

NYC MAYOR'S OFFICE OF IMMIGRANT AFFAIRS

Services for Recently Arrived Immigrants

Resource and Referral Guide **July 2019**





Dear New Yorker,

This is the greatest city in the world because it is a place for everyone. New York City has a profound tradition of embracing people of all backgrounds, all faiths, and all nationalities. Immigrants contribute so much to our economy and our rich cultural heritage. As your Mayor, I am committed to fighting for our values and for all of our people.

This latest edition of the *Services for Recently Arrived Immigrants Resource and Referral Guide* is a powerful resource. It will help you find the information you need to thrive here. Navigating New York City's vast offering of services can be intimidating. This guide can help you find the information you need and is translated into many languages.

New York City is a beacon to the world, because we are a city of immigrants. We will always stand up for our immigrant and refugee neighbors. No one can change that. Whether you arrived here 100 years ago or 100 days ago — you are New Yorkers. Together, we are #AlwaysNYC.

Sincerely,

A handwritten signature in black ink that reads "Bill de Blasio".

Bill de Blasio
Mayor



Dear New Yorker,

Thank you for picking up the third edition copy of the *Services for Recently Arrived Immigrants Resource and Referral Guide*, a one-stop directory of the city and community services and resources available to New York City's immigrant communities across the five boroughs.

New York City is the ultimate city of immigrants—we're proud of that fact, and every day we recommit to building a better and more secure future that is responsive to the needs of our fellow immigrant New Yorkers, no matter what zip code they live in or when they joined our great city.

From education services, to health care, to trusted legal services, this guide outlines the support available to you and your family and more importantly—how to access it.

We are distributing the guide in over 10 different languages, in addition to English, to ensure that language is not a barrier to obtaining the essential information contained in this guide.

Under Mayor de Blasio's leadership, the Mayor's Office of Immigrant Affairs (MOIA) has worked to promote the well-being of New York City's immigrant communities through work that enhances the economic, civic, and social integration of immigrant New Yorkers, including by expanding access to services and opportunities.

When we advance the well-being of immigrant communities, our entire City thrives. The Mayor's Office of Immigrant Affairs looks forward to assisting and advocating for all immigrant New Yorkers now and into the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'B. Mostofi'.

Bitta Mostofi
Commissioner
NYC Mayor's Office of Immigrant Affairs



A RESOURCE GUIDE FOR IMMIGRANT NEW YORKERS

The City of New York supports all its residents, regardless of immigration status. Access to help, in over 200 languages, is a phone call or click away. **Here's a quick roadmap to get you started:**

IMMIGRATION LEGAL HELP

- **Call ActionNYC 1-800-354-0365** Monday to Friday, 9 AM – 6 PM for free, safe immigration legal help
- **Call 311 and say “citizenship appointment”** or visit NYC.gov/NYCitizenship for free citizenship application help and financial counseling, available at select public libraries
- Beware of immigration service providers who take advantage of their customers. Get help only from a trusted, licensed attorney or accredited representative. For questions about this, **call the New Americans Hotline at 1-800-566-7636** between 9AM-8PM on Monday through Friday

PROTECTING & EMPOWERING FAMILIES



HEALTH CARE

Everybody Needs Help Sometimes, and No One Should Struggle Alone. Low-cost emergency and non-emergency health care is available to all at public hospitals and clinics and at other affordable clinics. NYC Well is New York City's free, confidential support, crisis intervention, and information and referral service for anyone seeking help for mental health and/or substance misuse concerns, available 24 hours a day, 7 days a week, 365 days a year, in 200+ languages. **Call 1-888-NYC-Well or text WELL to 65173.**



EDUCATION

Enroll your Children in School. Every child in New York City has a right to a public school education, regardless of immigration status or language. Children age 4 or turning 4 are eligible for Pre-K and all residents have the right to attend public school from age 5 until graduation or until the end of the school year when they turn 21. To enroll in 3-K, Pre-K, or any DOE school, **call 311 or visit schools.nyc.gov/enrollment.**



CHILD CARE

Free or Low-Cost Child Care. Low-income families with children age 6 weeks-12 years old can get free or low-cost child care. **Visit NYC.gov/ACS or call 311 to learn more.**



EMERGENCY FOOD & SHELTER

Free Food for Those in Need. Locations across NYC provide free food to people in need. The Homebase program can help residents avoid entering the shelter system. **Visit NYC.gov/Homebase or call 311 to learn more.**

KEEPING OUR COMMUNITIES SAFE



PUBLIC SAFETY

The City does not conduct immigration enforcement. The NYPD does not ask about the immigration status of crime victims, witnesses, or other people who ask for help. Anyone who has been the victim of a hate crime, or is not sure, should contact the NYPD. **To contact the NYPD Hate Crimes Task Force directly, call 1-646-610-5267.**



PROTECTIONS AGAINST DISCRIMINATION

All New Yorkers have the right to be free from unlawful discrimination, retaliation, and harassment in the workplace, housing, and public places. To file a complaint or learn more, **call 311 or call the NYC Commission on Human Rights at 1-718-722-3131.**

GET YOUR FREE IDNYC – IDENTIFICATION CARD



To get your IDNYC, make an appointment today. Call 311 and say “IDNYC” or visit NYC.gov/IDNYC. IDNYC is a free identification card for all New Yorkers ages 10 years old and up and comes with dozens of great benefits. IDNYC does **not** collect immigration status information, and applicants' information is confidential. The City will protect IDNYC information to the fullest extent of the law.



Whether by phone, online, or in person, the Mayor's Office of Immigrant Affairs is here to help you. Call us directly at 1-212-788-7654 from 9 AM – 5 PM, Monday to Friday. Or visit one of our three NYC Immigrant Information Desks, which you can locate at NYC.gov/ImmigrantInfoDesk.

HOW TO USE THIS GUIDE

This Resource and Referral Guide provides information on services available to recently arrived immigrants. This guide is intended for use by New York City agencies, schools, nonprofit organizations, and immigrants who may benefit from receiving information and referrals to City services and non-governmental resources that serve recently arrived immigrants.

All services in this guide are available to New Yorkers regardless of immigration status, unless otherwise specified. City agencies are forbidden to ask about immigration status, unless it is necessary to determine eligibility for a benefit or service.

This information is also available online at nyc.gov/immigrants or by calling 311 and saying “recently arrived immigrants.”

You can also visit an NYC Immigrant Information Desk to receive help connecting to the services in this guide. For locations, visit nyc.gov/immigrantinfodesk.

The inclusion of non-governmental entities is intended to provide information and does not constitute an endorsement of those groups.

If you have any questions or your organization would like to be included in this guide, please contact the NYC Mayor’s Office of Immigrant Affairs at askMOIA@cityhall.nyc.gov.

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Education

All children have a right to enroll in school, regardless of immigration status.

Students who have not received a high school diploma have a right to attend school until the age of 21. Students must attend school from age 6 until the end of the school year in which they turn 17.

The school year at New York City public schools typically runs from early September to late June. You can enroll your child at any point during the school year.

The DOE strives to ensure that all children continue to learn in safe, nurturing environments through the following policies:

- **DOE staff do not ask about or keep a record of the immigration status of a student or family member.** If you do share confidential information, including immigration status, about yourself or your family, it will be protected under the City's confidentiality policy and the Chancellor's Regulations.
- **DOE staff do not grant unlimited access to non-local law enforcement, including Immigration and Customs Enforcement.** The DOE does not permit federal agents, including Immigration and Customs Enforcement, to enter schools, except when absolutely required by law. There is a step-by-step protocol for schools to follow in the event non-local law enforcement officers go to a school, which includes notification to parents or guardians and consultation with DOE lawyers.
- **The DOE follows strict federal, state, and local laws that protect personally identifiable information.**
- **School staff will ensure all students are in safe and supportive learning environments.** The DOE's policy is to maintain safe and inclusive schools that are free from harassment, bullying, and discrimination on account of actual or perceived race, color, religion, age, creed, ethnicity, national origin, citizenship/immigration status, disability, sexual orientation, gender (sex), gender identity, gender expression, or weight. Any incidents or concerns should be immediately reported to school staff, who will investigate and take appropriate action.

Additionally, resources are available on the DOE website at <https://www.schools.nyc.gov/school-life/support/supporting-immigrant-families>.

To find schools near you and your school district, visit <https://www.schools.nyc.gov/schoolsearch>.

PUBLIC SCHOOL ENROLLMENT

Family Welcome Centers

If you are new to New York City, Family Welcome Center staff members are available to help you with the NYC public schools enrollment process at these locations:

Bronx

Districts Served: 7, 9, 10
1 Fordham Plaza, Seventh Floor
Bronx, NY 10458
Tel: (718) 329-8050

Districts Served: 8, 11, 12
1230 Zerega Avenue, Room 24
Bronx, NY 10462
Tel: (718) 828-7546

Brooklyn

Districts Served: 17, 18, 22
1780 Ocean Avenue, Third Floor
Brooklyn, NY 11230
Tel: (718) 758-7672

Districts Served: 20, 21
415 89th Street, Fifth Floor
Brooklyn, NY 11209
Tel: (718) 759-4942

Districts Served: 19, 23, 32
1665 St. Mark's Avenue, Room 116
Brooklyn, NY 11233
Tel: (718) 240-3598

Districts Served: 13, 14, 15, 16
29 Fort Greene Place, Room BS12
Brooklyn, NY 11217
Tel: (718) 804-6599

Manhattan

District Served: 1
P.S 20 Anna Silver School
166 Essex St. New York, NY 10002
Tel: (212) 254-9577

Districts Served: 1, 2, 4
333 Seventh Avenue, 12th Floor, Room 1211
New York, NY 10001
Tel: (212) 330-9442

Districts Served: 3, 5, 6
388 West 125th Street, Seventh Floor, Room 713
New York, NY 10027
Tel: (212) 342-8304

Queens

Districts Served: 24, 30
28-11 Queens Plaza North, Third Floor
Long Island City, NY 11101
Tel: (718) 391-6270

Districts Served: 25, 26
30-48 Linden Place, Second Floor
Flushing, NY 11354
Tel: (718) 281-3422

Districts Served: 27, 28, 29
90-27 Sutphin Boulevard, First Floor
Jamaica, NY 11435
Tel: (718) 557-2786

Staten Island

District Served: 31
715 Ocean Terrace, Building A
Staten Island, NY 10301
Tel: (718) 420-5617

3-K and Pre-Kindergarten (Pre-K) Enrollment

3-K and Pre-K for All brings free, full-day, high-quality education to three and four-year-old children in New York City. Visit www.schools.nyc.gov/prek, text “prek” to 877877, or call 311.

Elementary and Middle School Enrollment

All students in grades K–8 can be enrolled in just a few steps.

1. Find Your Zoned School

- A zoned school is a neighborhood school for all students who live in a designated area and is determined by your home address.
- Find a zoned school by entering your home address in the school search tool (schools.nyc.gov/schoolsearch) or calling 311. All enrollment materials are available in English and Spanish, and 311 can provide over-the-phone interpretation services in over 200 languages.
- If there is no zoned school for the address given, you can visit a Family Welcome Center (see page 7 for locations) with the required documentation (see required documentation list below). A counselor will place your child at the closest school to your home that has available seats.

2. Go to the Zoned or Assigned School to Enroll

- Go to the zoned school or the school to which your child has been assigned by the Enrollment Office.
- You should be sure to bring the required documentation, if available (see required documentation below).

High School Enrollment

All new students in grades 9–12 must register at a Family Welcome Center (see pages 7-8 for locations). An enrollment counselor will help you find a school for your child. High schools in New York City are not zoned, so enrollment follows a different process than the one mentioned above for elementary and middle schools.

Students ages 17–21 who have recently arrived in the United States are eligible for traditional schooling as well as alternative schools and programs, such as Pathways to Graduation (see page 10 for more information), through the Department of Education’s District 79. Families may visit Referral Centers for High School Alternatives to learn about alternative high school options (see page 10 for locations). More information is available at schools. <https://sites.google.com/d-79.com/nyc-doe-district-79/home>.

What to Bring and Required Documents

You should bring the following documentation and proof of residency with you when enrolling your child in a NYC public school.

If you do not have all of the required documents, you still have the right to enroll your child in school. After enrollment, the school can help locate the appropriate records and refer your child for immunization.

You should bring your child with you when registering.

Documents:

- Proof of age
- Immunization records, if available (see page 24 for more information about immunizations)
- Latest report card/transcript (if available)
- Individualized Education Program (IEP) and/or 504 Accommodation Plan (if applicable and available)
- Required proof of NYC residence, which can be any two from the following list. You can also visit <https://www.schools.nyc.gov/enrollment/enrollment-help/new-students> for the full list of documents:
 - Utility bill (gas or electric) for the residence issued by National Grid (formerly Keyspan), Con Edison, or the Long Island Power Authority (for the Rockaways); must be dated within the past 60 days
 - Water bill for the residence; must be dated within the past 90 days

- Original lease agreement, deed, or mortgage statement for the residence
- Current property tax bill for the residence
- Official payroll document from an employer (example: payroll receipt); must be dated within the past 60 days
- Document or letter from a federal, state, or local government agency indicating the resident's name and address (examples: IDNYC, document from Internal Revenue Service (IRS), City Housing Authority, the Administration for Children's Services (ACS); must be dated within the past 60 days)

Note: if you are subletting an apartment or home or not the primary leaseholder or homeowner, you must submit a Parent Affidavit of Residency (available at <https://www.schools.nyc.gov/enrollment/enrollment-help/new-students>).

HIGH SCHOOL EQUIVALENCY DIPLOMA

All New Yorkers 19 years of age or older who do not have a high school diploma can take a test to receive a High School Equivalency Diploma (formerly called GED). The test, called TASC, is free of charge to all New Yorkers and is offered in English and Spanish. For more information about how to take this test, visit: www.acces.nysed.gov/ged.

The New York City Department of Education offers free TASC preparation courses. Students ages 17–21 may enroll in Pathways to Graduation, a full-time high school equivalency program that provides instruction in all five sections of the TASC (reading, writing, math, science, and social studies.) Pathways to Graduation also offers ESL and Spanish bilingual instruction, college and career planning support, and paid internship opportunities. Eligible students may enroll in the Pathways to Graduation program by visiting one of the Referral Centers for High School Alternatives listed below.

Referral Centers for High School Alternatives

Bronx

1010 Reverend James A. Polite Avenue, 3rd Floor
Bronx, NY 10459
Tel: (718) 842-9200

Brooklyn

832 Marcy Avenue, Second Floor Library, Room 501A
Brooklyn, NY 11216
Tel: (718) 636-5770

Manhattan

269 West 35th Street, 7th Floor
New York, NY 10001
Tel: (212) 244-1793

Queens

162-02 Hillside Avenue, Room 109
Jamaica, NY 11432
Tel: (718) 739-2100

Staten Island

450 St. Marks Place
Staten Island, NY 10301
Tel: (718) 273-3225

MULTILINGUAL LEARNERS EDUCATION

A Multilingual Learner, or MLL, is a student whose native language is not English and needs support learning English.

The Department of Education offers three program types to support English Language Learners:

- English as a New Language (ENL) is offered at every NYC DOE public school and provides instruction in English emphasizing English language acquisition.
- Transitional Bilingual Education (TBE) programs are designed so that students develop conceptual skills in their native language as they learn English. TBE programs include an ENL component and instruction in both the native language and English.
- Dual Language (DL) programs serve both MLLs in need of English language development and English-dominant students who are interested in gaining proficiency in another language.

For additional information and for help enrolling a child in these services, contact the Department of Multilingual Learners and Student Support at (212) 374-6072 or ellfamilies@schools.nyc.gov.

AFTER SCHOOL, COMMUNITY SERVICES, AND RECREATIONAL OPPORTUNITIES

The NYC Department of Youth and Community Development (DYCD) supports New York City youth and their families by funding a wide range of high-quality youth and community development programs, including:

- The Comprehensive After School System Of NYC (COMPASS NYC)
- Beacon Community Centers
- Cornerstone Community Centers
- Fatherhood Initiative
- Immigration Services
- Jobs And Internships For Youth
- Literacy Programs For Adults And Adolescents
- Runaway And Homeless Youth Services
- Summer Youth Employment Program

To learn more about these programs or to find one in your community, go to <https://www1.nyc.gov/site/dycd/index.page> and click on “Discover DYCD,” or call (800) 246-4646, Monday through Friday, for help in over 200 languages.

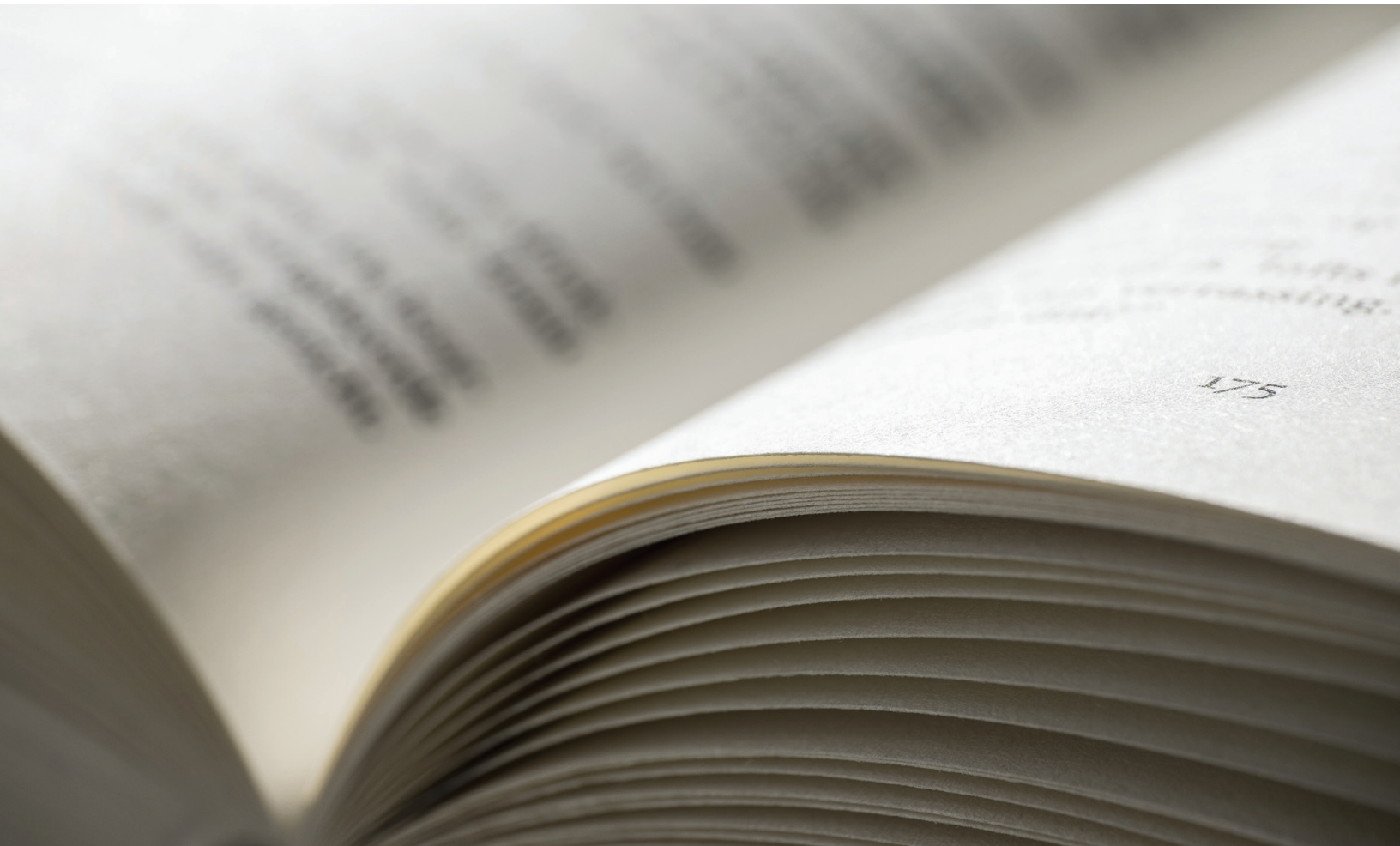
COLLEGE/UNIVERSITY

If you have lived in New York for at least a year and are an immigrant with permanent or temporary lawful immigration status (including naturalized citizens, green card holders, refugees, asylees, U and T visa holders, and more) or a recipient of Deferred Action for Childhood Arrivals (DACA), you are eligible for in-state tuition at City University of New York (CUNY) and State University of New York (SUNY) colleges and universities.

If you are undocumented, you may be eligible to pay in-state tuition at CUNY and SUNY if:

- You attended at least two years at and graduated from a New York high school, or
- You received a high school equivalency diploma after attending an approved course from New York State.

For information on CUNY, call (800) CUNY-YES (286-9937) or go to cuny.edu. For information on SUNY, call (800) 342-3811 or go to suny.edu/attend.



Adult Education, Workforce Development, and Financial Empowerment

ADULT EDUCATION PROGRAMS

CUNY's Continuing and Professional Education

CUNY's Continuing and Professional Education offers courses for professionals seeking advancement and up-to-date certification; people exploring new careers and occupations; new immigrants credentialing their skills for the American workforce; adults improving their English or math proficiency to attain a High School Equivalency diploma; and more. CUNY's seventeen continuing education departments have over 1,500 programs.

For more information about these programs, visit www2.cuny.edu/academics/cpe/.

NYC Department of Youth and Community Development

The New York City Department of Youth and Community Development (DYCD) works with community-based organizations across all five boroughs that provide services and support to immigrant New Yorkers, including workforce development, parenting skills, computer access and training, and other intergenerational programming.

To learn more about these options, call (800) 246-4646.

NYC Department of Education Office of Adult and Continuing Education

The New York City Department of Education Office of Adult and Continuing Education (OACE) offers over 900 classes for adults age 21 and over. You can take classes at any of the sites, regardless of which borough you live in.

To learn more about these programs, visit <https://www.schools.nyc.gov/enrollment/other-ways-to-graduate/adult-education>.

WE SPEAK NYC

We Speak NYC provides free English language conversation classes for English language learners. Volunteers lead these classes using the Emmy Award-winning educational TV series, "We Speak NYC," and the educational materials that accompany each video. The videos are based on true-to-life stories of immigrants making their way in New York City and provide useful information about government services.

Contact MOIA at (212) 788-7654 to find out which organizations in your neighborhood are offering We Speak NYC classes.

WORKFORCE DEVELOPMENT

Workforce1 Centers

Workforce1 is a service that prepares and connects qualified candidates to job opportunities in New York City. Workforce1 Career Centers are located throughout the five boroughs of New York City. In addition to job matching, Workforce1 also connects qualified individuals to occupational training and provides career services workshops and career advice.

Immigrants with work authorization are able to access these services. Anyone 18 years or older can visit a Workforce1 Career Center.

Please note: valid ID is required to prove your date of birth. Examples include: IDNYC, New York State Driver's License, birth certificate, passport, and more.

Learn more about Workforce1 Centers: www.nyc.gov/workforce1

Find Workforce1 Center Locations: <https://maps.nyc.gov/sbs>

SMALL BUSINESS SERVICES

NYC Business Solutions

NYC Business Solutions Centers provide free services to help businesses start, operate, and expand in NYC.

- Business Courses
- Legal Assistance
- Financing Assistance
- Incentives
- Navigating Government
- Recruitment
- Training
- Selling to Government
- Minority and Women-owned Business Enterprises (M/WBE) Certification

To learn more about the services offered by the NYC Department of Small Business Services, visit nyc.gov/smallbiz.

Business owners can contact the Centers directly or call 311 and ask for "NYC Business Solutions."

NYC Business Solutions Centers

Bronx

400 East Fordham Road, Seventh Floor
Bronx, NY 10458
Tel: (718) 960-7910

Brooklyn

9 Bond Street, Fifth Floor
Brooklyn, NY 11201
Tel: (718) 875-3400

Manhattan

79 John Street
New York, NY 10038

Upper Manhattan Center

361 West 125th Street
New York, NY 10027

Washington Heights Center

560 West 181st Street
New York, NY 10033

Queens

90-27 Sutphin Boulevard
4th Floor
Jamaica, NY 11435

Staten Island

120 Stuyvesant Place, Third Floor
Staten Island, NY 10301

Free Business Courses in Different Languages

Immigrant-owned small businesses play an essential role in New York City's economy. As part of our ongoing commitment to serving the City's immigrant entrepreneurs, the NYC Department of Small Business Services (SBS) has developed a step-by-step guide for immigrant entrepreneurs planning, launching, or growing a small business.

- Building Your Business in New York City: A Guide for Immigrant Entrepreneurs, is available online at [nyc.gov/immigrantbiz](https://www1.nyc.gov/immigrantbiz) in eight different languages:
 - English, Arabic, Bengali, Chinese, Haitian Creole, Korean, Russian, and Spanish.
- The guide offers advice on topics such as: signing a commercial lease, navigating government, and understanding the rights of immigrant New Yorkers.

To learn more about the programs the City has for immigrant business owners, visit: <https://www1.nyc.gov/nycbusiness/article/immigrant-business-initiative>.

Starting or Running a Business

The City has resources to help you learn which permits, licenses, and regulations matter to you. Visit nyc.gov/business to learn more.

FINANCIAL EMPOWERMENT

Free Financial Counseling

Through the NYC Office of Financial Empowerment (OFE), you can meet one-on-one with a professional financial counselor who can help you take control of your debt, deal with debt collectors, improve your credit, create a budget, open a bank account, start an emergency fund, save and plan for your future, and much more.

Financial counseling is free and confidential. Counselors speak multiple languages. Call 311 to schedule an appointment at one of the nearly 30 Centers across the city. For more information about OFE's programs and services, visit nyc.gov/consumers.



Health Services

In New York City, all residents can get access to health care, regardless of immigration status or ability to pay.

Many residents can get health insurance to help pay for the costs of getting medical care.

Residents who are uninsured can get care without insurance at many hospitals and clinics. In addition, in 2019 the City is beginning a new program called NYC Care to help ensure health care access for all, including residents who are not eligible for public health insurance programs because of their immigration status and residents who cannot afford the insurance options available to them. More information about NYC Care is available by calling 311 or at www.nychealthandhospitals.org/nyccare.

HEALTH INSURANCE

Health insurance is a way to pay for the costs of getting medical help.

You can find out where to get free, in-person help in many languages to sign up for health insurance, including information about financial assistance you may be eligible to receive, by calling 311, texting “CoveredNYC” or “SeguroNYC” to 877877, or visiting <https://www1.nyc.gov/site/doh/health/health-topics/health-insurance.page>.

Public Health Insurance

There may be low-cost or free public health insurance options for you based on your immigration status and income level.

- If you are an immigrant with permanent or temporary lawful status (including naturalized citizens, green card holders, refugees, asylees, U and T visa holders, Temporary Protected Status beneficiaries, and more) or a recipient of Deferred Action for Childhood Arrivals (DACA), you may be eligible for low-cost or free public insurance, such as Medicaid or the Essential Plan.
- If you have a pending immigration application or visa petition or have documents from the government permitting your stay in the US, you may be eligible for low-cost or free public health insurance, such as Medicaid or the Essential Plan.
- If you are pregnant, you may be eligible for Medicaid, regardless of your immigration status.
- In New York State, children under the age of 19 are eligible for public health insurance coverage through a program called Child Health Plus (CHP), regardless of immigration status.

Private Health Insurance

- If you are an immigrant with permanent or temporary lawful status, you can sign up for private health insurance through the NY State of Health Marketplace. Depending on your income level, you may be eligible for financial help for health insurance costs. Visit <https://nystateofhealth.ny.gov> or call 311 for more information.
- If you are ineligible to apply for insurance on the State of Health Marketplace, you may still buy private health insurance outside the State of Health Marketplace and may still be eligible for health insurance through your job.
- If you are ineligible to apply for insurance on the State of Health Marketplace, you may still apply on behalf of your eligible children.



PUBLIC HOSPITALS AND COMMUNITY HEALTH CARE CENTERS

For all NYC Health + Hospitals please call (718) 387-6407 to be directed to the center nearest to you.

You can get low-cost medical care, with or without insurance, through NYC Health + Hospitals (H+H). H+H can provide emergency care, basic health care, check-ups, immunizations, and more for people of all ages.

All immigrants can get medical care in New York City, regardless of immigration status or ability to pay.

H+H health care facilities do not collect information about your immigration status. Federal law requires that all hospitals provide emergency medical treatment, regardless of a person's immigration status or ability to pay.

Emergency Medicaid will provide payment for care and services necessary to treat an emergency medical condition. It is available to low-income individuals in New York State, regardless of immigration status. You can sign up at a hospital during an emergency.

The City of New York has a policy to protect immigration status and other confidential information. H+H will honor your right to privacy.

Call 311 for a list of all public hospitals and health centers.

NYC HEALTH + HOSPITALS HEALTH CARE LOCATIONS

Bronx

NYC Health + Hospitals/Jacobi
1400 Pelham Parkway South
Bronx, New York 10461
Tel: (718) 918-5000

NYC Health + Hospitals/Lincoln
234 East 149th Street
Bronx, New York 10451
Tel: (718) 579-5000

NYC Health + Hospitals/North Central Bronx
3424 Kossuth Avenue
Bronx, New York 10467
Appointments: (844) 692-4692
General Information: (718) 918-5700

Brooklyn

NYC Health + Hospitals/Coney Island
2601 Ocean Parkway
Brooklyn, New York 11235
Tel: (718) 616-3000

NYC Health + Hospitals/Kings County
451 Clarkson Avenue
Brooklyn, New York 11203
Tel: (718) 245-3131

NYC Health + Hospitals/Woodhull
760 Broadway
Brooklyn, New York 11206
Tel: (718) 963-8000

Manhattan

NYC Health + Hospitals/Bellevue
462 First Avenue
New York, New York 10016
Tel: (212) 562-5555

NYC Health + Hospitals/Harlem
506 Lenox Avenue
New York, New York 10037
Tel: (212) 939-1000

NYC Health + Hospitals/Metropolitan
1901 First Avenue
New York, New York 10029
Tel: (212) 423-6262

Queens

NYC Health + Hospitals/Elmhurst
79-01 Broadway
Elmhurst, New York 11373
Tel: (718) 334-4000

NYC Health + Hospitals/Queens
82-68 164th Street
Jamaica, New York 11432
Tel: (718) 883-3000

NYC HEALTH + HOSPITALS GOTHAM HEALTH-COMMUNITY HEALTH CENTERS

Bronx

NYC Health + Hospitals/Gotham Health, Morrisania
1225 Gerard Avenue
Bronx, New York 10452
Tel: (718) 960-2781

NYC Health + Hospitals/Gotham Health, Belvis
545 East 142nd Street
Bronx, New York 10454
Tel: (718) 579-4000

Brooklyn

NYC Health + Hospitals/Gotham Health, Cumberland
100 North Portland Avenue
Brooklyn, New York 11205
Tel: (718) 388-5889

NYC Health + Hospitals/Gotham Health, East New York
2094 Pitkin Avenue
Brooklyn, New York 11207
Tel: (718) 388-5889

Manhattan

NYC Health + Hospitals/Gotham Health, Gouverneur
227 Madison Street
New York, New York 10002
Tel: (212) 238-7897

NYC Health + Hospitals/Gotham Health, Sydenham
264 West 118th Street
New York, New York 10026
Tel: (212) 932-6500

Staten Island

NYC Health + Hospitals/Gotham Health, Vanderbilt
165 Vanderbilt Avenue
Staten Island, NY 10304
Tel: (844) 692-4692

GOTHAM HEALTH-NEIGHBORHOOD HEALTH CLINICS

Bronx

NYC Health + Hospitals/Gotham Health, Daniel Webster
401 East 168th Street
Bronx, NY 10456
Tel: (718) 538-1982

NYC Health + Hospitals/Gotham Health, Gunhill
1012 East Gunhill Road
Bronx, NY 10469
Tel: (718) 918-8850

NYC Health + Hospitals/Gotham Health, Melrose Houses
348 East 156th Street
Bronx, NY 10451
Tel: (844) 692-4692

NYC Health + Hospitals/Gotham Health, Tremont
1826 Arthur Avenue
Bronx, NY 10457
Tel: (646) 815-9700

Brooklyn

NYC Health + Hospitals/Gotham Health, Bedford
485 Throop Avenue
Brooklyn, New York 11221

NYC Health + Hospitals/Gotham Health, Bushwick
335 Central Avenue
Brooklyn, NY 11221
Tel: (718) 573-4860

NYC Health + Hospitals/Gotham Health, Greenpoint
875 Manhattan Avenue
Brooklyn, NY 11222
Tel: (718) 630-3220

NYC Health + Hospitals/Gotham Health, Williamsburg
279 Graham Avenue
Brooklyn, NY 11211
Tel: (718) 384-0563

NYC Health + Hospitals/Gotham Health, Fort Greene
295 Flatbush Avenue Extension
Brooklyn, NY 11201
Tel: (718) 388-5889

NYC Health + Hospitals/Gotham Health, Sumner
47 Marcus Garvey Boulevard
Brooklyn, NY 11206
Tel: (718) 455-3884

NYC Health + Hospitals/Gotham Health, Jonathan Williams
333 Roebling Street
Brooklyn, NY 11211
Tel: (718) 387-6470

NYC Health + Hospitals/Gotham Health, Brownsville
259 Bristol Street
Brooklyn, NY 11212
Tel: (718) 495-7283

NYC Health + Hospitals/Gotham Health, Crown Heights
1218 Prospect Place
Brooklyn, NY 11213
Tel: (718) 388-5889

NYC Health + Hospitals/Gotham Health, Ida G. Israel
2925 West 19th Street
Brooklyn, NY 11224
Tel: (844) 872-6639

NYC Health + Hospitals/Gotham Health, Homecrest
1601 Avenue S
Brooklyn, NY 11229
Tel: (718) 616-5102

Manhattan

NYC Health + Hospitals/Gotham Health, Judson
34 Spring Street
New York, NY 10012
Tel: (212) 925-5000

NYC Health + Hospitals/Gotham Health, Roberto Clemente
540 East 13th Street
New York, NY 10009
Tel: (212) 387-7400

NYC Health + Hospitals/Gotham Health, La Clinica Del Barrio
413 East 120th Street
New York, NY 10035
Tel: (212) 410-7940

NYC Health + Hospitals/Gotham Health, St. Nicholas
281 West 127th Street
New York, NY 10027
Tel: (212) 865-1300

NYC Health + Hospitals/Gotham Health, Dyckman-Clinica de Las Americas
175 Nagle Avenue
New York, NY 10034
Tel: (212) 544-2001

Queens

NYC Health + Hospitals/Gotham Health, Jackson Heights
34-33 Junction Boulevard
Queens, NY 11372
Tel: (718) 334-6150

NYC Health + Hospitals/Gotham Health, Women's Health Center
59-17 Junction Boulevard
Queens, NY 11368
Tel: (718) 334-6300

NYC Health + Hospitals/Gotham Health, Ridgewood
769 Onderdonk Avenue
Queens, NY 11385
Tel: (718) 334-6190

NYC Health + Hospitals/Gotham Health, Parsons
90-37 Parsons Boulevard
Queens, NY 11432
Tel: (718) 334-6440

NYC Health + Hospitals/Gotham Health, Springfield Gardens
134-64 Springfield Boulevard
Queens, NY 11413
Tel: (718) 334-6801

NYC Health + Hospitals/Gotham Health, South Queens
114-02 Guy R. Brewer Boulevard
Queens, NY 11434
Tel: (718) 883-6699

NYC Health + Hospitals/Gotham Health, Woodside
50-53 Newtown Road
Queens, NY 11377
Tel: (718) 334-6140

Staten Island

NYC Health + Hospitals/Gotham Health, Mariner's Harbor
2040 Forest Avenue
Staten Island, NY 10303
Tel: (718) 266-6328

NEW YORK CITY HEALTH DEPARTMENT CLINICS

Federally Qualified Health Centers (FQHC)

FQHCs receive funding from the federal government to provide medical care to anyone who needs it. These facilities adjust the amount patients must pay based on their income. There are many of these facilities across New York City. To find a conveniently located center, visit <https://findahealthcenter.hrsa.gov> and enter your address.

More Health Information

HITE (Health Information Tool for Empowerment)

HITE (<http://hitesite.org/>) is an online directory of health and social services resources in the Greater New York City area, including all five boroughs of New York City. The directory is searchable by type of service, location, and languages spoken.

Immunization

Immunization is required for children to enroll in school. If a child does not have the records of his or her immunizations, the Department of Education can still enroll the child in a school and work with the family to get the necessary information.

To learn about immunization for children and adults and details about the location of immunization clinics please visit the following website: <https://www1.nyc.gov/site/doh/services/immunization-clinics.page>.

IMMUNIZATION CLINIC

Fort Greene Health Center
295 Flatbush Avenue Extension, 5th Floor
Brooklyn, NY 11201

TUBERCULOSIS CHEST CENTERS

Bronx

Morrisania Chest Center
1309 Fulton Avenue, 1st Floor
Bronx, NY 10456

Brooklyn

Fort Greene Chest Center
295 Flatbush Avenue Extension, 4th Floor
Brooklyn, NY 11201

Manhattan

Washington Heights Chest Center
600 West 168th Street, 3rd Floor
New York, NY 10032

Queens

Corona Chest Center
34-33 Junction Boulevard, 2nd Floor
Jackson Heights, NY 11372

SEXUAL HEALTH CLINICS

You can get low-to-no-cost services for sexually transmitted infections (STIs), including HIV, at the NYC Department of Health's eight Sexual Health Clinics. These clinics see patients on a first come, first served basis. No appointment necessary. Anyone who is 12 or older can visit a clinic, regardless of immigration status. No parental consent is necessary.

If you do not have health insurance or cannot pay the sliding scale fee, you can still get services.

All patients age 12 and older can receive:

- STI testing and treatment
- HIV testing

Eligible patients can receive

- HIV treatment initiation
- PEP (post-exposure prophylaxis)
- PrEP (pre-exposure prophylaxis) services

- Vaccines for HPV, meningitis, Hepatitis A and Hepatitis B
- Emergency contraception
- Counseling including:
 - *Screening, brief intervention, and referral to treatment for alcohol and drug use
 - *Crisis and short-term counseling assessment and referrals to social services

For more information, visit <https://www1.nyc.gov/site/doh/services/allclinics.page> or call 311.

Bronx:

Morrisania Sexual Health Clinic
1309 Fulton Avenue, 2nd Floor
Bronx, NY 10456

Manhattan:

Central Harlem Sexual Health Clinic
2238 5th Avenue, 1st Floor
New York, NY 10037

Riverside Sexual Health Clinic
160 W 100th Street, 1st Floor
New York, NY 10025

Chelsea Sexual Health Clinic
303 Ninth Avenue, 1st Floor
New York, NY 10001

Brooklyn:

Fort Greene Sexual Health Clinic
295 Flatbush Avenue Extension, 2nd Floor
Brooklyn, NY 11201

Crown Heights Sexual Health Clinic
1218 Prospect Place, 2nd Floor
Brooklyn, NY 11213

Queens:

Corona Sexual Health Clinic
34-33 Junction Boulevard, 1st Floor
Jackson Heights, NY 11372

Jamaica Sexual Health Clinic
90-37 Parsons Boulevard, 1st Floor
Jamaica, NY 11432

NYC HEALTH + HOSPITALS PRIDE HEALTH CENTERS

The Pride Health Centers at NYC Health + Hospitals offer safe and affirming spaces where lesbian, gay, bisexual, transgender, and queer (LGBTQ) patients can access individual and family-based care. Staff at the Pride Health Centers have completed advanced training in the health needs of LGBTQ communities. Services at each Pride Health Center include: primary care, immunizations, gender affirming care — including hormone therapy, specialty referrals, family planning, HIV/STD screening and treatment, PrEP (Pre-Exposure Prophylaxis), young adult care, and social work. NYC Health + Hospitals has Pride Health Centers at the following locations:

NYC Health + Hospitals/Bellevue
462 First Avenue
New York, NY 10016

NYC Health + Hospitals/Gotham Health
34 Spring Street
New York, NY 10012
*Specializes in young adult and adolescent care

NYC Health + Hospitals/Gotham Health – Gouverneur
227 Madison Street
New York, NY 10002

NYC Health + Hospitals/Metropolitan
1901 First Avenue
New York, NY 10029
*Metropolitan also offers some gender affirming surgeries

NYC Health + Hospitals/Woodhull
760 Broadway
Brooklyn, NY 11206

For appointments or additional information, please call 844-NYC-4NYC or 844-692-4692 and ask about our Pride Health Services.

Housing

PUBLIC HOUSING AND AFFORDABLE HOUSING

The New York City Housing Authority

The New York City Housing Authority (NYCHA) provides decent and affordable housing in a safe and secure living environment for low- and moderate-income residents.

To be considered for an apartment in a public housing development, apply at <https://apply.nycha.info>. At least one member of your household must be a United States citizen or a non-citizen with eligible immigration status (green card holder, refugee/asylee). There is a waiting list for those who apply.

New York City Housing Connect

NYC Housing Connect (<https://a806-housingconnect.nyc.gov/nyclottery/lottery.html#home>) is a portal to search and apply for affordable housing opportunities in New York City. On the site, you can:

- Learn how to apply for affordable housing in New York City.
- View current and upcoming housing opportunities.
- Start, save, and complete an application for your household.
- Apply to housing options for which you may qualify.

Applying and qualifying for affordable housing can be a long process, and you are not guaranteed to receive housing. In order to apply for affordable housing you may be submitted to a credit and background check as part of the eligibility screening process. This requires you to have a Social Security Number (SSN) or Individual Tax Identification Number (ITIN). Your household must qualify with detailed criteria on a property-by-property basis and must also be selected at random in that property's lottery.

Due to the high volume of applicants, NYC Housing Connect cannot offer individualized counseling on the application process. However, you may contact a housing ambassador (nyc.gov/site/hpd/renters/housing-ambassadors.page) in your area for more information and assistance on applying. You can also find downloadable guides to the process in multiple languages on NYC Housing Connect.

HOMELESSNESS PREVENTION

If you are about to become homeless, Homebase can help you stay out of a shelter.

Homebase will help you develop a personalized plan to overcome an immediate housing crisis and achieve long-term housing stability.

You may be eligible for Homebase services if you:

- Are at imminent risk of entering the New York City shelter system
- Are low-income

With 23 conveniently located prevention offices in the community that are staffed with homelessness prevention experts, Homebase offers a range of services under one roof, including:

- Services to prevent eviction
- Assistance obtaining public benefits
- Financial counseling and money management
- Help with relocation
- Landlord and family mediation
- Employment services/referrals
- Links to community resources
- Short-term financial assistance

If you are thinking of going to a shelter, first call and make an appointment with a Homebase counselor. Call 311 for the Homebase prevention office in your community.

HOUSING RIGHTS

It is illegal under the NYC Human Rights Law for landlords to:

- Refuse to rent an apartment because of someone's immigration status, nationality, or religious beliefs
- Post advertisements stating that certain types of tenants, such as immigrants or people from certain countries, are unwelcome
- Fail to make adequate repairs or provide equal services to tenants because of their immigration status, nationality, or religious beliefs
- Harass or target tenants based on their immigration status, nationality, or religious beliefs to vacate their apartments

If you wish to report a violation anonymously, share a tip, or file a complaint, you can call 311 and ask for the Commission on Human Rights.

Child and Family Welfare

CHILD CARE

You may be eligible to enroll your children from 6 weeks through 4 years of age in center-based and home-based setting child care through a program called EarlyLearn NYC. This program supports families by providing between 8 and 10 hours of services per day, year-round, and by providing critical support like mental health, dual language, and nutrition services to strengthen children and families. In addition, eligible families with children ages 6 weeks to 13 years old can be issued vouchers to purchase child care from providers in New York City.

Eligibility criteria for EarlyLearn NYC are described on the NYC Administration for Children's Services (ACS) website at <https://www1.nyc.gov/site/acs/early-care/eligibility.page>.

If your family is not eligible for EarlyLearn NYC Child Care or Head Start services, please visit DOHMH's Child Care Connect resource (found here: <https://a816-healthpsi.nyc.gov/ChildCare/SearchAction2.do>) to identify other licensed child care facilities near you.

FOOD ASSISTANCE

Supplementary Nutrition Assistance Program (SNAP) and Women, Infants, and Children (WIC)

SNAP (formerly known as "food stamps") helps families and individuals supplement the cost of their diet. This program is not available to immigrants without documentation, and waiting periods may apply for certain immigrants with documentation. You can still apply on behalf of your children younger than 18 years of age, even if you are ineligible.

To find a SNAP center near you, visit <https://www1.nyc.gov/site/hra/locations/snap-locations.page>. You can apply online on <https://access.nyc.gov>, call the Infoline at (718) 557-1399 to have an application mailed to you, apply at one of the SNAP centers, or print out an application and drop it off at a SNAP center.

WIC gives milk, juice, formula, and other healthy foods to low-income mothers, pregnant women, and young children, regardless of immigration status. If you are a woman who is pregnant, has an infant or child younger than five, or is breastfeeding, you may be eligible for WIC.

To learn more about WIC, visit: <https://www.health.ny.gov/prevention/nutrition/wic> or call the Growing Up Healthy Hotline at (800) 522-5006.

Emergency Food Assistance Program

If you need food, there are places you can go to get food for free. Emergency food program sites are located throughout the city. Assistance is available through food pantries, which provide groceries you can cook at home, and community kitchens, which provide hot meals.

To find out where and when you can get help, call the Emergency FoodLine at (866) 888- 8777. This is an automated hotline available 24 hours a day, 7 days a week. You can also visit foodhelp.nyc for a map of locations or call 311.

PREVENTION SERVICES

Prevention services help parents and caretakers keep their children safe and well-cared for and are provided directly through community-based providers to families and children. The Administration for Children's Services and its network of social service agencies provide prevention services in all five boroughs of New York City. Services may include family or individual counseling to address parenting support needs, substance abuse, mental health, issues involving domestic violence, family attachment, and trauma. Families are linked to culturally and linguistically appropriate preventive services whenever feasible.

To locate New York City prevention services programs in your community and preferred language, call the Prevention and Parent Helpline at (800) 342-7472.

More information about preventive services is available at: <https://www1.nyc.gov/site/acs/child-welfare/child-safety.page>.



FAMILY SUPPORT SERVICES

FAMILY ASSESSMENT PROGRAM

The Family Assessment Program (FAP) offers information and services to help parents and young people resolve problems such as running away, skipping school, or unruly behavior. All families who request FAP services meet with an experienced social worker to help solve problems by exploring different ways to cope with challenging situations. FAP's goal is to help resolve family problems without having to go to court. Any family can receive assistance from the Family Assessment Program. FAP also offers translation services to families who cannot communicate in English.

More information about the Family Assessment Program is available at <https://www1.nyc.gov/site/acs/justice/family-assessment-program.page>.

Assistance is available Monday through Friday from 9 AM to 5 PM in each borough at the following locations:

Bronx

260 East 161st Street, Sublevel
Bronx, NY 10451
Tel: (718) 664-1800

Brooklyn

345 Adams St., Eighth Floor
Brooklyn, NY 11201
Tel: (718) 260-8550 and (718) 260-8508

Manhattan

New York County Family Court
60 Lafayette Street, Second Floor
New York, NY 10013
Tel: (212) 341-0012

Queens

Queens County Family Court
151-20 Jamaica Avenue, 4th Floor
Jamaica, NY 11433
Tel: (718) 725-3244

Staten Island

350 St. Mark's Place, 5th floor
Staten Island, NY 10301
Tel: (718) 720-0418

FAMILY RESOURCE CENTERS

The nine Family Resource Centers (FRCs) provide free individual and group-based family support services, using a family and youth peer model, to parents/caregivers of children and youth, and youth (birth to age 24) identified as having or at risk of developing emotional, behavioral, or mental health challenges.

FRCs provide eight core services:

- Emotional support
- Advocacy to assist in navigating child-serving systems
- Information about mental health conditions, services and family rights
- Referrals to appropriate services and resources
- Skill development through educational workshops
- Recreational activities
- Care coordination
- Respite care

NYC Family Resource Center (FRC) locations:

Bronx

FRC of Northern Bronx – Vibrant Emotional Health
975 Kelly Street, Suite 301
Bronx, NY 10459
Tel: (718) 220-0456

Brooklyn

FRC of Northern Brooklyn – ICL
484 Rockaway Avenue
Brooklyn, NY 11212
Tel: (718) 290-8100, ext. 21205

FRC of Southern Brooklyn – JCCA
858 East 29th Street
Brooklyn, NY 11210
Tel: (347) 462-8124

Manhattan

FRC of Northern Manhattan – Vibrant Emotional Health
1 Penn Plaza, 36th Floor
Suites 3696 and 3697
New York, NY 10019
Tel: (212) 410-1820

FRC of Southern Manhattan – Vibrant Emotional Health
1 Penn Plaza, 36th Floor
New York, NY 10019
Tel: (212) 964-5253

Queen

FRC of Eastern Queens – St. John’s Episcopal
148-45 Hillside Avenue, Suite 203
Jamaica, NY 11435
Tel: (347) 644-5711

FRC of Western Queens – Vibrant Emotional Health
29-46 Northern Boulevard, Second Floor
Long Island City, NY 11101
Tel: (718) 651-1960, ext. 225

Staten Island

Staten Island FRC-JBFCS
1765 South Avenue
Staten Island NY 10314
Tel: (718) 698-5307

SUPPORT FOR SURVIVORS OF DOMESTIC AND GENDER-BASED VIOLENCE

Domestic violence is a pattern of abusive behavior that occurs between family members and/or intimate partners to gain power and control.

Gender-based violence (GBV) is any type of violence that takes advantage of unequal power relationships between genders. GBV can include intimate partner and family violence, sexual violence, stalking, human trafficking, hate violence against LGBTQ+ people, elder abuse, forced marriage, female genital cutting, and more. Domestic violence and gender-based violence can happen to anyone.

Hotlines

Emergency Telephone Number: 911

New York City Domestic Violence Hotline: 311 or (800) 621-HOPE (4673)

New York State Domestic & Sexual Violence Hotline: (800) 942-6906

Victim Information and Notification Everyday (VINE): (888) VINE-4-NY (846-3469)

New York State Office of Victim Services (OVS): (800) 247-8035

NYC Family Justice Centers

The Mayor’s Office to End Domestic and Gender-Based Violence (ENDGBV) develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach, and collaborates with diverse communities and community stakeholders to increase awareness of domestic and gender-based violence. ENDGBV operates the New York City Family Justice Centers (FJs), service centers which provide vital social services, civil legal and criminal justice assistance, and more—all under one roof. Learn more at <https://www1.nyc.gov/site/ocdv/index.page>.

If you are experiencing domestic and gender-based violence, visit a NYC Family Justice Center to be connected to free and confidential services, regardless of your immigration status, language spoken, age, income, sexual orientation, gender identity, or disability.

The Family Justice Centers are open Monday-Friday, from 9 AM to 5 PM. No appointment is necessary, and language interpretation services are available.

Bronx

198 East 161st Street, 2nd Floor
Bronx, NY 10451
Tel: (718) 508-1220

Brooklyn

350 Jay Street, 15th Floor
Brooklyn, NY 11201
Tel: (718) 250-5113

Manhattan

80 Centre Street, 5th Floor
New York, NY 10013
Tel: (212) 602-2800

Queens

126-02 82nd Avenue
Kew Gardens, NY 11415
Tel: (718) 575-4545

Staten Island

126 Stuyvesant Place
Staten Island, NY 10301
Tel: (718) 697-4300

Legal Representation in Immigration Court for Victims of Domestic Violence

In addition to the resources provided by the Mayor's Office to End Domestic and Gender-Based Violence listed above, Legal Representation in Immigration Court for Victims of Domestic Violence Organizations specializing in representing victims of domestic violence include:

Safe Horizon Immigration Law Project

50 Court Street, Eighth Floor
Brooklyn, New York 11201

Tel: (718) 943-8632

(Priority for survivors of domestic abuse, persecution, and/or torture)

Legal Services NYC (offices in every borough)

Tel: (646) 442-3600

Legal Services

IMMIGRATION LAW

ActionNYC

ActionNYC is for every immigrant New Yorker. It offers free, safe immigration legal help. The ActionNYC network is made up of trusted community organizations and attorneys who help immigrant New Yorkers learn about their legal options and apply for the immigration benefits for which they qualify. ActionNYC provides the services that immigrants need in the communities that they call home and in the languages that they speak.

You must make an appointment to receive services. To make an appointment, call 1-800-354-0365, Monday through Friday from 9 AM to 6 PM, or call 311 and say “ActionNYC.”

NYCitizenship

NYCitizenship provides free legal help with citizenship applications and financial counseling at select public library branches. As part of NYCitizenship, you can:

- Meet with a free, trusted lawyer
- Apply for citizenship
- Find out if you can apply for free
- Get free, confidential financial counseling

Services are available by appointment only. To make an appointment, call 311 and say “citizenship appointment” or call (212) 514-4277.

New York State New Americans Hotline

The New York State New Americans Hotline is a resource for non-citizens throughout New York State, providing free, multilingual, confidential, and reliable information on immigration benefits and available services, as well as referrals to non-profit immigration legal services providers. Contact (800) 566-7636, Monday through Friday from 9 AM to 8 PM with service in 200 languages.

New York City Bar Association

The City Bar’s Legal Referral Service (LRS) provides referrals to screened and qualified lawyers for a wide variety of legal matters, including immigration representation. To discuss your legal question with an attorney referral counselor, call (212) 626-7373 (English) or (212) 626-7374 (Spanish).

Private Immigration Legal Providers

Unlike criminal courts, immigration courts do not provide an attorney for individuals who are unable to afford one.

Visit this link to find a private immigration lawyer through the American Immigration Lawyers Association (AILA), the national association of attorneys who practice and teach immigration law: ailalawyer.com.

Immigration Services Fraud

Immigrants should beware of fraudulent immigration service providers who promise help but instead seek to take advantage of their customers. Immigrants should seek legal help only from a trusted, licensed attorney or accredited representative. If you have questions about immigration fraud, call the New Americans Hotline at 1-800-566-7636 Monday through Friday from 9 AM to 8 PM.

Assistance for Children in Detention

Catholic Charities Community Services' team of lawyers, paralegals, and caseworkers provide crucial legal and support services to children age seven to seventeen while they are detained in temporary, federal shelter care and are awaiting reunification with a relative or transfer to foster care. Case managers provide follow-up support to help children transition out of shelter care and offer young girls and mothers a short education program on recognizing gender violence and abuse. For more information, call the Legal Orientation for Parents and Custodians (LOPC) Children's Call Center at (888) 996-3848, or the New York State New Americans Hotline at (800) 566-7636.

Assistance for Adults in Detention

The Legal Aid Society's Immigration Law Unit's Detention Hotline is at (212) 577-3456. Non-citizen New Yorkers detained by Immigration and Customs Enforcement (ICE) at the Bergen, Monmouth, Hudson and Sussex County jails in New Jersey, or their family members may call for advice and possible legal representation. Immigrants detained at other immigration detention facilities and in upstate New York prisons or their family members can call the hotline for advice only. The hotline operates on Wednesdays from 1 PM to 5 PM. Collect calls from detention facilities and prisons are accepted.

"Know-Your-Rights" Information

Hotlines: The Legal Orientation Program for Custodians (LOPC) Call Center provides general information and schedules appointments for live legal presentations about court, resources, and rights for any caregiver or unaccompanied child in the United States. Call (888) 996-3848, Monday through Friday from 9 AM to 5 PM. Assistance is available in English and Spanish.

Live presentations: Catholic Charities Community Services staff provide weekly live Know-Your-Rights presentations at its offices for custodians and unaccompanied minors.

80 Maiden Lane
New York, NY 10038
Tel: (888) 996-3848

FAMILY LAW

Legal Information for Families Today (LIFT)'s Family Law Information Hotline provides free information about family law, Family Court procedure, and related matters including child welfare and child support. Call (212) 343-1122, Monday through Friday from 9 AM to 5 PM, or email via liftonline.org/hotline. Assistance is available in English and Spanish.

CRIMINAL LAW

Victims of Crime

If you have been the victim of a crime, please contact the New York City Police Department. For emergency situations call 911. For non-emergencies call the local precinct. Contact information for each precinct can be found at nyc.gov/html/nypd/html/home/precincts.shtml.

Local police are required by law not to inquire about a witness's or crime victim's immigration status.

Accused of a Crime

All individuals have a right to legal representation when facing criminal charges. Legal counsel will be provided by the criminal court free of charge to those who cannot afford an attorney.

Individuals facing criminal charges who can afford an attorney can call the Association of the Bar of the City of New York Legal Referral Service for help finding a lawyer. Call (212) 626-7373 (English) or (212) 626-7374 (Spanish).

Individuals sought by the police to arrest or question who cannot afford an attorney can call the Legal Aid Society. An attorney will advise the individual and may accompany him or her to the precinct. Call (212) 577-3300.

Tax Assistance

FREE TAX PREPARATION SERVICES

Eligible New Yorkers can file their taxes for free at a City-sponsored NYC Free Tax Prep site. Eligibility is dependent on income and parental status. If you are eligible, you can meet one-on-one with an Internal Revenue Service (IRS) certified volunteer preparer who can help you file your taxes, including filing prior year returns or amended returns, and apply for an Individual Taxpayer Identification Number (ITIN).

An ITIN is a tax processing number issued by the IRS to foreign nationals and others who have federal tax reporting or filing requirements and do not qualify for Social Security numbers. The IRS has strong privacy protections in place to ensure that immigrants who report their income and file their taxes are not at risk of having their information shared. The IRS is generally prohibited from disclosing taxpayer information, including to other federal agencies.

Visit nyc.gov/taxprep or call 311 and ask for “tax preparation assistance” for more information and to find a site near you.



Rights and Protections

PUBLIC SAFETY

The City does not conduct immigration enforcement. The New York Police Department (NYPD) does not ask about the immigration status of crime victims, witnesses, or other people who ask for help. To report a crime or ask for help from the NYPD, call 911.

Anyone who has been the victim of a hate crime, or is not sure, should contact the NYPD. To contact the NYPD Hate Crimes Task Force directly, call (646) 610-5267.

IDENTIFYING INFORMATION

City laws protect individuals' identifying information, including name, address, gender, immigration status, and more.

PROTECTION AGAINST DISCRIMINATION

You may file a complaint with the NYC Commission on Human Rights if you believe that you have been discriminated against in employment, housing, or public accommodations (public spaces like libraries, restaurants, taxis, parks, movie theaters, etc.) or if you have been harassed or threatened by any other member of the public based on your membership in a protected group, which includes race, gender, religion, disability, gender identity, pregnancy, sexual orientation, immigration status, national origin, among others. You may also provide information to the Commission without filing a complaint, and the Commission can do its own investigation.

If you wish to report a violation anonymously, share a tip, or file a complaint, you can call 311 and ask for the Commission on Human Rights.

Learn more about the City Human Rights Law at nyc.gov/humanrights.

MINIMUM WAGE AND OVERTIME

In New York City, the minimum wage is \$13.50 per hour for businesses with 10 or fewer employees, and \$15.00 per hour for businesses with 11 or more employees. As of December 31, 2019, the minimum wage for businesses with 10 or fewer employees will be \$15.00.

New York State law protects workers from overtime abuse from employers. To find out more about overtime protections, visit labor.ny.gov/legal/counsel/pdf/overtime-frequently-asked-questions.pdf.

If you need additional assistance or want to file a complaint about a minimum wage or overtime violation, please call the New York State Department of Labor at (888) 469-7365.

INDEPENDENT CONTRACTING PAY

If you are an independent contractor in NYC, you have rights regardless of immigration status. As an independent contractor, you have the right to a written contract for work totaling \$800 or more in any 120-day period. You also have the right to timely pay and you can sue if you are not paid on time for your work. For more information, call 311 and ask for “Freelance Workers” or visit nyc.gov/dca.

WAGE THEFT

You must be paid for every hour worked, including hours worked before or after a scheduled shift and any hours spent traveling for the job during the work day.

For more information, call the New York State Department of Labor at 888-469-7365.

WORKERS’ RIGHTS AND PROTECTIONS

Workers in NYC have rights regardless of immigration status. For information about paid safe and sick leave, independent contracting, safe and healthy workplaces, right to organize, and more, call 311 and say “DCA.” For minimum wage and overtime issues, contact New York State Department of Labor by calling 888-469-7365.

WORKERS’ COMPENSATION

If you get hurt or disabled because of your job, you may be eligible for weekly cash payments and free health care, even if you are paid in cash, paid off the books, paid as an independent contractor, or otherwise not reported to the government as an employee. Call the New York State Workers’ Compensation Board at (800) 877-1373 or go to wcb.ny.gov.

SAFE AND HEALTHY WORKPLACE

You have a right to work in a workplace that is free of known health and safety hazards. You also have the right to receive information and training about job hazards. For more information, call 311 or email OLPS@dca.nyc.gov.

RIGHT TO ORGANIZE

You can join together with your coworkers in a range of activities about work issues that matter to you, including whether you want to be represented by a union. Employers cannot threaten, discriminate against, or otherwise take action against you for organizing or talking with your coworkers about working conditions. For more information, call 311 or visit nyc.gov/dca.

CONSUMER PROTECTION

New York City has some of the strongest laws in the country to protect consumers. Whether you're shopping at the grocery store, using an employment agency, buying a used car, or having an issue with a debt collector, the Department of Consumer and Worker Protection has tips to help you protect yourself. If you have a problem with a business, you can file a complaint at nyc.gov/consumers or by calling 311. You do not have to give your immigration status to file a complaint.



Identification

IDNYC

IDNYC is an ID card available to all New York City residents age 10 and up, regardless of immigration status. Applicants can visit nyc.gov/idnyc to learn about application requirements and can make an appointment via the website or by calling 311.

IDNYC is accepted:

- By NYC agencies when applying for City services, including marriage licenses, birth certificates, and benefits like SNAP, cash assistance, and affordable housing
- By NYPD police officers for identification
- For entering schools and other City buildings
- For taking the high school equivalency exam
- To apply for a bank or credit union account at select financial institutions

IDNYC can be used:

- As a library card at the Brooklyn, New York, and Queens Public Library systems. Take your IDNYC card to a librarian to make it your library card.
- As a hospital card at public hospitals
- For free one-year membership at over 35 cultural institutions
- For discounts at Food Bazaar supermarkets and on entertainment, sporting events, and fitness memberships at participating partners
- For benefits through BigAppleRx, the City's official prescription discount card program

REQUEST A BIRTH CERTIFICATE

You can get a copy of your birth certificate by contacting the NYC consulate of your country of birth.



NYC
Mayor's Office of
Immigrant Affairs

NYC
Office of the Mayor