

The New York Public Library

Connections

2018

A guide for formerly incarcerated people
in New York City



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in New York City

Twenty-Third Edition

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



New York
Public
Library

Connections 2018

Single copies of *Connections* are available free of charge to incarcerated and formerly incarcerated people throughout New York State, as well as to agencies who provide services to justice involved people. Send all requests to:

Correctional Services
The New York Public Library
445 5th Avenue
New York, NY 10016

Connections 2018 is available as a PDF file online at:

nypl.org/corrections

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About This Directory

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 Please be advised that the moment *Connections* is printed, it is out of date.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—ask questions to the agency you contact for 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 particularly valuable resource, please let us know. If you represent an agency that would like to be included in *Connections*, please contact us: Correctional Services, The New York Public Library, 445 5th 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* (see previous page) 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.

Access our **Spanish translation** of *Connections 2017*. The translation, *Conexiones 2017*, 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 5th Avenue, New York NY 10016.

NOTE to the Reader: For your convenience, three symbols are used in this edition. A happy face ☺ next to a telephone number means that when we called during normal business hours, a live person answered the phone. 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.

People frequently write asking for publications similar to *Connections* that cover areas of New York State outside of the City. We know of the following guides:

Westchester Connections

Westchester Library

<http://connections.westchesterlibraries.org>

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

Monroe County Library System- Extension and Outreach Department
115 South Avenue, Rochester, NY 14604
www3.libraryweb.org/services.aspx?id=479821&terms=making%20moves

Connections: A Guide to Transitional Services in Erie County Buffalo & Erie County Public Library – Institutional Services

1 Lafayette Square, Buffalo, NY 14203
www.buffalolib.org/sites/default/files/pdf/2016-Connections.pdf
Spanish Version: www.buffalolib.org/sites/default/files/pdf/ConnectionsSpanish2011.pdf

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

Pioneer Library System- Outreach Department
2557 State Route 21, Canandaigua, NY 14424
Telephone: 585.394.8260
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

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-2016-1.pdf

Hudson Valley Connections: A resource guide for ex-offenders returning to Columbia, Dutchess, Greene, Putnam or Ulster counties in New York State

Mid-Hudson Library System – Outreach Services Department
103 Market Street, Poughkeepsie, NY 12601
<http://midhudson.org/wp-content/uploads/2012/11/2016-HV-Connections.pdf>

Coming Back to Ulster County

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

Capitol Regions Connections

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

Schenectady County Resource Booklet

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

If your county of residence is not listed here, you may also write to your County Reentry Task Force, listed below:

Nassau Reentry Task Force: Department of Social Services
60 Charles Lindbergh Blvd, Suite 240, Uniondale, NY 11553
Telephone: 516.227.7025

Suffolk Reentry Task Force: Probation Department
Box 205, Yaphank, NY 11980
Telephone: 631.852.5100

Broome Reentry Task Force: Department of Mental Health
229–231 State Street, 6th Floor, Binghamton, NY 13901
Telephone: 607.778.1364

Niagara Reentry Task Force: Community Missions
1570 Buffalo Avenue, Niagara Falls, NY 14303
Telephone: 716.285.3403 x2258

Oneida Reentry Task Force
209 Elizabeth Street, Utica, NY 13501
Telephone: 315.798.3644

Onondaga Reentry Task Force: District Attorney's Office
505 South State Street, Syracuse, NY 13202
Telephone: 315.435.2985 x7411

Orange Reentry Task Force: RECAP, Inc.
280 Broadway, 2nd Floor, Newburgh, NY 12550
Telephone: 845.421.6247

Acknowledgments

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Many thanks go to Khalil Cumberbatch, Robin McGinty, Joyce McMillan, Johnny Perez, and Roy Waterman for contributing their eloquent words. The profiles included in this edition showcase the incredible strength and grace of five people, but they represent the spirit of many more. We are so grateful that this brilliant group of people shared their experiences with us and all of our readers.

We are so proud to showcase the artwork of five currently incarcerated artists. Our beautiful cover was illustrated by A.S. and you will find more excellent work throughout this book. We truly appreciate everyone who entered our cover art contest in its inaugural year. We hope that you inspire other artists to reach out and share their work.

Artists! You may request instructions and a template for submitting art for the 2019 edition of *Connections*, by writing to Correctional Services, New York Public Library, 445 Fifth Avenue, New York, NY 10016.

Much support and learning is always gained from NYPL's affiliation with the New York Reentry Education Network. We are appreciative of the many people who participated in discussions to improve *Connections* and make it more useful, especially those who wrote 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.

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

History

Connections was first created in 1982 by Steve Likosky, The New York Public Library's first correctional services librarian. The first edition was a list of resources 42 pages long. Today *Connections* lists over 500 agencies and services, reflecting the network of reentry support in New York City as it has grown and evolved.

In 1982, the total US incarcerated population was 500,000. Today there are almost 7 million adults incarcerated or under correctional control such as probation or parole. Another nearly 2 million juveniles are incarcerated or court involved. Every community is affected by incarceration—personally, collectively, financially, and ethically.

People returning home to New York City have an amazing wealth of resources to ease the strain of justice involvement and rebuild healthy paths. Accessing those resources can be overwhelming, but also life-changing. We hope *Connections* is a trustworthy place to start.

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The New York Public Library

A WORD AFTER A WORD AFTER A WORD IS POWER.

— MARGARET ATWOOD

The New York Public Library

The New York Public Library (NYPL) has been an essential provider of free books, information, ideas, and education for all New Yorkers for over 100 years. The Library has four research centers and 88 neighborhood libraries in the Bronx, Manhattan, and Staten Island. NYPL offers far more than access to books and materials, including thousands of free programs a year, serving everyone from toddlers to teens to seniors. The public libraries in Brooklyn and Queens also offer a wealth of services, described throughout this book.

The Library's programs for adults range from literacy and English classes to computer training to job-search help and personal-finance education. This brief overview provides an introduction to these valuable free resources, which are open to all New Yorkers.



COMPUTER TRAINING & PUBLIC-ACCESS COMPUTERS

NYPL's **TechConnect computer training** program offers nearly 100 technology classes at libraries throughout the Bronx, Manhattan, and Staten Island. Learn to use computers and tablets, set up an email account, become acquainted with social media, and find out how to look for and apply to jobs online, plus much more.

Classes are available for all skill levels, from beginner to advanced, and are held Monday–Friday at most NYPL locations and on weekends at selected sites. Many classes, which are taught by experienced instructors, are also offered in Spanish and Chinese.

Browse the TechConnect class schedule at nypl.org/computers or call **917.ASK.NYPL** to find a class at a library near you.

NYPL has thousands of public-access computers across its 92 locations. Reservations are not required, but can be made up to a day in advance at pcreserve.nypl.org with your library card. Sessions generally last 45 minutes. Desktop computers provide Internet access, word-processing, and printing for library cardholders. Branches also offer laptops for library use. Free Wi-Fi is available at all locations.

Libraries with the longest hours and most public-access computers and computer classes include the Bronx Library Center (310 East Kingsbridge Road) and Mid-Manhattan @ SASB (5th Avenue and 42th Street).

LITERACY & ENGLISH CLASSES

English classes for Speakers of Other Languages (**ESOL**) for beginning, intermediate, and advanced students are available at more than 40 libraries in the Bronx, Manhattan, and Staten Island. Classes are held year-round in 10-week cycles. Most classes meet two days a week for two hours each day. Select classes meet on Saturday mornings for four hours. To register for classes, students must attend an information session, which is held four times a year. To find orientation locations, dates, times, and get more information, visit nypl.org/English.

Libraries in the Bronx, Manhattan, and Staten Island also host English conversation groups, where ESOL students can practice speaking English with volunteer facilitators or using the We Are New York (WANY) television series. For locations, dates, and times, see nypl.org/English.

NYPL provides literacy classes for adults who speak English but

have difficulty reading and writing. New readers and writers take small group classes facilitated by volunteer tutors who are recruited, trained, and guided by NYPL staff members. For more information, contact the Adult Literacy Center at the Bronx Library Center (310 East Kingsbridge Road, Bronx; 718.579.4222).

JOB SEARCH & FINANCIAL PLANNING

NYPL serves as one of New York's primary resources of information and one-on-one support for patrons looking for jobs, seeking help with professional skills, and managing personal finances. The Business Library, on Madison Avenue at 34th Street, and the Bronx Library Center Career Services, on 310 East Kingsbridge Road, house comprehensive materials and offer free, individualized work and financial counseling by appointment.

The Business Library is a circulating and research library that features extensive business and finance resources, job-search help, and small business support. It houses business, trade, and popular-science periodicals, plus premium online business and finance databases. **Career Services**, on the Library's lower level, is a one-stop-shop for job seekers at all levels. Its collection includes hundreds of books on jobs and careers, resumes, cover letters, interview tips, and more, which can be checked out. A large collection of e-books on the same subjects is also available. Nearly every day, The Business Library presents classes on topics of interest to job seekers, and patrons can schedule free one-on-one coaching sessions. Free coaching services are by appointment only. For questions, contact jscnypl@nypl.org or call **212.592.7006**.

NYPL offers a wealth of information and services to assist patrons in making wise financial choices easily accessed at nypl.org/moneymatters. There, you will find a calendar of regular classes and programs on budgeting, investing, tax assistance, college planning and financial aid, avoiding scams and fraud, as well as a selection of web resources which may help with day to day financial decisions. Free counseling is available by appointment on personal money matters, credit-crisis counseling, and Medicare counseling. The **Financial Literacy Central**, also on the Library's lower level, has books to borrow.

Small business resources of all kinds can be found at The Business Library. **SCORE** provides free advice to small business managers and entrepreneurs (start-up, preparing a business plan, applying for a business loan, forming a corporation or partnership), one-on-one appointments, and workshops and seminars. For more information about SCORE or to schedule an appointment, call **212.592.7033**. The Business Library sponsors its annual New York **StartUP! Business Plan Competition** for residents of the Bronx, Manhattan, and Staten Island, which awards cash prizes. Prospective entrepreneurs gain practical information about starting and growing a business while using the comprehensive small business resources at The Business Library. For details about the competition, visit nypl.org/bizplan.

The Bronx Library Center Career Services Division supports learning through a comprehensive career services program encompassing the following areas: employer development, career counseling, job search assistance (resume writing, cover letter writing, interviewing skills, identifying job leads, using the internet and social media), graduate school counseling and information, and internship assistance. Other resources include community resource referrals, career workshops, recruitment events and assistance navigating premium business databases. There are 19 additional Career Services locations in the Bronx and upper Manhattan. For more information contact ceis@nypl.org, call **718.579.4260**, or register for an appointment online: bit.ly/2hX2fDK.

Grand Central Single Stop at NYPL offers free, confidential, one-on-one advice and help with public benefits screening, application assistance, enrollment, service referrals, unemployment, health insurance, Supplemental Nutrition Assistance Program (SNAP), and immigration services (applying for citizenship). Services are available on the second floor of Grand Central Library (135 East 46th Street, 2nd Floor) Mon–Fri from 10–6. For more information email singlestop@nypl.org, or call **212.576.0024**.

SERVICES FOR PEOPLE WITH DISABILITIES

The Andrew Heiskell Braille and Talking Book Library (40

West 20th Street) provides reading materials for people who are blind, visually impaired, or have a biologically based reading disability or a physical disability that makes it difficult to hold a book or turn pages. Audiobooks, as well as an audiobook player, can be mailed to your home free of charge, or downloaded from our website. The library also provides access to assistive technology, including magnifiers and text-to-speech software, and offers one-on-one assistive technology training. Call **212.206.5400**, email talkingbooks@nypl.org, or go to nypl.org/printdisabilities for more information.

For patrons who are Deaf or hard of hearing, ASL interpretation or real-time CART captioning for library programs can be arranged. Please email accessibility@nypl.org at least two weeks ahead of time to request accommodations. For more information on inclusive services and accommodations, go to nypl.org/accessibility.

FAMILY & CULTURAL PROGRAMMING

NYPL offers programs, classes, and events for children and teens in most locations across Manhattan, the Bronx, and Staten Island, including story hours for infants, toddlers, preschoolers, and school-age children, science and art workshops for children of all ages, homework help and tutoring, musical performances, and much more. Adults can find an array of cultural programs, including lectures, concerts, films, exhibitions, and author talks. Visit nypl.org to find programs at the library nearest you.

We look forward to welcoming you to The New York Public Library.

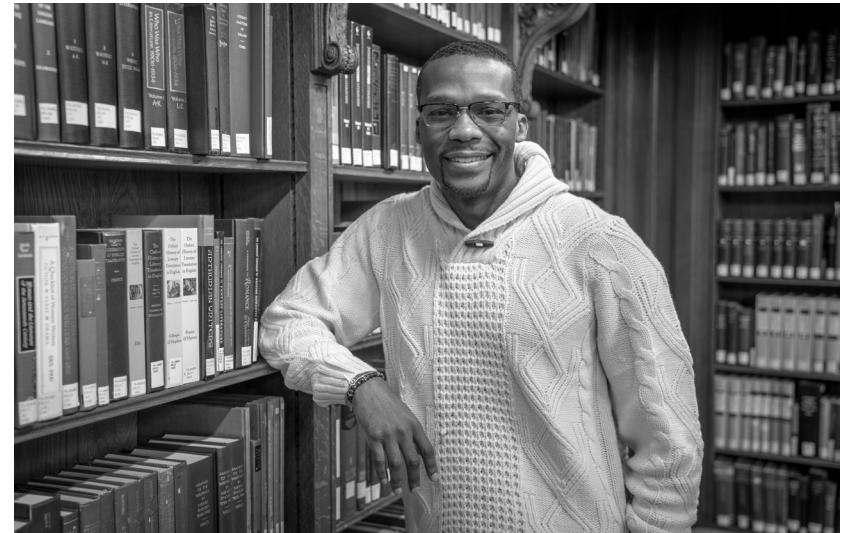
To find an NYPL location in your neighborhood, or to learn more, call 917.ASK.NYPL or visit: nypl.org/locations.

Organizations for Formerly Incarcerated People

READER, MY STORY ENDS WITH FREEDOM.

— HARRIET A. JACOBS

JOHNNY PEREZ



I was arrested at 21 years old and sentenced to 15 years in prison on robbery charges. In the beginning, I could not fathom doing so much time, but after a few years I managed to get a routine down and began to see my environment and my sentence as an opportunity to learn about myself, the world, and the people who live in it. I gravitated toward programs that allowed for me to build hard skills which I imagined would one day help me when I was finally able to search for employment. I worked in the law library because it allowed me to use a computer and learn Microsoft Word. I worked as a grievance clerk, and learned about conflict resolution. Toward the end of my sentence, I facilitated classes on ART, conflict resolution, and social living skills. I approached my classes as if they were a job paying a living wage. I did not know it at the time, but the same jobs I did while in prison placed me in the best position to be hired once I was released. However, there is never progress without hardship.

After 12 years, 10 months, and a few hours, the Department of Corrections released me into a world that had become foreign to me. The world was a different place than the one I remembered. I stared at the cartoon characters in Times Square and laughed. Touchscreen phones were a puzzle to me. The prices of food were inflated beyond

belief. Thank God for my mother, who allowed me to live with her upon my release. Living with my mother relieved many of the pressures people returning into society face, especially the urgency to find a job and time to acclimate to society.

Volunteering was a great way to get my foot in the door of an agency without them taking the “risk” of hiring me. What I would lose in salary, I would gain in rapport and access to people who were in a position to hire me one day. So I volunteered at the Police Athletic League in Harlem where I shared my experience of incarceration with teenagers who were just like me at that age. It was rewarding, and led to speaking opportunities where I approached the audience as if I was facilitating a class in prison.

I took advantage of anything and everything I was eligible for. The *Connections* book served as an information guide to agencies I never knew existed. I applied for public assistance and food stamps as soon as I was released. I applied for rental assistance so that I could help my mother while I lived in her living room. Eventually I asked my parole officer to grant me a referral to CEO. After an orientation, I began working as a porter at CUNY colleges and for the Parks Department. The work was not what I imagined myself doing, but it was work, and gave me a few bucks in my pocket while I continued my job search.

18 I wish I could say it was easy to find employment, but after more than 50 interviews, I felt defeated and discouraged. However, I thought about all the adversity I had to overcome during those years in prison and it provided perspective and motivation. “Johnny, you already survived the hard part. This is a walk in the park.” I would say to myself out loud with deep conviction. Weeks later, a person I met through my volunteer work at PAL forwarded me a job opening at a law firm that was looking to hire someone to help people who are returning home from prison. I submitted my resume and a cover letter describing my experience with incarceration and how I am the best person to help someone with reentry. You can only imagine my happiness when I was called in for an interview, then called back for a second one, and was eventually hired.

I read the book in your hands just like you are now; searching for answers on how to navigate a world that I was not sure I was prepared for. So I tell you, you are stronger than you think you are and more resilient than most people out here. What separates us, and gives us an edge, is that we know what it feels to have nothing and to come face to face with unimaginable adversity that we have normalized. Box time, for example. See your environment as a place of learning and soon someone else's prison will be your university.

For programs specialized to serve court-involved or disconnected youth, please see page 202 in *Youth and Family Resources*.

THE FORTUNE SOCIETY



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

The Fortune Society (Fortune) is one of the nation's preeminent reentry service organizations, serving nearly 6,000 criminal justice-involved people each year. Fortune serves anyone who has had a touch point with the adult criminal justice system and readily accepts walk-ins. Fortune offers assistance with benefits enrollment, case management, housing, education, employment services, outpatient substance abuse treatment, outpatient mental health services, family services, food and nutrition programming, HIV/AIDS services, and lifetime aftercare. They also offer alternatives to incarceration (ATI), including specialized services for individuals with substance abuse and mental health issues.

Fortune serves men and women at three primary New York City-area locations: the central service center in Long Island City, and the Fortune Academy and Castle Gardens in West Harlem. They provide discharge planning services on Rikers Island, as well as outreach activities in NYS DOCCS facilities. Walk-ins are welcome at the Long Island City headquarters for potential or returning clients, Mon.–Thurs. 8–8. No legal services are offered at Fortune. Fortune serves people 16 and over.

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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

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

Osborne's Prevention and Treatment Services provides support groups and low-threshold treatment, in English and Spanish, for those at risk for or coping with substance abuse, HIV/AIDS, hepatitis, and other chronic health conditions.

Osborne's Workforce Development programs offer comprehensive employment training to people with criminal records, including vocational and educational assessments, job readiness workshops, resume preparation, training focused on construction and food services, internships, and job placement with follow-up support.

Osborne offers one-on-one and group mentoring that includes traditional approaches of companionship, confidence building, academic, social, and career guidance, along with leadership development and support.

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.

Upon written request, Osborne provides incarcerated people with letters of reasonable assurance. Osborne's buildings are accessible to people with disabilities. Call ahead to determine which ID and documents to bring to your first visit.

EXODUS TRANSITIONAL COMMUNITYwww.etcny.org**2271 3rd Avenue, 2nd Floor, New York, NY 10035****Telephone: 917.492.0990 ☎****97-99 Cannon Street, Poughkeepsie, NY 12601****Telephone: 845.452.7620****85 Grand Street, Newburgh, NY 12550****Telephone: 845.565.2700**

Exodus Transitional Community (Exodus) delivers innovative programming to adults and youth affected by the justice system. Exodus offers youth on probation ages 16–24 the ARCHES program, and also offers the NextSTEPS and CommonUnity programs for youth affected by the justice system. Participants receive mentoring, TASC preparation, job preparation, a stipend, hot meals, and MetroCards. For people returning from jail or prison, Exodus provides workshops and case management to help secure housing, substance treatment, health referrals and benefits, support groups, and employment. The Exodus Wellness Center is an 822 OASAS–licensed substance abuse outpatient program that provides mental health assessments, individual counseling, and groups such as Anger Management, Relapse Prevention, and Thinking for a Change, as well as gender-specific groups for adults. Programs are also offered in select NYS prisons.

GETTING OUT AND STAYING OUT (GOSO)**75 East 116th Street, New York, NY 10029****Telephone: 212.831.5020 ☎**www.gosonyc.org

Getting Out and Staying Out (GOSO) is a reentry program for justice-involved men 16–24 years old. Fewer than 10 percent of GOSO participants return to jail, as compared to a national average of 67 percent for the age group. GOSO uses early intervention within the

criminal justice system, along with supportive counseling, educational support, vocational training, and workforce-development works to reduce recidivism and help GOSO participants become contributing members of their communities.

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

NETWORK IN THE COMMUNITY**555 Bergen Avenue, 3rd Floor, Bronx, NY 10455****Telephone: 347.584.8601 ☎**www.networkssi.org

Network in the Community delivers intensive therapeutic reentry support supplemented by case management, job readiness, and training referrals to adult individuals released from incarceration. Anger management training and substance abuse prevention programming—satisfying parole requirements as per conditions of release—are offered in the evenings at five New York City sites, allowing participants to begin taking steps toward finding employment, enrolling in education, or participating in job-skills training during the daytime. Therapeutic sessions are led by licensed CBT therapists, and co-facilitated by formerly incarcerated men and women trained in the Network format. Call for an appointment.

THE LAZARUS, DOUGLASS, TUBMAN COMMUNITY**415 Atlantic Avenue, Brooklyn, NY 11217****Telephone: 718.797.2184 ☎**

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

The Lazarus, Douglass, Tubman Community (LDTC) is a community-based organization with comprehensive prison reentry and prison ministry programs. LDTC offers a variety of services, including assistance for returning citizens and their families, inside-the-wall correspondence, holiday gifts for children of incarcerated parents, and many more supportive, educational, and cultural programs for families affected by incarceration.

LANDING STRIP SUPPORT MEETINGS— ALTERNATIVES TO VIOLENCE PROJECT (AVP)

AVP New York State Office: P.O. Box 6851, Ithaca, NY 14851
Telephone: 800.909.8920
www.avpny.org

The Alternatives to Violence Project (AVP) is a grassroots volunteer program dedicated to reducing violence in our lives, in our homes, in our schools, in our prisons, in our streets, and in our society. Landing Strip serves 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.

Landing Strip Support Meetings take place weekly in Brooklyn, the Bronx, and Rochester. Refreshments and transportation reimbursement are provided for those who need it. Call for dates and times.

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EXPONENTS

2 Washington Street, 4th Floor, New York, NY 10004
Telephone: 212.243.3434
www.exponents.org

Exponents is a nonprofit dedicated to improving the lives of individuals affected by drug addiction, HIV/AIDS, and other illnesses, as well as incarceration. ARRIVE is a two-month recovery program offering life-skills building, training, and support services. The Second Chance Initiative is a mentoring program designed to assist with the transition from incarceration to the community. Exponents offers many

more programs aimed at getting individuals back on their feet with such things as housing, medical care, and addiction treatment. Can provide letters of reasonable assurance.

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO)

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

CEO is dedicated to providing immediate, effective, and comprehensive employment-training programs to individuals on parole and young adults ages 18–24 on probation or involved in the criminal justice system. CEO's participants learn how to develop their resumes, search for full-time jobs, and effectively navigate a job interview under New York City's Fair Chance Act. Orientation Class is every Friday at 8 am, and participants must bring a referral form (signed by their parole or probation officer) or their release papers. Eligible participants can join the transitional work crew after a five-day orientation, by submitting a signed referral form, and by providing a government-issued unexpired photo ID and original social security card (or Green Card for non-US citizens).

CENTER FOR COMMUNITY ALTERNATIVES

25 Chapel Street, Suite 701, Brooklyn, NY 11201
Telephone: 718.858.9658 ☺
www.communityalternatives.org

The Center for Community Alternatives (CCA) promotes reintegrative justice and a reduced reliance on incarceration through advocacy, services, and public policy in pursuit of civil and human rights.

CCA serves people in trouble: youth at risk, families in crisis, people struggling to address drug and alcohol problems, HIV/AIDS, and people who have been involved in the criminal justice system and are seeking community reintegration and productive, law-abiding lives. CCA offers client-specific planning that includes treatment and recov-

ery, family reunification, completing educational goals, and gaining and sustaining work. CCA emphasizes personal empowerment, self-respect, and concern for one's community. Open Mon.-Thu. 9-7.

BROOKLYN DISTRICT ATTORNEY'S OFFICE

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

The Brooklyn District Attorney's Office provides second chances to individuals who have been separated from society due to incarceration. Reentry means working together to find appropriate housing, to build educational and employment opportunities, and to help each individual reestablish healthy personal relationships. The Reentry Bureau includes three reentry programs: The Kings County Reentry Task Force (KCRTF), Community & Law Enforcement Resources Together (ComALERT), and the Gender-responsive Reentry and Support Program (GRASP). Between these, almost anyone who has been sentenced to incarceration or a comparable separation from family and society is eligible for services. Walk-ins are welcome.

BOWERY RESIDENTS' COMMITTEE (BRC)

26 131 West 25th Street, 12th Floor, New York, NY 10001
Telephone: 212.803.5700
www.brc.org

BRC provides a range of services focused on overcoming addiction, mental and physical illness, unemployment, and homelessness. Programs are offered providing transitional housing and shelter, permanent housing, substance abuse treatment, mental health services, and workforce development enabling participants to find and maintain employment at decent wages. BRC also operates a Senior Center connecting older adults with community activities.

CMO NETWORK

653 Schenck Avenue, Brooklyn, NY 11207
Telephone: 646.597.8433
www.cmo-network.org

CMO Network supports reintegration with family, the workforce, and the community. CMO Network offers training to alter thinking and behavior that lead to criminal justice involvement. CMO Network utilizes a holistic reintegration approach, providing group support meetings in anger management, substance abuse prevention, employment readiness, legal empowerment, money management, and also offers other services such as assistance with housing, education, benefits, and parole mediation. Ask for the director of Programs & Community Outreach at the number above.

FORGING AHEAD FOR COMMUNITY EMPOWERMENT AND SUPPORT (FACES)

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

The Health Initiatives for Reentry of Ex-offenders (HIRE) project is a pre-release discharge planning program that exists for incarcerated people soon to be released who are HIV-positive. Provides information, counseling, legal assistance, and referrals on issues related to HIV and AIDS. Applicants must be New York City residents, be HIV positive, and have an M11Q form. Forging Ahead for Community Empowerment and Support (FACES) provides housing for individuals and families affected by HIV/AIDS. Write to the Client Services department for more information.

HEALING COMMUNITIES NETWORK

121 Avenue of Americas, 6th Floor, New York, NY 10013
Telephone: 212.925.6675 x293 ☺

www.healingcommunitiesnetwork.org

Healing Communities Network has worked in 30 correctional facilities and the New York City community for 32 years. Health Communities aim to raise the self-esteem of people in prison through faith-based group counseling so they are better able to address the challenges facing them inside and upon release. Community support meetings help formerly incarcerated men and women adjust to parole officers, their new role in their families, their search for employment, and other issues surrounding reentry. Participants experience a recidivism rate of 7 percent compared to the state average of 36 percent. In-prison programs are located at Green Haven, Wallkill, Queensboro, Taconic, Bedford Hills, Edgecombe, and Vernon C. Bain Center (Rikers Island). Opportunities to become a trained facilitator and mentor are available. Call for meeting locations in the Bronx, Manhattan, and Queens.

HOUSING WORKS 

301 W 37th Street, 5th floor, New York, NY 10018

Telephone: 212.465.8304 x4835 ☎

healthcare.housingworks.org/services/case-management

Health Home Re-entry Program assists persons that are preparing for release from incarceration or are formerly incarcerated (2 years or less), returning back to their NYC community and affected by chronic health conditions. The Care Management Team will provide assistance with connecting to medical, mental, dental and substance use services. Support and referrals are offered to obtain entitlements, education, legal services, job, food, transportation and housing needs. Health Home 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.

The SMART Program is a collaboration between Housing Works and the NYC Department of Correction (DOC) aimed at reducing the likelihood of recidivism for detainees in the custody of DOC. Specifically, the SMART program provides individual and group services to detainees

at the Manhattan and Brooklyn Detention Centers, provides assistance with transition from jail to the community and offers community-based services to help stabilize participants. This includes connections to health care, housing, case management and vocational support services. Clients eligible to enroll in the SMART Program must be housed at Brooklyn and Manhattan Detention Centers; no external referrals are accepted. The target population for this project is adult males (22 years and older).

PROJECT LIBERATION

P.O. Box 145, New York, NY 10276

Telephone: 646.360.3187

www.projectliberation.org

Project Liberation provides a holistic personal development platform for women across all stages of criminal justice involvement. Weekly workshops conducted in 14-week intervals in locations across New York City provide life coaching, arts-based intervention, yoga, meditation, and other healing modalities. Within a supportive circle, program participants are encouraged to reconnect with their own sense of power, purpose, and possibility while being provided a space where they can feel safe, supported, empowered, and part of a community.

DRIVE CHANGE

630 Flushing Avenue, 5th Floor, Brooklyn, NY 11206

Telephone: 347.921.3783

www.drivechangenc.org

www.snowdaytruck.com

Drive Change is a not-for-profit social enterprise that uses the mobile-vending industry to train, employ, and mentor formerly incarcerated young people ages 18–25. This is a full-time commitment for a one-year fellowship, and fellows are paid a livable wage to work on the Drive Change food truck, Snowday. Drive Change also helps its fellows get licensed credentials, food protection and mobile-vending license.

MAGNIFICENT MEN MENTORING GROUP

16 Court Street, Brooklyn, NY 11242**Telephone: 888.239.3646****www.mm-mg.org**

Magnificent Men offers workshops, forums, and seminars where men and youth of all ages can share experiences and concerns. Special events and conferences address issues such as aging, intimacy, sexuality, fathering, and career. Participants are encouraged to volunteer time and energy to community service projects, and engage in peer mentoring. The core soft-skills training for formerly incarcerated men enables participants to have a smoother transition back into society and the workplace.

BRONX CONNECT **432 East 149th Street, Bronx, NY 10455****Telephone: 718.402.6872 ☎****bronxconnect.org**

Bronx Connect is a community and faith-based organization that offers alternatives to detention and incarceration for court-involved juveniles and young adults. Bronx Connect has several programs where participants can receive court advocacy, therapeutic services for loss to gun violence, mentoring, workforce development, and tutoring. It also provides mental health and social services referrals. Most participants are court mandated by their public defender or judge. They may also be referred through Rikers Island upon their release or by one of the Bronx Connect caseworkers that work on Rikers.

JUSTLEADERSHIP USA **1900 Lexington Avenue, New York, NY 10035****Telephone: 347.454.2195****www.justleadershipusa.org**

JustLeadershipUSA (JLUSA) organizes and supports decarceration advocacy campaigns on the local, state and federal levels, including its leading role to shut down Rikers Island through its CLOSERikers campaign. JLUSA engages formerly incarcerated individuals to help build support and raise awareness through advocacy and activism. JLUSA runs Leading with Conviction (LwC), an advanced leadership training for formerly incarcerated, mid-senior level leaders with a specific and proven track record in advocacy and community organizing. LwC is a cohort-based, 12-month opportunity for leaders from around the country. LwC takes place both in-person and remotely through in-person forums, webinars, executive coaching, peer coaching, and regular digital communication. For those with less leadership experience, JLUSA 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. The Emerging Leaders Training introduces principles of responsibility, self-reflection and collective leadership, communication skills, and professional relationship effectiveness. Contact JLUSA for information about leadership training, organizational membership, and volunteer opportunities.

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

Alliance of Families for Justice (AFJ) refers family members and formerly incarcerated individuals for counseling support services. AFJ provides monthly "Welcome Home" events and care packages for those returning to society. Each returning citizen is provided with a "buddy" for a year to help navigate a safe and productive return with plenty of encouragement. For individuals and family members whose human rights have been violated during their incarceration in prisons and local jails, AFJ refers to a pool of pro bono attorneys to provide legal support. In partnership with the Advocacy Institute and the Opportunity Agenda, AFJ trains a select cohort of family members and formerly incarcerated individuals in advocacy and communications skills to amplify the voices of those most directly affected by incarceration. AFJ also does voter

registration and voter education for formerly incarcerated people and their families.

COMMUNITY SERVICE SOCIETY

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

Telephone: 212.254.8900 ☎

www.cssny.org

Community Service Society's The Next Door Project offers free services for low-income New Yorkers, and helps them with conviction history requests, repairing rap sheets, applying for Certificates of Good Conduct or Certificates of Relief from Disabilities. Intake is held once a month at 9:30 and individuals must call in advance in order to be included. Clients must bring some proof of identify. Call **212.614.5441** for dates of sessions and to schedule an appointment.

THRIVE FOR LIFE PRISON PROJECT

30 West 16th Street, New York, NY 10011

General Information: 212.337.7544 ☎

Zach Presutti, Executive Director: 212.337.7524 ☎

www.thriveforlife.org

- 32 Thrive for Life Prison Project creates opportunities for spiritual development and educational resources for incarcerated and formerly incarcerated individuals, while partnering with local universities and local employers. Thrive for Life Prison Project offers a house of studies for formerly incarcerated individuals called Ignacio House. Ignacio House provides three interdependent support services: supportive housing, scholarships to local universities for studies, and work for experience and training with local community corporations. This program is open to formerly incarcerated people who have graduated high school, have their HSE, and/or have started college courses while incarcerated.

Education

EVEN THE MOST DRASTIC REPRESSIVE MEASURES
HAVE NOT OBSTRUCTED THE PROGRESSIVE ASCENT
OF CAPTIVE MEN AND WOMEN – TO NEW HEIGHTS OF
SOCIAL CONSCIOUSNESS.

– ANGELA Y. DAVIS

ROBIN MCGINTY



"Education is the most powerful weapon which you can use to change the world." – Nelson Mandela (1918-2013)

From all accounts, poor and working-class African-American and Latino communities have disproportionately borne the brunt of the devastating impact of nearly a half-century of mass incarceration, which has resulted in a pernicious form of disenfranchisement and discrimination as a marker of what many refer to as a form of 'second-class citizenship.'

The policies of 'locking people in' by and large, have resulted in 'locking people out' as a perverse mechanism of socio-economic deprivation regarding access to opportunity. In many ways, we can liken these conditions as the 'punishment' that seemingly never ends as grounded in the acute forms of inequity that plague our communities.

Thus, harnessing the potential of our communities through access to educational opportunity can serve as a key element in fostering an

increased awareness of our interconnectivity to the world, and makes possible the envisioning of 'a world beyond the bars.'

As a scholar-activist, drawing on my experience as a direct service provider across a multitude of non-profit agencies and community-based organizations in New York City, I would offer it is counter-productive to view the geography of reentry and community reintegration as a 'static' event specific to criminal justice. Rather, the greatest challenges lie in the institutional structures and arrangements that, at every turn, serve as a re-imposition of the systemic barricades which justice-involved and formerly incarcerated people face upon return to their communities. To paraphrase a close colleague: 'it is a given that most people who are incarcerated will at some point be released from jails and prisons, as evidenced by the thousands of people who are released from prisons and jails [across the nation] every single day.'

It is precisely this material reality that pushes us to contemplate and re-conceptualize the conventional understanding of the reentry and community reintegration framework. In characterizing the process of reentry and community reintegration as a 'continuum', instead of 'static', it is the implicit acknowledgement which forces us, as community organizers, advocates, scholars and policy-makers, to reconsider what conditions will best support people's freedom upon their return home.

As a child born and raised in NYC's El Barrio, education was a core value that stood as a timeless signifier of hope and aspiration, embodied and understood as 'something nobody can take away from you/ algo que nadie te puede quitar'. Today as a PhD candidate in the Earth and Environmental Sciences/Geography Doctoral Program at the CUNY Graduate Center, I still hear the long-ago voices of my parents, along with those of my El Barrio 'familia' counseling me: "you can do it/puedes hacerlo." And while my life journey has been rich, and has afforded me incredible opportunity involving many stops and places along the way—including the prison—the labors of life are not easy. Mindful of the endless hours I spent as a child in the library branch located on El Barrio's 110th street, the afternoons I spent as an adult in the law library located on the grounds of New York State's Taconic Correctional Facility, and onto the research libraries of some of the

world's most prestigious academic institutions, it is the vernacular of "you can do it/puedes hacerlo" which stands in testimony as an expression of what the writer Junot Diaz describes as 'radical hope.' As an apt metaphor for 'life after incarceration,' Diaz states, "radical hope is our best weapon against despair, even when despair seems justifiable; it makes the survival of the end of your world possible." Indeed, it is radical hope that both gestures to and gives rise to the language of possibility and promise that provokes a radical re-imagining of our lives after incarceration and imprisonment. Thus, radical hope allows us to remember that as the formerly incarcerated and imprisoned: 'we have already survived the end of our world.' It is this same radical hope that will sustain us as we journey forward collectively, as well as in each of our individual lives.

NYPL's *Connections* stands not only as a comprehensive resource guide for the many of whom are justice-involved and those returning home from New York jails and prisons—but that which might also be imagined and understood as an important link in rethinking how we might address the myriad of relational issues the reentry and community reintegration paradigm poses.

A wide variety of opportunities exist for continuing education in New York City. A range of literacy programs help adults learn to read and improve their reading. Vocational training programs are designed to prepare students for entry-level positions in a number of different industries. Alternative degree programs allow a person to work towards a degree without necessarily having to attend classes. There are innumerable college-level programs to enroll in, as well as organizations to help individuals explore what path is right for them.

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— 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 (en Español)

The New York Public Library helps adult students (over the age of 16 and not enrolled in school) improve their communication skills in English. Two types of English classes are offered, available at more than 40 libraries in the Bronx, Manhattan, and Staten Island. ESOL

classes are for nonnative speakers to improve listening, speaking, reading, and writing. Adult Basic Education classes are for students who already speak English but want to improve their reading and writing.

These are free series-based classes, held year-round in 10-week cycles. Most classes meet two days each week, for two hours each day. Select classes meet on Saturday mornings for four hours. 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. Please note: classes are open to adults, testing is required for placement, documentation is not required, space is limited, and children are not allowed at registration.

Drop-in English Conversation Classes

Already know English and want to practice speaking with other people? Come to the library, and meet other people who are practicing English. In these classes, intermediate level English language learners will have the opportunity to: practice English by watching We Are New York videos and talking about them, talk with library volunteers about current events, New York City, family life, and holidays, or prepare for the United States citizenship exam.

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.

BROOKLYN PUBLIC LIBRARY— ADULT LITERACY, PRE-HSE AND ESOL

10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.230.2191 ☺
www.bklynlibrary.org/adult-learning

Brooklyn Public Library's (BPL) Adult Learning Centers provide free Adult Basic Education (ABE) for beginning adult readers and writers with the help of trained volunteer tutors. Adult Learning programs

provide 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.

BPL 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 part-time, twice a week for 3 hours each day. Each session runs between 10–11 weeks.

QUEENS LIBRARY—ADULT LEARNER PROGRAM AND NEW AMERICANS PROGRAM

Adult Learner Program
89-11 Merrick Blvd., Jamaica, NY 11432
Telephone: 718.990-8509 ☺
www.queenslibrary.org/services/adult-literacy
www.queenslibrary.org/yalp

The Adult Learner Program provides multiple services including: ESOL classes at seven Adult Learning Centers for students 17 years of age and older at the beginning, intermediate, and advanced levels, as well as English conversation groups. In addition the program 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

The Queens Library New Americans Program 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. The program 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 each Queens Library Branch and adult learning centers including information on citizenship, ESOL classes, and citizenship preparation classes.

QUEENS LIBRARY—YOUNG ADULT LITERACY PROGRAM



89-11 Merrick Blvd., Jamaica, NY 11432

Telephone: 718.480.4230 ☎ or 917.615.3198 ☎

www.queenslibrary.org/yalp

The Queens Library Young Adult Literacy Program (YALP) provides free educational assistance to young adults 16–24 years of age. YALP 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 offered are Job Readiness/Resume Preparation Workshops, Job Referrals, Computer-Assisted Instruction, Multicultural Workshops, Internships, and 5 hours of case management services weekly. This program is offered at three locations, Central Library (Jamaica), Far Rockaway, and Astoria. Free Metrocards, Stipends, field trips, and incentives are available to participants.

OPTIONS COLLEGE COUNSELING— GODDARD RIVERSIDE COMMUNITY CENTER

352 West 110th Street, New York, NY 10025

Telephone: 646.758.6550 ☎

www.goddard.org/grcc/programs/ChildrenYouth/options

Offers one-to-one assistance with choosing and applying to college and other post-secondary education options, financial aid, scholarships, internships, essay-writing, and portfolios. The resource center offers up-to-date materials and Internet access. Appointments can be made Mon.–Thu. 11–5, and walk-in hours are Wed. 2–3:30.

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



Telephone: 646.664.8016 ☎

www.literacy.cuny.edu

Provides free services in adult literacy, HSE preparation, and English for speakers of other languages (ESOL) classes for those age 19 and older. Classes are held at 14 City University of New York (CUNY) campuses throughout the five boroughs; it is necessary to contact each program directly (telephone numbers can be found on the website) to register for classes. Each semester is 12 to 14 weeks long (September through December, and January through May), and it is important to call before the sessions begin, as classes can fill up fast.

LITERACY PARTNERS



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

Telephone: 212.725.9200 ☎

www.literacypartners.org/programs

Provides HSE (Manhattan), pre-HSE (Manhattan), and ESOL (Bronx, Brooklyn, Queens) classes for adults ages 16 and over, as well as

English conversation (all boroughs, except Staten Island). Visit the website or call for locations, schedules, and registration information.

**NEW YORK CITY DEPARTMENT OF EDUCATION—
OFFICE OF ADULT AND CONTINUING EDUCATION**

schools.nyc.gov/community/AdultEd/default.htm

The Office of Adult and Continuing Education offers free day, evening, and Saturday classes. Basic education, ESOL, and HSE test preparation are available for adults 21 or older. All classes are taught by certified teachers. Classes are held at schools and community institutions throughout the five boroughs. Students can take classes at any site regardless of which borough they live in. Call a specific site or go in person to register and test to determine placement.

Bronx Adult Learning Center

3450 East Tremont Avenue, Room 323, Bronx, NY 10465
Telephone: 718.863.4057

Brooklyn Adult Learning Center

475 Nostrand Avenue, Room 109, Brooklyn, NY 11216
Telephone: 718.638.2635

M.S. 61

42 400 Empire Blvd., Brooklyn, NY 11225
Telephone: 718.221.6703

Alternative Education Complex

**500 8th Avenue (entrance at 269 West 35th Street), 7th Floor,
New York, NY 10018**
Telephone: 212.868.1650

Queens Adult Learning Center

27-35 Jackson Avenue, 3rd Floor, Long Island City, NY 11101
Telephone: 718.361.9480

Adult Educational Services

**90-01 Sutphin Blvd., Jamaica, NY 11435 (Entrance is on 90th
Avenue—Rufus King Avenue)**
Telephone: 718.557.2568

**CHINESE-AMERICAN PLANNING COUNCIL —
ADULT LITERACY PROGRAM**

165 Eldridge Street, 2nd Floor, New York, NY 10012
Telephone: 212.941.0041
www.cpc-nyc.org/programs

The Chinese-American Planning Council Adult Literacy Program provides free classes held in the mornings, afternoons, and evenings in Manhattan, Brooklyn, and Queens to help adult students learn the necessary skills for communication and professional development. The program provides six levels of classes to ensure level-appropriate instruction, from beginners to more advanced students. The program offers dedicated and highly qualified native and bilingual instructors and small class sizes for personalized attention and individual help. Job development, workshops, and support are also available to students.

**NEW YORK STATE DEPARTMENT OF EDUCATION—
HSE TESTING OFFICE**

P.O. Box 7348, Albany, NY 12224
Telephone: 518.474.5906
www.acces.nysesd.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.

PER SCHOLAS INSTITUTE FOR TECHNOLOGY 

Telephone: 718.991.8400 ☺

804 East 138th Street, Bronx, NY 10454

630 Flushing Avenue, Brooklyn, NY 11206

Per Scholas Institute provides tuition-free technology-education training and career-placement services. Graduates receive ongoing professional and career-development services. 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. Graduates have an 80 percent job-placement rate. Per Scholas courses are designed for unemployed or underemployed adults 18 and older interested in a career in technology. Must possess high school diploma or HSE and basic reading and math skills. Visit the website for additional eligibility information and to apply online.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT) 

783 4th Avenue, Brooklyn, NY 11232

Telephone: 718.369.0303

www.obtjobs.org

Opportunities for a Better Tomorrow (OBT) is a nonprofit that serves youth ages 17–24 who are in need of employment, their HSE diploma, or college access services. By combining services like counseling, workforce-development training, academic support, and employment opportunities, OBT builds productive, self-sufficient, and financially secure adults from the ground up. OBT's youth programs include HSE classes, clerical job skills and certifications, advanced certifications in the medical and tech field, and paid internship programs. OBT also offers educational and employment services to adults 18 and over, including HSE and English classes, certifications, and direct job-placement assistance. Multiple locations in Brooklyn and Queens.

Continuing Education

CITY UNIVERSITY OF NEW YORK (CUNY)

1114 Avenue of the Americas, 15th Floor, New York, NY 10036

Telephone: 212.997.2869

www.cuny.edu

City University of New York (CUNY) is the nation's leading urban public university serving more than 540,000 students at 24 colleges and institutions in New York City. CUNY's open admissions policy ensures that any person who has a high school diploma or equivalency from a New York State school is eligible for admission into any of its community colleges. Specific eligibility requirements exist for admission into its senior colleges. Contact CUNY at the above address or telephone number to request course schedules for specific colleges. CUNY also offers adult education: ESOL and pre-HSE, HSE, and college-transition preparation. Visit CUNY's Welcome Center at the address listed above, Mon.–Thu. 9–6, Fri. 12–5, and ask to speak with a college admissions counselor. Various languages spoken. Accessible to people with disabilities. Due to high call volume, contact the Help Desk for Students via email for quickest response: aonline@mail.cuny.edu

THE COLLEGE INITIATIVE  

555 West 57th Street, 6th Floor, New York, NY 10019

Telephone: 212.887.6204 ☎

www.johnjaypri.org/educational-initiatives/college-initiative

College Initiative (CI), a Prisoner Reentry Institute (PRI) educational initiative, helps make the college dreams of formerly incarcerated and court-involved men and women a reality by providing the guidance and practical assistance they need to enroll in college and succeed there. In order to become part of College Initiative you must have your high school diploma or HSE. CI also provides correspondence to individuals who are still incarcerated, focusing on providing informa-

tion regarding higher education. Please call to set up an appointment for your initial consultation.

FUTURE NOW

Bronx Community College
Gould Residence Hall, 5th Floor, 2155 University Avenue
Bronx, New York 10453
Telephone: 718.289.5852 ☺
www.bcc.cuny.edu/Future-Now

Future Now at Bronx Community College offers free HSE preparatory classes through the New York City Department of Education's P2G Program for students aged 17½–20, and through the Department of Youth and Community Development (DYCD) for students ages 17–24. For DYCD program, students must reside in the following zip codes: 10452, 10453, 10457, 10458, 10468.

Future Now 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 striving student-led organization that provides support to students while they complete their college education.

COLLEGE & COMMUNITY FELLOWSHIP

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

College & Community Fellowship (CCF) guides formerly incarcerated women seeking to reclaim their lives through the stages of higher education while promoting their leadership, self-advocacy, artistic expression, and long-term success. College counseling and financial advisement is offered to participants. Academic scholarships and incentives such as transportation assistance, book assistance, and

school supplies are given per school semester for participants. Appointments must be made for intake. CCF offers mentorship to incarcerated women who are within 90 days of their release.

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

SUNY consists of 64 academic institutions throughout New York State, including universities, undergraduate colleges, technology institutes, and community colleges. SUNY 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 your online application, admissions application, and maintains a computer lab for completing and submitting your online application.

Financial Aid

The website **www.finaid.org** is 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 FEDERAL STUDENT AID

P.O. Box 84, Washington, DC 20044

Telephone: 800.433.3243 / **TTY:** 800.730.8913
www.fafsa.gov

The Free Application for Federal Student Aid (FAFSA) is the application required for most federal, state, and college financial aid programs. The website describes eligibility requirements and gives step-by-step instructions for completing FAFSA. *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.

NEW YORK STATE HIGHER EDUCATION SERVICES CORPORATION

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

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

HISPANIC SCHOLARSHIP FUND

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

Founded in 1975, the Hispanic Scholarship Fund (HSF) is the nation's leading provider of scholarships and services designed to give Latinx students full access to college-education opportunities. HSF seeks to provide students with all the tools they need to apply to college, do well in their course work, graduate, enter a profession, excel, and mentor generations to come. Scholarship information, applications, guides to filling out forms, and many other resources are available online.

AMERICAN INDIAN COLLEGE FUND

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

Awards approximately 6,000 scholarships annually 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 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

As of 2015, the Asian & Pacific Islander American Scholarship Fund has distributed over \$100 million in 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.

UNITED NEGRO COLLEGE FUND

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

The United Negro College Fund plays a critical role in enabling more than 60,000 students each year to attend college and get the education they need, awarding 10,000 scholarships and internships for students from low- and moderate-income families to attend more

than 1,100 institutions and universities across the country. Visit the website for more detailed information and to download applications.

SHAWN CARTER SCHOLARSHIP FUND

1450 Brickell Avenue, 18th Floor, Miami, FL 33131

www.shawncartersf.com

The Shawn Carter Scholarship Fund was founded on the belief that any motivated individual in need should have the opportunity to further his or her education. This scholarship is open to people from all backgrounds. Shawn Carter Scholars are studying at over 100 institutions of higher learning throughout the nation. For more information on eligibility requirements and how to apply, please visit the website.

Housing

IF YOU GO ANYWHERE, EVEN PARADISE, YOU WILL

MISS YOUR HOME.

– MALALA YOUSAFZAI

Shelters

Call the New York City Department of Homeless Services (DHS) Emergency Information Line at **311**, 7 days a week, 24 hours a day. Spanish also spoken. The department is online at www.nyc.gov/dhs.

Intake Centers for Single Adults

New York City Department of Homeless Services (DHS)
Intake Centers 

Call 311 for information on all centers.
www1.nyc.gov/site/dhs/shelter/shelter.page

The Department of Homeless Services (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**.

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 registered sex offenders. 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 56.

For counseling services for individuals convicted of a sex offense, please see the listing for Mustard Seed Counseling Services, on page 103.

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 

400-430 East 30th Street (at 1st Avenue), New York, NY 10016
Telephone: 311

30th Street Intake is New York City's public-assessment shelter providing single homeless men ages 18 and over with free screening, assessment, and temporary emergency housing. The shelter gives services to all individuals regardless of immigration status. 30th Street is open 24 hours a day, including weekends and holidays. Subway: 6 to 28th Street. Walk east to 1st Avenue, turn left, and go north to 30th Street. Entrance is now at 30th Street and 1st Avenue.

HELP WOMEN'S SHELTER AND INTAKE CENTER

116 Williams Avenue (at Liberty Avenue), Brooklyn, NY 11207
Telephone: 311
www.helpusa.org/help-womens-center

Serves single homeless women, ages 18 and over. Help Women's Shelter assists clients in 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. Subway C to Liberty Avenue.

FRANKLIN SHELTER AND INTAKE CENTER FOR WOMEN

1122 Franklin Avenue (at East 166th Street), Bronx, NY 10456
Telephone: 311

Subway: 2 to 149th Street. Take 55 bus to 166th Street and 3rd Avenue or 21 bus to 166th Street and Boston Road.

Drop-In Centers for Single Adults

MAINCHANCE

120 East 32nd Street, New York, NY 10016
Telephone: 212.883.0680 x301 ☺
www.grandcentralneighborhood.org/services/mainchance-drop-in-center

Mainchance provides emergency overnight shelter as well as a variety of services including housing, medical, social work, buses to faith-based overnight bed programs, and three meals a day. Open 24 hours. Subway: 6 to 33rd Street.

OLIVIERI CENTER

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

The Olivieri Center offers on-site medical, mental health, and substance abuse assessments as well as access to meals, clothing, showers, and rehabilitation and recovery programs. The center provides individual counseling, entitlement assistance, banking facilities, vocational training, money management, and instruction in other independent living skills. Open 7:30 am–8:30 pm daily. Subway: 1/2/3/A/C/E to 34th Street/Penn Station.

CAMBA—THE GATHERING PLACE

2402 Atlantic Avenue, Brooklyn, NY 11233
Telephone: 718.385.8726
www.camba.org/programs/housing

The Gathering Place drop-in center serves homeless men and women, 18 and older, 24 hours a day, 7 days a week. Services

include two 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. Qualified candidates may be transported to and from a respite site every evening. Respite sites provide dinner and a temporary bed assignment.

PROJECT HOSPITALITY

25 Central Avenue, Staten Island, NY 10301
Telephone: 718.720.0079 x10
www.projecthospitality.org

Provides overnight chairs, no beds. Open 8 am–8 pm daily, including holidays. Staten Island Ferry is within walking distance. Take Staten Island Railway to St. George Ferry Terminal. Serves men and women, ages 21 and older.

Securing Shelter for Homeless Families

The city'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.

PREVENTION ASSISTANCE & TEMPORARY HOUSING (PATH)

151 East 151st Street, Bronx, NY 10451
Telephone: 718-503-6400
www1.nyc.gov/site/dhs/shelter/families/families-with-children-applying.page

All families with children must apply for shelter at DHS' Prevention Assistance and Temporary Housing (PATH) intake center. Open 24 hours, processes applications 9–5, weekdays. Interpreter assistance will be made available for individuals who do not speak English. Subway: 2/4/5 train to 149th Street/Grand Concourse Station. Head west on East 149th Street toward Grand Concourse. Walk north on Grand Concourse two blocks, to East 151st Street and turn left. Walk two blocks to Walton Avenue. The PATH office is located at the corner on your right.

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

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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. Now, more than ever, employment-focused programs and work supports remain a cornerstone of DHS' efforts to help clients move back to permanency. Through DHS' policy of Client Responsibility, families in 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 offer 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

ADULT FAMILY INTAKE CENTER

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

Telephone: 311

www1.nyc.gov/site/dhs/shelter/families/adult-families.page

Open 24 hours. Interpreter assistance will be made available for individuals who do not speak English. Subway: 6 to 28th Street. Walk east to 1st Avenue and turn left, heading north to 30th Street. Bus: M15 to 29th Street.

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

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

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

Do not bring:

- Any contraband, alcohol, or illegal substances (smoking is not allowed in public buildings within New York City)
- Expensive personal belongings (DHS is not responsible for lost or damaged goods)
- Friends and visitors, or anyone not a part of your family
- Food
- Furniture
- Cameras or appliances
- Pets

What to Expect

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

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

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

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: 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 within the year immediately prior to the date of their application.

Organizations for People Without Homes

COALITION FOR THE HOMELESS 

129 Fulton Street, 4th Floor, New York, NY 10038
Telephone: 212.776.2000
www.coalitionforthehomeless.org

Assists the homeless, the formerly homeless, and those at risk of becoming homeless. The program provides help with emergency shelter, obtaining food stamps, and other vital benefits and longer-term assistance to secure housing. Also 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 Coalition for the Homeless Resource Guide, the city's most comprehensive directory of information on food, shelter, and services for homeless people is available at www.coalitionforthehomeless.org/get-help.

Individuals having difficulty applying for shelter or receiving a shelter bed should visit the Crisis Intervention Program, which operates Mon.–Fri. on a first-come, first-serve basis. Clients should arrive no later than 9 am to see a case manager.

BRONXWORKS HOMELESS OUTREACH TEAM

60 East Tremont Avenue, Bronx, NY 10453

Telephone: 646.393.4000

www.bronxworks.org

The Homeless Outreach Team is a mobile unit that works with homeless individuals on the streets to get appropriate services and move to safer environments. The Living Room is a 24-hour drop-in center in the Bronx for street homeless adults. Clients are welcome to spend time off the street, use the laundry and showers, eat a hot meal, and get other essential help. Safe Havens are temporary shelters with beds for homeless adults. BronxWorks provides supportive social services at The Brook, a six-story residence that offers permanent housing to low-income workers, people with HIV/AIDS, and chronically homeless individuals, including individuals with mental illness. BronxWorks also has three family shelters with individual rooms, day care, and on-site medical care.

COVENANT HOUSE / UNDER 21 NEW YORK

460 West 41st Street, New York, NY 10036

Telephone: 800.388.3888 ☎

ny.covenanthouse.org

A 24-hour multiservice walk-in center for adolescents under 21 years of age located near Times Square. Services include crisis care, shelter, transitional living, health care, job-readiness training, educational support and High School Equivalency (HSE) preparation, legal services, street outreach, aftercare, and drop-in.

THE BOWERY MISSION

277 Bowery, New York, NY 10002

Telephone: 212.674.3456

www.bowery.org

The Bowery Mission is a faith-based organization serving homeless and hungry New Yorkers with three meals day, clothing, shelter, medical care, chapel services, and residential programs. The mission's 21-day shelter offers beds, clean clothes, and laundry for men only. Individuals must arrive before dinner at 6 pm in order to get a bed for the evening, if there is availability. The mission also offer a long-term men's residential recovery program, including addiction counseling, life skills, and job training. Appointment required for intake.

FORTUNE SOCIETY

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

Telephone: 212.691.7554 ☎

www.fortunesociety.org

The Fortune Society's Housing Program provides stable, affordable, long-term housing solutions for homeless people with histories of incarceration and their families. Fortune also operates several scattered site programs, an initiative through which the organization has developed relationships with New York City landlords and management companies in order to identify safe, affordable apartments for clients who are ready to live on their own. Fortune Society offers TASC prep, mental health, employment, out-patient, and family services.

BAILEY HOUSE, INC.

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

Telephone: 212.633.2500

www.baileyhouse.org

Bailey House's mission is to help transform the lives of people with or at risk of HIV/AIDS and other chronic illnesses through housing, health services, and community support. Bailey House provides programs that specifically serve transgender individuals and LGBT youth. The staff engages with clients in a number of ways, including through initial intake meetings and walk-in appointments.

PROJECT RENEWAL

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

Telephone: 212.620.0340

www.projectrenewal.org

Project Renewal offers a wealth of services to homeless people with disabilities, including substance abuse, mental illness, or chronic illness. Project Renewal tries to provide everything homeless people need to move from the streets to independent living. Areas of service include housing, outreach, health care, addiction recovery, mental health care, 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.

BREAKING GROUND

www.breakingground.org

505 8th Avenue, New York, NY 10018

Telephone: 212.389.9300

Central intake: 255 West 43rd Street, New York, NY 10036

Application hotline: 800.324.7055

Breaking Ground 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 with mental illnesses.

Housing Assistance

NEW YORK CITY HOUSING PRESERVATION AND DEVELOPMENT (HPD)

100 Gold Street, New York, NY 10038

Telephone (affordable housing lottery): 212.863.6300 ☺

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

The Department of Housing Preservation and Development (HPD) offers a wide variety of programs that create newly constructed or renovated affordable-rental housing throughout the five boroughs. HPD makes these apartments affordable to 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.

NEW YORK CITY HOUSING AUTHORITY (NYCHA)

www.nyc.gov/nycha

Telephone: 718.707.7771

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

Apply for NYCHA housing online by visiting **www1.nyc.gov/site/nycha/eligibility/apply.page**. 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 acknowledgement letter within 60 days of receipt of their application. The waiting lists for public housing are long, particularly in Manhattan and Queens.

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

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

Some felony convictions will disqualify an individual from living in NYCHA housing. However, the **Family Reentry Pilot Program** helps select individuals who have returned from prison and jail within the last three years to reunite with their families who live in NYCHA buildings. Eligible individuals must demonstrate that they are motivated to make a positive change in their lives and must agree to intensive case management services for 6–12 months. Call the Family Reentry Pilot Information Line at **212.306.6024** or inquire via email at **family.reentry@nyc.gov** to obtain more information.

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. Some suggestions include checking Craigslist (www.newyork.craigslist.org) and notifying friends and people at work that one is looking for an apartment. 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.

METROPOLITAN COUNCIL ON HOUSING

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

Tenant hotline: 212.979.0611
www.metcouncilonhousing.org

Hotline offers information, advice, and assistance. Call Mon. and Wed. 1:30–8. Fri. 1:30–5. Website includes fact sheets on tenant

rights, rent guidelines, rent control/stabilization, subletting/roommates, heat, hot water, pests, and housing court. Website also includes links to online resources for New York City tenants.

NYC HOUSING CONNECT— AFFORDABLE RENTAL LOTTERIES

Telephone: 311 (ask for the Affordable Housing Hotline)
www.nyc.gov/housingconnect

NYC Housing Connect allows users to search and apply for affordable housing opportunities in New York City. On the website, 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.

Tenant Rights

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. The New York City Department of Housing Preservation and Development (HPD) website contains information on tenants' rights in multiple languages: www1.nyc.gov/site/hpd/renters/tenants-rights.page.

You can find a complete and up-to-date handbook of New York City tenant rights called *The ABC's of Housing* by visiting www1.nyc.gov/assets/hpd/downloads/pdf/renter-resources/abcs-of-housing.pdf.

For complaints about lack of heat and hot water, or a landlord's refusal to make emergency repairs in an apartment or building, call **311** and ask to be transferred to the Department of Housing Preservation and Development. Tenants with maintenance complaints about apartments in New York City Housing Authority (NYCHA) buildings may go to their management office and fill out a work ticket.

Tenants in rent-controlled or rent-stabilized apartments may contact the New York State Division of Homes and Community Renewal (DHCR) Office of Rent Administration at **718.739.6400**. DHCR may impose penalties on building owners in the form of rent reductions if a tenant's problems are valid.

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

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

The Neighborhood Association for Inter-Cultural Affairs (NAICA) serves single adults, families, and seniors in the Bronx. NAICA offers anti-eviction, homelessness prevention, community case management, and education services. NAICA 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), tenant must have children 18 and/or younger on the public-assistance case, and tenant's rent must be affordable according to FEPS guidelines. Call for eligibility.

Housing Discrimination

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 New York City Commission on Human Rights in Legal Services on page 131.

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, 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 123 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 locations:

**St. Ann's Corner of Harm Reduction
886 Westchester Avenue, Bronx, NY 10459
1st & 3rd Tuesday, 1–4**

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

Financial Assistance

MONEY IS NUMBERS AND NUMBERS NEVER END. IF
IT TAKES MONEY TO BE HAPPY, YOUR SEARCH FOR
HAPPINESS WILL NEVER END.

— BOB MARLEY

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.

In recent years 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 (or organizations supporting formerly incarcerated people) will help them access and navigate government information on the Internet.

Public Benefits

NEW YORK CITY HUMAN RESOURCES ADMINISTRATION (HRA)

Telephone: 718.557.1399
www.nyc.gov/hra

The New York City Human Resources Administration (HRA) administers programs in a number of areas, including:

- Food stamps and food pantry programs
- Child care
- Support for domestic violence survivors
- Home Energy Assistance Program (help with 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. To search for an HRA

office near you, visit www1.nyc.gov/site/hra/locations/locations.page.

SINGLE STOP AT THE NEW YORK PUBLIC LIBRARY

Grand Central Library

135 East 46th Street, 2nd Floor, New York, NY, 10017

Telephone: 212.576.0024

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

Single Stop at The New York Public Library offers free, confidential, one-on-one advice and help with public benefits screening, application assistance, enrollment, service referrals, unemployment, health insurance, Supplemental Nutrition Assistance Program (SNAP), and immigration services (applying for citizenship) all in one place. Services are available on the second floor of Grand Central Library, Mon–Fri from 10–6.

URBAN JUSTICE CENTER

123 William Street, 16th Floor, New York, NY 10038

Telephone: 646.602.5600

urbanjustice.org

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Urban Justice Center operates outreach clinics around the city where they can help individuals get access to public assistance and other forms of aid. People experiencing homelessness are still entitled to receive public assistance. Call for times and locations. Chinese, Korean, Portuguese, Arabic, French, and Russian also spoken.

See main entry for Urban Justice Center in Legal Services on page 122.

Temporary Cash Assistance

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 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 child care expenses so that they can meet their requirements. This must be applied for in person at an HRA Job Center. For a list of Job Centers in one's area, call **718.557.1399** or visit www1.nyc.gov/site/hra/locations/job-locations.page. For more information, including a checklist of documents needed to apply, visit: www1.nyc.gov/site/hra/help/cash-assistance.page.

Emergency Assistance

New York City 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. Contact HRA's Infoline at **718.557.1399**.

Food Stamps (SNAP)

The Food Stamp Program (also known as the Supplemental Nutrition Assistance Program, or SNAP) 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: www1.nyc.gov/site/hra/locations/snap-locations.page.

Apply online for food stamps and other benefits using the AccessNYC website: www.nyc.gov/accessnyc.

An application package can be mailed to applicants who call **718.557.1399** to request. The application can also be printed from the HRA website. Application is available in Spanish, Chinese, Arabic, Russian, Korean, and Creole.

Food Pantries

For a referral to food pantries all over the city call the New York City Hunger Hotline at **866.888.8777**.

To find nearby food bank and soup kitchen locations, call **311** or visit www1.nyc.gov/nyc-resources/service/1083/find-a-food-pantry-or-soup-kitchen.

The Coalition for the Homeless online resource guide also provides a list of emergency food options, based on one's location. Visit their website at www.coalitionforthehomeless.org/resource-guide and search by category for food services.

Call **311** for locations where one may receive free meals for seniors and summer meals for children under 18 years of age.

The Coalition for the Homeless runs the **Grand Central Food Program** which provides up to 1,000 hot, nutritious meals to New Yorkers every night of the year. The Coalition's Grand Central Food Program begins at 5:30 pm each night, providing meals at St. Bartholomew's Church on 51st Street between Park and Lexington Avenues.

CATHEDRAL COMMUNITY CARES

Cathedral Church of St. John the Divine
1047 Amsterdam Avenue, New York, NY 10025
Telephone: 212.316.7581 ☎
www.stjohndivine.org/social

Provides referrals to all types of services, including legal, housing, detox, clothing, and food pantry. A soup kitchen is held every Sunday with breakfast at 10 am and lunch at 12:30. Also provides clothing to clients with referrals from back-to-work agencies and emergency clothing to all. Identification is required. Tue. and Thu. 10–12:30.

Medical Assistance

Medicaid is the federal program working in cooperation with state governments to partly finance medical assistance to low-income people. Eligibility information and applications are available at www.medicaid.gov.

For telephone information on Medicaid or to order an application kit, call **877.267.2323**. Information is available in Spanish, Chinese, Russian, and Creole.

Medicare is the federal government's health insurance program for people over age 65. The federal Medicare office can be reached at **800.633.4227 (TTY: 877.486.2048)** or online at

www.medicare.gov. Spanish also spoken.

Elderly Pharmaceutical Insurance Coverage (EPIC) helps seniors pay for prescription drugs. Call **800.332.3742 (TTY: 800.290.9138)** for information on eligibility in multiple languages, or visit www.health.ny.gov/health_care/epic.

GAY MEN'S HEALTH CRISIS (GMHC)—CLIENT ADVOCACY

446 West 33rd Street, 6th Floor, New York, NY 10001
Telephone: 212.367.1125
www.gmhc.org

The Gay Men's Health Crisis (GMHC) assists clients in obtaining and maintaining government benefits and understanding and accessing the government programs to which they are entitled. GMHC offers monthly public forums and personal assessments. Walk-in clinics for GMHC clients are Mon., Tue., and Thu. 9:30–5, Wed. 10–6, and Fri. 12–4. To become a client, make an intake appointment by calling **212.367.1057**.

Crime Victims

NEW YORK STATE 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

For information on paying your taxes call the **Internal Revenue Service** at **800.829.1040**. Information is available on: alternative filing methods, exemptions, itemized deductions, child and dependent care credit, and whether or not one should itemize. More information, also available in Spanish, is available at: www.irs.gov.

FINANCIAL LITERACY SERVICES AT NYPL

The Business Library
188 Madison Avenue, New York, NY 10016
Telephone: 917.275.6975
www.nypl.org/help/getting-oriented/money-matters-flc

NYPL offers a wealth of information and services to assist individuals in making wise financial choices now and for the future. 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 can help individuals with debt problems. For an appointment with a counselor from the Financial Coaching Corps, Community Service Society of New York, please go to nypl.org/moneymatters and click on the counseling icon. One-hour appointments are available Mon., Tue., Wed., and Thu.

Financial Counseling can help individuals plan for their future. Financial professionals offer their expertise free of charge and 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. For an appointment with a financial counselor, please go to nypl.org/moneymatters and click on the counseling icon.

Medicare Counseling answers questions about Medicare, prescription drug plans, and coverage costs. A representative from the New York City Department for the Aging's Health Insurance Information

Counseling and Assistance Program (HIIICAP) answers Medicare questions. Free 45-minute one-on-one confidential counseling sessions are available on Fri. 2–6 in The Business Library. For an appointment with a Medicare counselor, please go to nypl.org/moneymatters and click on the counseling icon.

CAMBA

2211 Church Avenue, Brooklyn, NY 11226
Telephone: 718.282.0108
www.camba.org/programs/economicdevelopment

CAMBA offers financial counseling services such as: money management and credit repair, 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. Call to make an appointment.

MONEY MANAGEMENT INTERNATIONAL (ES)

Telephone: 866.889.9347 (24 hours, 7 days a week) ☎
www.moneymangement.org

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

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

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

161-10 Jamaica Avenue, Jamaica (Queens), NY 11432

Money Management International (MMI) is a nonprofit organization that offers free counseling for people with financial or credit problems. MMI offers advice for student loans, foreclosures, mortgage, and bankruptcy. Help for clients to prepare budgets and council on how to establish credit is also available.

Physical & Mental Health



Artwork by Anthony Vasquez

CORRECTIONAL HEALTH SERVICES

Correctional Health Services (CHS) is a Division of New York City Health + Hospitals. CHS provides medical and behavioral health care, dental care, social work services, discharge planning, and reentry services 24 hours a day, 7 days a week in New York City's jails.

Contact CHS 24 hours a day, seven days a week at the phone number listed above. Anyone who has been incarcerated and has questions about medical/mental health treatment they received while in jail can call CHS for info.

Correctional Health Services Assistance Center

49-04 19th Avenue, East Elmhurst, NY 11370

Telephone: 347.774.7000

Toll Free: 866.247.6585

Located across the street from the Rikers Island Bridge, the CHS Assistance Center is a one-stop location to help connect people leaving jail or their families to free or low cost services, insurance enrollment and affordable health care. CHS Assistance Center is open Mon.-Fri. 9–5.

The Assistance Center does not provide medications. Someone receiving medication for any kind of condition while incarcerated can get a referral and a prescription as part of their discharge plan and can pick up their medication at a local pharmacy.

Hepatitis C

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

Substance Use

New York City operates a jail-based Medication Assisted Treatment program for opioid dependent patients. 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, CHS works with the New York City Human Resources Administration (HRA) to activate their coverage as soon as possible after discharge. CHS can assist with first-time medicaid applications. CHS partners with MetroPlus, NYC Health + Hospitals' Health Plan, to enroll visiting friends and family members in health insurance at the Rikers Island Visitors' Center.

Community Reentry Assistant Network (CRAN)

Under the Community Reentry 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 will provide 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.

Manhattan/Brooklyn

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

Telephone: 718.975.0180

Bronx

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

Telephone: 718.538.7416

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

COMMUNITY HEALTHCARE NETWORK

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

CHN is a nonprofit network of New York Health Centers with twelve locations across the Bronx, Manhattan, Brooklyn, and Queens. Primary care, reproductive health, family planning, STD testing, and comprehensive HIV services provided. Dental, mental health, foot care, prenatal care, mammogram referral, and cancer screening also 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 NEW YORK CITY FREE CLINIC

230 West 17th Street, New York, NY 10011
Telephone: 212.206.5200
www.nycfreeclinic.med.nyu.edu

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The New York City Free Clinic (NYCFC) provides a full range of health care services that include specialty referrals, counseling, patient education, social services, and screening and registration for public health insurance.

New patients to the NYCFC will be screened for free health insurance eligibility by a social worker. Bringing documents (such as ID, proof of income, benefits information, etc.) will help determine insurance eligibility. Call to schedule a screening.

Current patients of the NYCFC can call to schedule an appointment. Calls can be made Mon.–Fri. 8 am–10 pm and Sat.–Sun. 8–8. Patient

appointments currently are held every Sat. 9–1. Walk-ins accepted Mondays 8:30–10.

THE BEDFORD-STUYVESANT FAMILY HEALTH CENTER



www.bsfhc.org

Bed Stuy Health: 1456 Fulton Street, Brooklyn, NY 11216
Telephone: 718.636.4500

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

Broadway Location: 1238 Broadway, Brooklyn, NY 11221
Telephone: 718.443.2428

The Bedford-Stuyvesant Family Health Center is a primary care health facility offering a broad range of integrative health care 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. The Family Health Center has a full staff of culturally sensitive male and female physicians. English, Spanish, French Creole, and other dialects are spoken. For the Deaf, signing capability is also on-site. Call the nearest location to inquire about hours and services, and to schedule an appointment.

COMMUNITY SERVICE SOCIETY

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

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, personalized, and confidential.

ACCESS COMMUNITY HEALTH CENTER



1420 Ferris Place, Bronx, NY 10461

Telephone: 718.730.1004 ☎

www.accesschc.org

ACCESS Community Health Center is dedicated to serving the acute and chronic health care needs of all community members. ACCESS provides a wide range of health care services including primary and specialty care, HIV care, substance use treatment, mental health, physical therapy, podiatry, occupational therapy, and speech therapy. ACCESS provides health and dental care for people with intellectual and developmental disabilities. A sliding-scale fee is available, depending on family size and income, for those without insurance. Call for hours and services, or to make an appointment.

THE ALLIANCE FOR POSITIVE CHANGE



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

Telephone: 212.645.0875 ☎

www.ascnyc.org

The Alliance provides comprehensive services for individuals living with HIV/AIDS, hepatitis, addiction, mental illness, and other chronic health conditions in New York City. 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.

CHARLES B. WANG COMMUNITY HEALTH CENTER

www.cbwchc.org

268 Canal Street, New York, NY 10013

Telephone: 212.379.6998

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

Telephone: 212.226.3888

136-26 37th Avenue, Flushing, Queens, NY 11354

Telephone: 718.886.1200

37-43 45th Avenue, Flushing, NY 11355

Telephone: 929.362.3006

The Charles B. Wang Community Health Center serves all members of the community—regardless of ability to pay—with quality, comprehensive, and culturally effective primary health care.

Staff will partner with clients to create a health plan that meets each person's own unique health and social needs. The health teams starts with each individual and their family, and includes doctors, dentists, nurses, care managers, social workers, health educators, nutritionists, and medical assistants. Health centers are located in Chinatown, Manhattan, and Flushing, Queens, and are open 7 days a week. Staff is fluent in many languages, including Mandarin, Cantonese, Taishanese, Shanghainese, Fujianese, Vietnamese, and Korean. If a client does not have health insurance, sliding-scale fees are available to reduce the cost of care. For those who qualify, fees will be based on income and family size. Call for hours or to schedule an appointment. For urgent care, a provider can be seen on the same day.

General Information

MedlinePlus

www.medlineplus.gov

This site will help answer health questions, referring to authoritative information and tutorials from government agencies, medical schools, and organizations. It also includes a medical dictionary, information about drugs and supplements, health news, and direc-

tories for hospitals, doctors, and dentists. Information in other languages also available on many topics.

New York City Department of Health and Mental Hygiene

Telephone: 311

www.nyc.gov/doh

This site provides a variety of information from the New York City Department of Health and Mental Hygiene on common health concerns. Each health article is written in an easy-to-understand style.

Center for Disease Control and Prevention (CDC)

www.cdc.gov

On the CDC website, diseases and other health topics are listed under the A-Z index or can be found through the search function. The **CDC Info** number can also be called 24 hours a day at **800.232.4636** to request free publications or information on HIV/AIDS, cancer, diabetes, tobacco-related illness, nutrition, and other frequently requested topics. Information on many topics is available in multiple languages.

Office of Professional Medical Conduct (OPMC)

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

To make a complaint about a doctor, write or call the New York State Office of Professional Medical Conduct, Central Intake Center, Riverview Center, 150 Broadway, Suite 355, Albany, NY 12204. Telephone: **800.663.6114**.

Hotlines

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

For **tuberculosis testing and treatment**, visit the New York City Department of Health and Mental Hygiene's website at www1.nyc.gov/nyc-resources/service/2650/tuberculosis.

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

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

For free information about **cancer**, call the American Cancer Society's 24-hour hotline at **800.227.2345**, or contact them by mail: **ACS Manhattan Region, 132 West 32nd Street, New York, NY 10001**. Specify for which type of cancer you are seeking information.

There are more health organizations and sources of information in the chapter *Women* on page 167.

Health Insurance

For more information on Medicaid, see page 77 in *Financial Assistance*.

New York State Department of Health—Health Insurance Programs

The State of New York provides a number of public health insurance programs for eligible residents. Below is information on a few of these programs. For a complete list, visit www.nystateofhealth.ny.gov or call **855.355.5777** to find out about programs and program eligibility.

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

There are 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 child-bearing age and men who meet certain income and residency requirements.

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

There are also specific plans for pregnant women (the **Prenatal Care Assistance Program**), adults over age 65 (**Medicare**), and people living with HIV/AIDS (the **HIV Special Needs Plan**). For a list of all health insurance plans provided by New York State, see www.health.state.ny.us/health_care or call **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, Official Health Plan Marketplace, at www.newyorkstateofhealth.ny.gov. The website provides information about purchasing private plans, as well as how to apply for assistance in lowering the cost of insurance. Call the Helpline at **855.355.5777 (TTY: 800.662.1220)** Mon.–Fri. 8–8, Sat. 9–1.

HIV & AIDS

New York State HIV/AIDS Information and Counseling Hotline
Provides taped information in both English and Spanish on prevention, diagnosis, and treatment of HIV/AIDS. Provides referrals to testing, counseling programs, and treatment facilities. Call **800.541.2437 (Spanish: 800.233.7432; TTY: 800.369.2437)**. **Counseling Hotline: 800.872.2777**. Mon.–Fri. 2–8; Sat.–Sun. 10–6.

New York City Human Resources Administration—HIV/AIDS Services Administration (HASA)
HASA ServiceLine

Telephone: 212.971.0626 / TTY: 212-971-2731
Call for confidential information on AIDS and HIV testing and service referrals. Spanish also spoken.

Free brochures and information on AIDS in English or Spanish can be obtained by writing either **GMHC**, 446 West 33rd Street, New York, NY 10001, or the **New York City Department of Health**, 125 Worth Street, New York, NY 10013.

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 returning from incarceration. Special services available for HIV-positive people. Walk-in intake hours are Mon.–Thurs. 8–8 and Fri. 8–5

See the full listing for Fortune Society in Organizations for Formerly Incarcerated People on page 22.

PROJECT STREET BEAT— PLANNED PARENTHOOD OF NEW YORK CITY, INC.

www.plannedparenthood.org/nyc
Telephone: 212.274.7200 ☺

Project Street Beat is Planned Parenthood of New York City's unique HIV prevention, risk reduction, and access-to-care program that serves women, men, and teens who live and work on New York City streets. Traveling to Bronx, northern Manhattan, and Brooklyn neighborhoods in minivans and a mobile medical unit, our street outreach teams connect with the people who are at highest risk for HIV/AIDS. Call **212.965.4885** for location schedule of a mobile unit.

GAY MEN'S HEALTH CRISIS (GMHC)**446 West 33rd Street, New York, NY 10001****Telephone: 212.367.1000 ☺****www.gmhc.org**

Gay Men's Health Crisis (GMHC) provides direct services and support for people affected by HIV or AIDS. You do not have to be a gay man to obtain services. GMHC 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. HIV/AIDS Hotline available at **888.243.7692**, Mon. and Fri. 2–6.

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 9 am, except on Thu. and Sun.

FORGING AHEAD FOR COMMUNITY EMPOWERMENT AND SUPPORT (FACES)  ES**123 West 115th Street, New York, NY 10026****Telephone: 212.283.9180****www.facesny.org**

Forging Ahead for Community Empowerment and Support (FACES) provides information, counseling, and referrals on issues related to HIV and AIDS. Applicant must be a New York City resident and be HIV positive, and it is preferred that the person has an M11Q form. FACES provides housing for individuals and families affected by HIV/AIDS.

The FACES legal services department offers advocacy and legal representation to people living with HIV/AIDS who require assistance with entitlement, AIDS related discrimination, housing, domestic relations, living wills, and health care proxies. The department also provides clients with legal education seminars that prepare them to

advocate for themselves with government entities, medical service providers, employers, and landlords. In addition, FACES provides training and updates on HIV/AIDS-related legislation and regulations to service providers.

THE HISPANIC AIDS FORUM, INC. **www.hafnyc.org****Latino Pride Center****1767 Park Avenue, 4th Floor, New York, NY 10035****Telephone: 212.563.4500****967 Kelly Street, Suite 402, Bronx, NY 10459****Telephone: 718.328.4188 ☺**

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

HAITIAN-AMERICAN COMMUNITY COALITION **3807 Church Avenue, Brooklyn, NY, 11203****Telephone: 718.940.2200****www.hccinc.org**

Offers specialized services to people and families affected by HIV or AIDS. Also offers a broad range of services that help individuals and families in New York communities lead healthy and productive lives. 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 spoken.

ARGUS COMMUNITY, INC. / ACCESS PROGRAM **760 East 160th Street, Bronx, NY 10456****Telephone: 718.401.5734****www.arguscommunity.org/access**

The ACCESS program provides intensive case management for HIV-positive people or those at risk, including formerly incarcerated people and their families with or without Medicaid. It also gives assistance to those wishing to obtain quality medical care, find housing, access benefits, or receive legal help, plus other needs.

BRIDGING ACCESS TO CARE**www.bac-ny.org****2261 Church Avenue, Brooklyn, NY 11226****Telephone: 347.505.5176****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**

A community-service program for people in Brooklyn infected with or affected by HIV or AIDS. The program 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.

BOOM!HEALTH **www.boomhealth.org****Telephone: 718.295.2666****Central Office: 540 East Fordham Road, Bronx, NY 10458****Harm Reduction Center: 226 East 144th Street, Bronx, NY 10451****Wellness Center: 3144 3rd Avenue, Bronx, NY 10451**

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

COMMUNITY HEALTH ACTION OF STATEN ISLAND **56 Bay Street, 6th Floor, Staten Island, NY 10301****Telephone: 718.808.1459****www.chasiny.org**

Community Health Action of Staten Island 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.

THE HIV UNINSURED CARE PROGRAM—DRUG ASSISTANCE **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

The New York State Department of Health AIDS Institute has developed five programs that provide access to free health care for uninsured or underinsured HIV-positive New York State residents. Services help provide access to HIV and AIDS medications. Application can be downloaded at www.health.ny.gov/forms/doh-2794.pdf or requested by mail or phone.

PROJECT INFORM  

www.projectinform.org

Project Inform offers up-to-date, reliable information on AIDS research and treatment. Project Inform's publications, including *Day One: After You've Tested Positive*, can be downloaded from their website at www.projectinform.org/hivhealth or requested in writing at Project Inform, 273 Ninth Street, San Francisco, CA 94103.

AIDS Discrimination

PRISONERS' LEGAL SERVICES OF NEW YORK 

For complaints about discrimination leading to inadequate medical attention or treatment while in a New York State institution, contact Prisoners' Legal Services at **41 State Street, Suite M112, Albany, NY 12207**.

THE NEW YORK CITY COMMISSION ON HUMAN RIGHTS


100 Gold Street, Suite 4600, New York, NY 10038
Telephone: 718.722.3131
www.nyc.gov/html/cchr/home.html

Takes complaints regarding AIDS and AIDS-related discrimination, including those related to employment, housing, and public accommodation. Call for an appointment.

Hepatitis C

For frequently asked questions or to order publications about hepatitis C (also called HCV, or viral hepatitis C), visit the **Center for Disease Control's** (CDC) hepatitis C section at www.cdc.gov/hepatitis or call CDC Info at **800.232.4636**. You can also find information about HCV co-infection with HIV. Write to the CDC Division of Viral Hepatitis at 1600 Clifton Road, Atlanta, GA 30329 to request written information.

For information on liver disease, write to the **American Liver Foundation** at 39 Broadway, Suite 2700, New York, NY 10006, call them at **800.465.4837**, or visit www.liverfoundation.org. The foundation 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. Spanish is also spoken.

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.

1-800-LIFENET (800.543.3638; TTY: 212.982.5284) is a free confidential helpline for New York City residents. Individuals can call 24/7, for themselves or for a friend. The hotline's staff of trained mental health professionals help callers find mental health and substance abuse services. Call 877.298.3373 for Spanish, 877.990.8585 for Korean, Mandarin, or Cantonese.

**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

The National Institute of Mental Health (NIMH) provides a variety of brochures on mental disorders free of charge. Those interested can receive pamphlets by writing, calling, or downloading. These pamphlets offer the latest information about the symptoms, diagnoses, and treatment of various mental illnesses. Easy-to-read materials are available. Some of the topics included are bipolar disorder, depression, post-traumatic stress disorder, schizophrenia, and psychiatric medications. The NIMH website also offers a live online chat feature to field inquiries during business hours.

FOUNTAIN HOUSE, INC. 

425 West 47th Street, New York, NY 10036

Telephone: 212.582.0340 ☎

www.fountainhouse.org

Fountain House is dedicated to providing a community-based, restorative environment for people who are living with mental illness. Rehab centers facilitate recovery from mental illnesses by providing communities of mutual support. Fountain House provides pre-vocational day programs, transitional employment opportunities, a full-time employment program, subsidized food, recreation, and housing alternatives. There is a waiting list for membership; call for details. For information on services offered in the Bronx, call 718.742.9884. Sign language also available. Hours vary.

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

1500 Waters Place, Bronx, NY 10461

Telephone: 718.931.0600

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

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

JEWISH BOARD OF FAMILY & CHILDREN'S SERVICES 

135 West 50th Street, New York, NY 10020

Telephone: 212.582.9100

www.jbfcs.org

The Jewish Board has 13 clinics throughout New York City and offers the services of psychiatrists, psychologists, social workers, and case workers. Services are available in multiple languages, including Spanish and Russian. A counseling-services locator tool can be found on the organization's website, or by calling the phone number listed above. Accepts Medicaid and offers sliding-scale fees.

SERVICES FOR THE UNDERSERVED

1600 Macombs Road, Bronx, NY 10453

Telephone: 718.294.4184

www.sus.org

Services for the UnderServed (SUS) is a nonprofit human-services agency that offers housing, skill building, treatment, and rehabilitation for those who seek out services. SUS serves thousands of New Yorkers including people with developmental disabilities, behavioral health issues, people in need of housing, formerly incarcerated people, individuals with a history of substance abuse, veterans, and more.

CASES—NATHANIEL CLINIC 

2090 Adam Clayton Powell Jr. Blvd., 4th Floor, New York, NY 10027
Telephone: 212.553.6708
www.cases.org

CASES operates the Nathaniel Clinic in Harlem, which provides integrated mental health, substance use, and primary health care services—the latter provided in partnership with the Institute for Family Health. The Nathaniel Clinic serves youth 13 and older, adults, and families. While the clinic is open to all, its experience working with people with current and previous justice involvement means that the staff is trained specifically to help individuals address problems that may be related to prior court involvement and/or incarceration. Legal services are also available at the Nathaniel Clinic for youth and adults through partnerships with Youth Represent and the Urban Justice Center Mental Health Project.

GOODWILL INDUSTRIES—BRONX ACE PROGRAM 

384 East 149th Street, Bronx, NY 10455
Telephone: 718.401.2555 ☺
www.goodwillnynj.org/what-we-do/services-people-disabilities

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The Bronx Assisted Competitive Employment (ACE) program offers supported employment services to persons 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. Participants may receive long-term support through other Goodwill programs.

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

Howie the Harp Advocacy Center (HTH), a peer-run program, prepares people in mental health recovery for employment in human services. HTH's award-winning Peer Training Program provides an intensive 20-week classroom-based training, and 12-week internship experience to train people in mental health recovery to work as peer providers in human services. To apply, applicants must have a mental health diagnosis, have earned a high school diploma (or High School Equivalent), and be a resident of New York City. HTH seeks applicants with diverse experiences. People age 18 and over with mental health conditions who also have coexperiences—such as a history of incarceration, homelessness, or military service, or those who identify as LGBT—are strongly encouraged to apply.

NATIONAL ALLIANCE ON MENTAL HEALTH (NAMI)

www.nami.org

National Office:
3803 N. Fairfax Drive, Suite 100 Arlington, VA 22203
Telephone: 703.524.7600
Helpline: 1.800.950.6264

Nami-NYC Metro:
505 Eighth Avenue, Suite 1103 New York, NY 10018
Telephone: 212.684.3365
NYC Helpline: 212.684.3264

NAMI, the National Alliance on Mental Illness, is a mental health organization dedicated to helping Americans affected by mental illness. NAMI programs provide free education, skills training, and support for individuals and families living with mental illness.

NAMI offers educational programs and advocacy tools. Free programs provide education, skills training, and support for individuals and families. The NAMI HelpLine, listed above, can be reached Mon.–Fri., 10–6, to answer any questions about mental health issues. Please note: the hotline is unable to provide counseling or therapy,

cannot provide specific recommendations for things like treatment or do individual casework, legal representation, or other individual advocacy. For information about classes and support group meeting please call the numbers listed above. For a list of events in the NYC area the calendar is listed online and available at www.nami-nycmetro.org.orgcalendar/?eventID=1751.

Counseling

ANTI-VIOLENCE PROJECT (AVP) ES

116 Nassau Street, 3rd Floor, New York, NY 10038

Telephone: 212.714.1141 / TTY: 212.714.1134

www.avp.org

An answering service for all five boroughs of the city. Call 24 hours. Callers can leave their name and phone number, and a member of the Anti-Violence Project will return the call. Project members will accompany clients while reporting an incident to the police and will monitor cases through the courts. Call to document incidents, apply for State Crime Victims Compensation, find out about counseling, or get legal referrals and court procedure information. Offers, free legal services to survivors of violent crimes.

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JUST DETENTION INTERNATIONAL ES

East Coast Office

1900 L Street NW, Suite 601, Washington, DC 20036

Telephone: 202.506.3333 ☎

www.justdetention.org

Just Detention International (JDI) works to end the sexual abuse of detainees, in the United States and around the world. JDI works with policy makers, corrections leaders, advocates, and prison rape survivors to end this form of violence, once and for all. On its website, JDI offers resource guides for survivors of sexual violence. It provides 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. Those who are incarcerated should feel free to communicate with JDI using legal mail.

ST. LUKE'S–ROOSEVELT CRIME VICTIM TREATMENT CENTER ES

Telephone: 212.523.4728

www.cvtc-slr.org

126 West 60th Street, New York, NY 10023

1090 Amsterdam Avenue, Suite 8F, New York, NY 10025

Medical, legal, and psychological help for rape victims of any gender. Counselors available are sensitive to the special needs of gay and straight male rape victims and of people who have been victims of sexual abuse in prison. The center also provides support groups for survivors of sexual assault and abuse, including child abuse. Some services are also offered at Roosevelt Hospital in Midtown.

MUSTARD SEED COUNSELING SERVICES

1118 Bedford Avenue, Brooklyn, NY 11216

Telephone: 718.875.7411 ☎

www.mustardseedforensic.com

Mustard Seed specializes in the assessment and treatment of men, women, and children charged with, or convicted of, a sexual offense, or those involved in sexual behaviors that interfere with personal and work relationships. The staff works with clients to create an individualized treatment plan to help the person gain insight to their sexual behavior and take back control of their life. Serves people ages 12 and up. Adolescents age 12–17 cannot receive counseling without parental consent. Mustard Seed counseling and treatment programs are two-and-a-half-year programs. Hours vary; call for more information and fees.

Addiction

I'LL LIFT YOU AND YOU LIFT ME,
AND WE'LL BOTH ASCEND TOGETHER.

— JOHN GREENLEAF WHITTIER

Substance Abuse (Drug Abuse)

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

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

OSBORNE ASSOCIATION PREVENTION AND TREATMENT SERVICES



809 Westchester Avenue, Bronx, NY 10455
Telephone: 718.707.2613 ☎
www.osborneny.org

The Osborne Association offers assistance to people who wish to stop using substances such as drugs or alcohol. Medical testing is available on-site, and help accessing health insurance, benefits, housing, and health care is provided by individual caseworkers. Osborne's El Rio program is an addiction-recovery program for individuals mandated to treatment by the courts or community corrections agencies. Osborne's La Fuente program for women in reentry offers outpatient substance abuse treatment, access to primary health care, support for healthy relationships, vocational and educational assistance, as well as life-skills counseling. Osborne also offers day care and child care services for eligible, participating women.

QVMH FOR JCAP, INC. 

Intake: 116-30 Sutphin Blvd., Jamaica, NY 11434
Telephone: 718.322.2500 (for intake appointment) ☺
www.jcapprograms.com

A drug-free residential-treatment program offering educational/vocational services, along with an on-site Article 28 medical unit. Located in the borough of Queens, QVMH provides services for both men and women. Must be 17 or older. Walk-ins welcome, but appointments by phone or referral preferred.

ARMS ACRES 

75 Seminary Hill Road, Carmel, NY 10512
Telephone: 845.225.3400 ☺ / **Intake:** 888.227.4641
www.armacsres.com

Outpatient clinics in the Bronx 718.653.1537, Queens 718.520.1513, and Carmel 845.704.6133 for adults and teens. No referral needed; most insurance accepted. Call 7 days a week, 8–8.

VIP COMMUNITY SERVICES 

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

VIP provides a continuum of services to people with histories of chemical dependency, offering outpatient and residential treatment, health services, wellness, care coordination, HIV/AIDS prevention, education and treatment, and supportive and permanent housing. No referral needed. Walk-in hours vary. Please call ahead before visiting. Intake on 5th floor.

ODYSSEY HOUSE 

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

Odyssey House offers a residential drug-free community for people 18 and older. Outpatient services are available for people 12–17. Programs are available for mentally ill people, addicted pregnant women, seniors, and adult parents of young children. Walk-ins and referrals are welcome. Call or walk-in Mon.–Fri. 9–7.

LOWER EASTSIDE SERVICE CENTER, INC.

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

Offers help for addictions including heroin, alcohol, pain pills, and for methadone medication-assisted treatment. Inpatient and outpatient services are available at various locations throughout New York City. Treatment may include individual therapy, vocational services, medical care, case management, legal help, and group treatment. Also offers mental health services, HIV/AIDS supportive housing, and primary health care services. Ages 18 and over. Call for admission instructions.

PHOENIX HOUSE

50 Jay Street, Brooklyn, NY 11201
Telephone: 888.671.9392
www.phoenixhouse.org/locations/new-york

Phoenix House has ambulatory drug-free programs, as well as one of the nation's largest residential programs for drug treatment for adults 18 and over. Evening programs available. Centers are located in

Queens (LIC), Brooklyn, and Long Island. Call for hours and services at each location. Walk-ins welcome Mon.–Fri. 9–3.

EXPONENTS 

2 Washington Street, 4th Floor, New York, NY 10004
Telephone: 212.243.3434
www.exponents.org

Exponents is a nonprofit dedicated to improving the lives of individuals affected by drug addiction, HIV/AIDS, and other illnesses, as well as incarceration. ARRIVE is a two-month recovery program offering life-skills building, training, and support services. The Second Chance Initiative is a mentoring program designed to assist with the transition from incarceration to the community. Exponents offers many more programs aimed at getting clients back on their feet with such things as housing, medical care, and addiction treatment. Can provide letters of reasonable assurance.

MONTEFIORE WELLNESS CENTERS ALBERT EINSTEIN COLLEGE OF MEDICINE 

<http://www.montefiore.org/>

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

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

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

Montefiore Wellness Center Addiction Treatment centers offer medication-assisted opioid-treatment program sites and outpatient Next

STEPs centers for drug-free living offer treatment, group and individual counseling, primary care, and medically supervised withdrawal services. Can treat crack-cocaine addiction. Medicaid accepted and fees are on a sliding scale. Check website or call location for hours of services and appointments.

GREENWICH HOUSE—COUNSELING CENTER 

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

Greenwich House is a drug-free outpatient center providing psychological counseling as its main form of therapy. Fees are on a sliding scale, and Medicaid is accepted.

ELMCOR YOUTH AND ADULT ACTIVITIES, INC. 

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

Operates a rehabilitation program, including an after-school program, outpatient service, and residential program. Offers individual and group counseling, High School Equivalency preparation, and Positive Ventures (employment program for HIV-positive clients). Referrals are provided. Call for appointment. Letters of reasonable assurance can be provided to assist with supportive services once a client is released.

CREATE, INC. 

73 Lenox Avenue, New York, NY 10026
Telephone: 212.663.1975 (Administration)
Telephone: 212.663.1596 (Clinic) ☺

www.createinc.org

Create, Inc. is an outpatient substance abuse clinic providing a full array of services to persons who are in need. These include treatment and recovery services for chemical dependent men and women, 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.

STRIVER HOUSE / ARGUS COMMUNITY

202-204 Edgecombe Avenue, Manhattan, NY 10030

Telephone: 718.401.5720 (intake) ☎

www.arguscommunity.org/argus-programs/striver-house

Operates a 66-bed male-only residential facility. Offers 12–18 month stays with wraparound support for those with mental health issues, former incarceration, or legal needs. Services include comprehensive evaluation, treatment planning, medication administration and observation, individual, group, and family counseling, vocational and education training, work experience, communicable-disease prevention and support, and aftercare. Applicants must have written results from recent PPD skin test, chest X-ray, and tests for hepatitis A and B. Walk-ins welcome from 9–1.

SAMARITAN DAYTOP VILLAGE, INC.

www.samaritanvillage.org

Administration

138-02 Queens Blvd., Briarwood, NY 11435

Telephone: 718.206.2000

Inpatient Residential

88-83 Van Wyck Expressway, Jamaica, NY 11435

Admissions Telephone: 718.657.6195

Jamaica Outpatient Treatment Program
144-10 Jamaica Avenue, Jamaica, NY 11435
Telephone: 718.206.1990

Samaritan Daytop Village offers intensive residential programs (average stay 6-9 months) in the Bronx, Queens, and upstate New York, 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. Call for an appointment. Check website resources/faqs for locations of additional programs and services.

ADDICTS REHABILITATION CENTER (ARC)

www.addictsrehabcenterfund.org

1881 Park Avenue, New York, NY 10035

Telephone: 212.427.1342 x201

www.addictsrehabcenterfund.org

A drug-free faith-based residential program for people 18 years and older. Services include case management, HIV counseling, vocational counseling, legal assistance, and drug abuse therapy and treatment. Average stay is 6–9 months. Call to schedule an appointment. New location opening this year.

START TREATMENT & RECOVERY CENTERS

Main office: 22 Chapel Street, Brooklyn, NY 11201

Telephone: 718.260.2900

www.startny.org

A medically supervised outpatient treatment program offering comprehensive drug-free treatment. Includes acupuncture, mental health assessment and psychiatric referrals, relapse prevention, polydrug group, vocational and educational workshops, HIV testing and counseling, and individual and group counseling. Can treat crack

addiction. Some locations can provide child care. There are four clinics in Manhattan and three in Brooklyn.

REALIZATION CENTER 

www.realizationcenternyc.com

19 Union Square West, New York, NY 10003

Telephone: 212.627.9600 ☎

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

Telephone: 718.342.6700 ☎

Realization Center is an outpatient substance abuse and mental health program based on the belief that addiction as well as mental health issues affect the whole person—physically, emotionally, and spiritually. Provides clinical services six days a week. Specialized areas of service include chemical dependency, dual diagnosis, chronic relapse, food addiction, sex addiction, gambling addiction, parenting skills, codependency, depression and anxiety, LGBTQ issues, and anger management. Also operates a treatment program specifically for formerly incarcerated people as well as programs for families and adolescents. Young adult program (ages 19–25) available. Sliding-scale fees, and most major insurance plans accepted, as well as Medicaid. Hours at both locations: Mon.–Fri. 9–9, Sat. 9–2.

NEW DIRECTIONS 

500 Atlantic Avenue, Brooklyn, NY 11217

Telephone: 718.398.0800

www.newdirectionsbrooklyn.com

An outpatient alcoholism and substance abuse program targeting 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, criminal justice services, anger management, art therapy, vocational/educational evaluation, and consultation.

Also provides services for DWI and domestic violence issues. Child care provided while patients attend individual counseling or groups. Accepts most insurance and Medicaid. Sliding-scale fees. Walk-ins never turned away.

NEW YORK HARM REDUCTION EDUCATORS, INC. 

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: holistic health services, including acupuncture and reiki, counseling, legal assistance, case management and referrals to HIV testing, drug treatment, medical care, and food pantries. Walk-ins welcome. Location accessible to people with disabilities.

NEW YORK CRYSTAL METH ANONYMOUS INTERGROUP

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

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION—CLEARINGHOUSE 

This site is a clearinghouse for alcohol and drug information. Provides nationwide treatment options, support group information, and a referral service operating 24 hours a day. Call **877.726.4727** or visit their website at www.samhsa.gov/treatment.

PILLS ANONYMOUS

Pills Anonymous is a fellowship of men and women who share their experience, strength, and hope with one another so that they may solve their common problem and help others to recover from pill addiction. Visit www.pillsanonymous.org or call the hotline at **212.874.0700** for a taped message listing upcoming meeting.

NARCOTICS ANONYMOUS NEW YORK

Narcotics Anonymous is a nonprofit self-help fellowship for recovering addicts. Call **212.929.6262** to find the location of meetings, or go to www.newyorkna.org.

ALCOHOLICS ANONYMOUS (AA)

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

Alcoholics Anonymous (AA) is a group of people who share their experiences, strengths, and hopes with each other so that they may solve their common problem and help others recover from alcoholism. Spanish-speaking groups are available, as are groups for LGBT people. Serves all ages. Meetings are held in all boroughs. Call the intergroup number for meeting information, 9 am–10 pm, or write to the address above. People who are incarcerated can ask about AA outreach to their facility or can write to the above address for more information.

AL-ANON NEW YORK CITY

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

For information on 12-step programs for family or friends of alcoholics, adult children of alcoholics, and younger family members aged 12–19. Mon., Tue., Fri. 12:30–5, Thu. 4–7. Closed on Wed. and weekends. Information on meetings in the five boroughs can also be found on the website.

THE BOWERY MISSION

www.bowery.org

227 Bowery, New York, NY 10002
Telephone: **212.674.3456 ☺**

The Bowery Mission Men's Center, Mont Lawn City Camp & Community Hope Resource Center in East Harlem
315 East 115 Street, New York, NY 10029

A 6–9 month residential program for alcohol and drug abusers and others, offering rehabilitative and Christian religious counseling. Attendance at Christian religious services is compulsory, as is work detail in maintaining the residence. Men only. 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), willing to take a tuberculosis test. Open 7 days a week.

For the Bowery Mission Women's Centers, please see page 174.

NEW YORK STATE SMOKERS QUITLINE

Telephone: **866.697.8487**
www.nysmokefree.com

Free service. Provides prerecorded tapes on how to quit smoking, access to counselors, and other materials upon request, including a nicotine replacement therapy patch starter kit (for two weeks). Will check with insurance for coverage of patch after initial two weeks. Call Mon.–Thu. 9–9, Fri.–Sun. 9–5.

NICOTINE PATCHES / DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DHMH)

The New York City Department of Health and Mental Hygiene (DHMH) offers nicotine-replacement therapy patches, along with instructions and tips on quitting smoking, at no cost to smokers citywide who want to quit. Must be 18 or older and live in New York City. Call **311** to access services.

AMERICAN HEART ASSOCIATION

The American Heart Association at **800.242.8721** offers a free informational packet on the dangers of smoking and how to quit. Call 24 hours a day, 7 days a week. Information is also available online at www.heart.org. Other languages also spoken.

OSBORNE ASSOCIATION—PREVENTION AND TREATMENT

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

See the full listing for Osborne Association on page 22.

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. There are no

requirements for admission to the meetings. For a list of meetings, call or visit the website.

GAM-ANON FOR NEW YORK

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

Call for a list of meetings or to speak with a volunteer. Gam-Anon is for people who have gambling problems. Gam-Anon is a fellowship for men and women, partners, family members, and close friends whose lives have been affected by gambling problems. Therapy-type sessions are held every night of the week in all five boroughs.

NATIONAL ASSOCIATION FOR SHOPLIFTING PREVENTION

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

The National Association for Shoplifting Prevention (NASP) is the nationwide leader in shoplifting prevention efforts. NASP's unparalleled shoplifter research and ongoing collaboration with community stakeholders—crime prevention, law enforcement, retailers, criminal and juvenile justice—has been the basis for all its organizational activities, programs, and services. Call for help in avoiding shoplifting or to inquire about the Shoplifters Alternative Course (SA Course). If court ordered, sign up for the 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, not the online version.

Legal Services



Artwork by Daniel Peña

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*, pages 280–288.

LEGAL ACTION CENTER (LAC) ES

225 Varick Street, New York, NY 10014

Telephone: 212.243.1313 ☎

www.lac.org

The Legal Action Center is a nonprofit organization providing free legal services to formerly incarcerated people, recovering alcoholics, and substance abusers. It will help clients obtain their rap sheet (arrest and conviction record) and provide information on how to clean up one's rap sheet (seal records, correct inaccuracies, and obtain Certificates of Relief from Disabilities and Certificates of Good Conduct from the courts). It will also counsel clients on their rights when seeking employment. For those who feel they have been unfairly discriminated against as a formerly incarcerated person, or for those who want information on how to obtain bonding for a particular job, the Legal Action Center can be of help. It also offers advice and representation on a range of legal problems for people with HIV infection and their families, past and current substance abusers, women, and children.

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.

NEW YORK CITY BAR LEGAL REFERRAL SERVICE ES

42 West 44th Street, New York, NY 10036

Telephone: 212.626.7373 / Spanish: 212.626.7374

www.citybarlegalreferral.org

The New York City Bar Legal Referral Service can assist 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 also offers free consultations for the following legal topics: employment law, family law, bankruptcy, consumer law, landlord-tenant, and small business matters.

LEGAL AID SOCIETY 

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

Telephone: 212.577.3300

www.legal-aid.org

The Legal Aid Society offers free legal counsel and advice to New York City residents who cannot afford a private lawyer. It is divided into a civil practice, a criminal defense practice, and a juvenile rights practice. 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, prisoners' rights, and elder law. The criminal practice provides representation in criminal trials and appeals. 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.

If a person is charged with violating the conditions of his or her release, the Legal Aid Society's Parole Revocation Defense Unit provides legal representation and social work diversion services to the indigent parolee population. An attorney will be appointed to the individual at his or her first hearing. If the individual is not eligible for a Legal Aid lawyer, he or she can write the supreme court of the county they are in to request court-appointed counsel. If the individual has a parole problem anywhere outside the five boroughs of New York City, one must write to the local court of that area.

THE BRONX DEFENDERS 

360 East 161st Street, Bronx, NY 10451

Telephone: 718.838.7878

Legal Emergency Hotline: 347.778.1266

www.bronxdefenders.org

A public-defender organization representing Bronx residents who have been charged with crimes. Clients of Bronx Defenders have one place where they can go for any issue, whether it is a case in a courtroom, a problem with a landlord, or a longstanding mental illness. Under one roof, Bronx Defenders' holistic advocacy brings together experts from a variety of disciplines—criminal and civil attorneys, social workers, investigators, parent advocates, and community organizers—to tackle all of these needs head on.

Open door community intake services are available Mon.–Fri., 9–6. In case of a legal emergency call the 24-hour legal hotline listed above.

BROOKLYN DEFENDER SERVICES 

177 Livingston Street, 7th Floor, Brooklyn, NY 11201

Telephone: 718.254.0700

www.bds.org

The Brooklyn Defender Service (BDS) represents people who cannot afford an attorney. BDS specializes in representing people who are facing criminal charges and/or the loss of their children, and those in immigration detention. BDS offers on-site services, including civil legal advocacy, such as assistance with the educational needs of clients or their children, housing and benefits advocacy, and immigration advice. Over 10 languages spoken. Closed on Saturdays, Sundays and all court holidays.

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. Immigration, family law, employment, welfare, and benefits issues are covered, including discrimination against formerly incarcerated people. Call Mon., Wed., or Thu. 9–3 for all civil legal issues.

URBAN JUSTICE CENTER

www.urbanjustice.org

Telephone: 646.602.5600

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

Community Development Project:

123 William Street, 16th Floor, New York, NY 10038

The Urban Justice Center (UJC) is a legal services and advocacy organization serving residents of NYC. UJC uses a combination of direct legal service, systemic advocacy, community education, and political organizing to help assist their clients on numerous levels.

120 UJC is composed of twelve distinct projects: Asylum Seeker Advocacy Project, Corrections Accountability Project, Community Development Project, Domestic Violence Project, Safety Net Project, Human Rights Project, International Refugee Assistance Project, Mental Health Project, Peter Cicchino Youth Project, Sex Workers Project, Street Vendor Project, and Veteran Advocacy Project.

LEGAL SERVICES FOR NEW YORK CITY

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

Telephone: 917.661.4500

www.lsgservicesnyc.org

Legal Services for New York City is a citywide program with offices

in every borough providing free civil legal services to those who are income eligible. Attorneys represent clients in matters relating to housing, welfare, and public benefits. Legal Services' 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. Please call our Legal Assistance Hotline (number above) Mon.–Fri. 10–4. Help is available in any language.

Individuals who wish to legalize a name change can call Legal Services' main office to find the location of the neighborhood legal office for which one is eligible, or write to them for more information.

MOBILIZATION FOR JUSTICE

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

Telephone: 212.417.3700 ☎

mobilizationforjustice.org

Mobilization for Justice, formerly MFY Legal Services, offers free legal assistance to low-income New Yorkers throughout New York City 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. Mobilization for Justice provides advice, counsel, and representation to help people with past criminal records re-enter the workforce. Translators available for most languages.

FEDERAL DEFENDERS OF NEW YORK

www.federaldefendersny.org

Southern District (Manhattan, Bronx): 52 Duane Street, 10th Floor, New York, NY 10007

Telephone: 212.417.8700 ☎

Eastern District (Brooklyn, Queens, Staten Island):
One Pierrepont Plaza, 16th Floor, Brooklyn, NY 11201
Telephone: 718.330.1200 ☺

Federal Defenders of New York is an independent, nonprofit corporation dedicated to defending those accused of federal crimes who cannot afford representation. They provide comprehensive representation for their clients, advise their clients about their options, and fight through motion practice and trial. 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. Federal Defenders can be contacted through an individual's public defender.

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

The Parole Preparation Project works and collaborates with incarcerated individuals who are serving life sentences in New York State Prisons but are parole-eligible. The organization trains volunteers 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 to the Parole Preparation Project.

THE INNOCENCE PROJECT 

40 Worth Street, Suite 701, New York, NY 10013
Telephone: 212.364.5340 ☺
www.innocenceproject.org

Through DNA testing, The Innocence Project exonerates those that are wrongly convicted of crimes in an effort to reform the criminal justice system and prevent future injustice. They should not be

contacted until after the conviction and appeals have been completed. They can be contacted 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. They only work with cases that involve biological evidence from the scene of a crime.

THE EXONERATION INITIATIVE 

223 Broadway, Suite 2370, New York, NY 10279
Telephone: 212.965.9375 ☺
exonerationinitiative.org

The Exoneration Initiative (EXI) provides free legal assistance to wrongfully convicted people in New York. EXI focuses on the most difficult cases, namely those without DNA evidence. EXI receives inquiries from incarcerated people, their families, and attorneys. When reviewing cases they focus on forms of weak evidence that have recently proven unreliable such as mistaken eyewitnesses, false confessions, police misconduct, and perjury. Participants or their family members can contact EXI by writing a letter directly.

GOOD CALL 

<https://goodcall.nyc>
Telephone: 833.346.6322 (833.3.GOODCALL)

Good Call is a hotline and emergency contact directory designed to assist people in the Bronx, 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 Good Call 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. Visit the website to register contact information

for yourself or your loved ones, or call 833.3.GOODCALL after an arrest in the Bronx. The service is free and confidential.

Legal Information

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 pages 15-16.

NEIGHBORHOOD DEFENDER SERVICE OF HARLEM

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

Telephone: 212.876.5500 ☎

www.ndsny.org

A nonprofit community-based law office that 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, Youth Law, and DefensaNDS. Walk-ins welcome on Wednesdays 9–5.

NEW YORK CITY PUBLIC ADVOCATE

www.pubadvocate.nyc.gov

The website of the New York City Public Advocate Letitia James offers a wealth of useful information, including information on housing, education, government transparency, and business assistance, as well as consumer advice.

INTERNAL REVENUE SERVICE (IRS)

www.irs.gov

Telephone: 800.829.1040

Internal Revenue Service (IRS) provides information on various tax topics such as alternative filing methods, exemptions, itemized deductions, child and dependent care credit, and whether or not one should itemize. Call Mon.–Fri. 7–7.

Name Changes

Those who live in New York City 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 at www.nycourts.gov/courts/nyc/civil/namechanges.shtml, 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.

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

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

Telephone: 212.459.4873

le-gal.org

The LGBT Bar Association Foundation of Greater New York offers several pro bono legal clinics devoted to serving the LGBTQ community. The 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.

Registering to Vote

In New York State, individuals may vote while incarcerated unless the person:

- is now serving time for a felony conviction
- is now on parole for a felony conviction
- is now under 18 years old or not a US citizen

The right to vote will be returned automatically to an individual when that person finishes his or her maximum prison sentence or is discharged from parole. Individuals do not have to provide any documentation about their criminal record in order to register and vote.

Individuals must re-register to vote. Voter registration forms are available in English, Chinese, Spanish, and Korean. Registration offices are located in all five boroughs. Many public library branches also carry voter registration forms before election time.

In New York State individuals may vote if they are:

- awaiting trial and not yet convicted, and do not fall into the above categories
- serving time for a misdemeanor
- on probation

Those who are currently on parole can still vote if they have a **Certificate of Relief from Disabilities or a Certificate of Good Conduct** that restores their voting rights. See pages 280–282 for more information.

Call **866.868.3692 (TTY 212.487.5496)** to request a voter registration form or an absentee ballot, or check **www.vote.nyc.ny.us** on information about registering to vote in New York City.

Documents

To obtain a birth certificate, a person born in the five boroughs of New York City can call the Department of Health, Office of Vital Records, at **311**, or visit **www.nyc.gov/vitalrecords**.

Walk-ins welcome from 9–3:30 Mon.–Fri. at **125 Worth Street, New York, NY 10013**. A birth certificate can be ordered online or in person.

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 here: **www.cdc.gov/nchs/w2w.htm**.

New York City residents are now able to sign up for **IDNYC**—a city-issued identification card that is available to all city residents age 14 and older. Immigration status and conviction history do not matter. Applications are available at **www.nyc.gov/idnyc** in more than 25 languages. An appointment is required, and can be scheduled online. Applications must be printed and brought to the IDNYC appointment. To learn more about the ID, and about the accepted forms of identity and residency documentation, visit the website or call **311**.

PUERTO RICO VITAL RECORDS

For information on vital records for Puerto Rico, access the following site: **www.cdc.gov/nchs/w2w/puerto_rico.htm**, or write to

Department of Health, Demographic Registry, P.O. Box 11854,
Fernandez Juncos Station, San Juan, PR 00910.

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES

(ES)

224-260 South Pearl Street, Albany, NY 12202

Telephone: 212.645.5550

www.dmv.ny.gov/driver-license/get-driver-license

Call for information on how to obtain a New York State 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 to the Department of Motor Vehicles 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.

NEW YORK CITY MARRIAGE LICENSE

Call 311 for information on obtaining a marriage license, Mon.–Fri. 8:30–3:45 or, visit the website: www.cityclerk.nyc.gov/html/marriage/license.shtml. City clerk offices are located in all five boroughs.

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NEW YORK CITY CENTRAL BOOKING

For **information about a friend or relative who has been arrested**, call 311. The City provides information about people who were arrested in the last 24–48 hours and who have not yet seen a judge.

NEW YORK CITY DEPARTMENT OF CORRECTIONS

(ES)

For information about people in jail held by the New York City Department of Corrections, visit their website at: www.nyc.gov/doc, or call 311 24 hours a day. 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.

NEW YORK STATE DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION

For a list of New York State correctional facilities, their addresses and phone numbers, information to locate someone who is in prison, and research documents, call 518.457.8126, or visit the New York State Department of Corrections and Community Supervision website at: www.doccs.ny.gov. Click on Inmate Lookup to locate a loved one held in a state facility.

FEDERAL BUREAU OF PRISONS

For a comprehensive listing of federal detention centers throughout the United States, along with information about an incarcerated person, visit the Federal Bureau of Prisons website at: www.bop.gov/locations or call 202.307.3198 with questions or to locate a loved one.

Discrimination & Complaints

An individual who is formerly incarcerated has the right to work. For information on avoiding discrimination while looking for work, see page 286–289 in *The Job Search*. For legal issues affecting immigrants, please see *Immigrants* on page 137. For legal issues affecting veterans, please see *Veterans* on page 152.

NEW YORK CITY COMMISSION ON HUMAN RIGHTS

(ES)

www.nyc.gov/humanrights
Telephone: 718.722.3131

Those who feel that they, as individuals, have been discriminated against in employment or housing based on race, age, gender, gender identity, sexual orientation, ancestry, national origin, citizenship status, pregnancy, childbirth and related medical conditions, or disability, call the above number or **311** to make a complaint. For in-person or burrough specific inquiries please see listings below.

CCHR Community Service Centers

Manhattan:

22 Reade Street, 1st Floor, New York, NY 10007
Telephone: 212.306.7450

Brooklyn:

25 Chapel Street, Suite 1001, Brooklyn, NY 11201
Telephone: 718.722.3130

Bronx:

1932 Arthur Avenue, Room 203A, Bronx, NY 10457
Telephone: 718.579.6900

Queens:

153-01 Jamaica Avenue, Room 203, Jamaica, NY 11432
Telephone: 718.657.2465

Staten Island:

130 60 Bay Street, 7th Floor, Staten Island, NY 10301
Telephone: 718.390.8506

CIVILIAN COMPLAINT REVIEW BOARD

100 Church Street, New York, NY 10007
Telephone: 800.341.2272, or call 311
www.nyc.gov/html/ccrb

For complaints against New York City police officers in cases of brutality, threats, stolen property, contact the Civilian Complaint Review Board any time, day or night. Walk in Mon.–Fri. 8–5.

Public Access Law Libraries

Please be aware that law librarians cannot give legal advice, interpret legal material, or recommend language for use on legal documents.

Manhattan:

New York County Courts Public Access Law Library
80 Centre Street, Room 468, New York, NY 10013
Telephone: 646.386.3715
Mon.–Fri. 9:30–4:30
Call ahead.

Bronx:

Bronx Supreme Court Law Library
851 Grand Concourse, Room 817, Bronx, NY 10451
Telephone: 718.618.3710
Mon.–Fri. 9:30–1

Brooklyn:

Kings County Supreme Court Law Library
360 Adams Street, Room 349, Brooklyn, NY 11201
Telephone: 347.296.1144
Mon.–Fri. 9–4:45
No wheelchair access. Call ahead to arrange accommodations.

Queens:

Law Library of Queens County, Queens County General Courthouse
88-11 Sutphin Blvd., Jamaica, NY 11435
Telephone: 718.298.1206
Mon.–Fri. 9–4:30

Staten Island:

25 Hyatt Street, Room 515, Staten Island, NY 10301
Telephone: 718.675.8711
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 bail 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 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 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 secure release; 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?

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 Department of Corrections 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, and is at the discretion of a judge. At DOC facilities, cash is accepted (with exact change) as are money orders

and credit/debit cards. Using credit/debit cards incurs an 8% surcharge.

What if the defendant misses a court appearance?

If a defendant misses a court appearance, the judge may issue a court order for DOF to keep the cash bail, called a "forfeit order." You should receive a letter notifying you that your cash bail has been forfeited by the court. You should contact the court that ordered the forfeiture or the District Attorney's Office within 45 days of the date of the letter to learn the reason for the forfeiture. There is a procedure called "remission of forfeiture" which allows you to apply for the cash bail to be returned once it has been forfeited. You may want to hire a lawyer to help you with this, but you can also do it on your own. You must apply for this remission within one year of the date that the court ordered the bail forfeited.

What is a commercial bail bond?

Commercial bail bondsmen charge a fee and require collateral from a defendant's friends and family to write a bond and post that bond with the court to secure a defendant's release 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 was taken 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-faqs/> for a user guide.

BROOKLYN COMMUNITY BAIL FUND 

195 Montague Street, 14th Floor, Brooklyn, NY 11201
Telephone: 347.391.6299 ☎
brooklynbailfund.org

Brooklyn Community Bail Fund 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 or less for misdemeanor defendants. The fund 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.

BRONX FREEDOM FUND 

360 East 161st Street, Bronx, NY 10451
www.thebronxfreedomfund.org

Bronx Freedom Fund is a nonprofit in the South Bronx with an ongoing fund to keep people in their communities while awaiting trial. Bronx Freedom Fund pays bail for those who are accused of misdemeanors, with bail set at \$2,000 or under. Referrals are made by public defenders.

LEGAL SERVICES

WASHINGTON SQUARE LEGAL SERVICES BAIL FUND 

134 New York University School of Law, Furman Hall, 245 Sullivan Street, 5th Floor, New York, NY 10012
Telephone: 503.341.5570 / 870.718.7939 ☎
<http://wslbf.org>

Washington Square Legal Services Bail Fund is a charitable bail fund affiliated with New York University School of Law. The fund posts bail on behalf of criminal defendants who have been charged with misdemeanors. WSLS does not represent defendants in any legal capacity. Rather, it is referred clients by various public defender organizations throughout the city.

Immigrants

PEACE REQUIRES EVERYONE TO BE IN THE CIRCLE.

– ISABEL ALLENDE

KHALIL CUMBERBATCH



I know now that reentry actually starts from the time you enter prison, not from the time you leave. That if you're waiting until the moment you leave prison to think thoughtfully and intricately about your re-entry, you're already behind. The resources available in *Connections* gave me advance knowledge of places like The Fortune Society, and others, available to support and guide me during the most pivotal points of my reentry.

I knew what some of the goals of my reentry were going to be, but I didn't always know exactly how to get there, what steps to take, what barriers to anticipate, or where to turn to ask questions. For example, I knew I wanted to continue my college education shortly after my release, but I didn't know what schools would accept me, how financial aid operated, or what fees were associated with applying. But I didn't let that deter my dream, instead I sought out resources to counsel me through the process.

And I did it. I got out in February, and I was enrolled in classes by November. When I said that I wanted to finish my undergraduate study in two years, I felt more confident that my goal could be

achieved once I had all this additional support and mentorship behind me. Then when I said I wanted to complete a master's degree in five years, I turned to the same support systems for help once again and felt assured I could overcome any obstacle in my path. And I did it, I now have my Masters of Social Work degree.

But before I could walk the stage to collect my degree, another unanticipated obstacle protruded into my path: Immigration and Customs Enforcement (ICE). While I had known there may be immigration consequences associated with my conviction, I was inadequately prepared for it to happen. This wasn't on my radar as part of my reentry plan. So once again, I was looking for a resource that could answer the many questions swirling in my head and navigate this unfamiliar process with me. I had never heard of Immigrant Defense Project, a non-profit that assists people facing immigration consequences as a result of justice involvement. I never talked to anyone about what a plan would look like in case ICE came to detain me. If you are not a U.S. citizen and you have a criminal conviction, please use *Connections* to locate a resource that can assist you with your planning pre-release. It's important for you to start the planning process right now while serving your sentence and gather information to fully understand your rights.

For example, when Immigration Customs Enforcement came to my home and said that they were there to conduct an investigation, had I known what rights I had in this situation, I could have asked some questions, such as: "Can I see the warrant?" or, "Can I see what paperwork you have. Is it signed by a judge?" This would have helped me to ascertain whether or not they legally can enter my home and detain me. In my case, they were not legally allowed to enter my residence, but I was unaware of that at the time and therefore let them in.

—Moreover, I cannot stress enough, how important it is to network and build a support system while serving your sentence so upon release you can leverage that network to aid in your reentry. Reentry is so tough. I know it's tough, and I know it's time-consuming, exhausting, and at times discouraging. It's easy to get swept up into the unexpected "priorities" that pop up after you're released, but you can't lose sight of the long-term reentry goals you set for yourself.

You have to prioritize yourself and your reentry even though at times that may be extremely difficult. Despite all of the challenges you may face, don't ever forget that a successful, fulfilling, and happy life is waiting for you on the other side. You just have to go and claim it.

Immigration

Immigration laws and policies change frequently. It is important to stay up to date with these changes and to understand your rights. Always 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

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 with the agency's internal affairs division or civilian complaint board. In most cases, you can file a complaint anonymously if you wish.

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: 1-800-566-7636**

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: <https://locator.ice.gov/odls/homePage.do>.

CATHOLIC CHARITIES—IMMIGRANT AND REFUGEE SERVICES

80 Maiden Lane, 13th Floor, New York, NY 10038
Telephone: 212.419.3700 / Immigration Hotline: 800.566.7636
<http://catholiccharitiesny.org>

The Archdiocese of New York Immigration and Refugee Services offers information and referrals as well as direct service for immigration-related problems. Also provides services of accredited representatives who can appear before an immigration court on behalf of clients. Minimal fees are charged, but services are not withheld due to inability to pay. Call to schedule an appointment.

NYCITIZENSHIP AT NEW YORK CITY PUBLIC LIBRARIES



NYCitizenship Hotline: 212.514.4277
www.nyc.gov/nycitizenship

NYCitizenship provides free legal help with citizenship applications at select public library branches across New York City. As part of NYCitizenship, individuals can meet one-on-one with a free, trusted lawyer, apply for citizenship, find out if one can apply for free, and get free, confidential, financial counseling. Call for an appointment at a nearby location.

LEGAL AID SOCIETY

199 Water Street, Suite 400, New York, NY 10038
Telephone: 212.577.3300
www.legal-aid.org

The Legal Aid Society offers free legal counsel and advice to New York City immigrants who cannot afford a private lawyer.

See page 120 for more information about the Legal Aid Society.

NEW YORK IMMIGRANT FAMILY UNITY PROJECT 

360 East 161st Street , Bronx, NY 10451

Telephone: 718.838.7878

www.bronxdefenders.org/programs/new-york-immigrant-family-unity-project

The New York Immigrant Family Unity Project (NYIFUP) provides free high-quality legal representation to every indigent immigrant facing deportation in the City of New York, as well as to detained New Yorkers facing deportation in New Jersey immigration courts. NYIFUP aims to support New York's vibrant immigrant community by reducing the unnecessary detainment and unjust deportation of individuals who have strong ties to their communities.

BRONXWORKS, INC. 

2070 Grand Concourse, Bronx, NY 10457

Telephone: 718.731.3114

www.bronxworks.org

The BronxWorks immigration services office has an attorney and immigration specialists dedicated to providing foreign-born people with legal advice and application assistance. BronxWorks offers immigrants 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, assistance with processing deferred action for childhood arrivals (DACA) applications, legal representation before US 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.

EMERALD ISLE IMMIGRATION CENTER 

www.eiic.org

59-26 Woodside Avenue, Woodside, NY 11377

Telephone: 718.478.5502 ☺

4275 Katonah Avenue, Bronx, NY 10470

Telephone: 718.324.3039 ☺

Emerald Isle Immigration Center (EIIC) provides essential information on the procedures for most immigration matters such as reentry permits, lost or replacement Green Cards, family immigration visas, and more. EIIC also offers a citizenship program, by appointment, where you can obtain assistance with the application forms, as well as get the necessary photographs. EIIC's mental health program includes individual counseling and referrals for depression, relationship issues, and all forms of substance abuse. EIIC can also provide assistance with a range of questions to anyone who is 60 or older. Call for more information about therapy available in the Bronx office with a licensed clinical social worker.

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

280 Wyckoff Avenue, Brooklyn, NY 11237

Telephone: 718.381.3222 ☺

www.obtjobs.org/programs/immigrant-services

The Office of New Americans at Opportunities for a Better Tomorrow (OBT) provides free services for the immigrant community of Bushwick and the surrounding area. By collaborating with reputable pro-bono immigration lawyers, OBT assists in filing the following applications: naturalization, renewal of Green Card, and certificate of citizenship. In addition, OBT also provides preparation classes for citizenship exams, English classes for speakers of other languages, computer classes, and entrepreneurship training. Must call to make an appointment, no walk-ins accepted.

CAMBA—IMMIGRATION LEGAL SERVICES

931 Flatbush Avenue, Brooklyn, NY 11226

Telephone: 718.940.6311
www.camba.org/programs/legalservices/immigrationlegalservices

CAMBA provides legal advice, application assistance, and representation to individuals and families in need of the following immigration services: citizenship and naturalization, deferred action of childhood arrivals (DACA), temporary protected status (TPS), family-based petitions, VAWA self petitions, visas for victims of domestic violence, asylum application, and other immigration matters. Eligible to Brooklyn residents who meet income guidelines.

MERCY CENTER

www.mercycenterbronx.org/#!immigrant-services/c71s

377 East 145th Street, Bronx, NY 10454
Telephone: 718.993.2789 ☎

332 East 149th Street, 8th Floor, Bronx, NY 10451
Telephone: 718.942.9815 ☎

Mercy Center offers free assistance with naturalization applications for legal permanent residents and deferred action for childhood arrivals (DACA) renewals. Legal assistance is offered for immigration and documentation.

CITY UNIVERSITY OF NEW YORK (CUNY)— CITIZENSHIP NOW!

Telephone: 646.344.7245
www1.cuny.edu/sites/citizenship-now

Located on City University of New York (CUNY) campuses and New York City council offices in all five boroughs, CUNY Citizenship Now! provides free, confidential immigration law services to individuals and families on their path to U.S. citizenship. Citizenship Now!'s 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. Please call for an appointment.

NORTHERN MANHATTAN COALITION FOR IMMIGRANT RIGHTS

5030 Broadway, Suite 639, New York, NY 10034
Telephone: 212.781.0355
www.nmcir.org

Northern Manhattan Coalition for Immigrant Rights (NMCIR) provides a vast array of family-based 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. NMCIR education programs see participants through the entire process of naturalization. Courses for the citizenship exam and English as a second language are offered.

NEW YORK JUSTICE FOR OUR NEIGHBORS

www.nyac-jfon.org

Chinese United Methodist Church
69 Madison Street, New York, NY 10002
Telephone: 212.267.6464

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

Hicksville United Methodist Church (Long Island)
130 West Old Country Road, Hicksville, NY 11801
Telephone: 516.931.2626

New York Justice for Our Neighbors is a national network of church-based, volunteer-supported immigration law clinics that provide free legal advice and representation to vulnerable and low-income immigrants, on all immigrant law issues. To schedule an appointment with an immigration attorney, please call the nearest clinic.

CHINESE-AMERICAN PLANNING COUNCIL

165 Eldridge Street, 2nd Floor, New York, NY 10012
Telephone: 212.941.0041
www.cpc-nyc.org/programs

The Chinese-American Planning Council (CPC) 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. CPC provides free ESL classes, job training, programs for children and youth, childcare, programs for seniors, and more.

IMMIGRATION EQUALITY

40 Exchange Place, #1300, New York, NY 10005
Telephone: 212.714.2904 ☎
www.immigrationequality.org

146 Immigration Equality provides advice and legal services to thousands of LGBTQ and HIV-positive immigrants seeking refuge, fair treatment, and freedom in the United States, including asylum seekers fleeing the more than 80 countries where it is fundamentally unsafe to be LGBTQ. The organization also provides legal services to LGBTQ binational couples and families separated by oceans, detainees trapped in immigration facilities, and undocumented LGBTQ and HIV-positive immigrants living in the United States.

SAFE PASSAGE PROJECT

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

www.safepassageproject.org

The Safe Passage Project addresses the legal needs of indigent immigrant youth living in New York City, and trains volunteer attorneys to provide representation for unaccompanied minors in immigration court. Safe Passage provides 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 New York City 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. 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.

MAKE THE ROAD NEW YORK

www.maketheroadny.org

301 Grove Street, Brooklyn, NY 11237
Telephone: 718.418.7690

92-10 Roosevelt Avenue, Jackson Heights, NY 11372
Telephone: 718.565.8500

161 Port Richmond Avenue, Staten Island, NY 10302
Telephone: 718.727.1222

1090 Suffolk Avenue, Brentwood, Long Island, NY 11717
Telephone: 631.231.2220

Make the Road New York works to empower Latino and working-class communities to achieve dignity and justice through organizing,

policy innovation, education, and survival services. Provides help with health care and insurance, benefits applications, legal services, landlord and tenant issues, support and activities for LGBTQ youth, adult literacy, employment assistance, and workers' rights.

QUEENS LIBRARY—NEW AMERICANS PROGRAM (NAP) ES

89-11 Merrick Blvd., Jamaica, NY 11432

Telephone: 718.990.0894

www.queenslibrary.org/newamericans

www.queenslibrary.org/esol

The Queens Library New Americans Program offers free workshops in the most widely spoken immigrant languages of Queens. Topics include: new immigrants' acculturation, 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. The program provides ESOL classes at beginning and intermediate levels as well as English conversation groups. Advanced classes are also offered. 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.

BROOKLYN PUBLIC LIBRARY—IMMIGRANT SERVICES ES

10 Grand Army Plaza, Brooklyn, NY 11238

Telephone: 718.230.2042

www.bklynlibrary.org/learn/immigrants

BPL offers programs for immigrants in multiple languages including: English conversation groups, family cultural events and adult literacy courses. Language Line is free language interpretation via telephone and is available in over 170 languages in all 60 Brooklyn libraries and telephone reference lines.

Free Citizenship classes meet four hours per week and are taught by experienced instructors. Weekly drop-in Citizenship Study Groups are led by a volunteer Citizenship Exam coach to improve English conversation skills, prepare for the interview, and review civics test topics.

Legal help, provided by Immigrant Justice Corps (IJC), offers full screenings to determine eligibility for immigration benefits, Green Card applications and renewals, TPS, naturalization, work permits, and referrals to trusted immigration specialists. NYCitizenship provides legal help with the citizenship application. Individual consultation is available. Services are available in English, Spanish, Kreyòl, Chinese and Russian.

IMMIGRANT DEFENSE PROJECT ES

40 West 39th Street, Fifth Floor, New York, NY 10018

Telephone: 212.725.6422

www.immigrantdefenseproject.org

Immigrant Defense Project 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.

Veterans

SING OF MY DEEDS

TELL OF MY COMBATS

HOW I FOUGHT THE TREACHEROUS DEMONS

FORGIVE MY FAILINGS

AND BESTOW ON ME PEACE

— PHOOLAN DEVI

DEPARTMENT OF VETERANS AFFAIRS (VA)

VA Regional Benefits Office

245 West Houston Street, New York, NY 10014

Telephone: 800.827.1000 / TTY: 800.829.4833

www.va.gov

Walk in or call Mon.–Fri. 8:30–4 for information on veterans' benefits.

Areas covered include education, disabilities, and housing loans.

Information, forms, and instructions for applying for veterans' benefits can be found on the department's website. French also spoken.

James J. Peters VA Medical Center

130 West Kingsbridge Road, Bronx, NY 10468

Telephone: 718.584.9000

VA Nurses HelpLine: 800.877.6976 (24 hours)

www.bronx.va.gov

The VA Medical Center in the Bronx is the oldest VA facility in New York City. Comprehensive health care is provided 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.

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 in order to help them make a satisfying postwar readjustment to civilian life. Provides counseling for combat-related 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.

Manhattan: 32 Broadway, Suite 200, New York, NY 10004
Telephone: 212.742.9591

Harlem: 2279 3rd Avenue, 2nd Floor, New York, NY 10035
Telephone: 212.426.2200

Bronx: 2471 Morris Avenue, Suite 1A, Bronx, NY 10468
Telephone: 718.367.3500

Brooklyn: 25 Chapel Street, Suite 604, Brooklyn, NY 11201
Telephone: 718.624.2765

Queens: 75-10B 91st Avenue, Woodhaven, NY 11421
Telephone: 718.296.2871

Staten Island: 60 Bay Street, 1st Floor, Staten Island, NY 10301
Telephone: 718.816.4499

NEW YORK STATE DIVISION OF VETERANS' AFFAIRS

www.veterans.ny.gov

State veteran counselors assist 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.

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

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BLACK VETERANS FOR SOCIAL JUSTICE, INC.



665 Willoughby Avenue, Brooklyn, NY 11206
Telephone: 718.852.6004 ☎
www.bvsj.org

Black Veterans for Social Justice 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).

SERVICES FOR THE UNDERSERVED

463 7th Avenue, 17th Floor, New York, NY 10018
Telephone: 212.633.6900
www.sus.org/our-services/veterans

Services for the UnderServed (SUS) offers high-quality, efficient, and rapid referrals to assist with reintegration, including supportive services for veteran families, education and employment services, and suicide prevention services. Operation Constant Courage is a veteran-empowered community-based program providing suicide prevention services and crisis response to veterans. For suicide prevention support, please call toll free **844.787.6722**.

IRAQ AND AFGHANISTAN VETERANS OF AMERICA (IAVA)

119 West 40th Street, 19th Floor, New York, NY 10018
Telephone: 212.982.9699
www.ava.org

The mission of Iraq and Afghanistan Veterans of America (IAVA) is to improve the lives of Iraq and Afghanistan veterans and their families. IAVA provides a rapid-response referral program. Types of referrals provided include disability claims, education benefits, for-profit school counseling, mental health, financial assistance, legal services, employment, housing services, and public benefits.

PARALYZED VETERANS OF AMERICA (PVA)

www.pva.org

Bronx National Service Office—James J. Peters VAMC
130 West Kingsbridge Road, Room 1D-52A, Bronx, NY 10468
Telephone: 718.584.9000 x6272

Manhattan Service Office
245 West Houston Street, Room 212A, New York, NY 10014

Telephone: 212.807.3114

Paralyzed Veterans of America (PVA) staff are experts on a wide variety of issues involving the special needs of veterans who have experienced spinal cord injury or dysfunction. PVA advocates for the veteran community on quality health care, research and education, benefits, civil rights, and opportunities that maximize the independence of its members. Unique programs include adaptive sports and vocational rehabilitation to help veterans get back to work and back into life.

WORKFORCE 1 (WF1)—VETERANS CAREER CENTERS

Telephone: 212.684.4901

<http://www1.nyc.gov/site/sbs/careers/veteran-services.page>

Veterans Career Centers offer intensive career services and job placement opportunities to veterans and their spouses. Workforce 1 (WF1) works with employers who are committed to hiring veterans. Clients can meet with a Veteran Specialist for one-on-one advisement sessions. There are over 20 Veteran Career Centers located throughout NYC. Specifics location can found online at: maps.nyc.gov/sbs.

THE STEVEN A. COHEN MILITARY FAMILY CLINIC AT NYU LANGONE MEDICAL CENTER

1 Park Avenue, 8th Floor, New York, NY 10016**Telephone: 855.698.4677 ☎**

www.nyulangone.org/locations/military-family-clinic

The Steven A. Cohen Military Family Clinic at NYU Langone Medical Center provides free compassionate therapy for service members and their families who are experiencing the lasting effects of all phases of military service and other life stresses, including relationship difficulties, school problems, unemployment, and relocation issues. By appointment only. Please call to schedule.

THE CITY UNIVERSITY OF NEW YORK (CUNY) OFFICE OF VETERANS AFFAIRS

CUNY Office of Veterans Affairs

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

Telephone: 646.664.8835

www2.cuny.edu/about/university-resources/veterans-affairs

The City University of New York (CUNY) welcomes and supports veterans and reservists on its campuses and recognizes the contribution that they make as citizens and students. The CUNY Office for Veterans Affairs offers information about benefits, entitlements, counseling, and advocacy resources, which will assist veterans in pursuing their academic and civilian careers. The CUNY Office of Veterans Affairs team can be reached by phone or by mail to answer questions on campus resources, Veterans Affairs representatives on each campus, college credits for military service, educational assistance benefits, and accommodations for service-connected disabilities.

People with Disabilities

IN THE CASE OF HUMANITY THE WHOLE IS MUCH
GREATER THAN ITS PARTS BECAUSE THE WHOLE
INCLUDES THE BODY, WHICH IS MEASURABLE AND
CONFINABLE AND ALSO THE IDEAS, WHICH CANNOT
BE MEASURED AND WHICH CANNOT BE CONFINED.

— HUEY P. NEWTON

If you need to communicate with a person who is deaf, hearing impaired, or speech impaired, call the New York Relay Center at **711**. This is not a counseling service, and offers interpreting only. For more information: www.nyrelay.com.

NEW YORK CITY 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

The Mayor's Office for People with Disabilities offers information and referrals in the areas of housing, transportation, discrimination, education, health, social security, and services to the homebound. Other languages also spoken.

NEW YORK STATE 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.nysesd.gov/vr

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Formerly known as VESID, the Adult Career and Continuing Education Services—Vocational Rehabilitation (ACCES-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

NEW YORK STATE INDEPENDENT LIVING CENTERS (ILCs)

ILCs are 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 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
www.cidny.org

Center for Independence of the Disabled NY—Queens
80-02 Kew Gardens Road, Suite 107, Kew Gardens, NY 11415
Telephone: 646.442.1520 / TTY: 718.886.0427
Videophone: 866.948.1064
www.cidny.org

Harlem Independent Living Center

289 St. Nicholas Avenue, #21, New York, NY 10027
Telephone: 212.222.7122 / TTY: 212.222.7197
Videophone: 646.755.3092
www.nycservice.org/organizations/188

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

INSTITUTE FOR CAREER DEVELOPMENT (ICD)

123 William Street, 5th Floor, New York, NY 10038
Telephone: 212.585.6009 / TTY: 212.585.6000
www.icdnyc.org

The Institute for Career Development (ICD) 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. ICD guides participants through the process of assessing their career interests, developing an individualized career plan, finding a job-training program that is right for them, preparing for, entering, and keeping good jobs. ICD's dedicated team of teachers and counselors provide support every step of the way, including one-on-one and group counseling, job-placement assistance, and job-retention supports. ICD specializes in serving people with barriers to employment. All of ICD's job-training programs are licensed by the New York State Education Department.

FEDCAP

Headquarters:
633 3rd Avenue, New York, NY 10017
Telephone: 212.727.4200 / TTY: 212.727.4384
www.fedcap.org

FEDCAP Vocational Rehabilitation:

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

Fedcap offers comprehensive vocational rehabilitation for people with disabilities. Must be 18 or older and be referred by ACCES-VR, the Commission for the Blind and Physically Handicapped, or the Department of Veterans Affairs. Fedcap has a broad range of services aimed at creating opportunities for people with barriers in order to move toward economic independence.

NEW YORK STATE COMMISSION FOR THE BLIND 

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

New York State 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, Harlem (also serves the Bronx)
163 West 125th Street, Room 209, New York, NY 10027
Telephone: 212.961.4440

New York State Commission for the Blind 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.

LIGHTHOUSE GUILD VISION PLUS HEALTH 

250 West 64th Street, New York, NY 10023
Telephone: 800.284.4422 / TTY 711
www.lighthouseguild.org

Lighthouse Guild is a nonprofit organization dedicated to helping people with vision loss develop the special skills and techniques necessary to live more independent lives. Lighthouse 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. Lighthouse provides access to a health center for diabetes related services. Russian and Chinese also spoken.

CENTER FOR HEARING AND COMMUNICATION

50 Broadway, 6th Floor, New York, NY 10004
Telephone: 917.305.7700 / TTY: 917.305.7999
www.chcheating.org

The Center for Hearing and Communication 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. Appointments can be made by phone or online.

HEARING LOSS ASSOCIATION OF AMERICA

HLAA New York City Chapter
P.O. Box 602, Radio City Station, New York, NY 10101
Telephone: 212.769.4327
www.hearinglossnyc.org

The New York City chapter of the Hearing Loss Association of America meets eight times a year (every month except January, June, July, and August) on Tuesday evenings. All meetings are at 40 East 35th Street, the Community Room of the Universalist Church, unless otherwise specified. See website for details.

JOB PATH, INC. 

256 West 38th Street, 2nd Floor, New York, NY 10018
Telephone: 212.944.0564 ☺
www.jobpathnyc.org

Job Path 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.

THE NEW YORK PUBLIC LIBRARY— SERVICES FOR PEOPLE WITH DISABILITIES

www.nypl.org/locations/map

The New York Public Library 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.

Library sites 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.

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NEW YORK PUBLIC LIBRARY—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

The Andrew Heiskell Braille and Talking Book Library 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. The library provides access to assistive tech-

nology, including magnifiers and text-to-speech software, and offers one-on-one technology training.

Call the number above, email talkingbooks@nypl.org, or go to nypl.org/printdisabilities for more information.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA)— REDUCED FARE METROCARD PROGRAM

3 Stone Street, New York, NY 10004
Telephone: 718.330.1234
web.mta.info/nyct/fare/rfapply.htm

The MTA offers fare discounts for seniors and people with disabilities, which are available with the Reduced-Fare MetroCard. Visit the website to download an application. For help completing the application, call Customer Information at **511**, which is a voice-recognition system, and say “MTA,” then say “Subway and Buses” and follow the prompts. The deaf or hard of hearing can use their preferred relay service provider or the free **711** relay.

For a list of **accessible subway and rail stations** for customers who have ambulatory disabilities, who are accompanied by a service animal, or who use wheelchairs, visit web.mta.info/accessibility/stations.htm or call **511 (TTY: 711)**.

Access-A-Ride provides transportation for people who are unable to use public bus or subway service for some or all of their trips. An application is available online at web.mta.info/nyct/paratran/access_application.pdf, or to request that one be mailed, call **511 (TTY: 711)**. Call **877.337.2017** to arrange a pickup.

NEW YORK CITY 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

Call for information on obtaining a special parking permit for physically disabled residents. Apply online for both New York State and New York City permits.

NEW YORK CITY TAXI AND LIMOUSINE COMMISSION— WHEELCHAIR-ACCESSIBLE TAXI SERVICE

www.accessibledispatch.com
Telephone: 646.599.9999 (dispatch)

The New York City Taxi and Limousine Commission provides wheelchair-accessible yellow taxi dispatching services. Wheelchair-accessible yellow taxis will respond to trips originating in Manhattan and ending anywhere in the five boroughs, Westchester and Nassau counties, and the three regional airports. There are no extra costs to passengers. To book a taxi, call **311** or call the dispatch directly. Users may also book online at the address above.

NEW YORK STATE OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

www.opwdd.ny.gov

The Office for People with Developmental Disabilities (OPWDD) certifies and regulates more than 700 nonprofit providers who deliver direct care to individuals with developmental disabilities. These providers offer a wide variety of services and supports, which visitors can review in OPWDD's online provider directory at www.providerdirectory.opwdd.ny.gov. For information on referral services, please call the OPWDD at one of the local Developmental Disabilities Regional Offices below:

Queens: 718.217.5890
Brooklyn: 718.642.6000
Manhattan: 646.766.3222
Bronx: 718.430.0885
Staten Island: 718.983.5233

Women



Artwork by L. Clark

WOMEN'S PRISON ASSOCIATION (WPA)

ES

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

The Women's Prison Association (WPA) works with women who are involved or at risk of involvement with the criminal justice system. WPA helps women living in the community avoid arrest or incarceration by making positive changes in their lives. Inside prison and jail, the WPA is a resource for women as they plan for release. After incarceration, women come to the WPA for help building the lives they want for themselves and their families. The WPA partners with women to find safe and affordable housing, prepare for job interviews and obtain employment, reunify with their children, comply with criminal justice mandates, access addiction, health, and mental health services, and gain peer support. Women and their allies seeking partnership should ask for the Community Linkage Unit when they call, email, or walk in. Open 24 hours a day.

CENTER FOR COMMUNITY ALTERNATIVES

25 Chapel Street, 7th Floor, Room 701, Brooklyn, NY 11201**Telephone: 718.858.9658 x201****www.communityalternatives.org**

The Center for Community Alternatives (CCA) operates Crossroads, a holistic substance abuse treatment program offered as an alternative to incarceration, and CHOICES, an HIV/AIDS harm-reduction program. Services to formerly incarcerated women include job readiness and retention assistance, peer and community support, as well as advocacy to assist clients in negotiating with human-service agencies, including the child welfare system.

WOMEN IN PRISON PROJECT

The Correctional Association of New York**22 Cortland Street, 33rd floor, New York, NY 10007****Telephone: 212.254.5700****www.correctionalassociation.org**

The Women in Prison Project is the arm of the Correctional Association of New York dedicated to addressing the effects of the state's criminal justice policies on women and their families. It oversees ReConnect, a leadership-training program for women who have recently returned home from prison or jail. ReConnect participants develop leadership and problem-solving skills, identify issues that affect their lives and communities, and build their own support networks while involved in various community initiatives. The Coalition for Women Prisoners hosts bimonthly meetings that provide networking and public advocacy opportunities for formerly incarcerated women.

GREENHOPE SERVICES FOR WOMEN

418 East 119th Street, New York, NY 10035**Telephone: 212.360.4002 ☎****www.greenhope.org**

Located in East Harlem since 1975, Greenhope is committed to providing quality services to formerly incarcerated women of color, addressing the problems that lead to a life of drugs and crime. Greenhope operates a Residential and Outpatient chemical dependency program for women. It is one of the few woman-centered facilities operating in New York State that serves both parolees and alternative-to-incarceration clients, along with women from the community. Greenhope operates Kandake House, a state-of-the-art green building for mothers and children (0 to 5 years) at risk of incarceration or having child removed from care. Participants work on their addiction and health challenges while forging bonds of attachment with their children. Greenhope is now affiliated with Acacia Network. Walk-ins are welcome.

STEPS TO END FAMILY VIOLENCE 

413 East 120th Street, 2nd Floor, New York, NY 10035
Telephone: 646-315-7629
www.egscf.org

The STEPS to End Family Violence Criminalized Survivors Program works specifically with 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. The organization offers individual and group counseling that is tailored to meet the specific needs of each person served. Offices are located at the Rose M. Singer Center at Rikers Island and in East Harlem.

WOMEN IN NEED, INC. 

115 West 31st Street, 7th Floor, New York, NY 10001
Telephone: 212.695.4758
www.winnyc.org

Women in Need provides shelter for women with children in the Bronx, Manhattan, and Brooklyn. The goal of Women in Need is to help clients overcome the major obstacles—lack of affordable housing, domestic violence, family problems, eviction, mental illness, drug and alcohol abuse, low self-esteem—that threaten to destroy their lives and the lives of their children. Provides job-readiness training, survival skills, HSE and ESOL classes, as well as computer training. All placements into family shelters are made through the Department of Homeless Services (DHS), and referrals are required. No walk-ins accepted. Emergency information line at 800.994.6494.

WOMEN AND WORK PROGRAM

Queens College—Women and Work
65-30 Kissena Blvd., Flushing, NY 11367
Telephone: 718.997.4886
www.qc.cuny.edu/community/womenwork

Women and Work Program offers a 14-week program helping women enter or reenter the workplace with the technological and social skills needed to remain employed. Microsoft Office instruction, plus 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.

NONTRADITIONAL EMPLOYMENT FOR WOMEN (NEW)

Judith P. Vladeck Center for Women
243 West 20th Street, New York, NY 10011
Telephone: 212.627.6252 ☎
www.new-nyc.org

Nontraditional Employment for Women (NEW) is an employment and training program for women interested in nontraditional blue-collar and construction jobs, training, and apprenticeships. 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 10 am and Wed. at 6 pm. Must attend an Information Session to register.

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

NEW YORK CITY AMERICAN CANCER SOCIETY

Women seeking information on breast health can write to the New York City American Cancer Society, **132 West 32nd Street, New York, NY 10001** or call the hotline at **800.227.2345**. Information in many languages is available online by visiting www.cancer.org.

HOUR CHILDREN

36-11 12th Street, Lower Level, Long Island City, NY 11106
Telephone: 718.433.4724
www.hourchildren.org

Hour Children provides comprehensive services to incarcerated and formerly incarcerated women and their families. Community-based programs include: transitional and permanent supportive housing, a comprehensive employment training and placement program, case management and therapeutic services, pre- and post-release adult mentoring, mentoring for children with incarcerated parents, child care that includes a fully-licensed daycare center and an after-school program for free so that women can go to work or school, two thrift shops, and a community food pantry. In-prison programming (varies by locale) includes, transportation and visitation services, parenting education, mental health support for women, children and families, a Teen Program, advocacy, and a residential Nursery unit.

PLANNED PARENTHOOD OF NEW YORK CITY, MARGARET SANGER CENTER

26 Bleecker Street, New York, NY 10012
Telephone: 212.965.7000 ☎
www.pppnyc.org

Planned Parenthood 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.

WOMEN, INFANTS, AND CHILDREN (WIC) FOOD PROGRAM

Telephone: 800.522.5006 ☎
www.health.ny.gov/prevention/nutrition/wic

The Women, Infants, and Children (WIC) Food Program provides vouchers that can be used at neighborhood stores to buy WIC foods such as milk, cheese, juice, formula, cereal, and eggs. Eligibility criteria include being a woman who is pregnant, breast-feeding, 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 to a WIC program. Other languages also spoken.

SAFE HORIZON

2 Lafayette Street, #3, New York, NY 10007
Telephone: 212.577.7700
www.safehorizon.org

Hotlines

Domestic Violence Hotline: 800.621.4673
Rape and Sexual Assault Hotline: 212.227.3000
Crime Victims Hotline: 866.689.4357

For women who are victims of domestic violence, help can be obtained by calling Safe Horizon 24 hours a day, 7 days a week. Multiple locations across the five boroughs offer crisis counseling and information or referrals to a wide variety of resources, including Crime Victim Services and domestic violence shelters. Can provide new locks. Website includes additional relevant information and resources. Other languages also spoken.

THE BOWERY MISSION WOMEN'S CENTERS

Telephone: 212.396.9000

www.bowery.org/programs/programs-women

The Bowery Mission Women's Centers offer a 6–15 month residential recovery program for women in crisis ages 18–55, including individual and group counseling, life-skills classes, and job training in a private home. The program is available to women who have experienced substance abuse, domestic violence, sexual victimization, financial exploitation, homelessness, and other traumas. Assistance is offered for job searching, finding stable employment and housing, and opening an escrow account to save money.

SEX CRIMES REPORT LINE

Telephone: 212.267.7273 ☺

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

ST. LUKE'S-ROOSEVELT—CRIME VICTIMS TREATMENT CENTER

Telephone: 212.523.4728 ☺

www.cvtcnyc.org

126 West 60th Street, New York, NY 10023

1090 Amsterdam Avenue, Suite 8F, New York, NY 10025

The Crime Victims Treatment Center provide medical, legal, and psychological help for rape victims. Counselors are available who are sensitive to the special needs of people who have been victims of sexual abuse in prison. Also provides support groups for survivors of

sexual assault and abuse, including child abuse. Some services are also offered at Roosevelt Hospital in Midtown. By appointment only.

GIRLS' EDUCATIONAL AND MENTORING SERVICES (GEMS)

Telephone: 212.926.8089 ☺

www.gems-girls.org

Works with girls and women 12–24 years old who have experienced commercial sexual exploitation and abuse. Provides counseling, therapeutic and recreational groups, referrals to legal, educational, and other resources, transitional housing, and peer mentoring.

THE GROWING UP HEALTHY HOTLINE

Telephone: 800.522.5006 ☺

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

FAMILY JUSTICE CENTER (FJC)

<http://www1.nyc.gov/site/ocdv/programs/family-justice-centers.page>

Manhattan: 80 Centre Street, New York, NY 10013

Telephone: 212.602.2800

Brooklyn: 350 Jay Street, Brooklyn, NY 11201

Telephone: 718.250.5111

Queens: 126-02 82nd Avenue, Kew Gardens, NY 11415

Telephone: 718.575.4500

Bronx: 198 East 161st Street, Bronx, NY 10451

Telephone: 718.508.1222

Staten Island: 126 Stuyvesant Place, Staten Island, NY 10301

Telephone: 718.697.4300

The Family Justice Center (FJC) is a walk-in intake center. They provide immediate intake and assistance for victims of domestic violence, regardless of language, immigration, or economic status. Services at FJC include counseling, advocacy, meeting with a prosecutor, shelter, housing help, and legal info. Child care is provided.

Older People

ALL THAT YOU TOUCH

YOU CHANGE.

ALL THAT YOU CHANGE

CHANGES YOU.

– OCTAVIA BUTLER, PARABLE OF THE SOWER

THE NEW YORK CITY DEPARTMENT FOR THE AGING **2 Lafayette Street, New York, NY 10007****Telephone:** 311www.nyc.gov/aging

The New York City Department for the Aging provides a myriad of 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 a variety of cultural, creative, recreational, and fitness activities in addition to nutritious meals. Many community agencies provide assistance to immigrants and refugees, while other agencies serve LGBT seniors and their caregivers exclusively.

NYC DFTA Grandparent Resource Center **2 Lafayette Street, 4th Floor, New York, NY 10007****Telephone:** 311www.nyc.gov/html/dfta/html/caregiver/grandparents.shtml

Provides information and assistance to people who are raising grandchildren and other young relatives and need services to help them. 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 are held in all five boroughs.

RELEASE AGING PEOPLE IN PRISON (RAPP)**c/o The Correctional Association of New York****22 Cortlandt Street, 33rd Floor, New York, NY 10007****Telephone:** 212.254.5700 x317www.rappcampaign.com

An independent grassroots organizing and policy project, the Release Aging People in Prison/RAPP Campaign works to end mass incarceration by promoting racial justice and getting older people released from prison by establishing a parole process that is transparent, all inclusive, and fair. RAPP endeavors to ensure that all parole decisions are based on individuals' current public safety risk and demonstrated personal growth while in prison. RAPP also advocates for greater community resources for formerly incarcerated older people. RAPP works in several Aging Reentry task forces to that end, including one hosted by the New York City Council. Newly released older people play a leading role in our work, as well as receiving RAPP's support.

The campaign mobilizes currently and formerly incarcerated people, their families, and other concerned community members to educate and influence elected officials and the general public. The Campaign meets on the first Wednesday of every month at 6 pm at the above address, and all are welcome to attend. This and other events are posted on RAPPcampaign.com/events.

OSBORNE ASSOCIATION—ELDER REENTRY INITIATIVE
(ERI) **Newburgh: 388 Ann Street, Newburgh, NY 12550****Telephone:** 845.345.9845 ☎www.osborneny.org/programs-down/adopting-healthy-lifestyles/elder-reentry-initiative

The Elder Reentry Initiative (ERI) works with currently and formerly incarcerated elders as they prepare to return home, connecting them to resources that meet their unique and often unmet needs. Case managers provide individualized assessments, age-appropriate discharge, and case management services such as 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, and legal services.

To join ERI from Fishkill or Sing Sing you must be at least 55 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 55 years old at your projected release date, have been sentenced, and plan to return to NYC following release.

RESERVE

633 3rd Avenue, 6th Floor, New York, NY 10017

Telephone: 212.727.4335 ☎

www.reserveinc.org

ReServe is an innovative nonprofit that matches continuing professionals age 55 and older with nonprofit organizations, public institutions, and government agencies that need their expertise. Participants wanting to stay engaged in the workforce are placed in capacity-building and direct-service part-time positions, which draw on the professional skills they acquired during their primary careers. Through its Social Impact Initiatives, ReServe also recruits, trains, and deploys large numbers of professionals from varied professional backgrounds to deliver high-value services at public institutions, such as schools and libraries. ReServists receive a stipend; this is not a volunteer organization.

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DOROT: UNIVERSITY WITHOUT WALLS

Telephone: 212.769.2850

To registrar call: 877.819.9147

www.dorotusa.org

With Dorot's University Without Walls, older adults only need a phone or a computer to join a vibrant community of lifelong learning and peer support. Classes are available over the phone and online, enabling older adults to explore art and culture, discuss current events, share memories, practice new skills, and enhance their health and that of their loved ones from the comfort of their homes. Dorot engages professional facilitators from renowned institutions that

bring expert knowledge to small groups, giving each participant an opportunity to discover and contribute. 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.

MID-BRONX SENIOR CITIZEN COUNCIL

900 Grand Concourse, Bronx, NY 10451

Telephone: 718.293.0144

www.midbronx.org

Provides an array of services for older New Yorkers including comprehensive in-home services (home health care, personal care, and light housekeeping), Meals on Wheels, transportation, case management, case assistance, telephone reassurance, and visiting. Current programs include Project Homebound (Meals on Wheels / transportation), Concourse Plaza Senior Social Services, Concourse Plaza Wellness Program, Project Work Prepared, Comforting Care, and Adult Day Services.

CHINESE-AMERICAN PLANNING COUNCIL

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

Telephone: 212.941.0920

www.cpc-nyc.org/programs/senior-services

The Chinese-American Planning Council (CPC) has senior centers in Manhattan and Queens. They provide solace, aid, and social activities to New York's expanding population of older Chinese. The centers' nutritious family-style meals constitute a popular reason to congregate in the dining rooms at noon. Meals on Wheels delivers meals to those who are homebound.

Older people can receive information and help in several languages on entitlements, food stamps, housing applications, and case assistance. They can also learn English, in addition to gaining knowledge about health and nutrition. Recreational activities range from calligraphy, bingo, and tai chi to dancing, news groups, and music

performance. The Chinatown Senior Citizens' Center in Manhattan has an orchestra room and art shows. CPC also operates one of the largest home attendant programs, which gives friendly home care services to seniors in the five boroughs.

NEW YORK CITY COMMISSION ON HUMAN RIGHTS

100 Gold Street, Suite 4600, New York, NY 10038

Telephone: 212.306.7450 ☺

www.nyc.gov/humanrights

Those who feel that they, as individuals, have been discriminated against in employment or housing based on age, race, gender, gender identity, sexual orientation, ancestry, national origin, citizenship status, pregnancy, childbirth and related medical conditions, salary income, arrest or conviction record, or disability should file a complaint here. Call to make an appointment.

FAMILY JUSTICE CENTER (FJC)

<http://www1.nyc.gov/site/ocdv/programs/family-justice-centers.page>

Manhattan: 80 Centre Street, New York, NY 10013

Telephone: 212.602.2800

Brooklyn: 350 Jay Street, Brooklyn, NY 11201

Telephone: 718.250.5111

Queens: 126-02 82nd Avenue, Kew Gardens, NY 11415

Telephone: 718.575.4500

Bronx: 198 East 161st Street, Bronx, NY 10451

Telephone: 718.508.1222

Staten Island: 126 Stuyvesant Place, Staten Island, NY 10301

Telephone: 718.697.4300

The Family Justice Center (FJC) is a walk-in intake center. FJCs provide comprehensive civil legal, counseling, and supportive services for survivors of domestic violence, elder abuse and sex trafficking. Located in all five boroughs, the FJCs provide one-stop services and support. Key City agencies, community, social and civil legal services providers, and District Attorney's Offices are located on-site at the FJCs. Services are free and confidential. All are welcome regardless of language, income, or immigration status. Spoken translation services are available at every Center. No appointment necessary.

SERVICES AND ADVOCACY FOR LGBT ELDERS (SAGE)

305 7th Avenue, 15th Floor, New York, NY 10001

Telephone: 212.741.2247

www.sageusa.org

A social-service organization dedicated to meeting the unique needs of LGBT people age 60 and over. Provides crisis intervention, support groups to LGBT people, and individual, homebound, family, and group counseling to seniors and their caregivers. Social activities include dances, dinners, and occasional writing and film workshops. Publishes quarterly newsletter.

SAGE Community Room (at the LGBT Community Center)

208 West 13th Street, New York, NY 10011

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SAGE Center Harlem- Oberia D. Dempsey Multi-Service Center

127 West 127th Street, New York, NY 10027

Telephone: 646.660.8951

SAGE Center Midtown

305 Seventh Avenue, 15th Floor, New York, NY 10001

Telephone: 646.576.8669

SAGE Center Bronx-Union Community Health Center

260 East 188th Street, Bronx, NY 10458

Telephone: 718.960.3354

NYC-ARTS—CULTURAL GUIDE FOR SENIORS

www.nyc-arts.org/seniors

NYC-ARTS aims to increase awareness of New York City's nonprofit cultural organizations. The *Cultural Guide for 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.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA)

3 Stone Street, New York, NY 10004

Telephone: 718.330.1234

web.mta.info

The MTA offers fare discounts for seniors, which are available with the Reduced-Fare MetroCard. Visit the website to download an application. For help with completing the application, call Customer Information at 511, which is a voice-recognition system, and say "MTA," then say "Subway and Buses", and follow the prompts. The deaf or hard of hearing may use their preferred relay service provider or the free 711 relay.

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 **877.337.2017** to arrange a pickup.

Medical Care & Disability

Medicare is the federal government's health insurance program for people over age 65. The federal Medicare office can be reached at **800.633.4227 (TTY: 877.486.2048)**, or online at www.medicare.gov. Spanish also spoken.

Elderly Pharmaceutical Insurance Coverage (**EPIC**) helps seniors pay for prescription drugs. Call **800.332.3742 (TTY: 800.290.9138)** for information on eligibility, or visit www.health.ny.gov/health-care/epic.

LIGHTHOUSE GUILD VISION PLUS HEALTH

250 West 64th Street, New York, NY 10023

Telephone: 800.284.4422 / TTY: 711

www.lighthouseguild.org

Lighthouse Guild is a nonprofit organization dedicated to helping people with vision loss develop the special skills and techniques necessary to live more independent lives. Offers assistance 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. Lighthouse Guild provides access to a health center for diabetes related services. Russian and Chinese also spoken.

CENTER FOR HEARING AND COMMUNICATION

50 Broadway, 6th Floor, New York, NY 10004

Telephone: 917.305.7700 ☎ / TTY: 917.305.7999

www.chcaring.org

Offers a comprehensive program of rehabilitative and human services for those who are deaf or hard of hearing. Service include: free hearing screening, assistive devices, and listening center. Sliding-scale fee. Lip-reading offered. Mental health options include individual psychotherapy, couples therapy, family therapy, therapeutic support groups, and crisis intervention. Sign language also spoken. Appointments can be made by phone or online.

**NEW YORK PUBLIC LIBRARY—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

The Andrew Heiskell Braille and Talking Book Library 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. The library provides access to assistive technology, including magnifiers and text-to-speech software, and offers one-on-one technology training.

CENTERS HEALTH CARE 

4770 White Plains Road, Bronx, NY 10470
Telephone: 718.931.9700 ☎
www.centershealthcare.com

Centers Health Care has 43 nursing homes and two assisted living facilities across New York State, New Jersey, and Rhode Island, and offers discharge planning for the chronically ill. Centers' staff frequently visits Rikers and Ward's Island and does screenings for nursing home placements for formerly incarcerated and soon-to-be formerly incarcerated people.

Housing

The following housing organizations and shelters have been chosen for providing services to older people.

FORTUNE SOCIETY 

635 West 140th Street, New York, NY 10031
Telephone: 212.691.7554
www.fortunesociety.org/programs/housing

Providing low-threshold access to supportive emergency, phased-permanent, and permanent housing, Fortune Society's housing program meets both the immediate and long-term needs of clients. The Fortune Society has 60 beds of transitional housing at their residence, the Castle, for formerly incarcerated people, and roughly half of all transitional beds are occupied by older adults.

HOUR CHILDREN 

36-11 12th Street, Long Island City, NY 11106
Telephone: 718.433.4724 ☺
www.hourchildren.org

Hour Children provides transitional and permanent supportive housing in communal and independent settings throughout Queens and Long Island City that can accommodate approximately 70 families at any given time. Primarily provides housing for formerly incarcerated mothers and children. Hour Children has beds reserved for formerly incarcerated older adults.

THE DOE FUND

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

The Doe Fund provides roughly 400 dorm and single-apartment units for formerly incarcerated people throughout New York City, many of which are currently occupied by older adults. Most clients are referred by a shelter. Clients must abstain from drugs and alcohol while in the program. Call for information on intake.

PROVIDENCE HOUSE

703 Lexington Avenue, Brooklyn, NY 11221

Telephone: 718.455.0197

www.providencehouse.org/permanent-supportive-housing

Providence House provides transitional housing for formerly incarcerated women on Coney Island. This affordable, supportive housing places great importance on teaching tenants the essential life skills necessary for independent living. Some skills to be are practical, such as cooking, grocery shopping, laundry, money management, job seeking, and job maintenance. Additional supportive services also address the key underlying issues related to substance abuse and chronic medical and mental health problems. Both residences offer community spaces and recreation areas, on-site case management, health and mental health services, computers for resident use, and social and recreational events. Round-the-clock security is also provided.

GREENHOPE SERVICES FOR WOMEN

435 East 119th Street, 7th Floor, New York, NY 10035

Telephone: 212.360.4002

www.greenhope.org/housing

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Greenhope Housing is a residence that offers homeless women and children an opportunity to live in a peaceful and dignified home while acquiring effective vocational training and psychological and social supports. Provides one- and two-bedroom permanent housing, six-month residential rehab, and three-month transitional housing for formerly incarcerated women. Our comprehensive supportive services on site and referrals to other services in the community assist women to become productive and viable members of society.

WOMEN'S PRISON ASSOCIATION (WPA)



110 2nd Avenue, New York, NY 10003

Telephone: 646.292.7740 ☎

www.wpaonline.org

The Women's Prison Association (WPA) provides 38 beds of transitional housing for women with or at risk for criminal justice involvement. The program provides case management to help women identify permanent community housing. WPA staff helps women achieve long-term stability through access to mental health services, education, sobriety, stable housing, employment, and reunification with their children.

NYCHA FAMILY REENTRY PILOT PROGRAM



Telephone: 212.306.6024

www1.nyc.gov/site/nycha/residents/family-services.page

This two-year pilot program aims to help formerly incarcerated people by reuniting them with their families 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.

Lesbian, Gay, Bisexual, Transgender, Queer & Intersex People

I SEE EACH AND EVERY ONE OF YOU. THE THINGS

THAT MAKE US DIFFERENT, THOSE ARE OUR
SUPERPOWERS—

— LENNA WITHE

LGBT SERVICES AND RESOURCE DIRECTORY

City of New York, Office of the Comptroller
Municipal Building, 1 Centre Street, New York, NY 10007
Telephone: 212.669.3500
<https://comptroller.nyc.gov/services/for-the-public/lgbtq-guide/overview>

Comprehensive directory of services available in the metropolitan New York City area to the LGBT community. Contains over 500 listings of agencies with descriptions and contact information. Contact the Office of the Comptroller for a printed copy of this list.

LESBIAN, GAY, BISEXUAL, AND TRANSGENDER COMMUNITY CENTER

208 West 13th Street, New York, NY 10011
Telephone: 212.620.7310 ☺
www.gaycenter.org

The Lesbian, Gay, Bisexual, and Transgender Community Center is a focal point for many of New York City's LGBT services. It serves as a meeting place for over 400 organizations concerned with the social, health, religious, political, cultural, and business concerns of the queer community. It is also the site for many free and low-cost cultural and social activities, such as art exhibits and plays. A daily schedule of events is posted in the building's lobby. The Center also hosts a lending library of LGBT material and a national archive of LGBT history. Hours: Mon.–Sat. 9 am–10 pm, Sun. 9–9. Some of the regularly scheduled meetings held at the center are: African-Ancestral Lesbians United in Societal Change, Men of All Colors Together/MACT, several 12-step programs, ACT UP: AIDS Coalition to Unleash Power, book clubs, and age-specific groups. A complete list of meetings held at the Center can be found online.

NEW YORK CITY COMMISSION ON HUMAN RIGHTS **22 Reade Street, New York, NY 10007****Telephone: 718.722.3131****www1.nyc.gov/site/cchr/index.page**

The New York Commission on Human Rights concerns itself with advocacy and referrals in cases of discrimination based on sexual orientation, gender identity, or HIV status. To file a complaint, call **212.306.7450** or **311** and ask for the Human Rights Commission to make an appointment. The mailing address is as follows: **P.O. Box 2023, New York, NY 10272.**

SYLVIA RIVERA LAW PROJECT**147 West 24th Street, 5th Floor, New York, NY 10011****Telephone: 212.337.8550 (x308 for legal services)****www.srlp.org**

An organization working to fight discrimination against transgender, intersex, and other gender-nonconforming people. Provides free legal services to low-income people and people of color who are facing gender-identity discrimination. Call ahead to check qualifying requirements and make an appointment. Those who are incarcerated may write. The project also offers Know Your Rights trainings and resources, assistance obtaining ID and US passport showing correct name and gender, immigration-related services, leadership training for people in their service group, and training resources for service providers who work with transgender people. Call for intake hours and more information. Accessible to people with disabilities.

ALI FORNEY CENTER**Central Office: 212.222.3427****Day Center: 212.206.0574 ☺****www.aliforneycenter.org**

Provides emergency housing and services to homeless LGBT youth ages 16–24. The drop-in center in Harlem is open 24 hours. They offer case management, food, showers, job-search assistance, referrals to medical care, mental health services, and referrals to emergency temporary housing and transitional housing. Employment and education assistance is also available.

THRIVE AT BRIGHTPOINT HEALTH**328 East 150th Street, Bronx, NY 10451****Telephone: 718.681.8700 ☺****www.thrivebx.org**

THRIVE at Brightpoint Health is a Bronx-based behavioral health program that provides comprehensive mental health services, primary care and HIV prevention services, assistance with HIV entitlements including but not limited to HASA enrollment assistance, cash assistance, food stamp assistance, name change assistance, and long-term or short-term case management services, specifically for MSM (men who have sex with men), gay men, and bisexual men, as well as transgender women of color, who are between the ages of 13–24. The organization also provides up-to-date information on available housing options for those looking for specific program apartments, brokers who accept programs, independent and congregate living options. THRIVE's hours are Mon.–Fri., 10–6, and Sat.–Sun. 12–4.

CALLEN-LORDE HEALTH CENTER**356 West 18th Street, New York, NY 10011****Telephone: 212.271.7200****www.callen-lorde.org**

Provides sensitive, quality health care and related services to LGBTQ communities and people living with HIV/AIDS, regardless of ability to pay. Offers primary care, HIV care, women's health, adolescent healthcare, transgender healthcare including hormone therapy, mental healthcare, care coordination, dental, sexual health services,

and more, with a full on-site pharmacy. Free walk-in HIV testing and insurance enrollment assistance available for non-patients. Multiple languages spoken, including sign language.

IDENTITY HOUSE

208 West 13th Street, New York, NY 10011
Telephone: 212.243.8181
www.identityhouse.org

The oldest continuously operating all-volunteer organization of LGBT people in New York City. Identity House provides a unique service as a peer-counseling center for the community, offering a walk-in counseling and referral center as well as weekly groups where people can talk about issues related to sexual identity. The organization also sponsors men's and women's conferences and workshops during the year on a variety of issues. Every Thu., Sat., and Sun. night, Identity House offers peer counseling and referral services for the LGBT community. No appointments are necessary. On Sat. and Sun. 6–8 pm, Identity House is open at the **LGBT Center, 208 West 13th Street** in Manhattan (check the daily calendar by the center's lobby desk for room location). On Tue. and Thu. 6:30–8:30 pm, Identity House is open at **41 East 11th Street, 4th Floor**, in Manhattan. Please note the phone number is informational only. Please visit in person.

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GAY MEN OF AFRICAN DESCENT (ES)

540 Atlantic Avenue, Lower Level, Brooklyn, NY 11217
Telephone: 718.222.6300 ☺
www.gmad.org

A group to better the health and well-being of gay men of color in New York City. Individual psychotherapy is offered, and the first five sessions are available for free. A number of groups meet including the Friday Night Forum—a community group, sexuality discussion group, and support group for young men, HIV-positive young men, and long-term HIV survivors. Beginning in 2018, GMAD will offer

direct care services, including PrEP program, and substance abuse treatment.

SERVICES AND ADVOCACY FOR LGBT ELDERS (SAGE)

305 7th Avenue, 15th Floor, New York, NY 10001
Telephone: 212.741.2247 ☺
www.sageusa.org

Sage is a social-service organization dedicated to meeting the unique needs of LGBT people age 60 and over. Sage provides crisis intervention, support groups to LGBT people, and individual, homebound, family, and group counseling to seniors and their caregivers. Social activities include dances, dinners, and occasional writing and film workshops. Publishes quarterly newsletter.

SAGE Community Room (at the LGBT Community Center)
208 West 13th Street, New York, NY 10011

SAGE Center Harlem- Oberia D. Dempsey Multi-Service Center
127 West 127th Street, New York, NY 10027
Telephone: 646.660.8951

SAGE Center Midtown
305 Seventh Avenue, 15th Floor, New York, NY 10001
Telephone: 646.576.8669

SAGE Center Bronx- Union Community Health Center
260 East 188th Street , Bronx, NY 10458
Telephone: 718.960.3354

NEW YORK CITY ANTI-VIOLENCE PROJECT (AVP) (ES)

116 Nassau Street, 3rd Floor, New York, NY 10038
Telephone: 212.714.1184 ☺
Hotline: 212.714.1141 (24 hour)
www.avp.org

The Anti-Violence Project (AVP) offers free and confidential support to lesbian, gay, bisexual, transgender, queer, and HIV-affected survivors of bias violence, intimate-partner violence, pickup violence, police misconduct, HIV-related violence, rape, and sexual violence. Individual and group counseling is available at AVP, while the crisis hotline offers 24-hour assistance from counselors and trained volunteers in English and Spanish. AVP can also accompany you to police, court, medical, or social-service agencies. Economic empowerment counseling and legal services available. HIV testing kits are available on-site.

CENTER FOR ANTI-VIOLENCE EDUCATION

327 7th Street (at 5th Avenue), 2nd Floor, Brooklyn, NY 11215
Telephone: 718.788.1775 ☎
www.caeny.org

Offers classes in karate, self-defense, and tai chi. All women (cis and trans), gender non-conforming individuals, and those on the trans spectrum are welcome, regardless of age or physical ability. Free child care provided. Day, evening, and weekend classes. Also offer an after-school program in self-defense and violence prevention for teen women and transgender youth. Programs for girls and transgender youth ages 12–19 and women and transgender people who are survivors of sexual abuse, domestic violence, or child abuse are free. Open to men in LGBT community as well several times a year. Sliding-scale fee based on income.

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LGBT BAR ASSOCIATION OF GREATER NEW YORK (LeGaL)

601 West 26th Street, Suite 325-20, New York, NY 10001
Telephone: 212.459.4873
le-gal.org/legal-clinics/

The LGBT Bar Association of Greater New York (LeGaL) provides legal services including holistic consultations, referrals, and representation to members of our community. LeGaL offers weekly walk-in

pro-bono clinics in New York City and Newark, New Jersey, as well as resources and referrals.

THE PURPLE CLINIC

The Institute for Family Health
230 West 17th Street, New York, NY 10011
Telephone: 212.206.5200 ☎
www.institute.org/health-care/services/the-purple-clinic

The PurpLE Clinic (Purpose: Listen and Engage) offers safe, sensitive, and respectful medical care for anyone who has experienced sexual violence (domestic violence, trafficking, rape, or abuse) or human rights abuses (labor trafficking, political violence). Everyone is welcome, regardless of age, gender, insurance, or documentation status. PurpLE Clinic offers routine physicals, ob-gyn care, STD tests, pregnancy testing and care, birth control, diabetes care, HIV care, PrEP, and access to mental health care, dentistry, and acupuncture.

STONEWALL COMMUNITY FOUNDATION

1270 Broadway, Suite 501, New York, NY, 10001
Telephone: 212.457.1341
www.stonewallfoundation.org

The Stonewall Community Foundation offers grants to U.S.-based 501(c)(3) nonprofits that serve the LGBTQ community. Microgrants, ranging from \$25–\$650, are offered to LGBTQ individuals who have an express need for support. Scholarships are also available to LGBTQ or intersex individuals and LGBTQ refugees or asylum seekers for opportunities and access to education, both in New York City and throughout the country. Please visit the website for requirements needed to apply to grants and scholarships.

DESTINATION TOMORROW

(ES)



2825 3rd Avenue, 3rd Floor, Suite 301, Bronx, NY 10455

Telephone: 646.723.3325 ☎

www.destinationtomorrow.org

Destination Tomorrow provides services to the LGBTQ community in the South Bronx. Destination Tomorrow has both in-house and referral-based services, including a youth drop-in center, counseling, support groups, legal referrals, and trans-affirming health care in partnership with Montefiore Medical Clinic's Cicero Program.

Destination Tomorrow offers free classes, including job readiness training, computer programming, and financial literacy. Destination Tomorrow also offers capacity-building training to agencies who wish to work with LGBTQ communities but lack the cultural competency and expertise.

Youth & Family Resources

WHEN WE ARE YOUNG, THE WORDS ARE SCATTERED

ALL AROUND US. AS THEY ARE ASSEMBLED BY

EXPERIENCE, SO ALSO ARE WE, SENTENCE BY

SENTENCE, UNTIL THE STORY TAKES SHAPE.

— LOUISE ERDRICH, *THE PLAGUE OF DOVES*

JOYCE MCMILLAN



Connections did for me exactly what the title says. After being incarcerated, I was released to homelessness. I began living in a three-quarter house in Bushwick, Brooklyn. I spent a lot of time thinking about how to best support myself without risking my freedom. One of the things I thought about was my environment being a direct link to my choices.

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Upon my release I was given a book titled *Connections*, and began to skim through it. Its sections included up-to-date, relevant resources needed to successfully re-enter society. It became my resource guide.

I was in need of affordable housing, employment that could sustain me. And I was seeking to reunite with my child who was in foster care. For me, the most challenging thing was regaining custody of my daughter.

I learned many things about the Administration of Children Services (ACS) and Foster Care as a whole. It was a process that seemed impossible to navigate. The biggest barriers to regaining custody of

children are anger, visits, and housing. Parents are only allowed to visit their children once a week for two hours, which equates to four days a year. The shortage of visits are a huge barrier because it's very difficult to maintain a relationship with a child who is growing and whose personality is changing so quickly when you are only seeing your child 4 days out of the year.

Both parents and children become angry during the process of separation. What I discovered is I had to put the anger aside to focus on a more important task. The anger makes it difficult to find and maintain supports, and the supports are needed to accomplish the goal of reunification.

I never stopped being angry, but I used my anger to educate myself on the system and its intersectionality to other systems. I became empowered. I was no longer an angry victim. Today I am the Director of Programming at Child Welfare Organizing Project, where I manage programs designed to heal, educate, advocate, and organize parents, children, families, and community to transform the current punitive and traumatizing system into a REAL child welfare system that preserves families while providing proper supports to foster the family unit and help them thrive.

Resources for Court-Involved & Disconnected Youth

YOUTH REPRESENT

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

Telephone: 646.759.8080 ☎

www.youthrepresent.org

Youth Represent is a nonprofit organization that provides comprehensive legal services to court-involved New York City youth ages 24 and under. These services include representation in criminal and housing court, advocacy in employment matters, school suspension hearings, support in applying for certificates of relief or early release from probation, criminal history review, and error correction. Youth Represent works closely with several community-based programs including CASES and NYC Justice Corps.

ADVOCATES FOR CHILDREN

151 West 30th Street, 5th floor, New York, NY 10001

Telephone: 212.947.9779 / Helpline: 866.427.6033

www.advocatesforchildren.org

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Advocates for Children of New York (AFC) works on behalf of children who are at greatest 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 justice systems. AFC's experienced education specialists and attorneys provide free case advocacy and legal representation to families from low-income backgrounds, including representation at school-related hearings and appeals. Also offered are free workshops and trainings, as well as guidebooks and other informational resources for parents, youth, and social-service providers. For assistance, please call our Helpline Mon.-Thu. 10-4. No walk-ins. Cantonese, Mandarin, and

Haitian-Creole spoken. AFC also has the capacity to serve speakers of other languages via language line.

THE BROOKLYN DISTRICT ATTORNEY'S OFFICE

350 Jay Street, 16th Floor, Brooklyn, NY 11201

Telephone: 718.250.2340 ☎

www.brooklynda.org

The Brooklyn District Attorney's Office offers youth diversion programs for court-involved youth.

Youth & Congregations in Partnership (YCP) is an alternative-to-incarceration program for young men and women aged 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 aged 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 aged 13–25. This programs serves all boroughs of New York City 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.

CASES

151 Lawrence Street, 3rd Floor, Brooklyn, NY 11201

Telephone: 212.553.6300 ☎

www.cases.org/youth

CASES 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 CASES's various programs include: comprehensive screening and assessment, including of clinical needs, 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 and college placement, and retention services.

EXALT YOUTH 

175 Remsen Street, Suite 1000, Brooklyn, NY 11201

Telephone: 347.621.6100 ☎

www.exaltyouth.org

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exalt youth is a professional and educational paid internship program for court-involved youth aged 15–19 of all gender identities. After completion of the five month program, young people remain involved with exalt 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 any time from 11–7.

FRIENDS OF ISLAND ACADEMY  

www.friendsny.org

Main Office, Harlem

127 West 127th Street, Suite 127, New York, NY 10027

Telephone: 212.760.0755

Bronx Office

391 East 149th Street, Room 414, Bronx, NY 10455

Telephone: 718.653.5301

Brooklyn Office

60 Fourth Avenue, Brooklyn, New York 11220

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

127 West 127th Street, Suite 127, New York, NY 10027

Telephone: 212.760.0755

391 East 149th Street, Room 414, Bronx, NY 10455

Telephone: 718.653.5301

Friends of Island Academy is a community-based organization that serves young people aged 16–24 who have been involved with the criminal justice system and are returning to New York City neighborhoods. Each youth member who joins Friends gets a youth advocate, who serves as a counselor, mentor, coach, and friend. Interactions begin while youth are still incarcerated and they follow youth into the community. Young people remain engaged with Friends for 1–4 years in varying degrees of intensity, and often stay connected with Friends long after. Individualized, flexible plans for every youth member leverage the specific strengths, talents, interests, resources, and obstacles of each individual. Among Friends' many services are counseling, leadership training, alternative education including HSE preparation, and arts and recreation. Friends offers fatherhood programs for both young men (16–24) and adults (25 and older).

CENTER FOR COMMUNITY ALTERNATIVES

25 Chapel Street, 7th Floor, Brooklyn, NY 11201

Telephone: 718.858.9658

www.communityalternatives.org

The Center for Community Alternatives serves youth in family court and youth involved in the adult criminal justice system. Services include intensive community-based supervision, individual case management, educational and vocational counseling, life-skills groups, and after-school arts enrichment. 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 justice system are eligible if they are between the ages 12–16 and indicted in supreme court as an adult or adjudicated on a delinquency matter and detained at a juvenile facility.

EXODUS TRANSITIONAL COMMUNITY

2271 3rd Avenue, 2nd Floor, New York, NY 10035

Telephone: 917.492.0990 ☎

www.etcny.org

Exodus Transitional Community provides ARCHES, a transformative mentoring program that serves youth 16–24 years old on probation. Developmental milestones in education, work, community involvement, and interpersonal relationships are reached through transforming negative attitudes and behaviors into more positive coping mechanisms and decision-making strategies. Those interested in ARCHES are encouraged to speak to their probation officer and mention Exodus Transitional Community.

Common-Unity is a program designed specifically to meet youth 16–25 years-old in justice-involved or otherwise high-risk situations wherever they are in the process of pro-social engagement. Activities in the Common-Unity program include but are not limited to case management; job development and placement, including stipend

internships at Exodus where appropriate; placement into education and training programs, including two and four year colleges; and more.

All youth program participants receive a stipend (money), MetroCards for transportation, and hot meals before each session.

GETTING OUT AND STAYING OUT (GOSO)

75 East 116th Street, New York, NY 10029

Telephone: 212.831.5020 ☎

www.gosonyc.org

Getting Out and Staying Out (GOSO) is a reentry program for justice-involved men 16–24 years old. GOSO uses early intervention within the criminal justice system, along with supportive counseling, educational support, vocational training, and workforce-development to reduce recidivism and help GOSO participants become contributing members of their community.

GOSO staff determines immediate housing, counseling, and treatment needs and refers each participant to agencies that can provide comprehensive services to establish stability in one's life. These services include mental health, drug treatment, anger management and emergency housing.

HARLEM JUSTICE COMMUNITY PROGRAM

2130 Adam Clayton Powell Jr. Blvd, New York, NY 10027

Telephone: 212.932.9009 x7125

www.childrensvillage.org/nyc-based-programs/hjcp

The Harlem Justice Community Program provides young adults aged 16–24 on probation and living in Harlem an opportunity to gain work experience, further their education, and build relationships in their community. This is a year-long program where participants create a portfolio, volunteer in community-benefit programs, participate in literacy and education courses, and attend skills workshops. The youth also earn a stipend.

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

Telephone: 212.926.8089
www.gems-girls.org

Gems works with girls and women 12–24 years old who have experienced commercial sexual exploitation and abuse. Provides counseling, therapeutic and recreational groups, referrals to legal, educational, and other resources, transitional housing, and peer mentoring.

**NEW YORK CITY DEPARTMENT OF YOUTH AND
COMMUNITY DEVELOPMENT (DYCD)—YOUTH
EMPLOYMENT PROGRAM **

2 Lafayette Street, 19th Floor, New York, NY 10007
Telephone: 800.246.4646 or 646.343.6800
www.nyc.gov/dycd

This city department offers youth programs in vocational training, HSE preparation, assistance finding jobs, and shelter. DYCD's Out-of-School Youth (OSY) program is for young adults 16–24 years old who are not connected to school or work, or who need assistance upgrading their job skills. There is also an In-School Youth (ISY) program for high school juniors and seniors, which provides counseling, internship opportunities, and college prep. The Summer Youth Employment Program (SYEP) is a six-week program for youth between the ages of 14–24, offering 25-hour per week paid entry-level experience at various locations, including government agencies, hospitals, nonprofits, and small businesses. Youth can apply online or at a community-based organization during the application period.

COVENANT HOUSE / UNDER 21 NEW YORK 

460 West 41st Street, New York, NY 10036
Telephone: 212.613.0300 ☺

www.covenanthouse.org

A 24-hour multiservice walk-in center for adolescents under 21 years old, located in the Times Square area. Services include crisis care and shelter, transitional living, health care, employment and job-readiness training, educational support and HSE preparation, legal services, street outreach, aftercare, and drop-in.

THE DOOR—A CENTER OF ALTERNATIVES 

Telephone: 212.941.9090 / Intake: x3367
www.door.org

555 Broome Street, New York, NY 10013

Mailing Address: The Door—A Center of Alternatives, Inc.
121 Avenue of the Americas, New York, NY 10013

Each year The Door serves young people from all over New York City, aged 12–21, with a wide range of services, including health-care, HSE and English language classes, ESOL/ESL, 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, all under one roof. Homeless and runaway youth needing service are always welcome, and ID not required. To access services, individuals must be a member of The Door. Drop by Mon.–Fri. 2–5, and Wed. 2–7 to become a member. Membership is free and applicants do not need to bring anything with them.

SAFE HORIZON STREETWORK PROJECT 

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

Safe Horizon's youth and teen homelessness Streetwork Project provides free services to homeless young people under the age of 25, 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 and is done Mon., Tue., Thu., and Fri. from 10-11:45 am.

ALI FORNEY CENTER 

Central Office: 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 LGBT youth ages 16–24. The drop-in center in Harlem is open 24 hours. They offer case management, food, showers, job-search assistance, referrals to medical care, mental health services, and referrals to emergency temporary housing and transitional housing. Employment and education assistance is also available.

POLICE ATHLETIC LEAGUE (PAL)

www.palnyc.org
991 Longwood Avenue, Bronx, NY 10459
Telephone: 718.991.2447 x28 ☎

441 Manhattan Avenue (at 119th Street), New York, NY 10026
Telephone: 212.665.8699 x213 ☎

2641 Fulton Street, 2nd Floor, Brooklyn, NY 11207
Telephone: 646.761.0239 ☎

Police Athletic League (PAL) Youth Link locations offer youth 18 and under involved in the court system individual counseling, life-skills workshops, court advocacy, gang prevention, academic support, and sports and recreational activities. Opportunities for paid internships and summer jobs are also available. Although the majority of referrals come directly from the Department of Probation, referrals may come from a variety of sources including the NYPD, the Legal Aid Society, other community-based programs, or from parents directly.

In partnership with the Department of Youth and Community Development, PAL places youth aged 14–24 in summer employment. This includes court-involved youth (in both juvenile and criminal court), homeless youth, and youth involved in the ACS foster care system. In addition to six weeks of paid summer employment, participants attend workshops on job readiness, career exploration, and financial literacy.

OSBORNE ASSOCIATION  

809 Westchester Avenue, Bronx, NY 10455
Telephone: 718.707.2600 ☎
www.osborneny.org

For young people 16–24 who live in the Bronx, Osborne offers one-on-one and group mentoring that allow participants to talk about relationships, family, education, employment, goal setting, and making changes to habits, thoughts, and behaviors. The curriculum is designed to empower young people to transform the attitudes that have led to harmful behavior and that present challenges to realizing productive goals. Its focus is on the achievement of developmental outcomes that prepare young people for success in education, work, and civic participation, and on developing and maintaining positive relationships.

See the full listing for the Osborne Association on page 22.

GIRL VOW, INC.**40 Exchange Place, New York, NY 10005****Telephone: 866.667.6422****www.girlvow.org**

Girl Vow is a mentoring non-profit for girls and LGBTQ youth ages 8–24 in foster care, the juvenile justice system, and impacted by poverty. Girl Vow connects youth to workforce development, higher education, resources, and leadership training. Youth participants are suicide attempt survivors, have experienced homelessness, panic attacks, sex abuse, foster care, and/or incarceration. We provide crisis intervention, advocacy, life skill workshops, attend court, and visit facilities. Self-referrals can be made on the website, under contact tab.

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 will go into effect for 16 year olds on 10/1/18 and 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 consent of the DA. Vehicle and Traffic Law cases and Class A felonies other than Class A drug offenses cannot be transferred.
- 16 and 17 year olds whose cases remain in the Youth Part will be referred to as “Adolescent Offenders.” Adult sentencing will apply, but the Judge must take the youth’s age into account when sentencing. Adolescent Offenders are eligible for Youthful Offender treatment, as is the current law with respect to 16 and 17 year olds charged as adults.
- Adolescent offenders may voluntarily participate in services while their case is pending.

Family Court

- Youth whose cases are heard in the Family Court will be processed pursuant to existing Juvenile Delinquency (JD) laws, which includes the opportunity for adjustment. They will not have a permanent criminal record.

Youth Part of Adult Court

- New “Youth Parts” will be created. All 13–15 year old Juvenile Offenders and all 16–17 year Adolescent Offenders will have their cases in the Youth Part. Family Court judges will preside over cases in the Youth Parts.

Facilities

- No 16 or 17 year old will be sentenced to or detained in a facility with adults, as of October 1, 2018.
- Youth whose cases are heard in Family Court may be detained or placed in OCFS-operated, OCFS-licensed, or ACS facilities (including Close to Home), as Juvenile Delinquents currently are.
- Adolescent Offenders who are detained 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.

Resources for Parents & Families

CHILDREN'S AID

711 3rd Avenue, Suite 700, New York, NY 10017

Telephone: 212.949.4800

www.chilrensaid.org

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A large number of services are available at Children's Aid including adoption and foster care, education, health care 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.

The organization also provides reentry programs serving youth in the Bronx and Manhattan from juvenile justice facilities. Youth receive customized reentry plans specified to their needs and interests, including employment readiness. In collaboration with OCFS counselors, reentry staff also ensure that all returning youth have the basic documentation (including photo ID, birth certificate, social security

card, and working papers) needed for school, work, or community service.

NEW YORK FOUNDLING 

590 Avenue of the Americas, New York, NY 10011

Telephone: 212.633.9300

Parent Helpline: 888.435.7553

www.nyfoundling.org

A wide variety of wraparound services are available at New York Foundling including services for foster families, services for people with developmental disabilities, after-school programming, and substance abuse treatment.

Programs for court-involved youth include intervention, alternatives to incarceration, and reentry services designed to keep youth at home in their community and with their family.

New York Foundling has a mental health clinic that serves youth and families in Harlem and surrounding communities. Their services support children aged 6–18 who are struggling with family conflict, truancy, depression, anger, anxiety, trouble focusing, substance abuse, peer issues, and court involvement.

New York Foundling's Parent Helpline offers hotline crisis counseling for distressed parents 24/7. At the Foundling's 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 (intake and general information)
Domestic Violence Hotline: 800.621.4673
Crime Victims Hotline: 866.689.4357
Rape, Sexual Assault, and Incest Hotline: 212.227.3000
TTY for all hotlines: 866.604.5350
www.safehorizon.org

Safe Horizon's mission is to provide support, prevent violence, and promote justice for victims of crime and abuse, their families, and communities. Safe Horizon 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 in the New York City area.

FAMILY JUSTICE CENTER (FJC) 

www1.nyc.gov/site/ocdv/programs/family-justice-centers.page

Manhattan: 80 Centre Street, New York, NY 10013
Telephone: 212.602.2800

Brooklyn: 350 Jay Street, Brooklyn, NY 11201
Telephone: 718.250.5111

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Queens: 126-02 82nd Avenue, Kew Gardens, NY 11415
Telephone: 718.575.4500

Bronx: 198 East 161st Street, Bronx, NY 10451
Telephone: 718.508.1222

Staten Island: 126 Stuyvesant Place, Staten Island, NY 10301
Telephone: 718.697.4300

The Family Justice Center (FJC) is a walk-in intake center. FJCs provide comprehensive civil legal, counseling and supportive services for survivors of domestic violence, elder abuse and sex trafficking. Located in all five boroughs, the FJCs provide one-stop services and support. Key City agencies, community, social and civil legal service

providers, and District Attorney's Offices are located on-site at the FJCs. Services are free and confidential. All are welcome regardless of language, income or immigration status. All Centers are open Mon.-Fri. 9-5. Spoken translation services are available at every Center. No appointment necessary.

BRONXWORKS—STRONG FATHERS, STRONGER FAMILIES

630 Jackson Avenue, Bronx, NY 10455
Telephone: 718.993.8880 ☎
www.bronxworks.org/strong-fathers-stronger-families

Strong Fathers, Stronger Families is a program designed to help fathers find jobs, achieve economic stability, establish a healthy relationship with their coparent or spouse, and enhance parenting skills to make a positive impact on the lives of their children. All services are free and include 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.

CENTER FOR FAMILY LIFE—SUNSET PARK 

443 39th Street, 3rd Floor, Brooklyn, NY 11232
Telephone: 718.438.9500 ☎
www.cflsp.org

The Center for Family Life provides individual, group, and family counseling for children, youth, and families in Sunset Park. Families are encouraged to participate in a variety of community activities with other families both at and outside the center. Counseling also includes advocacy and referrals for benefits and services that can aid in the family and household stabilization process.

SANCTUARY FOR FAMILIES

P.O. Box 1406, Wall Street Station, New York, NY 10268
Telephone: 212.349.6009
sanctuaryforfamilies.org

Sanctuary for Families is 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 the mentors program. Legal services offered include access to legal representation for adults and children. Sanctuary for Families' attorneys are experts in the legal challenges facing survivors of gender violence, including immigrant adults and children, LGBTQ individuals, and survivors of trafficking, female genital mutilation, and forced marriage. Shelter services for women and families escaping abusers that are confidentially located and secure are also available.

The Economic Empowerment Program (EEP) is a career readiness and technology training program where the staff provide financial literacy training and job placement support. 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.

Children with Incarcerated Parents

NATIONAL RESOURCE CENTER ON CHILDREN AND FAMILIES OF THE INCARCERATED

<http://nrccfi.camden.rutgers.edu>

The Rutgers University National Resource Center on Children and

Families of the Incarcerated website is a resource that addresses children of incarcerated parents. There is a directory of programs for children of the incarcerated, their parents, and their families. Visitors can browse a library of helpful materials, fact sheets, and research resources for service providers and families.

CHILDREN OF PROMISE, NYC

54 MacDonough Street, Brooklyn, NY 11216
Telephone: 718.483.9290
www.cpnyc.org

Children of Promise, NYC (CPNYC) is a nonprofit organization whose mission is to embrace children of incarcerated parents and empower them to break the cycle of intergenerational involvement in the criminal justice system. To meet the distinct needs of this forgotten population, CPNYC offers comprehensive services through its after-school program, summer day camp, mentoring initiative, and licensed mental health clinic. Children of Promise NYC serves children 6–18 years old. Appointments preferred; walk-ins are welcomed. Open Mon.–Fri., 10–8 and Sat. 10–2.

ABRAHAM HOUSE

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

The Abraham House works with incarcerated people, formerly incarcerated people, and their relatives to break the cycle of crime within families. Abraham House's services include an alternative-to-incarceration program, a family center offering social services and a religious community of formerly incarcerated people, after-school programming for all children, including children of incarcerated parents, college preparation, and mentoring.

OSBORNE ASSOCIATION

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The Osborne Association assists people coping with the often traumatic changes that occur when a loved one is incarcerated, including negotiating the intricacies of the criminal justice system, maintaining contact with an incarcerated person, and addressing the challenges that occur during the period of reentry. Services include support groups, health care counseling, special events, and referrals. Children who are enrolled in an Osborne youth program can participate in day prison trips to visit their incarcerated parents. Osborne visits Bayview, Beacon, Bedford Hills, Eastern, Fishkill, Greenhaven, Sing Sing, Shawangunk, Sullivan, Taconic, Wallkill, and Woodbourne.

The Osborne Association video visiting program allows children to video visit (similar to Skype) with their incarcerated parent from Osborne's Brooklyn and Bronx offices. The child-friendly video visit rooms are designed to make children of all ages feel comfortable and are filled with books, games, and toys. Visits are approximately 45 minutes and are free of charge.

See the full listing for the Osborne Association on page 22.

LIBRARY-BASED 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

Families can connect with incarcerated loved ones through this free video visitation program offered at public libraries across the

city. Video visitation connects a live video feed between 24 library locations across the five boroughs to New York City Department of Corrections facilities, allowing incarcerated New Yorkers to talk, read, and share stories together with their families.

Visits last for up to one hour through live video in semiprivate spaces. Parents, caregivers, and kids can choose their favorite children's books to read along with incarcerated relatives. 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.

IN ARMS REACH, INC.

160 Convent Avenue, New York, NY 10031

Telephone: 212.650.5894

www.inarmsreach.net

In Arms Reach, Inc. is a community-based organization that provides services to low-income children and families, located within City College, including children of incarcerated parents. Its integrated programs involve mentoring, tutoring, free visitation, college prep, and youth development. In Arms Reach aims to increase engagement, interest, and self-confidence while exposing kids to science, technology, engineering, and mathematics subjects. Appointment is needed for intake.

SINGLE PARENT RESOURCE CENTER

228 East 45th Street, 5th Floor, New York, NY 10017

Telephone: 212.951.7030

www.singleparentusa.com

Single Parent Resource Center is a comprehensive agency devoted solely to providing programs for New York City's 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. The Single Parents in Recovery program is a relapse prevention and parenting program.

NEW YORK CITY DEPARTMENT FOR THE AGING— GRANDPARENT RESOURCE CENTER

2 Lafayette Street, 4th Floor, New York, NY 10007

Telephone: 311

www.nyc.gov/html/dfta/html/caregiver/grandparents.shtml

Provides information and assistance to people who are raising grandchildren and other young relatives and need services to help them. 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.

HOUR CHILDREN

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

Telephone: 718.433.4724 ☺

www.hourchildren.org

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Provides services to mothers inside and outside correctional facilities. 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 mentoring, mentoring for children with incarcerated parents, child care that includes a fully licensed day care center, an after-school program, and a summer camp that enables mothers to go to work or school, thrift shops, and a community food pantry.

Child Custody

A parent who has had to place a child in foster care while incarcerated can get information about their rights by contacting the Office of Advocacy at the New York City Administration for Children's Services: **www1.nyc.gov/site/acs/about/advocacy.page**. Contact ACS in person or by mail: **150 William Street, 1st Floor, New York, NY 10038**. Helpline number: **212.676.9421**. Collect call number for incarcerated parents: **212.619.1309**.

Family Day Care

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

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. Call **311** or visit **www1.nyc.gov/nyc-resources/service/1132/head-start-program** for more information.

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Additional Hotlines

The New York State Domestic and Sexual Violence Hotline makes referrals to local services. Call **800.942.6906**, 24 hours a day, 7 days a week.

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

Cultural Resources



Artwork by John Espinoza

Many museums have special rates or are free on certain days or evenings. Call for information on current exhibits, fees, and travel directions.

AMERICAN MUSEUM OF NATURAL HISTORY

81 Central Park West (at 79th Street), New York, NY 10024
Telephone: 212.769.5100
www.amnh.org

Discover information about human cultures, the natural world, and the universe through wide-ranging programs and education, exhibitions, and scientific collections. Museum is open daily, 10–5:45. Any donation amount is appreciated to enter.

BROOKLYN MUSEUM

200 Eastern Parkway, Brooklyn, NY 11238
Telephone: 718.638.5000
www.brooklynmuseum.org

Includes a world-renowned Egyptian art collection. On the first Saturday of every month, the Brooklyn Museum hosts a free night of culture from 5–11 pm, with live music, dance, movie screenings, arts and crafts, guided tours, and more.

METROPOLITAN MUSEUM OF ART

1000 5th Avenue (at 82nd Street), New York, NY 10028
Telephone: 212.535.7710
www.metmuseum.org

The Metropolitan Museum of Art includes an ancient Egyptian temple, a wing devoted to African, South Pacific, and Pre-Columbian art, a weapons and armor wing, musical instruments, and much more. Sun.–Thu. 10–5:30, Fri.–Sat. 10–9. Any donation amount is appreciated to enter.

MUSEUM OF MODERN ART (MOMA)

**11 West 53rd Street (between 5th and 6th Avenues), New York,
NY 10019**
Telephone: 212.708.9400
www.moma.org

The Museum of Modern Art exhibits artwork from around the world, from the 20th century and on. Admission is free for all visitors during Free Friday Nights, every week from 4–8 pm. The Abby Aldrich Rockefeller Sculpture Garden is open free of charge to the general public every morning from 9–10:15. Public can enter the sculpture garden directly through the west gate on West 54th Street, between 5th and 6th Avenues.

STUDIO MUSEUM IN HARLEM

144 West 125th Street, New York, NY 10027
Telephone: 212.864.4500
www.studiomuseum.org

Presents the arts of black America and the African diaspora. Museum hours: Thu.–Fri. 12–9, Sat. 10–6, Sun. 12–6. Free admission on Sundays.

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MUSEO DEL BARRIO 

1230 5th Avenue (at 104th Street), New York, NY 10029
Telephone: 212.831.7272
www.elmuseo.org

A museum devoted to Puerto Rican and Latin American art. Special events include chamber and folk music concerts and poetry readings. Free for members and children under 12. Free for seniors on Wednesdays. Free every third Saturday of the month for Super Sabado. With admission to Museo Del Barrio, visitors can gain free

entrance to the Museum of the City of New York. Open Wed.–Sat. 11–6, Sun. 12–5.

THE MUSEUM OF THE CITY OF NEW YORK

1220 5th Avenue (at 103rd Street), New York, NY 10029
Telephone: 212.534.1672
www.mcny.org

Celebrates and interprets the city, educating the public about its distinctive character, especially its heritage of diversity, opportunity, and perpetual transformation. Suggested admission is a donation of \$18, but any donation is appreciated.

SMITHSONIAN NATIONAL MUSEUM OF THE AMERICAN INDIAN

1 Bowling Green, New York, NY 10004
www.americanindian.si.edu

The National Museum of the American Indian (NMAI) cares for one of the world's most expansive collections of native artifacts, including objects, photographs, archives, and media covering the entire western hemisphere, from the Arctic Circle to Tierra del Fuego. Open every day 10–5; Thursdays 10–8. Free admission.

NEW YORK BOTANICAL GARDEN

2900 Southern Blvd., Bronx, NY 10458
Telephone: 718.817.8700
www.nybg.org

The Garden is a 250-acre urban oasis with a wide variety of outdoor and indoor spaces. Call for information on what flowers are in bloom. Tue.–Sun. 10–6 (winter hours: 10–5, Jan. 15–Feb. 28). Grounds admission is free to everyone all day on Wednesdays and from 9–10 on Saturday mornings.

BROOKLYN BOTANIC GARDEN**990 Washington Avenue, Brooklyn, NY 11225****Telephone: 718.623.7200****www.bbg.org**

Brooklyn Botanic Garden, just a short walk from Grand Army Plaza and the Brooklyn Museum, is an urban botanic garden that connects people to the world of plants and the environment. Free admission on Tuesdays and Saturdays 10–noon, and winter weekdays Nov.–Feb.

BRONX ZOO WILDLIFE CONSERVATION PARK**2300 Southern Blvd., Bronx, NY 10460****Telephone: 718.367.1010****www.bronxzoo.com**

Admission by donation on Wednesdays. From April–October, open Mon.–Fri. 10–5, from November to March open Mon.–Fri. 10–4:30, and weekends & holidays open 10–5:30.

CENTRAL PARK ZOO**64th Street at 5th Avenue, New York, NY 10021****Telephone: 212.439.6500****www.centralparkzoo.com**

Admission by donation on Wednesdays. From April–October, open Mon.–Fri. 10–5, from November to March open Mon.–Fri. 10–4:30, and weekends & holidays open 10–5:30.

PROSPECT PARK ZOO**450 Flatbush Avenue, Brooklyn, NY 11225****Telephone: 718.399.7339****www.prospectparkzoo.com**

Admission by donation on Wednesdays. From April–October, open Mon.–Fri. 10–5, from November to March open Mon.–Fri. 10–4:30, and weekends & holidays open 10–5:30.

QUEENS ZOO**53-51 111th Street, Corona, NY 11368****Telephone: 718.271.1500****www.queenszoo.com**

Admission by donation on Wednesdays. From April–October, open Mon.–Fri. 10–5, from November to March open Mon.–Fri. 10–4:30, and weekends & holidays open 10–5:30.

NEW YORK AQUARIUM**602 Surf Avenue, Brooklyn, NY 11224****Telephone: 718.265.3474****www.nyaquarium.com**

Open daily 10–4:30. Admission on fall/winter/spring Fridays from 3:00–3:30 p.m. and on summer Fridays from 4:00–5:00 p.m. is by donation.

CHILDREN'S MUSEUM OF MANHATTAN**212 West 83rd Street, New York, NY 10024****Telephone: 212.721.1223****www.cmom.org**

Inspires children and families to learn about themselves and our culturally diverse world through a unique environment of interactive exhibitions and programs. Open Tue.–Fri. and Sun. 10–5, Sat. 10–7. Closed Mon. Free admission first Friday of every month.

BROOKLYN CHILDREN'S MUSEUM

145 Brooklyn Avenue, Brooklyn, NY 11213

Telephone: 718.735.4400

www.brooklynkids.org

Brooklyn Children's Museum engages families in educational and entertaining experiences through innovation and excellence in exhibitions, programs, and use of its collection. Open Tue.–Sun. 10–5, Thurs. 10–6, and closed Mon.

THE INTREPID SEA, AIR & SPACE MUSEUM

Pier 86, West 46th Street and 12th Avenue, New York, NY 10036

Telephone: 212.245.0072

www.intrepidmuseum.org

Explore the history, science, and service of the aircraft carrier Intrepid through original artifacts, video footage, and interactive exhibits.

NEW YORK TRANSIT MUSEUM

Boerum Place and Schermerhorn Street, Brooklyn, NY 11201

Telephone: 718.694.1600

www.nytransitmuseum.org

The museum explores the development of the greater New York metropolitan region through the presentation of exhibitions, tours, educational programs, and workshops dealing with the cultural, social, and technological history of public transportation. Open Tue.–Fri. 10–4, Sat.–Sun. 11–5.

QUEENS COUNTY FARM MUSEUM

75-50 Little Neck Parkway, Floral Park, New York 11004

Telephone: 718.347.3276

www.queensfarm.org

Through educational programs and events the Farm Museum educates the public to the significance of Queens County's agricultural and horticultural past and of present-day sustainable practices.

General admission is free, except during public events. Open daily 10–5.

NEW YORK HALL OF SCIENCE

47-01 111th Street, Corona (Queens), NY 11368

Telephone: 718.699.0005

www.nysci.org

New York Hall of Science is a hands-on, energetic, educational experience where visitors can indulge their curiosity and nurture their creativity. Open Mon.–Fri. 9:30–5, Sat–Sun 10–6. Enjoy free general admission on Fri. 2–5 and Sun. 10–11.

Consumer Affairs & Transportation

TO SEE WHAT IS IN FRONT OF ONE'S NOSE NEEDS A
CONSTANT STRUGGLE.

— GEORGE ORWELL

NEW YORK CITY DEPARTMENT OF CONSUMER AFFAIRS
 ES

42 Broadway, New York, NY 10004
Telephone: 212.639.9675
www.nyc.gov/dca

The Department of Consumer Affairs (DCA) protects consumers from “predatory and deceptive practices.” Anyone who is a victim of a scam, has a problem with a business, or needs help with paid sick leave, transit benefits, tax preparation, or other industries DCA regulates should contact DCA for help. Information is available in several languages.

The DCA website contains helpful information and tools for consumers and businesses, including information on free one-on-one financial counseling, and the Paid Sick Leave law. DCA's website also includes a guide to **Business Licenses**. Visitors can download license applications and learn how to apply for catering, home improvement, laundromat, street fair, and many more licenses. Information is available in print by contacting DCA at the phone number or address above.

USA.GOV—SHOPPING AND CONSUMER ISSUES  ES

Telephone: 844.872.4681
www.usa.gov/consumer

USA.gov's shipping and consumer issues provides links to, information 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, and cosmetics, saving and investing, how to protect oneself from fraud, credit and debt, and how to stop unwanted mail and telemarketing calls.

NEW YORK CITY—311 

For New York City government information and services, **call 311**. 311 is also available online at www1.nyc.gov/311. Use this service to:

- Report loud noise, 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

311 operates 24 hours a day, 7 days a week, and services are provided in over 170 languages. TTY number is **212.504.4115**.

232 Consumer Complaints

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

NEW YORK CITY DEPARTMENT OF CONSUMER AFFAIRS

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

- Write the **Department of Consumer Affairs—Complaints**, at **42 Broadway, 9th Floor, New York, NY 10004**

- Call the Department of Consumer Affairs Complaint/License Hotline at **311** or **212.487.4104**. If the matter falls within the jurisdiction of DCA, you will be sent a complaint form to fill out.
- You may obtain a complaint form online at www1.nyc.gov/site/dca/consumers/file-complaint.page.

Once you complete a complaint form, you must submit two copies, along with related documents (store receipts, warranties, contracts). Processing may take up to thirty days.

FEDERAL TRADE COMMISSION BUREAU (FTC)—CONSUMER PROTECTION CENTER 

Consumer Response Center, FTC
600 Pennsylvania Avenue NW, Washington, DC 20580
Telephone: 877.382.4357
www.ftccomplaintassistant.gov

Contact the Federal Trade Commission (FTC) for printed guides that contain lists of nonprofit, state, and local agencies that can help resolve consumer issues. The FTC takes consumer complaints regarding identity theft, scams and rip-offs, unwanted telemarketing/text/spam, mobile devices or telephones, Internet services, online shopping, computers, education, jobs, making money, or credit and debit, contact the Consumer Response Center by phone, mail, or through the online complaint assistant website listed above.

FEDERAL TRADE COMMISSION BUREAU (FTC)—IDENTITY THEFT RECOVERY 

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.

NATIONAL DO NOT CALL REGISTRY

To remove your phone number from telemarketing lists and stop receiving unsolicited calls, telephone **888.382.1222** or go to www.donotcall.gov.

Food

GREENMARKET

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

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. Days and times for each market differ. Call to request a mailed map of locations.

COMMUNITY SUPPORTED AGRICULTURE (CSA)

Just Food
144 West 47th Street, Suite C1-35, New York, NY 10036
Telephone: 212.645.9880 x221
www.justfood.org/csa

Community Supported Agriculture (CSA) groups give city residents access to high-quality fresh produce from local farmers. CSA members pay for an entire season of produce up front (typically \$450–650). Most CSAs have a variety of payment plans to enable members flexibility in paying for their shares. Some CSAs can arrange payments in installments, accept food stamps, offer sliding-scale fees, and provide scholarship shares. Go to the Just Food website to find a nearby CSA group.

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CONNECTIONS 2018

FOOD CO-OPS

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

Flatbush Food Co-op
1415 Cortelyou Road, Brooklyn, NY 11226
Telephone: 718.284.9717
www.flatbushfoodcoop.com

Park Slope Food Co-op
782 Union Street, Brooklyn, NY 11215
Telephone: 718.622.0560
www.foodcoop.com

4th Street Food Co-op
58 East 4th Street, New York, NY 10003
Telephone: 212.674.3623
www.4thstreetfoodcoop.org/twiki

Bushwick Food Co-op
2 Porter Avenue, Brooklyn, NY 11237
Telephone: 347.450.1087
www.bushwickfoodcoop.org

Greene Hill Food Co-op
18 Putnam Avenue, Brooklyn, NY 11238
Telephone: 347.799.1939
www.greenehillfood.coop

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THE FOOD BANK FOR NEW YORK CITY

Telephone: 212.566.7855
www.foodbanknyc.org/get-help

The Food Bank for New York City website allows users to locate food pantries, soup kitchens, and senior centers by neighborhood.

Contact the Food Bank by phone to find out more about other programs in the food-assistance network—including after-school and summer programs, low-income day care centers, Open Market Backpack programs for children, shelters, rehabilitation centers, and youth programs.

Clothing

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

New York City's donateNYC initiative helps New Yorkers donate and find goods . A list of locations to find clothing and more can be found online at: www1.nyc.gov/assets/donate/giveandfind/residents/searchvendors.shtml.

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Transportation

The website maps.google.com is an online resource that can provide custom directions from any point A to point B. Provides directions via public transportation, driving, walking, or biking.

METROPOLITAN TRANSIT AUTHORITY (MTA)

Telephone: 511 / TTY: 711
www.mta.info

The Metropolitan Transportation Authority (MTA) is North America's largest transportation network, providing public bus and subway service in New York City. By phone or website, one can plan a trip from one point in the city to another and also access schedules, maps, information about MetroCards, and service advisories.

People 65 years of age or older and people with disabilities are eligible for reduced fare MetroCards. For more information, call **511** or **718.330.1234** or visit the Customer Service Center, 3 Stone Street, in Lower Manhattan between Broadway and Broad Street.

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 **877.337.2017** to arrange a pickup.

Metro North Railroad operates five train lines out of Grand Central Terminal and Penn Station. Visit www.mta.info/mnr to find schedules, ticket fare, and route information.

Long Island Railroad (LIRR) is comprised of 11 different lines, stretching from Montauk to Penn Station. Call **718.217.5477** or visit www.mta.info/lIRR for schedules, ticket fare, and route information.

Free subway and bus maps can be obtained at subway stations and many public libraries.

NEW YORK CITY DEPARTMENT OF TRANSPORTATION

55 Water Street, 9th Floor, New York, NY 10041
Telephone: 311
www.nyc.gov/dot

The New York City Department of Transportation website overviews information and details for all types of transportation in the city. The site also allows users to check traffic advisories and alternate side parking, apply for parking permits, report problems, and find contact information for parking ticket and towing assistance.

NEW JERSEY TRANSIT

1 Penn Plaza East, Newark, NJ 07105

www.njtransit.com

Telephone: 973.275.5555

New Jersey Transit provides bus, rail, and light-rail transit, linking major points in New Jersey, New York, and Philadelphia. New Jersey Transit administers programs for people with disabilities, senior citizens, and people living in the state's rural areas. Visit their website for fare rates, maps, schedules, and directions.

The Job Search

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Introduction

The Job Search is designed to carry you, step by step, through the entire job-search process. It has been written with you in mind. Thus, such questions as “What can I do before leaving prison?” “How do I answer for my record in filling out a job application?” and “How can I restore my lost rights?” are discussed in some depth.

The first question a formerly incarcerated person needs to ask upon being released is “Am I ready to work?” If it were posed, instead, as “Do I need to make money?” or “Do I need a job?” a simple yes would suffice as an answer. But being ready to work raises issues other than just a willingness to earn money. In order to succeed and keep moving ahead, many of us need to do a lot of critical thinking about ourselves, about our needs, and about what barriers we might find in our way as we seek employment and hold a job.

Employment will sustain one’s financial well-being, lend structure to the daily routine, and provide an opportunity to progress in other areas of life post-release. Getting and maintaining that first job after release will be an accomplishment of which to be proud.

Work also, of course, means sacrifice. It requires waking up early and getting to work on time. It means, for many, beginning at a low wage, which might not seem like much. Work means using self-discipline to work with people we do not necessarily choose to be around and concentrating carefully on a job we may not find particularly stimulating. However, this is another reason why work is important: it allows for the opportunity to reclaim responsibility for our lives. In prison, with little or no control over most decisions—what programs to enroll in, what kinds of food to eat, how and when to enjoy privacy—one is forced to become dependent on others for fulfilling even the most basic human needs.

Once at home, however, the opportunity to direct one’s own life exists. Employment acts as an essential part of the whole system needed to support and raise a family, return to school, and many more life actions we may define as steps to success.

Lastly, work enables us to enrich our lives. It exposes us to a variety of new people and experiences. Work teaches skills that can prove beneficial in career development later on. It can give a sense of pride and accomplishment in knowing that at the end of a day, we have done our job well.

Once a person is committed to finding work, it is helpful to examine some of the negative attitudes surrounding employment:

- I have a conviction on my record; no one will hire me
- I have no skills
- I don’t want a low-paying job

I have a conviction on my record, no one will hire me.

This is simply untrue. This mind-set, although extremely easy to get into, serves only to keep a person in a cycle of self-defeat. Remember that many people with criminal records, or drug histories for that matter, are now gainfully employed across every industry. The key to their success is the development of their own self-worth. A criminal conviction has nothing to do with one’s ability to do a job well. It’s true that finding work is not easy, and discrimination does exist. However, there are laws to protect formerly incarcerated people from discrimination. The information in this chapter can help you avoid job discrimination or, if confronted, combat it.

I have no skills.

This second statement is, like the first, categorically untrue. There is no such thing as a person with no skills. We have all acquired skills, even if they are not job related. A parent, for example, in caring for his or her family, is likely to have had experience in family budgeting, child care, and cooking, all skills that can be of use in obtaining a paying job. Many individuals, similarly, have developed skills in maintaining cars, event planning, hair styling, computer repair, or painting and plastering an apartment. The trick here is to examine past experiences, preferably with the aid of someone at a community organization or your local public library, to determine just what skills you do possess and to what types of jobs they can be most applicable. When job seekers have fully assessed and appreciated their skills, they can persuade potential employers of their value.

I don't want a low-paying job.

It is easy to criticize a low-paying job. However, in reality, nearly everyone must start their career in entry-level positions, or at least take such jobs for a period of time.

It is important to be aware of a couple of things in this regard. First, many employers insist that new workers begin at the bottom and work their way up. This enables the employer to better judge the work qualities of a person before granting more responsibilities. Second, entry-level work can provide important contacts for further employment. This is especially true when one exhibits excellent habits and a strong work ethic, despite having limited responsibility. When one takes a low-level position, it is essential to set long-range goals to move forward. Avoid the attitude "I'll never take such a low-paying job." For the vast majority of people, there are no sustainable shortcuts to wealth.

For many, returning home to one's community can be overwhelming—especially after a lengthy prison term. Remember, always, that there is never any reason to be defensive, or apologetic, about who you are. The task now is to take control over your life. The decision as to whether or not one returns to prison will rest, ultimately, with each person as an individual—not with parole officers, friends, or family members. Finding a job, and holding on to it, will be an important step for most in readjusting. We hope *The Job Search* will be of help in this regard.

Organizations for Job Seekers

HONOR THE HANDS THAT HARVEST YOUR CROPS.

— DOLORES HUERTA

ROY WATERMAN



I am a formerly incarcerated man who spent almost 13 years in state and federal prison. I look at *Connections* as a resource guide to assist those who are incarcerated, and those who are coming home. When you're incarcerated, you have a lot of free time in your hands, and it's nothing to go through this book and take notes on pages that you feel could be beneficial to you upon your release.

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When people return home, we typically have a parole or probation officer who is on our back to get employment immediately. They repeat the usual phrase, "get a job, or I am sending you back to prison." This can be so disheartening to some returning home who have possibly never worked a traditional job. It's one thing to get a job, but you're not going to know how to maintain and keep the job if you know nothing about what it means to be an employee. If you know nothing about the importance of showing up to work on time, the importance of how you should be speaking to and treating your coworkers, or how you should be conducting yourself in the workplace, how will you be successful? You won't. Job readiness training is a pivotal tool for anyone to learn how to be successful at work.

My transition back home was not as difficult as it has been for some

people returning from prison and I am very thankful for that. I had a community of people who were invested in my success before I was even released. I had a place to rest my head at night. I had a job already set up for me. I also believe that therapy is very important for successful reentry. I started seeing a therapist right away because I had seen and experienced some things while in prison and I knew I needed professional help to sort out these things in my head. I am still seeing a therapist almost nine years after my release. We all could use some sort of therapy or counseling, so don't automatically rule it out of your reentry plans.

Before I came home, I was selling desserts and food in prison. It's crazy because I never realized that it could be something that I can make a living out of. I just took it as a hobby, something to help keep me busy while in prison. I believe food is very therapeutic. It helped me escape the conditions of prison while I was preparing a meal. I believe that food has the uncanny ability of bringing people together. Strangers, enemies, friends... food is that one thing, because we all got to eat. Right? We all have to eat.

I realized when I was in prison that selling food and desserts was a hustle, so when I came home, I started a baking business. I realized I needed to use my passion for food in a way where I could make a living, and also hire formerly incarcerated people for food prep and serving. I started taking a business course to learn all about entrepreneurship and how to run a successful business. I became a chef and in 2012 I started my own catering business of Southern and Caribbean food, which is still operational today.

We live in a society now where you have to have multiple legit hustles going on at the same time. Entrepreneurship, especially for those who are formerly incarcerated, is critical to one's growth and development because, as I realized early on in my reentry, I wasn't going to get paid anywhere near my worth if I continued to work for others. You have to ask yourself, what am I most passionate about? What do I love to do? Can I make money off of it? Is it a hobby or a business? What problem am I solving by starting this business? These are questions you need to ask no matter what business you are starting.

I hope my story was able to inspire some of you sisters and brothers

and I hope to see you on this side of the wall. You are brilliant, you are smart, you are loved, you are appreciated and you are people who have made mistakes. Do not let people define who you are by the worst decisions you have made. You are so much more than that.

Queens and Kings—Peace, Love and God bless.

Social Security Cards

To apply for a new or replacement social security card. Call **800.772.1213 (TTY: 800.325.0778)** Mon.–Fri. 7–7. Say “replace a social security card” to get assistance. Say “help” at any time to speak to a customer-service representative. Spanish spoken. 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).

Visit **www.ssa.gov** to find a social security office or card center. 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 US citizenship (or ID showing valid immigration documentation). Original documents will be returned.

Queens Social Security Card Center
155-10 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432

Manhattan Social Security Card Center
123 William Street, 3rd Floor, New York, NY 10038

Bronx Social Security Card Center
820 Concourse Village West, 2nd Floor, Bronx, NY 10451

Brooklyn Social Security Card Center
154 Pierrepont Street, 6th Floor, Brooklyn, NY 11201

Staten Island Social Security Office
1510 Hylan Blvd., Staten Island, NY 10305

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 must simply 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 schools.nyc.gov/StudentSupport/GuidanceandCounseling/WorkingPapers.

Job Search Assistance & Placement

THE NEW YORK PUBLIC LIBRARY— THE BUSINESS LIBRARY

Provides information to all populations on all aspects of career development. The collection includes civil service exam study guides, resume and cover letter handbooks, vocational encyclopedias, directories of potential employers, and guidebooks, for people reentering the workforce, and much more. Computers in the job search reading room can be used for exploring job-search websites. Services and programs include career-development workshops, lectures and training in online job searching, and career fairs hosting dozens of prospective employers from various fields. Visitors will be able to receive one-on-one support to address whatever job-search issue they would like to discuss. Service is free. Visitors can start planning their job-search strategy with an expert librarian, or begin with an organized and updated list of job-search and job-information websites prepared by the library staff.

Career Services
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. Mon., Fri., Sat. 11–6. Tue., Wed., Thu. 10–8.

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

The Bronx Library Center Career Services supports learning through a comprehensive career services program encompassing the following areas: employer development, career counseling, job search assistance (resume writing, cover letter writing, interviewing skills, identifying job leads, using the internet and social media, etc.), graduate school counseling and information, internship assistance. Other resources include Community Resource Referrals, External Career Workshops, Recruitment Events and Assistance Navigating Premium Business Databases. For more information contact ceis@nypl.org or call **718.579.4260**.

Bronx Library Center: Tues., Wed., Thurs., Sat. 11–6. Sun. 12–6
 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 or Register Here: <http://bit.ly/2hX2fDK>

Additional Career Services locations include: Baychester, Belmont, Castle Hill, Eastchester, Edenwald, Francis Martin, George Bruce, Hamilton Grange, Jerome Park, Macomb's Bridge, Morrisania, Morris Park, Moshulu, Kingsbridge, Parkchester, Wakefield, Webster, West Farms, and Washington Heights Libraries.

BROOKLYN PUBLIC LIBRARY— 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

BPL offers expert-led events and classes on all aspects of starting, running, and growing a business. Check the events calendar for classes and events that show you how to use all of the library's business resources. 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 BPL locations.

Job Search Assistance & Placement
10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.623.7000
www.bklynlibrary.org/business

BPL provides one-on-one assistance with career-related topics. One-on-one help in résumé and cover letter creation and interview success are provided. Regularly scheduled workshops cover basic interviewing skills, use of computer resources such as LinkedIn, and learning tools such as Metrix Learning and Lynda.com. Also offered are 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/jba

Queens Library's Job & Business Academy (JBA) helps customers gain the knowledge, skills, abilities, and confidence they need to succeed in the modern workforce. JBA provides services and assistance at several libraries across the borough. Services are free and open to all. Services include: 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); and Job Skills Training. Also available is Financial Literacy & Coaching.

NEW YORK DIVISION OF WORKFORCE DEVELOPMENT— WORKFORCE 1 (WF1)

www.nyc.gov/html/sbs/wf1

Workforce 1 Career Centers (WF1) offer help in determining an individual's skills and connecting one to employers who have job openings. WF1 offers career counseling, resume and cover letter assistance, and job-placement services. Each week WF1 hosts recruitment events where participants can meet employers who are looking to fill positions. Referrals for HSE, adult basic education, and ESOL classes are provided. Job-training vouchers are also available. For more information, call 311 and ask for "Workforce 1," or contact the center in one's borough, as listed below:

Bronx
400 East Fordham Road, Bronx, NY 10458
Telephone: 718.960.2458

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

Brooklyn
9 Bond Street, 5th Floor, Brooklyn, NY 11201
Telephone: 718.246.5219

Upper Manhattan
215 West 125th Street, 6th Floor, New York, NY 10027
Telephone: 917.493.7054

Midtown Manhattan (by appointment only, also serves veterans)
1250 Broadway, Suite 810, New York, NY 10001
Telephone: 646.358.4747

Healthcare Career Center
79 John Street, 2nd floor, New York, NY 10038
Telephone: 212.618.8925

Queens
168-25 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432
Telephone: 718.557.6755

Queens Industrial & Transportation Center
168-46 91st Avenue, 2nd Floor, Jamaica, NY 11432
Telephone: 718.577.2194

Staten Island
120 Stuyvesant Place, 3rd Floor, Staten Island, NY 10301
Telephone: 718.285.8388

**CENTER FOR URBAN COMMUNITY SERVICES—
SINGLE STOP** 

<https://www.cucs.org/financial-stability/single-stop/>

254 East Harlem
198 East 121st Street, 5th Floor, New York, NY 10035
Telephone: 212.801.3300

Central Harlem
St. Mary's Church, 521 West 126th Street, New York, NY 10027
Telephone: 212.749.8900

Bronx
1510 Southern Blvd., Bronx, NY 10460
Telephone: 347.833.4914

Bronx Workforce1
400 East Fordham Road, 8th Floor, Bronx, NY 10458

Telephone: 718.933.5123

Bronx Veterans Affairs
130 West Kingsbridge Road, 3rd Floor, Room 3B-28, Bronx, NY 10468
Telephone: 917.771.8750

Brooklyn Veterans Affairs
800 Poly Place, 5 West, Room 310, Brooklyn, NY 11209
Telephone: 718.836.6600 x3169

Manhattan Veterans Affairs
423 East 23rd Street, 15S - Room 15061S, New York, NY 10010
Telephone: 212.686.7500 x5111

Offers free and confidential services to low-income New Yorkers in the following areas: housing, financial stability, mental health, and medical services, and so much more. Call or drop by. Also located at the Rose M. Singer Center and Eric M. Taylor Center on Rikers Island.

STRIVE INTERNATIONAL 

240 East 123rd Street, 3rd Floor, New York, NY 10035
Telephone: 212.360.1100
www.striveinternational.org

An 8–10 week work-readiness program, helping participants empower themselves and providing them with marketable skills to enter the workplace. The training component aims to create a simulated work environment where excuses are unacceptable and participants are encouraged to view themselves as marketable and responsible. STRIVE has placed graduates in entry-level and growth-opportunity positions in the manufacturing, construction, health care, retail, nonprofit, office administrative, custodial, food service, and other industries. Work program participants can also take part in other STRIVE initiatives, such as the fatherhood support program, women's initiative, and youth program. STRIVE provides lifetime

services and support to graduates of their program. Must be 18 or older. Walk in Mon.-Fri. 9–2.

CENTER FOR EMPLOYMENT OPPORTUNITIES (CEO)

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

The Center for Employment Opportunities (CEO) is dedicated to providing immediate, effective, and comprehensive employment and training programs to individuals with recent criminal convictions and young adults aged 18–24. CEO participants learn how to develop their resumes, search for full-time jobs, and effectively navigate a job interview under New York City'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 at 50 Broadway in Manhattan. 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 five-day orientation and after submitting the referral form signed by one's parole officer, a photo ID, release papers, and original social security card (or green card for non-US citizens). CEO can help those who do not have all their documents get them.

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STREETWISE PARTNERS

222 Broadway, 19th floor, New York, NY 10038
Telephone: 646.704.0039
www.streetwisepartners.org

Connects underemployed/unemployed New Yorkers looking for work with mentors who are achieving success in professional fields. Helps job seekers develop office and computer skills, be prepared for interviews, learn how to network, and much more. Must commit to 13 consecutive weekly sessions. Application to the program can be

done online. For other eligibility requirements check the website or call and leave a message.

GOODWILL INDUSTRIES OF NEW YORK AND NEW JERSEY

4-21 27th Avenue, Astoria, NY 11102
Telephone: 718.728.5400
www.goodwillnynj.org/services/workforce-development

Goodwill's extensive employment-services department includes general programs to help people find jobs and specialized vocational programs for people with disabilities, people moving from welfare to work, immigrants, formerly incarcerated people, and youth.

GoodTemps WCIP
145 Lawrence Street, Brooklyn, NY 11201
Telephone: 212.986.9566 ☎
www.goodtemps.org

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. GoodTemps' reach includes all five boroughs of New York City, Westchester, Nassau and Suffolk Counties, and Northern New Jersey. Positions vary from office/clerical to professional, from labor to retail, technical, and more.

OSBORNE ASSOCIATION

Osborne's Workforce Development programs offer comprehensive employment and training services to people with criminal records, including vocational and educational assessments, career counseling, job-readiness workshops, resume preparation, hard-skills training focused on construction and food services, internships, job search, and placement with follow-up support to assist participants in adjusting to workplace demands. Through partnerships in the food service and construction trades, Osborne offers internships and job oppor-

tunities in fields known to be open to individuals with prior criminal justice involvement.

See the full listing for the Osborne Association on page 22.

AMERICA WORKS, INC. 

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. America Works specializes in helping people who receive public assistance (including food stamps, welfare, and social security) obtain employment through job training, work readiness, skills building, job placement, and other support. Orientation dates and times available via phone. Comprehensive veterans services.

THE HOPE PROGRAM 

Telephone: 718.852.9307 ☺

www.thehopeprogram.org

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1 Smith Street, 4th Floor, Brooklyn, NY 11201

1647 Macombs Road, Ground Floor, Bronx, New York 10453

At HOPE, students are trained to compete in today's job market through an array of on-site support services, including legal counseling, food and clothing, and assistance in obtaining housing, child care, medical, and transitional work benefits. HOPE provides a full-time, Monday through Friday, 12-week job training program. After the completion of the program, they give extensive job-placement services. Students must attend an information session before being invited into the intensive training program. Must 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, which typically run from 9–1:30.

BROOKLYN WORKFORCE INNOVATIONS

621 Degraw Street, Brooklyn, NY 11217

Telephone: 718.237.2017 ☺

www.bwiny.org

Brooklyn Workforce Innovations (BWI) helps jobless and working poor New Yorkers establish careers in sectors that offer good wages and opportunities for advancement. BWI offers four sector-based training programs and one general job-readiness certification program: Brooklyn Networks (voice and data telecommunications cable installation), Brooklyn Woods (skilled woodworking and green cabinetmaking), The "Made in NY" PA Training Program (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). An affiliate of the Fifth Avenue Committee, BWI is positioned to offer a wide range of referrals for various needs. Orientation dates and qualification details available via phone.

EMPLOYMENT PROGRAM FOR RECOVERED ALCOHOLICS

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

Telephone: 212.947.1471 ☺ or 866.947.1504

www.eprany.org

Provides vocational training and career counseling. Services include job placement, readiness training and evaluation, and assessment of work experience. Evening and weekend programs provide follow-up to help clients deal with workplace issues. Must be 18 years old or over, unemployed, and have stable housing. Must be in treatment or recovery. Participants must arrive before 8:45 am to be admitted to drop-in services.

THE DOE FUND

www.doe.org/programs/ready-willing-able

Ready, Willing and Able—Harlem
2960 Frederick Douglass Blvd., New York, NY 10039
Telephone: 212.690.6480

Ready, Willing and Able—Brooklyn
520 Gates Avenue, Brooklyn, NY 11216
Telephone: 718.628.3223

The Doe Fund offers Ready, Willing and Able, a drug- and alcohol-free residential job-training program, as well as a day program aimed at homeless people. It includes job-training skills, housing, food, clothing, substance abuse counseling, educational opportunities, job-preparation classes, and job-placement services. Must be ready, willing, and physically and mentally able to work and maintain a drug-free lifestyle. Homeless assessment number is required for the residential program. Random drug testing takes place.

OPPORTUNITIES FOR A BETTER TOMORROW (OBT)

www.obtjobs.org
260 TTD/TTY: 1.800.662.1220

Bushwick/Bed Stuy:
25 Thornton Street, Brooklyn, NY 11206
Telephone: 718.387.1600 ☎

Bushwick Workforce Resource Center (BWRC):
280 Wyckoff Avenue, Brooklyn, NY 11237
Telephone: 718.381.3222 ☎

Adult Employment Services, Sunset Park:
783 4th Avenue, Brooklyn, NY 11232
Telephone: 718.369.0303 ☎

Bed Stuy:
20 New York Avenue, Brooklyn, NY 11216
Telephone: 718.399.9700 ☎

Y Roads Center:
161-04 Jamaica Avenue, Jamaica, NY 11432
Telephone: 212.630.9727 ☎

Innovation Lab:
87 35th Street, Brooklyn, NY 11232
Telephone: 718.801.8970 ☎

An employment-training center 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 17–24, 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 18 and over, a certified electronic health-records program for ages 21 and up, and a medical administrator program for ages 17–21. They also provide a variety of immigration assistance for new Americans, including ESL classes. Check the website or call a location to find out which of the classes are offered at each location.

CHINESE-AMERICAN PLANNING COUNCIL—WORKFORCE DEVELOPMENT DIVISION

165 Eldridge Street, New York, NY 10012
Telephone: 212.941.0041 ☎
www.cpc-nyc.org/programs

The Chinese-American Planning Council (CPC) provides over fifty different culturally sensitive programs for Chinese-Americans, immigrants, and low-income New Yorkers of all ages, at many locations in Manhattan, Brooklyn, and Queens. CPC offers training programs for construction pre-apprenticeship, hospitality careers, and luxury retail. CPC's Career Center partners all job-seeking clients with an employment specialist who assists with personalized assessments, resume

review, interview skills, application screenings, job referrals and placements, post-hire support, and follow-up. Information sessions are held every Monday at 9:30 am.

CAMBA

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

CAMBA helps people with low incomes; those moving from welfare to work; people who are homeless, at risk of homelessness, or transitioning out of homelessness; individuals living with chronic illnesses, including HIV/AIDS; immigrants and refugees; children and young adults; entrepreneurs; and other groups working to become self-sufficient. Staff speaks more than 40 languages, running programs from 50 locations in New York City, mainly in Brooklyn.

BRONXWORKS, INC.

630 Jackson Avenue, 1st Floor, Bronx, NY 10455
Telephone: 718.993.8880 ☺
www.bronxworks.org

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BronxChester
725 St. Ann's Avenue, Bronx, NY 10455

The BronxWorks Workforce Development department (WFD) offers 5 programs: JobsPlus, which serves adult residents of public housing and helps them increase their employment earnings and financial self-sufficiency, must be 18 or older and a NYCHA resident; Family Self-Sufficiency, which helps adult HPD Section 8 lease holders with job training, job placement, and education programs focused on saving money and learning stability, must be 18 and older; Young Adult Internship Program, which offers out-of-school youth, 16–24, with a 14-week paid orientation, job training, personal development and short-term internship opportunities; Strong Fathers, Stronger Families, which provides noncustodial adult legal guardians with job

preparation, placement assistance, and parental development, co-ed 8 day program, Monday-Thursday from 9–3 for two weeks, breakfast and lunch provided, plus a metrocard, must be 18 or older; and BronxChester, which offers adult development residents, and those in nearby neighborhoods, employment, benefits referrals, and job-readiness opportunities.

DEFY VENTURES

5 Penn Plaza, 19th Floor, New York, NY 10001
Telephone: 800.680.6343 ☺
www.defyventures.org

Defy Ventures is an entrepreneurship, employment, and character-training program for people with criminal histories. All applicants must be 18 or older. To apply, an individual must go to the Defy 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. Applicants must be formerly incarcerated, exceptionally hardworking, and 100 percent drug free.

FEDCAP EMPLOYMENT WORKS

369 East 148th Street, 1st Floor, Bronx, NY 10455
Telephone: 917.477.4418
www.fedcap.org

CONNECTIONS 2018

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This program of the New York City Department of Probation and Small Business Services helps probationers in Manhattan and the Bronx prepare for, secure, and maintain employment, and offers local businesses a trained, qualified, and prescreened workforce.

JOBS-PLUS

www.opportunitynyc.org/workforce-development/jobs-plus

Jobs-Plus is a workforce development and financial empowerment program for New York City Housing Authority (NYCHA) residents throughout the city. The program serves the residents of 21 NYCHA developments by providing job-readiness assistance, vocational training, job placement and retention, financial counseling, and career planning services. If one's NYCHA development is not listed below, go to the nearest program site for referrals to resources.

Bronx

BronxWorks—630 Jackson Avenue, Bronx, NY 10455

Serves: East 152nd Street - Courlandt Avenue, Moore, Betances, and Melrose Houses

Telephone: 718.993.8880

East Side House—201 St. Ann's Avenue, Basement, Bronx, NY 10454

Serves: Mill Brook Houses

Telephone: 718.304.0155

Goodwill Industries—1620 Bruckner Blvd, Bronx, NY 10473

Serves: Sack Wern, Clason Point Gardens, and Monroe Houses

Telephone: 347.291.8050

Brooklyn

Bedford Stuyvesant Restoration Corporation—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

Bedford Stuyvesant Restoration Corporation—425 New Lots Avenue, Main Suite, Brooklyn, NY 11212

Serves: Pennsylvania Avenue - Wortman Avenue Houses

Telephone: 347.537.2925

Manhattan

Henry Street Settlement—888 East Sixth Street, New York, NY 10009

Serves: Wald and Riis II Houses

Telephone: 212.254.4333

Urban Upbound—335 East 111th Street, New York, NY 10029

Serves: Jefferson, Johnson, and Clinton Houses

Telephone: 718.269.6822

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

Queens

Urban Upbound—4-25 Astoria Blvd, Astoria, NY 11102

Serves: Astoria Houses

Telephone: 718.204.2430 x221

PUERTO RICO FEDERAL AFFAIRS ADMINISTRATION

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

Telephone: 212.252.7300

www.prafaa.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.

DRESS FOR SUCCESS AND CAREER GEAR

Dress for Success (Women)

www.newyork.dressforsuccess.org

Manhattan

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

Telephone: 212.532.1922 ☺

Queens

114-14 Jamaica Avenue, Richmond Hill, NY 11418

Telephone: 718.805.2488 ☺

Career Gear (Men)
40 Fulton Street, Suite 701, New York, NY 10038
Telephone: 212.577.6190
www.careergear.org

Dress for Success and Career Gear help low-income job seekers by providing suitable clothing for job interviews. Must be referred by a participating agency. Member agencies include a number of homeless shelters and job-training programs.

FEDERAL BONDING PROGRAM

www.labor.ny.gov/businessservices/services/fbp.shtm

Manhattan Local Bonding Coordinator
Workforce1 Career Center–75 Varick Street, New York, NY 10013
Telephone: 212.775.3324

Staten Island Local Bonding Coordinator
Staten Island Workforce1 Career Center–120 Stuyvesant Plaza, 3rd Floor, Staten Island, NY 10301
Telephone: 718.285.8479

Queens Local Bonding Coordinator
Queens Career Center–168-25 Jamaica Avenue, 2nd Floor, Jamaica, NY 11432
Telephone: 718.557.6718

Bronx Local Bonding Coordinator
Workforce1 Career Center–400 E. Fordham Road, 8th Floor, Bronx, NY 10458
Telephone: 718.960.7942

Brooklyn Local Bonding Coordinators
Workforce1 Career Center–250 Schermerhorn Street, Brooklyn, NY 11201

Telephone: 718.613.3765

Brooklyn Workforce1 Career Center–9 Bond Street, 5th Floor, Brooklyn, NY 11201
Telephone: 718.613.3792

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.

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 the 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 2018, 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, and 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. Take advantage. It's never too late to begin!

THE NEW YORK PUBLIC LIBRARY—TECHCONNECT

The New York Public Library's TechConnect program offers a series of free computer-training workshops in different branch libraries. Skill levels vary from beginner to advanced and classes are geared to all age groups, with some courses conducted in Spanish or offering a Spanish translator. Sample classes include: Basic Internet, Introduction to Email, Computer Basics, Introduction to Microsoft Word, Smart Phones & Tablets, Get Your Resume Right, Finding a Job Online, Buying a Computer, and Protecting Your Privacy & Security. For beginners, Mouse Basics and Introduction to Computers are a good way to start. Walk into any branch library for information on schedules, locations, and how to register for the classes, visit their website for a schedule: www.nypl.org/computers, or call **ASK-NYPL**.

BROOKLYN PUBLIC LIBRARY

Visit any branch of the Brooklyn Public Library (BPL) and ask for a calendar of upcoming free workshops which include Computer Basics, Internet searching, and Introduction to Microsoft Word. Every branch of the BPL has computers for public use. BPL's computer classes are listed on their online calendar: www.bklynlibrary.org/calendar.

Brooklyn Public Library also offers an Internet Basics Guide online at: www.bklynlibrary.org/sites/default/files/documents/nyc-cc/Internet_Basics.pdf.

QUEENS LIBRARY

The Queens Library has ongoing free instruction in computer skills at its Central Library Cyber Center, 89-11 Merrick Blvd., Jamaica, NY, 11432 and all community library locations. Please contact the nearest community library directly for a schedule of their classes. Courses include: Intro to Computers for Older Adults, Intro to the Internet, Creating an E-mail Account, and Microsoft Office (Word, Excel, PowerPoint). More information can be found at www.queenslibrary.org/services/computers-wifi/computer-classes.

Internet Resources

A wealth of useful information for formerly incarcerated persons can be found on the web pages of the National HIRE Network, established by the Legal Action Center. Though it is not a job-placement service, the goal of this organization is to increase the number and quality of job opportunities available to people with criminal records by changing public policies, employment practices, and public opinion. Visit www.hirenetwork.org and then click on Publications for information on rap sheets, one's rights when applying for jobs, and a list of helpful agencies by state.

www.labor.ny.gov/home/

Under the Individuals menu, click Find a Job. Search for job openings in private companies as well as publicly funded organizations. Users can also search by job code and military occupational code. Information is provided on apprenticeship training and much more.

www.careerzone.ny.gov

The New York State Department of Labor's CareerZone: Click on Assess Yourself to answer some questions and be taken to a list of

occupations. Included are job descriptions, with the skills and education needed, typical wages, and job outlook. Click on Guest Tools to find help in writing resumes and cover letters, a guide to employment opportunities, and job resources on the Internet.

www.bls.gov/ooh

The **Occupational Outlook Handbook** is an authoritative resource for career information. Here users will find descriptions for specific occupations: what workers do on the job, working conditions, the training and education needed, expected earnings, and expected job prospects. This resource is also available as a reference book in most of the city's public library locations.

www.indeed.com

Collects job postings from dozens of other job-search websites and puts them all in one spot. Use this job-search site first to save some time. It can also be used to post one's resume.

www1.nyc.gov/jobs

This is the official website for 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.

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. This is one of the most-used job search social networking sites.

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www.idealyst.org

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

www.whenpeoplework.com

WhenPeopleWork is an 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. Available free of charge to job

seekers and employers, the WhenPeopleWork program matches an individual's skills, education, personal attributes, and experiences with the needs of hiring companies.

Starting Your Own Business

DEPARTMENT OF CONSUMER AFFAIRS

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

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>

The Division of Minority and Women's Business Development promotes the participation of minority and women-owned businesses in the New York City procurement process.

NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES—NYC BUSINESS SOLUTIONS

The New York City Department of Small Business Services

www.nyc.gov/sbs

NYC Business Solutions

www.nyc.gov/smallbiz

The NYC Business Solutions centers offer a suite of services to help one start, operate, and expand a business in New York City. Regardless of the size or stage of the business, NYC Business Solutions can help individuals access resources that meet their needs as their business continues to grow and expand. NYC Business Solutions can help one develop a business plan, access business courses, find financing, hire workers, train employees, navigate government regulations, access government incentives programs, and obtain minority and women-owned business enterprise certification for free.

For more information about starting a business, visit the NYC Business Solutions website listed above to download helpful guides and checklists or speak with a transitional services coordinator to obtain copies of these resources. Call **311** and ask for NYC Business Solutions.

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

Queens Center

272 90-27 Sutphin Blvd., 4th Floor, Jamaica, NY 11435
Telephone: 718.577.2148

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

Staten Island Center

120 Stuyvesant Place, 3rd Floor, New York, NY 10301
Telephone: 718.285.8400

Washington Heights Center

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

SCORE SMALL BUSINESS COUNSELING

www.newyorkcity.score.org

SCORE is 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. It offers email advice online, face-to-face small business counseling, and low-cost workshops. SCORE is a resource partner with the US Small Business Administration. Visit the website to search for a counselor by topic or by state. A list of available counselors will appear with a short biography of their qualifications. SCORE is also offering a new veteran's entrepreneurship program.

SCORE Services at NYPL's Business Library

188 Madison Avenue (at 34th Street), New York, NY 10016
Telephone: 212.592.7033
Mon. 11–5, Tue.–Thu. 10–7, Fri.–Sat. 11–3

NYC SCORE Chapter 1000

26 Federal Plaza (enter on Duane Street), Room 3100,
New York, NY 10278
Telephone: 212.264.4507
www.scorenyc.org
Call for hours.

SCORE Bronx BOEDC Branch

851 Grand Concourse, Room 123, Bronx, NY 10451
Telephone: 718.590.6252
Thu. 9:30–4:30

SCORE Brooklyn: CACCI

Flatbush Mart, 800 Flatbush Avenue, Brooklyn, NY 11226
Telephone: 718.941.1424
Wed. 11–3

SCORE Brooklyn Borough Hall
209 Joralemon Street, Brooklyn, NY 11201
Telephone: 718.802.3776
Call for hours.

SCORE Brooklyn Central Library
10 Grand Army Plaza, Brooklyn, NY 11238
Telephone: 718.623.7000
Call for hours.

BUSINESS OUTREACH CENTER NETWORK (BOC)

www.bocnet.org

The Business Outreach Center Network (BOC) aims to help all communities in New York City and surrounding counties achieve economic independence by providing business-development resources to underserved entrepreneurs who are trying to start or expand their small business. BOC offers comprehensive small business counseling and services ranging from business-plan development to licensing and permit information.

Manhattan Minority Business Development Agency (MBDA)
Business Center:
48 Wall Street, 5th Floor, #10, New York, NY 10005
Telephone: 718.532.2930 ☺

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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 ☺

THE BOWERY MISSION COMMUNITY HOPE RESOURCE CENTER

315 East 115th Street, New York, NY 11029
Telephone: 917.746.6315 ☺
www.bowery.org/programs/community-hope-resource-center/

The Community Hope Resource Center is available each weekday, providing services such as legal help, medical care, career and job-readiness training, GED help, social services, and more. Clients must provide ID and complete an intake form to enroll.

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 ☺

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

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 5th 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 pages 4–5 for reentry guidebooks for other parts of New York State.

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 www.nyc.gov/html/id/html/about/about.shtml for information on how to obtain important documents including: social security cards, birth certificates, naturalization cards, voter registration, 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.

What Certificates Can Do

Certificates have the power to remove any legal bar or disability imposed on you as a result of having been convicted of the crime(s) specified on the certificate. If you have a certificate, not only do you become eligible to apply for positions you might otherwise be barred from, but the certificate informs the employer that the state or a court assumes you are rehabilitated, and that the employer should take this into consideration. 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 more about avoiding job discrimination, see page 286.

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.

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:

**New York State 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 1987 and a class-B felony from 1997, and you were discharged from parole in 2009. Since your most serious crime was a B felony you would have to wait five years from the completion of your most recent sentence (2009). Therefore, you would be eligible to apply for a Certificate of Good Conduct in 2014.

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, child care agencies, home care agencies, mental health facilities, school bus-driving companies, security-guard companies, and law-enforcement agencies (who are entitled to see sealed information as well). It is to your advantage 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:

**New York State 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/wp-content/uploads/2014/12/Your_New_York_State_Rap_Sheet_2013.pdf, 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: **FBI CJIS Division—Summary Request, 1000 Custer Hollow Road, Clarksburg, WV 26306.**

A complete list of instructions can be found at: www.fbi.gov/services/cjis/identity-history-summary-checks.

Many employers are not authorized to get a copy of your rap sheet directly from the Department of Criminal Justice Services (DCJS). Prospective employers may conduct a criminal background check using a consumer-reporting agency. Federal and New York State fair credit reporting laws require that an employer get your permission before conducting a background check. You should get a copy of your consumer credit report for yourself as you prepare to look for a job. These reports are often incomplete or inaccurate and 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.

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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, however, 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 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.

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Avoiding Discrimination in Your Job Search

Know Your Rights as a Formerly Incarcerated Person

It is illegal to be denied a job just because you have a criminal record.

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. Removing the conviction check-box from the job application is a campaign commonly known as “Ban the Box.” Nearly 100 cities and counties around the United States have banned the box on job applications. Several national companies, including Starbucks, Koch Industries, Walmart, Target, Home Depot, and Bed Bath & Beyond, have similarly removed the conviction question from their initial application forms.

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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 him or her.

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.

You can learn more about addressing your conviction in the *Resume* section on page 294 and in the *Interview* section on page 318.

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 a recovering addict or alcoholic. 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 **718.741.8300**, 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, "Personal 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 actions. After release, my family and friends, as well as my educational experience, helped me to regain 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 a family or friends who are concerned, make yourself accountable to them. Tell them how each day went and what your next day's plans will be.

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 you are a highly motivated individual, interested in advancing.

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 measure 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.

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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 269.

There are many people who have limited formal education or job-related experience in their backgrounds. Perhaps they've spent many years in prison or perhaps they've worked illegally. 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, have worked at jobs for long periods of time, and can offer good explanations for any time gaps in their work record (a return to school 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 most of their skills while incarcerated or in non-job-related pursuits.

Be sure to include all of the skills you may have, not just the ones that you've learned on the job. Many of us have 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? Say it. 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 however many 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 and filed order records for over 600 invoices per month.
 - Trained and supervised two clerks.
 - Operated a forklift.

Some action verbs to help with your resume:

achieved, adapted, addressed, administered, arranged, assessed,
assisted, authorized, collaborated, conducted, demonstrated,
designed, developed, devised, directed, edited, enforced, evaluated,
filed, formulated, fostered, generated, handled, hired, implemented,
improved, initiated, launched, maintained, managed, marketed, mastered,
motivated, operated, organized, oversaw, planned, procured,
programmed, promoted, provided, publicized, recommended, reorganized,
repaired, represented, researched, scheduled, screened, set up,
simplified, 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 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." Did you do porter work in prison, or perhaps maintenance or landscaping? Ever work in a prison office, library, or transitional-services center? List it.

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: 2009
- 1 ➔ • Essex CF Automotive Shop, 1,500 hours of training: 2006
- Henry Hudson High School, New York, NY: 2004
Electrical Shop, Automotive Shop, Mechanical Drawing

2 ➔ VOLUNTEER EXPERIENCE, 2006–2009

- 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 2009
Responsible for electrical wiring and new window installation.
- Self-Employed Jewelry Vendor, New York City: 2004-2005
Jewelry sales at neighborhood events, community centers, and flea markets.
- Service Station Attendant, AA Station, Bronx, NY: 2002
Pumped gas and performed light auto-body repair.
Supervised a small team of attendants.
- 3 ➔ • House Painter, 18 months experience: 2012–2015

REFERENCES

- 4 ➔ • Jeannie Sanchez, Counselor for Department of Social Services: Merrick Correctional Facility, NY

Notes to Sample Resume I

David Cooper spent three years, from 2006–2009, incarcerated in New York State Correctional Facilities. In his resume, he has used his experience to his best advantage.

- 1 ➔ Show that while in prison you've done constructive things with your time. Mention any educational achievements or work experience you've had while incarcerated.
- 2 ➔ If you've been involved in any organized prison activities or programs, list them. They help indicate to a prospective employer what you may have experienced while away in terms of personal growth and development.
- 3 ➔ Consolidate and make use of your short-term employment experience. Six three-month painting jobs over a four-year period can be presented as "18 months experience."
- 4 ➔ In choosing references, select persons who can testify as to what you are like today, how you have changed, and your readiness to settle down and take on the responsibilities of a job.

Sample Resume II: Chronological Resume**Hector Diaz**

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

Occupational Goal: Asbestos Remover**Education:**

- 1 ➔** 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
- 2 ➔** Responsible for removing asbestos materials in steam pipes, air ducts, heating plant equipment, and tunnels at nonprofit and county sites throughout Orange County. Worked closely with team of six.
- 1998–2002 Manager, Puebla Market, Brooklyn, NY
Managed fresh produce and canned 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
- 3 ➔** 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

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.
- 2 ➔** When listing your work experience, always emphasize your responsibilities on the job and the skills that you learned or needed to employ. This is as true for low-level jobs as it is for more professional ones. Make your jobs sound important. Hector was sent with fellow asbestos workers from his facility to work in 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

Health Care 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

2012–present: **Volunteer Orderly**, Mt. Marcy Convalescence Home, Jamaica, NY

2 ➔

2011: **Cook's Assistant**, Rose M. Singer Center, East Elmhurst, NY

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2008–2010: **Security Guard**, Central Security, Hoboken, NJ

EDUCATION

Current: Health Counseling and Preventive Medicine at the Steuben Adult Education Center, NYC Dept. of Education, Jamaica, NY

3 ➔

2005: Malcolm X High School, Jamaica, NY

4 ➔

2016: Certificate of Expertise in Swimming, Lifesaving, and First Aid, Maspeth Red Cross, Queens, NY

Notes to Sample Resume III

Jennifer Blake spent most of 2011 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), a volunteer health worker (Health Care), a security guard (Public Relations), and working in jail. While incarcerated, she learned skills as a cook's assistant.

1 ➔ In choosing a skills-type resume, emphasize the skills you have learned from your non-job-related experience, including volunteer work, as well as from your paid job experience. List your responsibilities and make them sound important, especially in relation to your career objective.

2 ➔ If you have little job experience in your past, volunteer for work in the field in which you are interested. It provides you with legitimate work experience and possible contacts for paying jobs. It also gives you the opportunity to show a prospective employer that you're motivated to move ahead.

3 ➔ Consider furthering your education. Many free or low-cost courses exist throughout the city in a variety of fields, including High School Equivalency and vocational skills. Listed on a resume, they will impress an employer and show that you are a person who wants to learn and has taken the initiative to do so.

4 ➔ Be sure to include all information that might be relevant to your job objective or revealing of your character. Certificates in swimming 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 269.

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 your contact 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. You will be viewed as more than just "one more resume" piling up on the employer's desk. Be sure to present yourself as professional, patient, and polite at all times.

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 258), 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, recovering alcoholics, or people with disabilities.

Notifying 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 question 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" will suffice. Avoid using a gendered greeting such as, "Dear Sir or Madam".

The following is a sample of a job ad and cover letter:

TRUCK DRIVERS & WAREHOUSE HELP

For plumbing and heating wholesaler, AAA Plumbing.

P.O. Box 356, Pansonnia 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

174-06 Parkside Avenue
Brooklyn, NY 10036
March 12, 2017

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

Dear Ms. McDonald:

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

Since graduating from high school in 2010, 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 to talk with you further about my qualifications. Please contact me at 718.555.0911, or at njimenz@gmail.com. A copy of my resume is attached.

Sincerely,



Nelson Jimenz

Filling Out a Job Application

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

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

You can use the Personal Fact Sheet on page 326 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.

- 306** When filling out an application on paper, you should be sure to 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.

Review the guidelines detailed on page 286 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 or diploma you may have received.

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

For suggestions on how to account for time incarcerated in your work history, see the *Resume* section on page 294.

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.

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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? Yes No

(Most recent first)

Name: _____

Address (include zip code): _____

Phone: _____

Type of work: _____

Date started: _____ Date left: _____ Salary or wage: _____

Reason for leaving: _____

Name: _____

Address (include zip code): _____

Phone: _____

Type of work: _____

Date started: _____ Date left: _____ Salary or wage: _____

Reason for leaving: _____

Name: _____

Address (include zip code): _____

Phone: _____

Type of work: _____

Date started: _____ Date left: _____ Salary or wage: _____

Reason for leaving: _____

Education

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

Languages spoken: _____

Licenses and Certificates (Auto Driver, Truck Driver, Pilot, Marine, Radio, etc.): _____

Special or occupational skills (typing, shorthand, machine operator, etc.): _____

Military Experience

Branch of Service: _____ From (Mo./Yr.): _____ To (Mo./Yr.): _____

Active or Reserve? _____ Rank/Rate: _____ Specialization: _____

Discharge: Honorable Other (Explain): _____

Citizenship

Are you a citizen? Yes No

If no, Permanent Resident Card Number: _____

Do you have the legal right to work in this country? Yes No

Physical

Any health problems or physical defects that could affect your employment?

Yes No If any such health problems or physical defects exist, please explain: _____

Transportation

Do you have transportation to work? Yes No

Computer Skills: _____

References (Not relatives)

Name: _____

Address: _____

Occupation: _____

Name: _____

Address: _____

Occupation: _____

To the best of my knowledge the above information is correct. I understand that the employer may wish to investigate employment history by questioning my references and former employers, and I have no objection to this. I understand that my employment is subject to a physical examination and a 90-day probation period.

Signature: _____

Interviewing for a Job

The Job Interview

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

During the interview, the employer tries to determine how well you are qualified to fulfill the requirements of the job. At the same time, the interview allows you the opportunity to assess whether or not the job is right for you, and to demonstrate how your skills or qualifications can be a positive asset to the employer.

Preparing for the Job Interview

The following pointers can be of help to you in preparing for the interview:

- Know your qualifications
- Learn about the company
- Bring the materials you will need
- Go alone, 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." Be prepared for any tests you might have to take, such as a typing test, for which you may wish to practice.

Learn About the Company

It is very helpful for you to learn 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.

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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 326, 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.

Go Alone, Arrive Early, and Be Patient

Never bring friends or relatives with you to an interview. Employers are interested in you alone and what you have to offer.

Arrive at an interview 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, or 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 at all times and avoid any lengthy exchanges with either 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 "higher," or more conservatively, than that. For example, a nice pair of slacks, shirt, and sweater would be appro-

priate dress for interviewing for an auto technician—where jeans and a shirt would be the typical daily attire. A suit or dress slacks or pants and a dress shirt or blouse are appropriate attire for most office position interviews. Keeping your style relatively simple is a good rule.

Helpful Points in Job Interviewing

- Be respectful
- Be relaxed and listen attentively
- Be clear, complete, and brief
- Be positive in your approach
- Avoid the negative

Be Respectful

When you meet the interviewer, don't forget to smile. 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. Let the employer control the interview and do most of the talking, while you listen attentively. Never start a debate with the interviewer, even if they seem excessively aggressive in their approach.

Be Relaxed and Listen Attentively

During the interview, try to be relaxed and listen carefully to what the interviewer has to say. If you are nervous (and it's perfectly normal to be nervous during an interview), refrain from fidgeting in your seat or playing with objects in your hands or on the desk. Body language counts. 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. Never go under the influence of drugs or alcohol to an interview.

Be Clear, Complete, and Brief

Speak clearly and distinctly. We all use slang and bend 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 for a lifetime. 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. Don't exaggerate or try to bluff. Let the interviewer know why you think you would be good for the position, and how your past training and work experience will help you to get ahead on the job. Appear confident but never arrogant. If the interviewer fails to ask you something you feel is important, fill in the gap. If asked to tell about yourself generally, mention only those things 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." Interviewers are interested in hiring employees who are eager to upgrade themselves. Mention any classes or training programs you have attended since leaving school, or any that you may have planned for the near future.

Ending the Interview and Follow-Up

Ask any questions you may have about the job toward the end of the interview. Usually it is not a good idea to ask about such details as lunch hours, 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 thank-you 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 286.

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 wrong, 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 that evening-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, 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

To adjust to a new job, a person often has to develop a new set of work habits. The longer you've been away from the outside work world, or the less experience you've had in conventional jobs, the more discipline and patience it will require. Know that you can succeed (millions of others have), and that it will require time. The following hints may be of help to you in adjusting to a new job:

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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.

Learn to 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.

Learn to Take Criticism

It is easy for anyone to become hurt or to feel defensive when their work is being criticized. Learn not to take criticism personally. When accepted wisely, criticism is an important step to learning.

Leave Personal Problems at Home

Work often offers you the opportunity to socialize with coworkers, and socializing is an important feature of the total work experience. Still, it is important to remember that your main reason for being at work is to perform your job. Don't let personal problems interfere with work. We all know how hard it is to have to put up with a coworker who arrives at the job every day frustrated and angry because of a personal situation at home. Likewise, 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

Three common ways of leaving a job are:

- Quitting
- Getting laid off
- Getting fired

If you decide to quit your present job, it is almost always advisable to secure another job first. Here are two good reasons:

- We are living in a time of high unemployment, when job opportunities in most fields are scarce, and
- Employers generally prefer choosing new job applicants from the ranks of the already employed, not the unemployed.

If you quit a job, be sure to give your current employer at least two weeks notice. He or she will be more likely to give you a good recommendation for your next job.

When you are thinking about quitting a job, or have just been laid off or fired from one, investigate the following:

- Is your job covered by unemployment insurance? If so, will you be eligible to receive unemployment insurance benefits?
- If you were laid off or fired, do you have any recourse? Can you appeal the decision to anyone in the 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 (most jobs are), and, if eligible to receive benefits, you must declare yourself ready, willing, and able to work if a new, appropriate employment opportunity is found.

For recorded information on unemployment insurance, call **888.209.8124** (Spanish 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 77), 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.

Fact Sheet

Name: _____

Social Security Number: _____

Email: _____

SCHOOLING

Education	Name & Address of School	Years Attended	Main Course of Study	Degree Received
High School	_____			
Vocational	_____			
College	_____			
Business	_____			
Other Training	_____			

EXPERIENCE

Employer's Name & Address	Name of Supervisor	From/To	Salary	Reason For Leaving
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

REFERENCES

Name	Address	Phone Number
_____	_____	_____
_____	_____	_____

OTHER INFORMATION

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 _____

Name of Agency/Company**Address****Phone/Email****Name of Contact Person****Date & Time of Appointment****Travel Directions****Comments****Name of Agency****Address****Phone/Email**

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Name of Contact Person**Date & Time of Appointment****Travel Directions****Comments**

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