calls are toll-free, anonymous, and confidential.

NYC Well (ES)

Telephone: 888.692.9355

https://nycwell.cityofnewyork.us

Offers help 24 hours a day, 365 days a year for alcoholism, drug abuse, and problem gambling. Provides referrals to free and low-cost services in NYC.

USED WITH PERMISSION FROM THE ARTIST.

Legal Services

THE THING TO KEEP IN MIND IS THAT LAWS ARE FRAMED BY
THOSE WHO HAPPEN TO BE IN POWER AND FOR THE PURPOSE
OF KEEPING THEM IN POWER.

- MARY BRAVE BIRD



DIFFERENT VIEW, SAME CONNECTION

ARTWORK BY C.A.D.

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 259.

Police Interactions: Know Your Rights

The following includes information from the ACLU that can be found at www.aclu.org/know-your-rights/what-do-if-youre-stopped-police-immigration-agents-or-fbi.

Your Rights

- You have the right to remain silent. If you wish 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.

For Your Protection

- Do stay calm and be polite.
- Don't run. Keep your hands where police can see them.
- Do not interfere, argue, resist, or obstruct the police.
- Do not lie or give false documents.
- Do prepare yourself and your family in case you are arrested.
- Do remember the details of the encounter.
- Do file a written complaint or call your local ACLU if you feel your rights have been violated.

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 iden-

- tification and though 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

- Stop the car in a safe place as quickly as possible. Turn off the car, turn on the internal light, open the window part way and place your hands on the wheel.
- 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.
- 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 the officer
 says yes, sit silently or calmly leave. Even if the officer says no,
 you have the right to remain silent.

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.

Special considerations for non-citizens

- Ask your lawyer about the effect of a criminal conviction or plea on your immigration status.
- Don't discuss your immigration status with anyone but your lawyer.
- While you are in jail, an immigration agent may visit you. Do not answer questions or sign anything before talking to a lawyer.
- Read all papers fully. If you do not understand or cannot read the papers, tell the officer you need an interpreter.

If you feel your rights have been violated

- Remember: police misconduct cannot be challenged 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, take photographs of your injuries (but seek medical attention first).
- File a written complaint with the agency's internal affairs division or civilian complaint board. In most cases, you can file a complaint anonymously if you wish.
- Call your local ACLU or visit https://www.aclu.org/profiling.

Representation & Referrals

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, and provide reentry services and advocacy on behalf of individuals eligible for alternativeto-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) (ES)





77 Livingston Street, 7th Floor, Brooklyn, NY 11201 Telephone: 718.254.0700

www.bds.org

Represents people 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 have recently proven unreliable such as mistaken eyewitnesses, false confessions, police misconduct, and periury. Participants or their family members can write or call directly for case evaluation forms, or complete the forms online.

FEDERAL DEFENDERS OF NEW YORK (ES)







www.federaldefendersny.org

Eastern District

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

Telephone: 718.330.1200

Southern District

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

Telephone: 212.417.8700

Defends those accused of federal crimes who cannot afford representation. Clients are referred to them from the court. Additionally. they represent clients on appeals and continue to work with them on reentry programs for recently released individuals with substance abuse and mental health issues. The Eastern District serves Brooklyn. Queens, and Staten 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 that are 1) postconviction, 2) have physical evidence that, if subjected to DNA testing, will prove that the defendant is actually innocent, 3) the defendant was convicted of a crime, and 4) 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 help desk analysts cannot give legal advice. Walk-ins not accepted.

LEGAL ACTION CENTER (LAC) (ES)





225 Varick Street, New York, NY 10014

Telephone: 212.243.1313

www.lac.org

Provides free legal services to people with criminal records, histories of substance use, and people living with HIV or AIDS. Client services include help overcoming employment barriers, fighting discrimination based on these issues, 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. Please call for appointments, cannot see people without 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 ES

www.legalhand.org

250 Kingston Avenue, Brooklyn, NY 11213

Telephone: 718.619.4248

650 Rockaway Avenue, Brooklyn, NY 11212

Telephone: 347.404.9585

149-13 Jamaica Avenue, Jamaica, NY 11435

Telephone: 646.741.6411

1759 Jerome Avenue, Bronx, NY 10453

Telephone: 929.222.2015

713 East Tremont Avenue, Bronx, NY 10457

Telephone: 929.222.2014

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

LEGAL SERVICES FOR NEW YORK CITY (E

40 Worth Street, Suite 606, New York, NY 10013

Telephone: 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

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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—providing advice or representation to people seeking Certificates of Relief or Good Conduct, negotiating with employers, and representing clients in affirmative litigation against employers and agencies that discriminate against them because of criminal history. Individuals who wish to legalize a name change can call or write for more information or find the location of the neighborhood legal office for which one is eligible. Help is available in any language. Call Mon-Fri 10-4.

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

601 West 26th Street, Suite 325-20, New York, NY 10001 Telephone: 212.353.9118 / Helpline: 212.459.4873 www.lgbtbarny.org

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, clients should contact info@ le-gal.org in advance to make arrangements.

MOBILIZATION FOR JUSTICE (ES)





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

Telephone: 212.417.3700

http://mobilizationforjustice.org

Offers free legal assistance to low-income New Yorkers to resolve legal problems in the areas of housing, 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. 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 Upper Manhattan (north of 96th Street). Practice areas include pre-arrest services, criminal defense, family defense, housing defense, immigration defense, and youth law. Walk-ins welcome on Wednesdays 9–5. Provides Spanish language translation through their DefensaNDS program.

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 for 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. 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.

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 advance planning, 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, iail time credit, immigration, and clemency appeals. Decisions to provide legal counsel are determined on a case-by-case basis.

URBAN JUSTICE CENTER (ES)



Telephone: 646.602.5600 www.urbanjustice.org

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

Community Development Project 123 William Street, 16th Floor, New York, NY 10038

A legal services and advocacy organization serving residents of NYC. Composed of 12 distinct projects covering asylum seeker advocacy, corrections accountability, community development, domestic violence, safety net, human rights, international refugee assistance, mental health, youth, sex workers, street vendor, and veteran advocacy. Chinese, Korean, Portuguese, Arabic, French, and Russian also spoken.

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, tenant's 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 266.

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

435 West 116th Street, New York, NY 10027

Telephone: 212.854.1601 http://jlm.law.columbia.edu

A handbook of legal rights and procedures designed for use by people in prison, 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 an order form by mail, and pricing.

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 817, 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

No wheelchair access. Call ahead to arrange accommodations.

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

Telephone: 646.386.3715 Hours: Mon-Fri 9:30-4:30

Call ahead.

Law Library of Queens County, Queens County General

Courthouse

133 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

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 Corrections (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 generally is set at the first court appearance, called arraignment, which must occur within 24 hours of the defendant's arrest. If the defendant pleads not guilty at arraignment, a judge has four release options. They may release the defendant on their own recognizance, meaning the defendant is free to go without paying any money or providing a bond; the judge may set bail in various forms, which the defendant (and friends and 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 Department of Corrections custody.

How can I pay bail in person?

There are two places to pay bail: in a courthouse during a defendant's appearance (either at arraignment or immediately after or at subsequent court dates) and at DOC facilities. The bail-paying process differs based on the location of the payment. At court, bail must be paid in cash, with exact change. It is rare that credit cards are accepted, which is decided at the discretion of a judge. At DOC facili-

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ties, cash is accepted (with exact change) as are money orders and credit/debit cards. Using credit/debit cards incurs an 8% surcharge.

Forms of Bail

No matter the form used to pay bail, DOC does not provide any change in bail transactions. You must provide the exact amount of the bail, though you can combine multiple types of payment in one transaction (for example, to pay \$1,500 bail you can provide one bank money order for \$1,000 and \$500 in cash). The following forms of bail are accepted:

- U.S. cash for the full amount in exact change;
- Cashier's / Teller's check in any amount not exceeding the bail figure;
- Bank money order, Federal Express money order, U.S. Postal money order, Travelers Express Company money order, and Western Union money order with each order no greater than \$1,000 (multiple orders are accepted);
- Credit or debit card. If you choose to use a credit card in person, you will also have to pay an 8% processing fee.

Checks and money orders must be made out to the facility where you are paying bail, regardless of where the defendant is housed.

Payment will not be accepted if it is in the form of a personal check, or if it is addressed to an incorrect payee, or if it is a check or money order (except for a cashier's check) for an amount exceeding the \$1,000 limit.

How can I pay bail online?

Defendants must meet the following criteria to be eligible for online bail payment:

- A judge has set credit card bail as a form of bail payment for that defendant.
- The total credit card bail amount is \$2,500 or less.
- The defendant does not have any surety conditions such as a surety interview.

You will not be able to pay bail online immediately after arraignment (when bail is set), because online bail payment is only available for defendants who have been entered into the NYC DOC Inmate Lookup

Service with an assigned facility. If you are at arraignment in person, it will be faster to pay bail directly at the courthouse cashier window. Once the individual is entered into the Inmate Lookup Service with an assigned facility, eligible bail amounts can be paid online from any computer, phone, or tablet.

To pay bail online go to the NYC DOC Inmate Lookup Service at https://www1.nyc.gov/site/doc/inmate-info/inmate-lookup. page and find the individual you wish to pay bail for. You will need the individual's first and last name, or the individual's NYSID, or Book and Case Number. If the individual is eligible for online bail payment, the "Pay Bail" button at the bottom of the "Inmate Details" page will be blue. Click on the "Pay Bail" button – this will allow you to access the online bail payment portal. You will be charged a 2.49% fee per transaction. If the "Pay Bail" button is gray, then the individual is ineligible for online bail payment at this time.

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 eight weeks after the case for which you paid bail has been resolved. Your refund will not include the 2.49% 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

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defendant's friends and family to write a bond and post that bond with the court to secure a defendant's release pre-trial. 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 NYC's Bail Lab website, published by the Mayor's Office of Criminal Justice. For more detailed information about bail, how to pay bail in NYC, and bail bondsmen, please visit http://bail-lab.nyc/bail-fags for a user guide. For further information on bail call **718.546.0700**.

BRONX FREEDOM FUND



360 East 161st Street, Bronx, NY 10451 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.

BROOKLYN COMMUNITY BAIL FUND (ES)





195 Montague Street, 14th Floor, Brooklyn, NY 11201

Telephone: 347.391.6299 https://brooklynbailfund.org

Pays bail for New Yorkers who are unable to pay otherwise in order to help prevent coerced guilty pleas. The fund pays up to \$2,000 for misdemeanor defendants and partners with every public defender agency in Manhattan, Brooklyn, and Staten Island. Its client services specialists help secure access to photo IDs, birth certificates, cell

phones, employment, education, housing, and counseling. Clients can contact the fund through their attorney or family members can contact a bail associate directly.

WASHINGTON SQUARE LEGAL SERVICES BAIL FUND



New York University School of Law, Furman Hall 245 Sullivan Street, 5th Floor, New York, NY 10012 Telephone: 513.518.9668 or 848.667.3666

http://wslsbf.org

A charitable bail fund that posts bail on behalf of criminal defendants who have been charged with misdemeanors. Does not represent defendants in any legal capacity. Referred clients by various public defender organizations throughout the city. Call or email WSLSBF@mercury.law.nyu.edu.

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) (ES)

Telephone: 518.457.8126

www.doccs.ny.gov

Call or visit the website for a list of NYS correctional facilities, their addresses and phone numbers, information to locate someone who is in prison, and research documents.

NYC CENTRAL BOOKING (ES)



Telephone: 311

Call for information to locate someone who has been arrested. Provides information about people who were arrested in the last 24–48 hours and who have not yet seen a judge.

NYC DEPARTMENT OF CORRECTIONS (DOC)

Telephone: 311 www.nyc.gov/doc

Call or visit the website for information about people in jail held by the NYC Department of Corrections. 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" 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, or
- 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.doccs. 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 (ES)

Telephone: 866.868.3692 / TTY: 212.487.5496

www.vote.nyc.ny.us

Call to request a voter registration form, an absentee ballot, or for information about registering to vote in NYC.

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The Legal Action Center recommends that individuals should keep a copy of their prison release papers as they might prove useful in becoming eligible for certain benefits or programs. If they are lost, people formerly incarcerated in state facilities can write to those facilities for copies. Those formerly incarcerated in New York City may call 311 and ask for Inmate Jail Release Services.

SOCIAL SECURITY ADMINISTRATION (SSA) (ES

Telephone: 800.772.1213 / TTY: 800.325.0778

www.ssa.gov

You can create an account to apply for a replacement Social Security card online if you:

- Are a U.S. citizen age 18 or older with a U.S. mailing address (this includes APO, FPO, and DPO addresses);
- Are not requesting a name change or any other change to your card: and
- Have a driver's license or state-issued identification card from one of the many participating states or the District of Columbia.

If you are unable to apply for a card online, you can contact social security by phone Mon–Fri 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) (ES)



224-260 South Pearl Street, Albany, NY 12202 Telephone: 518.486.9786 / TDD: 711 or 800.662.1220 www.dmv.ny.gov/driver-license/get-driver-license

Provides information on how to obtain a NYS driver's license. 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 a consent cannot be obtained, the other parent or legal guardian must be given notice of the name change case, and steps must be taken to locate him or her. If an applicant wants to change the name of a child who is 14 years of age or older, a notarized consent form must be signed by the child.

Name change requests can be viewed by anyone because they are public records. If the name change needs to be kept private for safety or other reasons, the clerk should be told before the petition is filed. The clerk will provide information on how one can request to seal the records and/or avoid publication of the name change.

NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DOH)—OFFICE OF VITAL RECORDS (ES)

125 Worth Street, New York, NY 10013

Telephone: 311

www.nyc.gov/vitalrecords

Call or visit to obtain a birth certificate for a person born in the five 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 is located online at www.cdc.gov/nchs/w2w.htm.

IDNYC (ES

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 five 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 five boroughs.

PUERTO RICO FEDERAL AFFAIRS ADMINISTRATION



135 West 50th Street, 22nd Floor, New York, NY 10020

Telephone: 212.252.7300

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.

CENTER 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

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 290 in *The Job Search*. For legal issues affecting immigrants,

please see the *Immigrants* chapter starting on page 168. For legal issues affecting veterans, please see the *Veterans* chapter starting on page 183.

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 141.

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/reports/news.html

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 CORRECTIONS (BOC)

1 Centre Street, Room 2213, New York, NY 10007

Telephone: 212.669.7900

https://www1.nyc.gov/site/boc/index.page

_ 156 A nine-person, non-judicial oversight board that regulates, monitors, and inspects the correctional facilities of the City. If you are within the New York City jail system, contact to file a complaint.

FEDERAL TRADE COMMISSION (FTC)—IDENTITY THEFT RECOVERY (ES)

Telephone: 877.438.4338 / TTY: 866.653.4261

www.identitytheft.gov

This 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, child safety seats, saving and investing, how to protect oneself from fraud, credit and debt, and how to stop unwanted mail and telemarketing calls.

NYC-311 (ES)

Telephone: 311 / TTY: 212.504.4115

https://www1.nyc.gov/311

Provides information on all NYC government services. Operates 24 hours a day, 7 days a week. Services are provided in over 170 languages. Use this service to:

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- Report potholes, blocked driveways, broken street-lights, 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 (E

100 Church Street, New York, NY 10007 Telephone: 800.341.2272 or 311

www.nyc.gov/html/ccrb

Call any time 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, 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

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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 because of 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 AFFAIRS (DCA) (ES)



42 Broadway, New York, NY 10004 Telephone: 311 or 212.487.4104

www.nyc.gov/dca

Provides assistance to consumers, workers, and business owners in NYC. Information on workers rights, job searching, free one-onone financial counseling, tax prep, and a guide to business licenses is available. Contact to file a 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 of them listed with web addresses in each section. Additional sources include Black and Pink's PREA Guide, which can be found online at www.blackandpink.org/resources-2/prisonerself-advocacy-guides and the American Civil Liberties Union, that provides information about PREA at https://www.aclu.org/other/ prison-rape-elimination-act-prea-toolkit-end-abuse-protecting-Igbti-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 of 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 & 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, and local governments like cities and counties and to 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, a trusted staff member, counselor, medical staff, or a 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 who 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 within 90 hours.
- 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".

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- 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 with female survivors of sexual assault.

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/DC124C-(03-18).pdf

To report sexual assault or harassment directly to DOCCS:

DOCCS Office of Special Investigations Office of Special Investigations - Intake Unit 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 that has a 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.

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: 518.48.2346

www.scoc.ny.gov

Acts as the regulatory oversight agency of New York State DOCCS. The Commission will investigate state prisons, county jails, and police lock-ups. Staff are trained to conduct regular inspections and site visits to regulate PREA compliance. All complaints and grievances must be sent via mail so that there is written documentation. Criminal cases will be turned over to the proper law enforcement agency.

Office of the Public Advocate—Ombudsman Services Unit 1 Centre Street, 15th Floor, New York, NY 10007 Telephone: 212.6697250

https://pubadvocate.nyc.gov

Assists constituents (including incarcerated people) who have complaints, problems, or inquiries involving government-related services at the city, state, and federal levels. The unit provides information and referrals.

Office of the State Inspector General Empire State Plaza, Agency Building 2, 16th Floor, Albany, NY 12223

164 Telephone: 800.367.4448

https://ig.ny.gov/content/on-ine-complaint-form

The Office of the State Inspector General have the responsibility to detect, investigate, deter and eliminate abuse and misconduct by State employees.

NYC DEPARTMENT OF CORRECTIONS (DOC)

http://rules.cityofnewyork.us/tags/prea

Call 311 from any NYC DOC facility.

NYC Department of Investigation 80 Maiden Lane, 17th Floor, New York, NY 10038

Telephone: 212.825.5959

https://www1.nyc.gov/site/doi/contact/contact-doi.page

Board of Correction

1 Centre Street, Rm 2213, New York, NY 10007

Telephone: 212.669.7900

https://www1.nyc.gov/site/boc/about/how-to-make-a-com-

plaint.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
please 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 First Street NW, Room 4027, Washington, DC 20534

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To report sexual abuse by BOP staff:

Federal Bureau of Prisons Office of Internal Affairs 320 First 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; names of the person(s) who were involved; and their identifying information. Any detail 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's Detention Reporting and Information Line Telephone: 888.351.4024 (from inside a detention facility: 9116#)

DHS Office of Inspector General Attn: Office of Investigations 245 Murray Drive SW, Building 410/Mail Stop 0305 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 177.

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, it 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 a sexual abuse or assault. You can choose to report anonymously. Any report of sexual abuse, or fear of being abused or assaulted, will not negatively affect your immigration case. The law states that no one can retaliate against you in any way for reporting sexual abuse or assault.

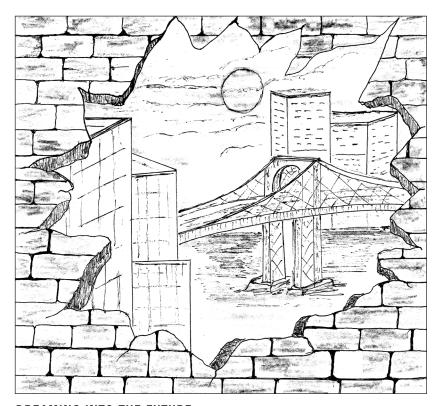
The Department of Homeland Security finalized regulations implementing PREA in 2014. Even with those regulations in place, DHS PREA standards do not protect immigrants in all detention facilities. The regulations are enforced in facilities that have contracts with DHS that are new, renewed, or modified since 2014.

Immigrants

REMEMBER THAT YOU AND I MADE THIS JOURNEY TOGETHER TO

A PLACE WHERE THERE WAS NOWHERE LEFT TO GO.

- JHUMPA LAHIRI



DREAMING INTO THE FUTURE

ARTWORK BY ANDERSON GARCIA

USED WITH PERMISSION FROM THE ARTIST.

Immigration

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. As a general rule, do not discuss your immigration status with anyone but a lawyer.

Know Your Rights

The law allows the federal government to deport certain immigrants

- Anyone without lawful immigration status.
- People with status (e.g., lawful permanent residents, refugees, and visa holders) who have certain criminal convictions.

ICE will prioritize certain cases for deportation

- 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 may 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 an lawful permanent resident for a long time.
- All the other members of your family are US citizens.

If you are asked about your immigration status

 You have the right to remain silent. If you wish to exercise that right, say so out loud. You do not have to 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 about your citizenship or provide fake documents.

If the police or immigration agents come to your home

- You do not have to open the door or let them in unless they have a warrant signed by a judge.
- Ask them to show the warrant or slip it under the door. Officers
 can only search the areas and items listed on the warrant. Only an
 arrest warrant signed by a judge allows police to enter the home
 of the person listed on the warrant if they believe the person is
 inside. A warrant of removal/deportation (ICE warrant) does not
 allow officers to enter a home without consent.
- Even if officers have the proper warrant to enter, you may remain silent. If you choose to speak, step outside and close the door.

If you're taken into immigration custody by ICE agents

- You have the right to a lawyer, but the government will not provide one. If you don't have a lawyer, ask for a list of free or low-cost legal services.
- You have the right to contact your consulate or have an officer inform the consulate of your arrest.
- Tell the immigration officer 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 for 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 D.C., 20044.

Emergency planning

• For those facing possible deportation or detention due to immigration status, it is important to create an emergency plan. 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/family-based.

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: 800.566.7636**.

Locating a loved one who has been detained

 Use the USCIS Online Detainee Locator System page to locate a detainee who is 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.

Find more information about your rights online at www.aclu.org and www.immigrantdefenseproject.org.

Organizations

THE NEW YORK PUBLIC LIBRARY (NYPL)—IMMIGRANT SERVICES (ES)

Telephone: 917.275.6975

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www.nypl.org/help/community-outreach/immigrant-services

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 financial counseling for people interested in becoming U.S. Citizens through NYCitizenship, and free legal services for immigrants through 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 (ES)

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 interpretation 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 consul-

tation is available. Services are available in English, Spanish, Kreyòl, Chinese, and Russian.

QUEENS LIBRARY—NEW AMERICANS PROGRAM (NAP)



89-11 Merrick Blvd., Jamaica, NY 11432

Telephone: 718.990.0894

www.queenslibrary.org/services/new-americans-program

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 Library branch and Adult Learning Center and include information on citizenship, ESOL classes, and citizenship preparation classes.

NYC MAYOR'S OFFICE OF IMMIGRANT AFFAIRS—NYCITIZENSHIP (ES)

Hotline: 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 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 (ES)

Provides free legal representation to non-citizen New Yorkers who cannot afford legal representation and are facing deportation in NYC, as well as to detained New Yorkers facing deportation in New Jersey immigration courts.

See the full listing for The Bronx Defenders on page 133.

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, English for speakers of other languages (ESOL) classes, civics classes, and counseling on resources for housing, financial, and health needs.

See the full listing for BronxWorks on page 263.

BROOKLYN DEFENDER SERVICES (BDS)—IMMIGRATION PRACTICE (ES)

Provides comprehensive representation to those at the intersection of the criminal justice system and the immigration system. Comprised of the Padilla, Youth & Community Team and the NY Immigrant Family Unity Project Team.

See the full listing for BDS on page 133.

CABRINI IMMIGRANT SERVICES—NYC



Telephone: 212.791.4590

http://cis-nyc.org

A multiservice community and faith-based agency that provides a broad range supportive services to immigrants, refugees, asylees, and their families. Services include direct immigration legal services, 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



Provides legal advice, application assistance, and representation to individuals and families who are Brooklyn residents and meet income guidelines. Internal referrals only.

See the full listing for CAMBA on page 88.

CATHOLIC CHARITIES—IMMIGRANT AND REFUGEE SERVICES (ES)

80 Maiden Lane, 13th Floor, New York, NY 10038 Telephone: 212.419.3700 / Immigration Hotline: 800.566.7636 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

165 Eldridge Street, 2nd Floor, New York, NY 10012

Telephone: 212.941.0041

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! (ES)

Telephone: 646.664.9400

http://www1.cuny.edu/sites/citizenship-now

Provides free, confidential immigration law services to individuals and families on their path to U.S. citizenship. Attorneys and paralegals offer one-on-one consultations to assess participants' eligibility for legal benefits and assist them in applying when qualified. Available to all members of the community, both CUNY students and nonstudents. Call for locations and to schedule an appointment.

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.

FREEDOM FOR IMMIGRANTS





10701 Sampson Avenue, Lynwood, CA 90262

Telephone: 510.806.1430

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. A person must call 510.806.1430 and will then be provided the hotline number. The hotline is available only to people who are currently in U.S. immigration detention and is available Mon-Fri 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.

40 Exchange Place, #1300, New York, NY 10005

Telephone: 212.714.2904 www.immigrationequality.org

Provides advice and legal services to LGBTQI+ and HIV positive immigrants seeking refuge, fair treatment, and freedom in the United States, including asylum seekers. Also provides legal services to LGBTQI+ binational couples and families separated by oceans, detainees trapped in immigration facilities, and undocumented LGBTQI+ and HIV positive immigrants living in the United States.

LEGAL AID SOCIETY







Immigration Helpline: 844.955.3425

Offers free legal counsel and advice to non-citizen New Yorkers who are detained by Immigration and Customs Enforcement (ICE) who cannot afford a private lawyer. Factsheets and other resources are available online. Those in need of assistance can call the helpline Mon-Fri 9-5. Collect calls from detention facilities and prisons are accepted.

See the full listing for Legal Aid Society on page 136.

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

Provides help with healthcare and insurance, benefits applications, legal services, and landlord and tenant issues. Offers support and activities for LGBTQI+ youth, adult literacy classes, employment assistance, and workers' rights advocacy to immigrants and low-income New Yorkers.

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 assistance with naturalization applications for legal permanent residents. Legal assistance is offered for immigration and documentation.

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 including educational services and ESOL classes, free health screenings, and referrals to free and low-cost legal and social services.

NEW YORK JUSTICE FOR OUR NEIGHBORS



www.nyac-jfon.org

Chinese United Methodist Church

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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: 718.762.1647

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 with an immigration attorney.

NORTHERN MANHATTAN COALITION FOR IMMIGRANT RIGHTS (ES)

5030 Broadway, Suite 639, New York, NY 10034

Telephone: 212.781.0355

www.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 also offered.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)— OFFICE OF NEW AMERICANS (ES)

Provides free services for the immigrant community of Bushwick and the surrounding area. Services include preparation classes for citizenship exams, English classes for speakers of other languages, computer classes, and entrepreneurship training. Provides assistance with filing naturalization, renewal of Green Card, and certificate

See the full listing for OBT on page 274.

QUEER DETAINEE EMPOWERMENT PROJECT (QDEP)

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505 8th Avenue, #1212, New York, NY 10018 Telephone: 347.645.9339 / Hotline: 347.656.9339

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 at 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.

SAFE PASSAGE PROJECT (ES

185 West Broadway, New York, NY 10013 Telephone: 212.324.6558

www.safepassageproject.org

Offers help with the legal needs of indigent immigrant youth living in NYC. Provides representation for unaccompanied minors in immigration court and resources for Immigrant Juvenile Status (SIJS), as well as other possible immigration alternatives for children. The Safe Passage in School project serves the needs of immigrant children enrolled in NYC public schools ensuring that families are aware of and taking full advantage of their rights in school.

Children enrolled in public schools who are identified as English Language Learners are entitled to an ELL program at their school.

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For additional information and for help enrolling a child in an English as a Second Language (ESL) program, Transitional Bilingual Education (TBE) program, or Dual Language (DL) program contact the Department of English Language Learners and Student Support at 212.374.6072 or DELLSS@schools.nyc.gov.

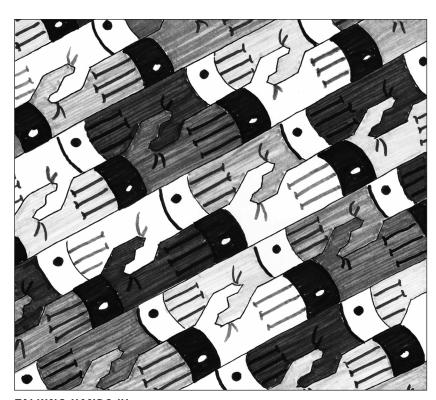
Veterans

TRUE HEROISM IS REMARKABLY SOBER, VERY UNDRAMATIC. IT

IS NOT THE URGE TO SURPASS ALL OTHERS AT WHATEVER COST,

BUT THE URGE TO SERVE OTHERS AT WHATEVER COST.

- ARTHUR ASHE



TALKING HANDS IV

ARTWORK BY PETER RENTZ

USED WITH PERMISSION FROM THE ARTIST.

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Veteran Benefits & Incarceration

The 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 www.benefits.va.gov/BENEFITS/factsheets/misc/incarcerated.pdf. It is important to speak directly with a VA representative to figure out what specifically applies to your situation.

VA 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.

VA Disability Pension

If you are incarcerated as the result of 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, and 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 apportionment 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. Note: you are considered to have been released from incarceration if you are paroled or participating in a work release or half-way 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, and other information and resources.

Organizations

US DEPARTMENT OF VETERANS AFFAIRS (VA) (ES)



VA Regional Benefits Office 245 West Houston Street, New York, NY 10014 Telephone: 800.827.1000 / TTY: 800.829.4833

www.va.gov

Provides near-comprehensive healthcare services to eligible military veterans at VA medical centers and outpatient clinics located throughout the country along with several non-healthcare benefits including disability compensation, vocational rehabilitation, education assistance, home loans, and life insurance. Information, forms, and instructions for applying for benefits can be found online.

The Healthcare for Re-entry Veterans (HCRV) program provides services including outreach and pre-release assessments services. 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 justice-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 combatrelated trauma, counseling for men and women who have been sexually traumatized in the military, and bereavement counseling. Eligibility determined upon intake by one's DD214. Formerly incarcerated veterans are welcome.

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2471 Morris Avenue, Suite 1A, Bronx, NY 10468

Telephone: 718.367.3500

25 Chapel Street, Suite 604, Brooklyn, NY 11201

Telephone: 718.624.2765

32 Broadway, Suite 200, New York, NY 10004

Telephone: 212.742.9591

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 / 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' AFFAIRS



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.

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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: 212.684.4901

https://www1.nyc.gov/site/sbs/careers/veteran-services.page

Offers intensive career services and job placement opportunities to veterans and their spouses. Clients can meet with a Veteran Specialist for one-on-one advisement sessions. Call or visit the website for a list of over 20 Veteran Career Centers located throughout NYC.

BLACK VETERANS FOR SOCIAL JUSTICE, INC.





665 Willoughby Avenue, Brooklyn, NY 11206

Telephone: 718.852.6004

www.bvsj.org

Assists veterans and their families in areas such as housing, employment, VA benefits, and upgrading discharges. Makes referrals to shelters. Must have DD214 military discharge papers. Can assist veterans in acquiring this documentation.

CITY BAR JUSTICE CENTER—VETERANS ASSISTANCE PROJECT (ES)

42 West 44th Street, New York, NY 10036

Intake: 877.564.3383 / Legal Hotline: 212.626.7383

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 U.S. Department of Veterans Affairs (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 with 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) (ES)

555 West 57th Street, 14th Floor, New York, NY 10019

Telephone: 646.664.8835

http://www2.cuny.edu/about/university-resources/veterans-

affairs

Provides support for veterans and reservists on CUNY campuses. Offers information about benefits, entitlements, counseling, and advocacy resources to assist veterans in pursuing academic and civilian careers.

See the full listing for CUNY on page 52.

IRAQ AND AFGHANISTAN VETERANS OF AMERICA (IAVA)

85 Broad Street, 16th Floor, New York, NY 10004

Telephone: 212.982.9699

http://iava.org

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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.

NYU LANGONE MEDICAL CENTER—THE STEVEN A. COHEN MILITARY FAMILY CLINIC (ES)

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)

www.pva.org

Bronx National Service Office—James J. Peters VAMC 130 West Kingsbridge Road, Bronx, NY 10468

Telephone: 718.584.9000

Manhattan Service Office 245 West Houston Street, New York, NY 10014

Telephone: 212.807.3114

An advocacy and support organization for Iraq and Afghanistan veterans and their families. Provides resources and professional services to catastrophically 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 (ES)

Provides case management, education and employment services, and referrals to assist with reintegration. Supportive services are available for veteran families.

For the full listing for S:US on page 110.

VETERANS CRISIS LINE

Helpline: 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

FOR YOU / FOR US / FOR WE

BECAUSE WITHOUT EXPLANATION, WE EXIST

AND YOU, YOU LIKE ALL OF OUR ANCESTORS BEFORE,

YOU LIVE IT SO FIERCELY THAT EVEN WHEN INJUSTICE SETS IN.

THIS RUMBLING SKY HOUSES YOUR BREATH AND

THAT IS BETTER THAN ANY SURVIVAL STORY,

THAT, THAT IS JOY BEING BORN.

- KAY ULANDAY BARRETT

New York Relay Center

Telephone: 711 www.nyrelay.com

Call if you need to communicate with a person who is deaf, hearing impaired, or speech impaired. Offers interpreting only. For more information visit the website.

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 as 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 also see page 154 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: 607.255.6686 (V/TTY) / Toll Free: 800.949.4232

https://adata.org/region-2-northeast-ada-center

The regional center in charge of NYS. Provides a wealth of information, training, and guidance on the Americans with Disabilities Act.

DISABILITY RIGHTS NEW YORK



725 Broadway, Suite 450, Albany, NY 12207

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.

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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 of the 92 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.

www.ocfs.state.ny.us/main/cbvh

NYS Office of Children and Family Services
District 6 Office
80 Maiden Lane, 23rd Floor, New York, NY 10038
Telephone: 212.825.5710 / TTY: 212.825.7367

District 8 Office

163 West 125th Street, 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, Room 580 EBA, 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 / TTY: 718.931.3999
Brooklyn residents: 718.722.6700 / TTY: 718.722.6736
Manhattan residents: 212.630.2300 / TTY: 212.630.2302

Harlem Office: 212.961.4420

Queens residents: 347.510.3100 / TTY: 718.760.8835 Staten Island residents: 718.816.4800 / TTY: 718.556.1752

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NYS OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

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

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/pppdinfo.shtml

Provides information on obtaining a special parking permit for physically disabled residents. Other languages are also spoken.

NYC MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES

100 Gold Street, 2nd Floor, New York, NY 10038 Telephone: 212.788.2830 / TTY: 212.788.2838

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

www.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 to 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 is also spoken.

FFDCAP

www.fedcap.org

Headquarters

633 3rd Avenue, New York, NY 10017

Telephone: 212.727.4200 / TTY: 212.727.4384

Vocational Rehabilitation

210 East 3rd Avenue, New York, NY 10011 Telephone: 212.727.4327 / TTY: 212.727.4384

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Offers comprehensive vocational rehabilitation services for people with disabilities who are ages 18 or 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 on request with five days notice.

INSTITUTE FOR CAREER DEVELOPMENT (ICD)

123 William Street, 5th Floor, New York, NY 10038

Telephone: 212.585.6000

www.icdnyc.org

Provides vocational evaluation, career-planning services, job-skills training programs, internships, and job placement services to adults, youth, veterans, entry-level employees, and career changers. Specializes in serving people with barriers to employment. Frequent open houses take place at 11am. Schedule a visit online.

JOB PATH, INC.

256 West 38th Street, 2nd Floor, New York, NY 10018

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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 wheel-chair.

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

www.bils.org

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

www.bcid.org

Center for Independence of the Disabled NY—Manhattan 841 Broadway, Suite 301, New York, NY 10003 Telephone: 212.674.2300 / TTY: 718.886.0427

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 / TTY: 718.886.0427

Videophone: 347.561.4883

www.cidny.org

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Staten Island Center for Independent Living 470 Castleton Avenue, Staten Island, NY 10301 Telephone: 718.720.9016 / TTY: 718.720.9870

www.siciliving.org

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.

Women

I AM NOT FREE WHILE ANY WOMAN IS UNFREE, EVEN WHEN HER SHACKLES ARE VERY DIFFERENT FROM MY OWN.

- AUDRE LORDE

Organizations

ACLU REPRODUCTIVE FREEDOM PROJECT

15 Broad Street, 18th Floor, New York, NY 10004

Telephone: 212.549.2633

www.aclu.org/reproductive-freedom

The ACLU Reproductive Freedom Project advocates for pregnant women while incarcerated to receive the reproductive health services that are needed. 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 constitutional rights are being violated if:

- You are told that you must have an abortion.
- You are told that you are not allowed to have an abortion.
- You cannot get prenatal or other medical care for your pregnancy.
- You are forced to pay before you can get the medical care you need.

If you are not getting the medical care you need, you should:

- Ask yourself if it is just one particular nurse or guard who's giving you a hard time. If it is, then ask other medical staff or officials 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. Be sure to write down what they've told you and the dates and times you've spoken to them.
- In addition to your request for medical care, you should also file a grievance (an official complaint).
- If your grievance is denied or rejected, you must file an appeal. It is very important that you file all appeals that are allowed in your

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jail's or prison's grievance system. For more information on filing a grievance, please see page 154.

If you are still told that you must have an abortion even though you don't want to, or you are unable to get an abortion or prenatal care you want, you should contact your lawyer or the ACLU.

CENTER FOR COMMUNITY ALTERNATIVES (CCA)— **CROSSROADS FOR WOMEN**

A substance abuse treatment program offered as an alternative-toincarceration for women ages 18 and over.

See the full listing for CCA on page 31.

CORRECTIONAL ASSOCIATION OF NEW YORK—WOMEN IN PRISON PROJECT

22 Cortland Street, 33rd floor, New York, NY 10007 Telephone: 212.254.5700 www.correctionalassociation.org

An advocacy project dedicated to addressing the effects of the state's criminal justice policies on women and their families. Overseas ReConnect, a leadership training program for women who have recently returned home from prison or jail. Participants develop leadership and problem-solving skills, identify issues that affect their lives and communities, and build their own support networks while involved in various community initiatives. Also coordinates the Coalition for Women Prisoners which hosts bimonthly meetings that provide networking and public advocacy opportunities for formerly incarcerated women.

EDWIN GOULD SERVICES FOR CHILDREN AND FAMILIES—STEPS TO END FAMILY VIOLENCE

Telephone: 646.315.7629

www.egscf.org

Offers individual and group counseling for survivors of intimate partner violence and other forms of gender-based violence who have been arrested and/or convicted of crimes associated with their survival. An office is located at the Rose M. Singer Center at Rikers Island.

GREENHOPE SERVICES FOR WOMEN, INC.



418 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 abuse. Alternativeto-incarceration programs, parole programs, aftercare services, drug and alcohol counseling, domestic violence education and prevention, legal advocacy services, vocational and educational services, prevention services are offered, and supportive housing offered. Walk-ins are welcome

HOUR CHILDREN (ES)







Provides comprehensive services to incarcerated and formerly incarcerated women and their families.

See the full listing for Hour Children on page 247.

THE LADIES OF HOPE MINISTRIES (THE LOHM)

8 West 126th Street, 3rd Floor, 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 who are homeless and women recently paroled from prison.

See the full listing for Providence House on page 70.

WOMEN ON THE RISE TELLING HERSTORY (WORTH)

171 East 122nd Street, Suite 2R, New York, NY 10035 Telephone: 917.626.8168

www.womenontherise-worth.org

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.

For the full listing for WPA see page 39.

NYS DEPARTMENT OF HEALTH—WOMEN, INFANTS, AND CHILDREN (WIC) PROGRAM (ES)

Telephone: 800.522.5006

www.health.ny.gov/prevention/nutrition/wic

Provides vouchers that can be used at neighborhood stores to buy WIC foods such as milk, cheese, juice, formula, cereal, and eggs. Eligibility criteria include being a woman who is pregnant, breastfeeding, or postpartum, having children under the age of 5, being at nutritional or medical risk, and being income eligible. Verified public assistance, Medicaid, and food stamp participants are automatically WIC eligible. Call for a referral. Other languages are also spoken.

NYC MAYOR'S OFFICE TO COMBAT DOMESTIC VIOLENCE—FAMILY JUSTICE CENTERS (FJCS)



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 251.

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 71.

CONNECTIONS 2019

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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 practitioner on staff. Services include: breast palpation, mammography, breast ultrasound, pap smears

Evelyn H. Lauder Breast Center

300 East 66th Street, 5th Floor, New York, NY 10065

Telephone: 646.227.3700 (screening services)

Services include: Mammography

CRIME VICTIMS TREATMENT CENTER (CVTC) (ES





Provides medical, legal, and psychological support for survivors of interpersonal violence.

See full listing for CVTC on page 112.

NONTRADITIONAL EMPLOYMENT FOR WOMEN (NEW)

An employment and training program for women interested in construction, utility, and maintenance trades.

See the full entry for NEW on page 274.

PLANNED PARENTHOOD OF NYC

26 Bleecker Street, New York, NY 10012

Telephone: 212.965.7000

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. Interpreters are available for many languages.

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 275.

SAFE HORIZON (ES)

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

TTY for all Hotlines: 866.604.5350

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 five boroughs. Can provide new locks. The website includes additional relevant information and resources. 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 women, working with survivors, communities, and institutions. 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, translation assistance, advocacy in court, during healthcare visits, and at public benefits and welfare agencies. Also offers immigration and civic engagement services.

WOMEN IN NEED, INC.







Provides shelter and supportive services for women with children in the Bronx, Manhattan, and Brooklyn.

See the full listing for Women in Need on page 254.

Helplines

American Cancer Society—New York (ES)

Helpline: 800.227.2345

Provides help with any patient services, resource requests, or cancer (including breast cancer) information questions 24 hours a day, 7 days a week.

The Growing Up Healthy Hotline (ES) Telephone: 800.522.5006

Provides referrals to low-income pregnant women or who have children under the age of 5 and assistance with accessing affordable prenatal care or other healthcare, contraceptives, insurance, food pantries, and other services for families. Call 24 hours a day, 7 days a week.

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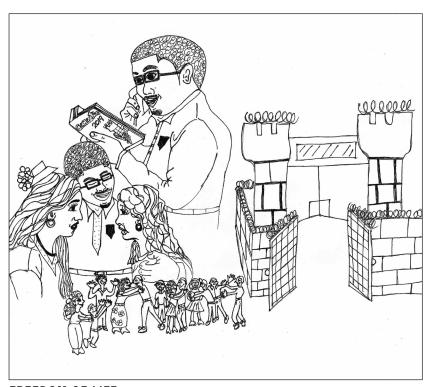
Sex Crimes Report Line (ES) Telephone: 212.267.7273

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

NEVER BE LIMITED BY OTHER PEOPLE'S LIMITED IMAGINATIONS.

- MAE JEMISON



FREEDOM OF LIFE

ARTWORK BY BISMARK LITHGOW

Organizations

OSBORNE ASSOCIATION—ELDER REENTRY INITIATIVE PROJECT (ERI) (ES)

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 LGBTOI+ 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)

c/o The Correctional Association of New York 22 Cortlandt Street, 33rd Floor, New York, NY 10007

Telephone: 212.254.5700 x317

www.rappcampaign.com

A community organizing project working to end mass incarceration 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.

NYC COMMISSION ON HUMAN RIGHTS (ES

Contact to file a complaint about discrimination in employment, housing and public accommodations based on age, race, color, religion/creed, 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 158.

NYC DEPARTMENT FOR THE AGING (DFTA) (

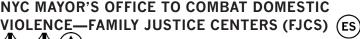


2 Lafayette Street, New York, NY 10007 Telephone: 311 www.nyc.gov/aging

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.

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VIOLENCE—FAMILY JUSTICE CENTERS (FJCS) (ES



Provides free and confidential legal, counseling, and supportive services for survivors of domestic violence, elder abuse, and sex trafficking, with immediate assistance for victims of domestic violence, regardless of language, immigration, or economic status.

See the full listing for FJCs on page 251.

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 176

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 the five boroughs.

RESERVE

Telephone: 212.727.4335 www.reserveinc.org

Matches continuing professionals ages 55 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)

Provides crisis intervention, support groups to LGBTQI+ people, and individual, homebound, family, and group counseling to people age 60 or over and their caregivers.

See the full listing for SAGE on page 226.

Medical Care

Medicare (ES

Telephone: 800.633.4227 / TTY: 877.486.2048

www.medicare.gov

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

Elderly Pharmaceutical Insurance Coverage (EPIC) (ES) Telephone: 800.332.3742 / TTY: 800.290.9138 www.health.ny.gov/health care/epic

Helps seniors pay for prescription drugs. Call or visit the website for information on eligibility.

A Complete Guide to Health Insurance Coverage for Older New Yorkers can be found online at http://www1.nyc.gov/assets/dfta/downloads/pdf/publications/HealthGuide2018Eng.pdf.

Housing

Please also see the *Housing* chapter, starting on page 69, for more organizations and shelters. The Doe Fund, The Fortune Society, Greenhope, Hour Children, Providence House, and the Women's Prison Association all provide housing for older people.

NYC HOUSING AUTHORITY (NYCHA)—FAMILY REENTRY PROGRAM (ES)

Telephone: 212.306.6024

https://www1.nyc.gov/site/nycha/residents/family-partnerships.page

Helps to reunite select individuals leaving prison and jail with their families who live in qualified public housing apartments and provides 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 for formerly incarcerated and soon-to-be formerly incarcerated people.

LGBTQI+

I WANT TO GO DOWN IN HISTORY

IN A CHAPTER MARKED MISCELLANEOUS

BECAUSE THE WRITERS COULD FIND

NO OTHER WAY TO CATEGORIZE ME

IN THIS WORLD WHERE CLASSIFICATION IS KEY

I WANT TO ERASE THE STRAIGHT LINES

SO I CAN BE ME

- STACEYANN CHIN

Organizations & Resources

NYC COMMISSION ON HUMAN RIGHTS (ES)

Contact to file a complaint for discrimination in employment, housing and public accommodations based on age, race, color, religion/creed, 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 158.

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 homeless LGBTQI+ youth ages 16–24.

See the full listing for Ali Forney Center on page 241.

ANTI-VIOLENCE PROJECT (AVP) (ES)





116 Nassau Street, 3rd Floor, New York, NY 10038 Hotline: 212.714.1141 / TTY: 212.714.1134

Offers free and confidential support services to the LGBTQI+ community and HIV-affected 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.

CALLEN-LORDE HEALTH CENTER

ES

356 West 18th Street, New York, NY 10011

Telephone: 212.271.7200 http://callen-lorde.org

Provides healthcare and related services 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, Russian, and additional languages.

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. An after-school program in self-defense and violence prevention for teen women and transgender youth is also offered. Programs for girls and trans-

gender 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) (ES) 1





540 Atlantic Avenue, Lower Level, Brooklyn, NY 11217 Telephone: 718.222.6300

www.gmad.org

Provides support, direct care services, a PrEP program, substance abuse treatment and other services for gay men of color. Individual psychotherapy is offered, with the first five sessions available for free. Support groups include the Friday Night Forum—a community group, sexuality discussion group, and support group for young men, HIVpositive young men, and long-term HIV survivors.

IDENTITY HOUSE

Telephone: 212.243.8181 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 are 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 135.

LESBIAN, GAY, BISEXUAL, AND TRANSGENDER COMMUNITY CENTER (THE CENTER)

224 208 West 13th Street, New York, NY 10011

Telephone: 212.620.7310

www.gaycenter.org

Serves as a meeting place for over 400 organizations concerned with the social, health, political, cultural, and business concerns of the LGBTQI+ community. Offers many free and low cost cultural and social activities. Provides support, substance use recovery and health services, career services, advocacy programs, and family and youth services. Also hosts a lending library of LGBTQI+ material and a national archive of LGBTQI+ history.

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

Provides several legal services to the LGBTQI+ community including free walk-in clinics throughout NYC and an online legal help platform. Spanish translation is available, clients should contact info@le-gal.org in advance to make arrangements.

See the full listing for LeGal on page 138.

NATIONAL CENTER FOR LESBIAN RIGHTS (NCLR)

Legal Helpline: 800.528.6257

www.nclrights.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 LGBTQl+ 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 at entering immigration detention in the Tri-State Area (Connecticut, New Jersey, New York).

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 age 60 or over and their caregivers. Social activities include dances, dinners, and occasional writing and film workshops.

SAGE Center Bronx

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

Telephone: 718.960.3337

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

226 Edie Windsor SAGE Center

305 Seventh 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+ individuals who have an express need for support. Scholarships are also available to LGBTQI+ individuals, refugees, or asylum seekers for opportunities and access to education, both in NYC and throughout the country. Visit the website for requirements needed to apply to grants and scholarships.

SYLVIA RIVERA LAW PROJECT





147 West 24th Street, 5th Floor, New York, NY 10011

Telephone: 212.337.8550

www.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 weekly Tuesday evening membership nights for TGNCI people where Metrocards and dinner are provided and the focus is on leadership training and political work. Also offers Know Your Rights trainings and resources which 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

2443 Fillmore Street #380-9468, San Francisco, CA 94115 Telephone: 415.483.536 / Hotline: 877.565.8860 www.translifeline.org

A grassroots 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 expressed 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. Please visit the website for the application.

TRANSGENDER LAW CENTER (TLC)

PO Box 70976, Oakland, CA 94612-0976

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. Employs a variety of community-driven strategies. The Detention Project works to end the abuses transgender and gender nonconforming (TGNC) people experience in prisons, jails, immigration detention, state hospitals, and other forms of detention, and at the hands of law enforcement.

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 154.

Additionally, the 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.

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/laws-court-decisions-advocacy-tips-protect-transgender-prisoners.

Or reach out to:

ACLU National Prison Project 915 15th Street, NW, 7th Floor Washington, DC 20005

Telephone: 212.549.2500

Information on your legal rights

- Get a copy of your prison's or jail's appeal policy. Always follow the policy exactly.
- Remember that PLRA only applies to cases that are brought by an incarcerated person. This means that, your case will not be controlled by most of the PLRA provisions if you file it after your release. Because other legal deadlines may apply, though, you should always try to get legal advice before you make any decisions about when or how to file a lawsuit about something that happened to you in prison or jail.
- Keep track of everything that happened to you—the names of officers, other incarcerated people, where things happened, when things happened, what policies are available, which are not available, etc. Even if you never bring a case in 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.

Youth

I KNOW WHAT IT FEELS LIKE TO FEEL IGNORED, INSIGNIFICANT,
OR LIKE NO ONE'S LISTENING. EVERY PERSON IS UNIQUE AND
WE ALL HAVE STORIES THAT SOMEONE NEEDS TO HEAR IN THIS
WORLD AS A SOURCE OF HOPE.

- KENIDRA WOODS



ROAD TO SUCCESS

ARTWORK BY S.M.

USED WITH PERMISSION FROM THE ARTIST.

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 will go into effect for 17-year-olds on 10/1/19. The law will change cases for 16–17 year-olds in the following ways:

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-yearolds 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 Adolescent Offenders will have their
 cases in the Youth Parts. 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 pre-trial 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 (ACF) (ES)

151 West 30th Street, 5th floor, New York, NY 10001 Telephone: 212.947.9779 / Helpline: 866.427.6033

www.advocatesforchildren.org

Advocates and works on behalf of children who are at risk for school-based discrimination and/or academic failure due to poverty, disability, race, ethnicity, immigrant or English-language learner status, sexual orientation, gender identity, homelessness, or involvement in the foster care or juvenile court systems. Provides free advocacy services and legal representation to families from low-income backgrounds, including representation at school-related hearings and appeals. 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.

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. Provides services including court advocacy, tutoring and mentorship, substance abuse and mental health treatment, 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 juveniles and young adults. Services include court advocacy, therapeutic services for loss to gun violence, mentoring, workforce development, and tutoring. Mental health and social services referrals are also provided. Most participants are court mandated by their public defender, or judge. Referrals may also be through Rikers Island upon their release or by a BronxConnect caseworker on Rikers.

THE BROOKLYN DISTRICT ATTORNEY'S OFFICE—YOUTH DIVERSION PROGRAMS (ES)

350 Jay Street, Brooklyn, NY 11201

Telephone: 718.250.2340 http://brooklynda.org

Youth & Congregations in Partnership (YCP) is an alternative-to-incarceration program for young men and women ages 13–22 who have a first time felony charge but have no previous violent crimes, have no serious mental illness, and have not been charged with a sex offense. YCP involvement can result in a reduction or dismissal of charges if the participant successfully completes the program.

Project Re-Direct is an alternative-to-incarceration program for young men ages 14–22 who are facing a first-time felony charge and who have been gang-involved and may have been in possession of, or used, a firearm. This second chance can result in a dismissal of the charges against the participant, upon successful completion of the program. Candidates are referred by a judge or an assistant district attorney and approved by the DA office's legal and social-work staff.

The Gender-Responsive Reentry Assistance Support Program

(GRASP) provides comprehensive services and mentoring for adolescents coming home from detention, placement, or incarceration with a focus on young women ages 13–25. This program serves all boroughs of NYC but has a focus on Brooklyn. Participation in the program ranges from 6–12 months. Candidates for GRASP are referred by Children's Services, family court, the Department of Corrections, parole, or probation.

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 abuse testing and 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 (ES) (F)

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

Provides services including intensive community-based supervision, individual case management, educational and vocational counseling, life-skills groups, after-school arts enrichment for court-involved

youth, and a litigation department for currently incarcerated people. Family court-involved youth through the age of 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 and indicted in the supreme court as an adult or adjudicated on a delinquency matter and detained at a juvenile facility.

THE CHILDREN'S VILLAGE—HARLEM JUSTICE COMMUNITY PROGRAM (HJCP) (ES)

2130 Adam Clayton Powell Jr. Blvd, New York, NY 10027 Telephone: 212.932.9009 x7125 www.childrensvillage.org

A year-long work experience and education program for young adult ages 16–24 on probation and living in Harlem. Participants create a portfolio, volunteer in community-benefit programs, participate in literacy and education courses, and attend skills workshops. Participants earn a stipend.

EXALT YOUTH

175 Remsen Street, Suite 1000, Brooklyn, NY 11201 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. After completion of the five-month 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 a judge or parole officer, or be self-referred. Participants must have a social security number, regardless of immigration status. Call between 11–7.

EXODUS TRANSITIONAL COMMUNITY—YOUTH EMPOWERMENT 1

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 16–25 year olds living in neighborhoods that are acutely impacted by the criminal court system. Services include individual mentoring & case management, a TASC prep course, access to in-house substance abuse 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 125, New York, NY 10027

Telephone: 212.760.0755

Bronx Office

424 East 147th Street, Room 200, Bronx, NY 10455

Telephone: 718.653.5301

Brooklyn Office

60 4th Avenue, Brooklyn, NY 11217

Telephone: 347.689.4771

Queens Office

161-10 Jamaica Avenue, Room 417, Jamaica, NY 11432

Telephone: 718.739.2999

Rikers Island Office

Robert N. Davoren Complex (RNDC) 11-11 Hazen Street, East Elmhurst, NY 11370

A community-based organization that serves young people ages 16–24 who have been involved with the criminal court system and are returning to NYC. Each member who joins is paired with a youth advocate, who serves as a counselor, mentor, coach, and friend. Services include counseling, leadership training, alternative education including HSE preparation, career services, and arts and recreation. Interactions begin while youth are still incarcerated and continue into the community. Also offers fatherhood programs for both young men (ages 16–24) and adults (ages 25 and over), and a mentoring program for young mothers.

GETTING OUT AND STAYING OUT (GOSO) 4

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5 East 116th Street, New York, NY 10029

Telephone: 212.831.5020

www.gosonyc.org

A reentry program for men 16–24 years old. Services include early intervention, 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, drug treatment, anger management services, and emergency housing if needed.

GIRL VOW, INC.







509 Willis Avenue, Bronx, NY 10455

Telephone: 866.667.6422

www.girlvow.org

A mentoring program for girls and LGBTQI+ youth ages 8–24. Connects youth to workforce development, higher education, resources, and leadership training. Services include crisis intervention, individual and group mentoring, advocacy, and life skill

workshops. Self-referrals can be made on the website or you can also email info@girlvow.org.

HOW OUR LIVES LINK ALTOGETHER (H.O.L.L.A!)



510 Gates Avenue, Brooklyn, NY 11221

Telephone: 347.575.6900 https://holla-inc.com

A community-organizing youth organization dedicated to human justice. Conducts workshops including political education, intersectional healing, community organizing, guest speakers, trip/tours/ workshops to college and universities, and dynamic-interactive role-playing. The Healing Justice Workshop and Training is aimed to encourage youth to explore community leadership and social action. Say It Loud is a public speaking and youth leadership program.

OSBORNE ASSOCIATION 4





Provides support, services, and resources to children with a currently or formerly incarcerated parent or parental figure. Services offered include individualized services 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

441 Manhattan Avenue, New York, NY 10026

Telephone: 212.665.8699

2641 Fulton Street, 2nd Floor, Brooklyn, NY 11207

Telephone: 646.761.0239

Offers individual counseling, life-skills workshops, court advocacy, gang prevention, academic support, and sports and recreational activities for court-involved youth ages 18 and under. Opportunities for paid internships and summer jobs are available. The Summer Youth Employment program places court-involved and vulnerable youth ages 14–24 in a six week, paid summer employment position. Participants also attend workshops on job readiness, career exploration, and financial literacy.

POSSIBILITY PROJECT—YOUTH JUSTICE PROGRAM



104 West 27th Street, 12th Floor, New York, NY 10001

Telephone: 212.924.2300 or 212.924.9204

http://the-possibility-project.org

A performing arts program focused on community reentry and personal and social change for court-involved youth ages 15–21. Recruitment takes place in April, May and June. Participants meet on Mondays and Wednesdays during after school hours from July through December. The show premieres in December.

YOUTH REPRESENT (ES

11 Park Place, Suite 1512, New York, NY 10007

Telephone: 646.759.8080 www.youthrepresent.org

Provides comprehensive legal services to court-involved NYC youth ages 24 and under. Services include representation in criminal and housing court, school suspension hearings, advocacy in employment matters, support in applying for certificates of relief or early release from probation, criminal history review, and error correction.

NYC DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT (DYCD) (ES)

2 Lafayette Street, 19th Floor, New York, NY 10007 Telephone: 800.246.4646 or 646.343.6800

www.nyc.gov/dycd

Offers a wide range of programs for NYC youth including after school, community development, family support, literary services, youth services, and youth workshop development, internships, and job placement. Services include vocational training, HSE preparation, assistance 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 homeless LGBTQI+ youth ages 16–24. Offers case management, food, showers, jobsearch assistance, referrals to medical care, mental health services, and referrals to emergency temporary housing and transitional housing. Employment and education assistance is also available. The drop-in center is open 24 hours.

COVENANT HOUSE NEW YORK (ES)

460 West 41st Street, New York, NY 10036

Telephone: 212.613.0300 https://ny.covenanthouse.org

A 24-hour multiservice walk-in center for adolescents under 21 years

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of age. Services include crisis care, shelter, transitional living, health-care, job-readiness training, educational support and High School Equivalency (HSE) preparation, legal services, street outreach, and aftercare.

THE DOOR—A CENTER OF ALTERNATIVE

ES

555 Broome Street, New York, NY 10013

Telephone: 212.941.9090

www.door.org

Mailing Address 121 Avenue of the Americas, New York, NY 10013

Provides a wide range of services including healthcare, HSE, 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 recreational activities for young people in NYC ages 12–21. 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.

GIRL'S EDUCATIONAL AND MENTORING SERVICES (GEMS) (ES)

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.

SAFE HORIZON—STREETWORK PROJECT DROP-IN CENTERS (ES)

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 including emergency services such as crisis housing, hot meals, showers, clothing, medical services, legal assistance, individual and group counseling, HIV prevention, and assistance obtaining Medicaid. Intake is required.

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 https://www.schools.nyc.gov/school-life/rules-for-students/working-papers.

Parents & Caregivers

WHAT I WANT MOST

IS TO LOOK INTO MY CHILD'S EYES

AND

SEE

THAT I HAVE GIVEN BIRTH

TO

Α

HEART.

- NAYYIRAH WAHEED

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/transitional-services

Queens Library

Telephone: 718.990.5104

www.queenslibrary.org/services/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 Corrections 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. Video visitation is offered by appointment only by calling the borough most convenient.

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 preparation, and mentoring for court-involved individuals and their families.

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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 and mothers 18 years of age or older.

See the full listing for BronxWorks on page 263.

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. 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 schedule conflict, Call for enrollment information.

CHILDREN OF PROMISE, NYC (CPNYC)





54 MacDonough Street, Brooklyn, NY 11216

Telephone: 718.483.9290

www.cpnyc.org

Provides an after-school program, 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 (ES)





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-needs 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, drug abuse and teen pregnancy prevention, parenting programs, and emergency assistance. Also provides reentry programs for youth in the Bronx and Manhattan from juvenile facilities. Participants receive reentry plans and employment readiness.

COMMUNITY CONNECTIONS FOR YOUTH (CCFY) PARENT PEER SUPPORT PROGRAM (ES

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 (ES







36-11 12th Street, Long Island City, NY 11106

Telephone: 718.433.4724 www.hourchildren.org

Provides comprehensive services to incarcerated and formerly

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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 Hill Correctional Facility and Taconic Correctional Facility include 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 visitation, 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 visiting, 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 prison trips to visit their incarcerated parents. Visits Bedford Hills, Eastern, Fishkill, Green Haven, Sing Sing, Shawangunk, Sullivan, Taconic, Wallkill, and Woodbourne. Visits are approximately 45 minutes and free of charge.

See the full listing for Osborne Association on page 38.

SINGLE PARENT RESOURCE CENTER (ES)





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, struggling with substance abuse, 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 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 Library. By using a library card, New Yorkers can reserve a pass and get free admission to dozens of NYC cultural institutions

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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 schoolage 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 (ES)

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 (ES)

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-justicecenters.page

198 East 161st Street, Bronx, NY 10451

Telephone: 718.508.1220

350 Jay Street, Brooklyn, NY 11201

Telephone: 718.250.5111

80 Centre Street, 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 necessary.

NEW YORK FOUNDLING

590 Avenue of the Americas, New York, NY 10011 Telephone: 212.633.9300 / Helpline: 888.435.7553 www.nyfoundling.org

Provides foster care, adoptions, 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 ages 6–18 who are struggling with family conflict, truancy, depression, anger, anxiety, trouble focusing, substance abuse, 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.

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

TTY for all hotlines: 866.604.5350

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. Counseling and crisis services include individual counseling, group counseling, case management, crisis intervention, and a mentors program. Legal services offered include access to legal representation for adults and children. Shelter services for women and families escaping abusers that are confidentially located and secure are also available. 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—CENTER FOR FAMILY LIFE IN SUNSET PARK (ES) (F)

443 39th Street, 3rd Floor, Brooklyn, NY 11232

Telephone: 718.438.9500

www.cflsp.org

Provides individual, group, and family counseling for children, youth, and families in Sunset Park. Also provides advocacy and referrals for benefits and services.

WOMEN IN NEED, INC. (ES) (1)





115 West 31st Street, 7th Floor, New York, NY 10001

Telephone: 212.695.4758

www.winnyc.org

Provides shelter and supportive services for women with children in the Bronx, Manhattan, and Brooklyn. 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' 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 tele-visiting for some facilities:
 718.637.6560
- For video visitation at New York City public libraries, see the listing on page 245.

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, drug abuse or addiction, 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 77 Livingston Street, 7th Floor Brooklyn, NY 11201

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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

Provide families in crisis with free legal assistance and social work services to enable children to stay with their parents safely. A family defense team include an attorney, a social worker, and a parent advocate.

NYC ADMINISTRATION FOR CHILDREN'S SERVICES (ACS)—OFFICE OF ADVOCACY (ES)

150 William Street, 1st Floor, New York, NY 10038 Helpline: 212.676.9421 / Collect: 212.619.1309

TTY: 212.442.1447

https://www1.nyc.gov/site/acs/about/advocacy.page

Provides information about rights to parents who have had to place a child in foster care while incarcerated. Incarcerated parents may call the collect line. No appointment needed for walk-ins, but need a valid ID to show security.

CHILD WELFARE ORGANIZING PROJECT (CWOP)

80 East 110th Street, #1, New York, NY 10029

Telephone: 212.348.3000

https://cwop.org

An advocacy organization that provides support and education to parents and caretakers who have had involvement with the child

welfare system. Services include weekly healing and support sessions and training for parents to serve as advisors and peer advocates. The website also provides additional educational publications on dealing with the child welfare system.

LEGAL INFORMATION FOR FAMILIES TODAY (LIFT) (ES





Administration 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 provides help navigating the courthouse, filling out documents, and assessing for more indepth assistance. Also provides legal resources with topics including appeals and objections, child support, child welfare, criminal justice, custody and visitation, domestic violence, military families, and more available on the website. Call the helpline Mon-Fri 10-5, also accepts collect calls from incarcerated parents.

Additional Hotlines

NYS Child Protective Services Abuse Hotline Hotline: 800.342.3720 / TTY: 800.638.5163

Call to report child abuse 24 hours a day, 7 days a week.

NYS Domestic and Sexual Violence Hotline Hotline: 800.942.6906

Provides referrals to local services. Call 24 hours a day, 7 days a week.

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The Job Search

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Organizations for Job Seekers

BE PASSIONATE AND MOVE FORWARD WITH GUSTO EVERY
SINGLE HOUR OF EVERY SINGLE DAY UNTIL YOU REACH YOUR
GOAL.

- AVA DUVERNAY



WE'RE ALL CONNECTED

ARTWORK BY A. FERNANDEZ

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, 16–24, with a 14-week paid orientation, job training, personal development, and short-term internship opportunities. Also provides support services for New Yorkers including benefit 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 recent 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: 800.680.6343

www.defyventures.org

An entrepreneurship, employment, and character training program for formerly incarcerated people ages 18 or 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

Telephone: 347.921.3783 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)—GREENTEAM

148 West 37th Street, 13th Floor, New York, NY 10018

Telephone: 212.757.0915

www.thehort.org

Provides employment assistance to at-risk youth and formerly incarcerated men and women. Under the supervision of professional staff, participants gain hands-on experience gardening and receive assistance in finding full-time jobs. Qualified participants from partner organizations are eligible for paid internships. Also operates GreenHouse, a horticultural therapy program for men and women on Rikers Island.

INDUSTRIAL WORKERS OF THE WORLD (IWW)— INCARCERATED WORKERS ORGANIZING COMMITTEE (IWOC)

IWOC HQ, PO 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 an application.

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. Also 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 the library staff. Resources including civil service exam study guides, resume and cover letter handbooks, vocational encyclopedias, directories of potential employers, guidebooks, and much 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: 212.592.7044 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/ceis

Open 7 days a week by appointment, except for Thursdays when walk-ins from 10–5 are accepted. 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 proposals 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 interviewing skills, use of computer resources such as Linkedln, and learning tools such as Metrix Learning and Lynda.com. Also offers workshops on finding the right college and the financial aid process.

QUEENS LIBRARY—JOB & BUSINESS ACADEMY (JBA)

89-11 Merrick Blvd., Jamaica, NY 11432 Telephone: 718.990.8625 or 718.661.1205 www.queenslibrary.org/services/job-business-academy

Provides free services and assistance at several libraries including job-search help focused on helping customers develop the skills and tools they need to find better jobs, technology training focused on the critical skills needed to compete in a fast-changing and competitive landscape, entrepreneurship services providing a foundation for further development of business ideas, job-skills training providing structured, intense, and short-term programs that equip customers with the hard and soft skills needed to find industry-specific careers. Workshops offered include Job Search (Resume, Cover Letter, Mock Interviews), Entrepreneurship & Small Business, Technology Training (Computer Basics, MS Office, Adobe, Basic Coding), Job Skills Training, and Financial Literacy & Coaching.

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 cannot bond people who have drug or criminal records, the federal government has initiated a federal bonding program that can bond a person for up to \$25,000. An employer's commitment to hire the applicant is required in advance. 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'. Call 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, voca-

tional 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 11212

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 11207

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

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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 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



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 88.

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 luxury retail 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 176.

DRESS FOR SUCCESS WORLDWIDE—NEW YORK PROGRAM

https://newyork.dressforsuccess.org

32 East 31st Street, 6th Floor, New York, NY 10016

Telephone: 212.532.1922

114-14 Jamaica Avenue, Richmond Hill, NY 11418

Telephone: 718.805.2488

Provides suiting and employment retention services for women. Clients are referred by partner agencies, which include homeless shelters and job-training programs. Primarily cater to clients who are employment ready and have an employment interview scheduled prior to suiting.

EPRA—JOB PLACEMENT SERVICES (ES

261 West 35th Street, 9th Floor, New York, NY 10001

Telephone: 212.947.1471

www.eprany.org

A vocational rehabilitation program for individuals in recovery from drug and alcohol abuse. Provides vocational training and career

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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 8am–4pm. 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 (ES

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 (sustainable 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.

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 50 pounds. Information sessions occur Tue at 10am and Wed at 6pm. Must attend a session to register.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)



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TTY: 800.662.1220 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 a variety of immigration assistance for new Americans, including ESOL classes. Call or go online for locations of classes.

783 Fourth 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

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.

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.

STREETWISE PARTNERS

222 Broadway, 19th floor, New York, NY 10038

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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 1



205 East 122nd Street, 3rd Floor, New York, NY 10035

Telephone: 212.360.1100 www.striveinternational.org

An 8–10 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.

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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 men and women—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.nv.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.idealist.org

Search for job listings and volunteer opportunities in the nonprofit sector by location.

Indeed

www.indeed.com

Collects job postings from dozens of other job-search websites and

puts them all in one spot for searching. It can also be used to post one's resume.

LinkedIn

www.linkedin.com

Networking site where users can post a professional resume and connect with colleagues, coworkers, friends, and business contacts. Without an account, one can browse job postings and read workplace articles from industry leaders.

Starting Your Own Business

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 AFFAIRS (DCA)

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.

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NYC DEPARTMENT OF SMALL BUSINESS SERVICES—NYC BUSINESS SOLUTIONS

Telephone: 311 www.nyc.gov/sbs

Offers a suite 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 incentives programs, and obtaining minority and women owned business enterprise certification for free. For more information about starting a business, visit the website to download helpful guides and checklists or speak with a transitional services coordinator to obtain copies of these resources.

Bronx Center 400 East Fordham Road, 7th Floor, Bronx, NY 10458 Telephone: 718.960.7910

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

Lower Manhattan Center 79 John Street, 2nd Floor, New York, NY 10038 Telephone: 212.618.8914

Upper Manhattan Center 361 West 125th Street, 2nd Floor, New York, NY 10027 Telephone: 212.749.0900 x125

Washington Heights Center 560 West 181st Street, 2nd Floor, New York, NY 10033 Telephone: 212.749.0900 x126

Queens Center 90-27 Sutphin Blvd., 4th Floor, Jamaica, NY 11435 Telephone: 718.577.2148

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

Telephone: 718.285.8400

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 SMALL BUSINESS COUNSELING

https://newyorkcity.score.org

A nonprofit national network of 10,500 retired and working volunteers who provide free business counseling and advice as a public service to all types of businesses, in all stages of development, from idea to start-up to success. Offers email advice online, face-to-face small business counseling, and low-cost workshops. Visit the website to search for a counselor by topic or by state. Also offers a veterans entrepreneurship program.

SCORE Bronx BOEDC Branch 851 Grand Concourse, Room 123, Bronx, NY 10451 Telephone: 718.590.6252

SCORE Flatbush Branch Brooklyn Library 22 Linden Boulevard, Brooklyn, NY 11226 Telephone: 718.856.0812

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 Telephone: 718.623.7000

SCORE Services at NYPL Business Library 188 Madison Avenue, New York, NY 10016 Telephone: 212.592.7033

NYC SCORE Chapter 1000 26 Federal Plaza, Room 3100, New York, NY 10278 Telephone: 212.264.4507

Preparing for the Job Search

What You Can Do Before Leaving Prison

Take Advantage of Transitional Services Programs in Your Facility

Many of the transitional services units in prisons have specially trained staff to help you create a post-release plan. If you plan to live in New York City after your release, you may want a copy of this book for yourself. Copies of *Connections* can be obtained, free of charge, by writing: Correctional Services, The New York Public Library, 445 Fifth Avenue, New York, NY 10016. You might also encourage your facility to invite in, as some already do, representatives from community agencies or private companies that do a large amount of hiring.

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 Together the Documents That You Will Need

In order to apply for jobs and be eligible for most private or government programs, it is mandatory that you have certain types of documentation. If you begin to collect what you need while still incarcerated, time and frustration will be saved. At the very least, be sure to have a social security card (sometimes a number alone is not sufficient) and proof of identification (a birth certificate, driver's license, or nondriver's photo ID). Each agency or employer has its own requirements for documentation.

The following may be required:

- Military discharge papers
- Permanent Resident Card (Green Card, for non-US citizens)
- Prison discharge papers (given to you upon release)
- Proof of education (college transcripts or HSE certificate)
- Working papers (required for people under 18 years of age)
- Proof of functional disability
- · Certificate of Relief from Disabilities
- Certificate of Good Conduct

Not all of these documents can be obtained easily while you are in prison, but in some cases a family member or friend on the outside may be of help. Ask your contact in the community to visit https://www1.nyc.gov/nyc-resources/categories/civic-services/records-licenses-ceremonies/index.page 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 many jobs, or to get back into school. Start building a file of recommendations from people for whom you have worked in the past, or from people who can testify to your character. A letter from a member of the clergy in your neighborhood, a former employer, or a teacher may one day prove valuable in providing the necessary proof to a prospective employer that you have been rehabilitated and are ready to take on the responsibilities of a job.

What You Can Do Upon Release

Restore Your Rights

As a result of a felony, or certain misdemeanor convictions, you may have lost your right to engage in certain types of employment, or apply for certain types of licenses. In some cases, you may be prohibited, legally, from applying for certain civil-service positions that are classified as public office, such as firefighters. Please visit www.reentry.net/ny/library/folder.250171 and click on the 2006 New York State Occupational Licensing Survey PDF for a listing of restrictions to professional licenses.

To restore your rights, it is necessary to obtain:

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

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 290.

Applying for a Certificate

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

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

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 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.

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.

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.

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)

All too 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 from New York State a copy of your rap sheet are: civil-service employers, banks and financial institutions, bonding agencies, hospitals, museums,

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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 be sent a copy of your rap sheet free of charge. You must include your name, any aliases, your date of birth, your DIN, and state how long you will be incarcerated. The Division of Criminal Justice Services will not send you your rap sheet if you will be incarcerated for less than 45 days. Send your request to:

NYS Criminal Justice Services, Legal Services Office Criminal History Record Information Access Inquiry Alfred E. Smith Building 80 South Swan Street, Albany, New York 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 (225 Varick Street, New York, NY 10014) has available, upon request, a booklet entitled Your New York State Rap Sheet: A Guide to Getting, Understanding, and Correcting Your Criminal Record. The publication is available on the Internet at https://lac.org/resources/criminal-justice-resources/rap-sheet-resources-get-correct-seal-criminal-records, or by contacting the center at 212.243.1313.

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:

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FBI CJIS Division—Summary Request, 1000 Custer Hollow Road, Clarksburg, WV 26306

A complete list of instructions can be found at www.fbi.gov/ser-vices/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 may require you 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 \$65. Visit www.nycourts.gov/apps/chrs for more information.

Upgrading a less-than-honorable military discharge can be advantageous to your future. To obtain an application, call or visit the New York State Division of Veterans' Affairs at **245 West Houston Street**, **2nd Floor**, **New York**, **NY 10014** or call **800.827.1000** for the national office.

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, so you can be ensured 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 new law called the **Fair Chance Act** says New York City employers cannot ask about your criminal record until after offering you a job. The new 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, the elderly, 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 competitive 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.

What should you do if you believe 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 you can 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.

Another place to get help if you experience discrimination is the Legal Action Center at **212.243.1313**. They can advise you on your rights and how to proceed accordingly. Important up-to-date information can be found on the Legal Action Center's website at **www.lac. org**. By writing to the center at **225 Varick Street**, **New York**, **NY 10014**, you can receive information relating to employment discrimination.

It is important to note that the Fair Chance Act is in effect in the five boroughs of New York City only. 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 be honest and to present your history in the most positive light.

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You can learn more about addressing your conviction in the *Resume* section on page 296 and in the *Interview* section on page 317.

Dealing with Alcoholism or Drug Abuse in Your Past

If you have a history of drug or alcohol addiction, be aware. It is illegal for an employer to ask you whether or not you have a history of drug or alcohol addiction. An employer can only ask if you have any current alcohol or drug problems that would prevent you from doing the job. It is illegal for an employer to discriminate against you as someone who is recovering from drug or alcohol addiction. If you have been refused employment and believe it was due to a history of drug or alcohol addiction, or due to participation in an alcohol- or drug-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 drug- or alcohol-treatment programs from revealing any information about your treatment without your consent. However, there are several ways an employer can discover a past or current addiction problem: a careful check into your background, a drug conviction, or a medical exam (required as part of the hiring process for some jobs).

Demonstrate That You Are a Person Who Has Undergone Rehabilitative Change

Considering the recent laws in New York City that prohibit questions about criminal records, it is your prerogative if you decide to discuss your past in an interview. If offered the job, however, a background check may reveal your history and questions can be raised as to whether your conviction relates to the prospective position. Be prepared. Certificates can act as an official line of support and a clean rap sheet will benefit you as well. In addition to maintaining supportive, accurate paperwork, you should feel confident to discuss the ways you have changed since your last conviction. Have you participated in a prison pre-release program? Have you been involved in an alcohol or drug rehabilitation program, or spent time on work release?

Explain how you've confronted and overcome the problem that led to your time in prison. For example, "Problems that were affecting me

five years ago led to a series of bad decisions. In prison, however, I learned to understand the underlying causes of my circumstances and choices. After release, my family and friends, as well as my educational experience, helped me to build my confidence. I am positive that my past will not interfere with my work or my ability to make good decisions."

In choosing references for your resume and job application, select those individuals who can testify to your present-day character and speak about your specific skills. Have on file letters from your associates that tell of the meaningful ways you have changed.

Surviving While Unemployed

Assess Your Resources and Plan Realistically

It is important to plan a long-term strategy during your job search. Here are some of the questions to ask yourself: Can my family help support me while I seek work? Am I eligible for unemployment insurance, or any other type of government assistance, such as food stamps? If I have savings, how long will they last? Keep in mind that looking for work is a full-time job in itself. The more time you can allocate to the task, the better your chances of securing a suitable job.

Develop a Network of Personal Support

Looking for work is never easy. Having one or several other people you can share your experiences with can be very important in job hunting. If you have family or friends who are concerned, make yourself accountable to them. Tell them how each day went and what your next day's plans will be.

Explore Volunteer Work for the Advantages It Offers

Volunteer work, even on a part-time basis, has many advantages. You can gain experience and make contacts on the volunteer job that might later materialize into a paying job. Your contacts will serve as your references when applying to jobs, and your experience should be included on your resume or future job applications as proof that

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you are a highly motivated individual, interested in expanding your skill set.

Assessing Your Skills

A very important step in preparing for the job search involves assessing your interests and skills. Sometimes a person knows exactly what field of work they wish to pursue. There are others, however, who are not sure what their occupational skills or interests are. Maybe they've worked for short periods of time in a variety of jobs, none of which they've enjoyed. Or perhaps they've never had the opportunity to seriously think about what skills or interests they have developed or would like to develop if given the opportunity. Whatever the case, working with a job counselor or career coach can help make you aware of what you have to offer, and help you to establish some realistic career goals, both short- and long-term.

A job counselor will interview you in order to measure your abilities in a certain skill, or assess your attitude toward a particular field of work. You will be able to discuss your skills and preferences with a counselor, to find jobs best suited to you.

If you would prefer to begin by assessing your own skills without the help of a job counselor, there are books and online tools that can help you do this. Visit the job-information center of your public library and ask for materials on skills assessment. You are encouraged to use the following Personal Skills Worksheet to begin your self assessment. Your answers will help you to create the content of your resume.

Personal Skills Worksheet

Skills I Learned on Jobs or in Job-Training Programs:

Skills I Learned Off the Job, or in Volunteer Work (counseling, auto repair, management, communication, etc.):
Skills I Learned While Incarcerated:
Language Skills (Spanish, American Sign Language, Creole, etc.):
Licenses/Certificates I Hold (driver's license, OSHA, MS Office, etc.):
Personal Strengths: ☐ Am I reliable? ☐ Can I follow instructions? ☐ Do I work well with others? ☐ Do I practice taking initiative? ☐ Am I punctual? ☐ Do I work well under stress?

Writing a Resume

What Is a Resume?

A resume is a summary of your work experience, education, and special interests. It organizes the relevant facts about you in written form and shows the prospective employer what you have done and are able to do. Essentially, your resume should highlight your most valuable and relevant skills, in a clear and readable way.

Why a Resume?

- Nearly all employers require that you have a resume when applying for a job.
- An impressive resume can help you gain entry to an interview.
- A resume serves as a visual reminder for the employer, after the interview, of who you are and what you discussed.
- A resume, even if you were never to show it to anyone, helps you organize your thinking about your experience and what you have to offer.

Help in Writing a Resume

Because a well-written resume is so important in job searching, it is often a good idea to get some expert help in writing one. Try visiting your public library's job-information center, for example, where you will find materials on how to write a resume, plus sample resumes, from which you can choose a model appropriate for you. Also, specially trained staff will be able to look over what you have written and help you strengthen those parts of your resume that are in need of 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 48.

There are many people who have limited formal education or job-related experience in their backgrounds. If this is the case, the job seeker will need to carefully evaluate the skills they have invariably picked up, and will need to learn techniques for presenting themselves in the most positive light to employers. There are resume-writing books and job counselors available to help.

Helpful Points in Resume Writing

Choose the type of resume best suited to your individual experience. Though there is no set format for a resume, generally it can be said to fall into one of two categories: the Chronological Resume, and the Skills Resume (also called a Functional Resume).

The chronological resume lists the jobs you've had and the schools you've attended, all in chronological order beginning with the most recent and going back in time. It is best suited for those people who have a relatively unbroken work record since leaving school 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, not worked for long periods of time, and/or acquired skills while incarcerated or in non-job-related pursuits.

Be sure to include all of the skills you may have, not just the ones that you've learned on the job. Many of us have 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 at summer camp? Don't neglect to list such things. Remember also that employers are interested in your ability to get along with others on the job as much as they are in formal skill training. Show them in as many ways as possible that you possess the attributes they're looking for.

Use action verbs to describe your experience

It is not enough to say you worked for a particular company for a number of years. Compare the following two examples as to the impression they might make upon the employer. Action verbs are underlined.

- (a) 2010–2013 Whitney Paper Company, Bronx, NY Clerk
- (b) 2010–2013 Whitney Paper Company, Bronx, NY **Storeroom Clerk**
 - Oversaw deliveries of all incoming and outgoing orders in supplies department.
 - Organized order records for over 600 invoices per month.
 - Trained and supervised two clerks.
 - Operated a forklift.
 - <u>Utilized</u> inventory software and digital file system.

Some action verbs to help with your resume:

achieved, adapted, addressed, administered, arranged, assessed, assisted, authorized, collaborated, conducted, demonstrated, designed, developed, devised, directed, edited, enforced, evaluated, filed, formulated, fostered, generated, handled, hired, implemented, improved, initiated, launched, maintained, managed, marketed, mastered, motivated, operated, organized, oversaw, planned, procured, programmed, promoted, provided, publicized, recommended, reorganized, repaired, represented, researched, scheduled, screened, set up, simplified, streamlined, supervised, trained, used

How to account for time incarcerated

Employers don't like to see time gaps on your resume. They surmise that a person who has a strong record of employment or schooling is a more stable and dependable person, and thus less of a risk to hire. However, there are creative and professional ways to account for time gaps.

When composing your resume, be sure to explain how you spent your

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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.

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

1432 East 6th Street | New York, NY 10040 212.555.1141 | DCOOPER@QMAIL.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
- 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.
- Self-Employed Jewelry Vendor, New York City: 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

REFERENCES

• Jeannie Sanchez, Maintenance Coordinator: Essex County Fire House

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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.
- 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."
- In choosing references, select persons who can testify as 4→ to what you are like today, how you have changed, and your readiness to settle down and take on the responsibilities of a job.

Sample Resume II: Chronological Resume

Hector Diaz

741 Arctic Terrace, 3C | Brooklyn, NY 10000 718.555.5432 | hec.george@xahoo.com

Occupational Goal: Asbestos Remover

Education:

Asbestos Abatement Program, Mid-Apple CF, Warwick, NY:
2009, Licensed as Asbestos Handler
Ulster Community College, Ulster, NY:
2006, Associate Degree in Business Administration

US Army:

2004, Certificate in Power Plant Mechanics Walt Whitman High School, Brooklyn, NY: 1994, High School Diploma

Work Experience:

2009–2014 Asbestos Handler, Mid-Apple CF

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.

1998–2002 Manager, Puebla Market, Brooklyn, NY Managed fresh produce and prepared foods department of medium-size neighborhood market. Responsible for sales, ordering, pricing, and display. Supervised and trained two part-time clerks and cashier.

1995–1998 Salesman, Stein Sports, Brooklyn, NY
Organized stock, created attractive displays of new items, controlled inventory, sold merchandise, and provided customer service for credit and returns.

4→ Other Skills & Assets: Fluent in Spanish, valid New York State driver's license, willing to travel, available nights and weekends.

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3→

Notes to Sample Resume II

Hector Diaz spent 2009–2014 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 the armed forces and in prison. It is to your advantage to show the prospective employer that you spent your time productively while incarcerated.
- 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 B. Blake

36 Arc Lane | Bronx, NY 10467 | 718-555-1109 | jenb@mail.com

1→ SKILLS

Caretaker Four years experience caring for an elderly woman who is diabetic and visually impaired: • Preparation of special diet • Administering insulin injections • Serving as visual guide • Housekeeping tasks including cooking healthy meals 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 • All aspects of meal preparation for a medium-size institution • Practiced food handling and sanitation procedures • Helped prepare banquets for special occasions

Public Relations Two years experience as a security guard at a major life insurance company: • Dissemination of information • Customer service • De-escalation practices

WORK EXPERIENCE

2016–present: Volunteer Orderly, Mt. Marcy Convalescence Home, Jamaica, NY

2015: **Cook's Assistant,** Rose M. Singer Center, East Elmhurst, NY

2012–2014: Security Guard, Central Security, Hoboken, NJ

EDUCATION

3 → 2018–Current: Health Counseling and Preventive Medicine, Steuben Adult Education Center, Jamaica, NY 2009: Malcolm X High School, Jamaica, NY 2015: Food Handlers License, Rose M. Singer Center, East

4 → Elmhurst, NY
 2017: Certificate of Expertise in Swimming, Lifesaving, and
 First Aid, Maspeth Red Cross, Queens, 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 (Public Relations), and as a cook's assistant.

- In choosing a skills-type resume, emphasize the skills you have learned from your non-job-related experience, including volunteer work, as well as from your paid job experience. List your responsibilities and emphasize their importance in relation to your career objective.
- 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.
- 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

- In most cases, you will be required to email a copy of your resume to the prospective employer. Similarly, you may be required to upload the resume directly to an employer's website. If you are unfamiliar with using the Internet, take advantage of Internet basics classes offered at many public library sites throughout New York City.
- Bring copies of your resume to meetings with prospective employers and to job interviews, and 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.
- In job searching, it is advised to construct two or more resumes
 to focus on different aspects of your experience. If you've had
 many different jobs in your work history, you may wish to emphasize some in applying for one job and others in applying for
 another. You will also want to change your "job objective" depending on the opening for which you are applying.

Finding Out Where the Jobs Are

Job Searching on the Internet

The Internet has become the most used means to find work. Using the Internet to search for work, and using email to apply for jobs, will be critical to your success. Many companies and agencies use the Internet to advertise their openings, both on the company's own website and on websites created for job seekers. Some job websites are informal bulletin boards, while others such as Career Builder (www.careerbuilder.com) feature places to post your resume for prospective employers and offer a range of job-search choices. When searching for a job online, you will need an email address, both to email your resume to employers and to sign in on the job search websites. Email addresses are also requested on paper job applications today. You can sign up for a one-session class on using email,

or ask for help setting up a free email account, at all public libraries and some reentry organizations.

For more information about Computer Literacy, see the section on page 48.

Applying Directly to the Employer

One of the most obvious ways 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 do not have the name of a specific person to contact, call and ask for the human resources (HR) office of the business. The HR department will inform you of open positions and requirements to apply. Most often, you will be asked to apply online, but in some cases you may also be welcomed to leave your resume at the office in person. Other times you will be asked to leave a completed application form and you will be notified if and when they have an opening.

If you make a direct contact with someone who does the hiring for their department, this can be more effective than being processed through the HR office. When you have a direct contact at an organization or business, you can email them directly, including a copy of your resume. Ask about the selection process and the requirements needed to be considered for a position. If your email is nicely formatted and well written, you have the opportunity to make a positive impression upon the person.

One important thing to look for is 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 entitled *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, people who are economically disadvantaged, veterans, people recovering from drug or alcohol addiction, or people with disabilities.

Notify Your Contacts That You Are Looking for Work

Many times jobs are filled when employers learn about possible applicants by word of mouth. This may happen, in fact, even before new openings are advertised. Let all of 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 an opening at work, or elsewhere, they can notify you at once.

Applying for a Job

Writing a Cover Letter

You should get in the habit of writing a cover letter when applying for a job. The addition of a well written cover letter to a resume or application will set you apart from other candidates. The cover letter will allow you to expand on topics covered in your resume, and you will also be able to showcase your writing skills.

The letter should be informative, but also to the point. The cover letter is a reflection, along with your resume, of what you are like as a person. It deserves careful consideration. A cover letter, like a resume, must always be typed and saved as a digital file in order to be emailed to prospective employers.

The body of the letter can be divided into three parts. In the first, make mention of the job you are applying for, and where you became aware of the opening. In the second part of the letter, point out those aspects of your background that relate particularly to the job in guestion and indicate why you want the position. The third section of the letter should request an interview and include a phone number and email address where you can be reached.

When possible, address the cover letter to the personnel director or head of a department by using the person's full name. 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:

WAREHOUSE STAFF WANTED

For plumbing and heating wholesaler, AAA Plumbing. P.O. Box 356, Pansonia Station, NY 10011. Hours 7–3, M.–F. Competitive pay including company benefits. Experience Preferred. Email resume and cover letter to Deanna McDonald: dmcdonald@plumbingaaa.com

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174-06 Parkside Avenue Brooklyn, NY 10036 March 12, 2018

Deanna McDonald P.O. Box 356 Pansonia Station New York, NY 10011

Dear Ms. McDonald:

I am replying to an ad for a warehouse staff position at AAA Plumbing. I was made aware of the position by a former colleague.

Since graduating from high school in 2011, I have gained valuable experience in warehouse work. I worked as a warehouse clerk for three years for a large import/export company distributing fragile tools and equipment. Additionally, I worked at a lumber warehouse where safety and speed were both priorities.

In addition, the plumbing business is one with which I am already familiar. My uncle is an experienced plumber, and I worked with him informally as an assistant for two years while in school. I believe my experience, combined with my serious work ethic and dependability, would make me a valuable employee.

I would appreciate the opportunity to come in for an interview and talk with you further about my qualifications. Please contact me at 718-555-0911, or at njimenz@qmail.com. A copy of my resume is attached.

Sincerely,

Nelson Jimenz

Welson Vinenz

Filling Out a Job Application

When you apply for a job, you will be asked to fill out a job application. The job application represents you to the employer, and how you fill it out tells the employer a lot about you. It is your chance to make a good impression on paper.

To fill out a job application, you will need to know a lot of information about yourself. It is a good idea to start gathering this information well in advance, so you can have it ready and organized by the time you start looking for a job.

You can use the Personal Fact Sheet on page 329 as a place to keep all your information. Copy it or detach it from the book, and carry it with you as you search for a job. This way, important names, dates, and addresses will always be at your fingertips, and you will save yourself time.

Many job application forms are now available online, and for most large companies, the web is the only path to apply. Some online job applications must be completed in a set amount of time, some will require the creation of a user profile with a password, some are accompanied by lengthy questionnaires, and nearly all will require an email address. If you need assistance with applying to jobs on the Internet, the staff at most public library branches can help.

When filling out an application on paper, you should take your time and ensure that your writing is clear and neat. Look over the entire application before you begin, and think before you write.

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.

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Review the guidelines detailed on page 290 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
- References

Personal Information

For filling out the section on Personal Information, you will need to have available:

- A phone number and address where you can be reached
- Your email address
- Your Social Security Number (usually after job is offered)
- Your date of birth
- The name of someone who can be notified in case of emergency

You are also likely to be asked whether or not you have any disability that might interfere with your performing the job, whether or not you are legally allowed to work in the U.S., and whether you have served in the military.

Educational Background

To fill out information on your Educational Background, be sure to have with you as complete a record as possible of all the schools you've attended, including high school and college. You'll need to know where the schools are located, the years that you attended, and the type of degree, diploma, or certificate you may have received.

If you received any on-the-job training, took classes in the military, or went to any special type of trade or vocational school, include it. If you've taken college classes, but not received a degree, show the number of credits that you earned, and in which major you were working.

Work Experience

Under the category Work Experience you will be asked to list the jobs you have had, starting with the most recent and going back. For each, be prepared to give the name of the company or employer, its address, the dates when you were employed, the type of work you performed, your title, your supervisor's name and contact information, your salary, and the reason for leaving.

If you have not had many jobs, perhaps you have had some unpaid work experience where you picked up skills worth noting. For example, list if you have ever tutored, helped someone renovate their house, done volunteer work for a community group, or babysat.

For suggestions on how to account for time incarcerated in your work history, see the *Resume* section on page 296.

References

References are people familiar with either your work or your character in a professional or educational context whom the employer may wish to contact. They can include former employers, teachers, or parole officers, among others. You should have a current address and phone number for each. It is a good idea to notify your references in advance that you will be listing them. This prepares them for the possibility that they will be contacted and asked to say or write a few words in your support.

314 Be Ready

Study the application form example on the following pages and make sure you have all the necessary information to complete it.

Employment Application

Name	(First)	(Last)	Date
Address	(Street & Number)		Social Security #
(City)	(State)	(Zip Code)	Telephone
Type of Work Desired	When can	you start?	Email

Employment Background

List below your three most recent employers, beginning with the current or most recent one. If you have had fewer than three employers, include any relevant volunteer work.

May we contact your	present employer?	O Yes	O No	
(Most recent first)				
Name:				
Type of work:				
Date started:	Date left:			
Reason for leaving: _				
Name:				
Date started:	Date left:			
Reason for leaving: _				
Name:				
Phone:				
	Date left:			
Reason for leaving: _				
Education				

	Name and Address	Major Subject	Degree and Year
High School			
College			
Graduate School			
Other Education			

Signature: ____

Special or occupational s	kills (motivational interviewir	ng, machine operator, etc):
Military Experience		
Branch of Service:	From (Mo./Yr.):	To (Mo./Yr.):
Active or Reserve?	Rank/Rate:	Specialization:
Discharge: O Honorable	O Other (Explain):	
Citizenship		
Are you a citizen? • Yes	O No	
If no, Permanent Resident Ca	rd Number:	
Do you have the legal right to	work in this country?	Yes O No
	· -	nat could affect your employment? cal disabilities exist, please explair
	uch health problems or physic	
O Yes O No If any su Transportation Do you have transportation to	o work? • Yes • No	
O Yes O No If any su Transportation Do you have transportation to	o work? • Yes • No	cal disabilities exist, please explain
O Yes O No If any su Transportation Do you have transportation to Computer Skills: References (Not relatives)	o work? • Yes • No	cal disabilities exist, please explain
O Yes O No If any su Transportation Do you have transportation to Computer Skills: References (Not relatives) Name:	o work? • Yes • No	cal disabilities exist, please explain
O Yes O No If any su Transportation Do you have transportation to Computer Skills: References (Not relatives) Name: Address:	o work? • Yes • No	cal disabilities exist, please explain
O Yes O No If any su Transportation Do you have transportation to Computer Skills: References (Not relatives) Name: Address: Occupation:	o work? • Yes • No	cal disabilities exist, please explain
O Yes O No If any su Transportation Do you have transportation to Computer Skills: References (Not relatives) Name: Address: Occupation: Name:	o work? • Yes • No	cal disabilities exist, please explain
Transportation Do you have transportation to Computer Skills: References (Not relatives) Name:	o work? • Yes • No	cal disabilities exist, please explain

Interviewing for a Job

The Job Interview

The job interview is probably the single most important step to getting a job. If you make a good impression during the interview, you may get the job—even if you don't have all the qualifications. On the other hand, if you make a bad impression, chances are you will not be offered the position, no matter how good your qualifications.

During the interview, the employer tries to determine how well you are qualified to fulfill the requirements of the job. At the same time, the interview allows you the opportunity to assess whether or not the job is right for you, and to demonstrate how your skills or qualifications can be a positive asset to the employer.

Preparing for the Job Interview

The following pointers can be of help to you in preparing for the interview:

- Know your qualifications
- Learn about the company
- Bring the materials you will need
- Arrive early and be patient
- · Wear the right clothing

Know Your Qualifications

Be sure that you can explain briefly and clearly what your qualifications are for the job, and how your past experience or training is applicable to fulfilling the requirements of the position.

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, "Because of responsibilities at home, I used to find it difficult to get to work on time. So now, I've arranged so I can drop my daughter off with her mother twenty minutes earlier on my way to work. I am also now in the habit of waking up and leaving my house earlier to make up for the frequent delays on my subway line."

Learn About the Company

It is very helpful for you to learn about the company and the job for which you are applying—before the interview. This way you will be better able to explain why you want to work for the particular company, and what it is about the particular job that attracted you. It also shows the employer how interested you are in the position and that you have taken the initiative to do research. Some information you may wish to learn is: What does the company manufacture, or what services does the employer offer? How long has the company been in business? How well is the company doing? How many employees work there? Much of this information can be found on a company's website, on an About Us page or a History page. It is also helpful to find a company's Mission Statement, often located on the About Us page. The mission of The New York Public Library, for example, is "to inspire learning, advance knowledge, and strengthen communities." The Mission Statement will give you an idea of the personality and purpose of the company and give you a chance to explain how you fit into the company's culture.

For help in accessing this type of information, start by visiting the public library. A librarian can help you access the company's website or search for information published about the company. And of course, if you know someone working for the employer, they may also be a good informal source of information.

Make a list of all the important questions you would like to have answered at the job interview. They might include: What are the work hours? What are the chances for advancement? What benefits does the company offer? 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.

Bring the Materials You Will Need

When you go for an interview, be sure to bring a pen, paper and extra copies of your resume. Bring your Personal Fact Sheet from page 329, in case you are asked to complete a paper application form at your interview. It is also important to bring any special documents you think you may need. Depending on the nature of the job, these may include a birth certificate, social security card, prison release papers, work permit, and military records. Do not

forget to bring the name of the person who will be interviewing you and their title and phone number. If you are not sure of the pronunciation of the interviewer's or company's name, learn it in advance.

Arrive Early and Be Patient

Arrive at an interview ten minutes early. To avoid being late, plan out your route the night before. If you are taking public transportation, you may want to call the Transit Authority at **718.330.1234** for information on the best route to take or for schedules. You can also visit the trip planner at **www.tripplanner.mta.info.**

When you arrive, tell the receptionist who you are, and whom you are waiting to see. Be polite but 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. The interviewer might have been delayed at a meeting, or an unexpected piece of business may have come up. Use the time to review and compose your thoughts. The receptionist may relay their opinion if you are perceived as being impolite.

It is impossible to tell how long an interview will take, so be sure not to arrange for two on the same day in such a way that you may be late for the second.

Wear the Right Clothing

When you go for an interview, it is important to dress appropriately to make a good impression. One helpful piece of advice is to think about what the typical way to dress would be if you were to receive the job for which you are applying. Then appear at the interview dressed one step more conservatively, than that. For example, a nice pair of slacks, shirt, and sweater would be appropriate dress 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. Keeping your style relatively simple is a good rule.

Helpful Points in Job Interviewing

- 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 by using Mr. or Ms. and their last name. Don't chew gum or stare at the clock or your watch. Turn your phone on silent, not vibrate. Never debate with the interviewer, even if they seem aggressive in their approach. Never go under the influence of drugs or alcohol to an interview.

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), refrain from fidgeting in your seat or playing with objects in your hands or on the desk. 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

Speak clearly and distinctly. Everyone uses slang and bends the rules of grammar when talking with friends and family. However, your ability to speak impeccable English in professional and academic environments will be an asset in your job search. 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. Let the interviewer know why you think you would be good for the position, and how your past training and work experience will help you to get ahead on the job. Appear confident but never 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. "Tell me about yourself" actually means

"Tell me why I should hire you." Use what you have learned about the company to good advantage.

Avoid the Negative

Keep all personal problems to yourself. 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. Don't dwell on your limitations. 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 how you left that position, admit the mistakes you made, but show how you have learned from them. Never speak negatively about your former employers. If you stayed on jobs for only short periods of time, perhaps you quit to go back to school, or to look for a better-paying job with more responsibilities.

If you 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

Ask any questions you may have about the job toward the end of the interview. Usually it is not a good idea to ask about such details as lunch hours, overtime, or holidays unless the interviewer brings them up, or it is established that you are a strong contender for the job. If you are asked to discuss salary expectations, be prepared and be realistic.

In most instances, the decision whether or not to hire you will not happen at the interview. If no indication is given about when you can expect to hear from the company, ask about the decision and notification process. If it seems clear that you won't be getting

the job, seek the employer's advice about other jobs with the company that may come up.

At the end of the interview, always indicated by the interviewer, thank the employer for their time, give a firm handshake, and leave.

The day following the interview, it is important to send a thankyou email to the employer. This is an opportunity to confirm your interest in the position and to demonstrate your ability to write a formal, error-free email.

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 290.

However, 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," but NOT "I was convicted of possession of a weapon, but I got caught up in a sweep—let me tell you about it.")

Special consideration should be paid to discussion of drug-related convictions. Addiction is a medical condition and protected from disclosure like other diseases. Just as job applicants should not be required to disclose HIV status, they should never disclose that they have used drugs in the past. (Current drug use is not protected under employment-discrimination law, and employers can legally ask if an applicant currently uses drugs.) To overcome this concern and maintain privacy, focus on the present: "I was convicted of felony possession of a controlled substance in 1998, but I do not use drugs and am willing to take a drug test at any time."

Employers like to see that a person knows what happened was the

result of a poor decision, since 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

When deciding whether or not to accept a job offer, or if you need to decide between two or more jobs, you may wish to take into consideration several factors.

Job Potential

Ask yourself whether the job will offer you some challenge. Will you be given the opportunity to work your way up to positions of more responsibility and higher pay?

Will the job keep you financially stable while you work on a college degree, while you finish a training program, or until you hear of a better opening? Try never to lose sight of your long-range career goals, or to stop working toward them, when you find yourself at a job that does not live up to your expectations.

Salary

Salary is a very important factor in considering a job offer. Find out whether you will be receiving a fixed salary each pay period, or whether your salary is to be dependent on commissions or tips. Also, find out if there will be opportunities for earning extra money on the job by working overtime.

In choosing between two jobs, a person will not always decide to take the one offering the higher salary. Important considerations, other than salary alone, may include better working conditions or fringe benefits, better hours, an easier commute, more opportunities for training or job advancement, and job challenge.

Fringe Benefits

Fringe benefits are benefits you receive from an employer in addition to your wages. They may include medical insurance, paid sick leave, paid holidays and vacation, a profit-sharing plan, uniforms and special equipment needed on the job, or tuition assistance to continue your schooling.

Benefits are like cash in that they pay for things, such as doctors' bills, which otherwise would have to come out of your own pocket. It

is important to find out what fringe benefits are offered at the job you are considering.

It may also be important for you to know whether or not the job you are considering is covered by unemployment insurance or worker's compensation laws.

Other factors worth your consideration are:

- Transportation time and costs to and from the job
- · Working conditions, such as noise levels, lighting, and dust
- Safety factors, such as risks of injury
- Social environment, workplace culture, and colleagues

Helpful Hints in Adjusting to a New Job

Be Both Dependable and Responsible

Do not appear 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. You may be nervous or scared the first week or two. This is not unusual. 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 to quit your present job, it is almost always advisable to secure 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 the ranks of the already employed, not the unemployed.

If you quit a job, be sure to give your current employer at least two weeks notice. They will be more likely to give you a good recommendation for your next job.

When you are thinking about quitting a job, or have just been laid off or fired from one, investigate the following:

• Is your job covered by unemployment insurance? If so, will you be eligible to receive unemployment insurance benefits?

- If you were laid off or fired, do you have any recourse? Can you appeal the decision to anyone in the 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

If you suddenly find yourself unemployed through no fault of your own, you may be eligible to receive unemployment insurance benefits. Your former job will have to have been covered by unemployment insurance, and, if eligible to receive benefits, you must declare yourself ready, willing, and able to work if a new, appropriate employment opportunity is found.

For recorded information on unemployment insurance, call **888.209.8124** (Spanish spoken). You will be asked by the local unemployment office to begin by bringing in your social security number and one or two other pieces of identification. (A pay stub from your former job would also be helpful.) If you are eligible for benefits, there is a two- or three-week processing period, after which you will receive cash benefits (an amount proportionate to the salary you received and the amount of time you worked) for at least 26 weeks.

While unemployed, you may also be eligible to receive other types of benefits. These can include food stamps or Medicaid (see *Financial Assistance* chapter starting on page 79), or union benefits if you were a dues-paying member of a union where you last worked. Being unemployed, you may also find yourself eligible for programs designed to help people find work or further their education and training.

Name: _____

vame:				
Social Security	y Number:			
Email:				
SCHOOLING	i			
Education	Name & Address of School	Years Attended		
High School _				
Vocational				
EXPERIENCI	E			
Employer's Name & Addres		From/To	Salary	Reason For Leaving
REFERENCE	S			
Name	Address		Phone Number	

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Record of Job Contacts Made

Name of Agency/Company
Address
Phone/Email
Name of Contact Person
Date & Time of Appointment
Travel Directions
Comments
Name of Agency/Company
Address
Phone/Email
Name of Contact Person
Date & Time of Appointment
Travel Directions
Comments

380 AFTER THE INTERVIEW

Name of Agency/Company
Address
Phone/Email
Name of Contact Person
Date & Time of Appointment
Travel Directions
Comments
Name of Agency
Address
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Name of Contact Person
Date & Time of Appointment
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