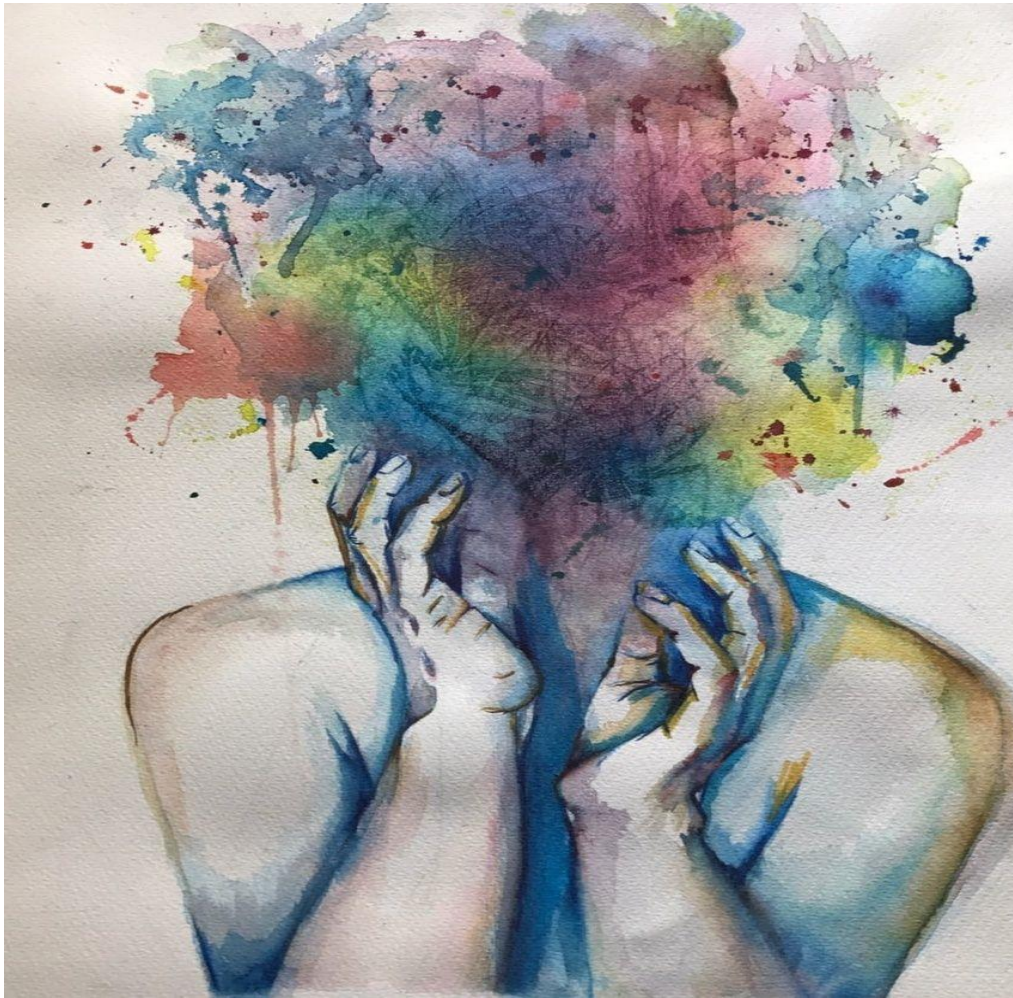


# Bronx Human Trafficking Prevention and Response Resource Guide

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***Prepared By: The Bronx Human Trafficking  
Prevention and Response Task Force***

*Art credit: Defined by Art With Lauren*

# The Bronx Human Trafficking Task Force Resource Guide

## COVID-19 Resources included

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## **The Bronx Human Trafficking Prevention and Response Task Force**

**Mission Statement:** The Mission of the Bronx Human Trafficking Prevention and Response Task Force is to help develop an awareness of human trafficking, prevention strategies and response efforts for all residents of Bronx communities.

### Goals:

- To provide linkage to comprehensive trauma-informed services for child, youth and adult survivors of human trafficking by facilitating connection with providers that can identify and address safety, security, and healing needs, regardless of immigration status, gender identity, sexual orientation, country of origin, race or ethnicity;
- To provide empowerment for survivors to develop protective strategies from their traffickers and other sorts of abuse;
- To conduct investigations to identify trafficking and prosecute traffickers at both local and federal levels;
- To aid children, youth, and adults impacted by human trafficking through the creation of a comprehensive, trauma-informed network of medical, legal, educational and social services supportive providers, including governmental agencies, health care facilities, law enforcement and community-based organizations whose services and knowledge may be a resource towards healing and protection;
- To educate community-based organizations, medical providers, school personnel, students and other community members on human trafficking awareness and where to go for help when needed;
- To ensure that during times of disruption of integral services due to disasters and emergencies, survivors and others may continue to receive assistance.

### **What is Human Trafficking?**

Human trafficking is a form of imprisonment /captivity. This crime occurs when a trafficker uses force, fraud or coercion to control another person for the purpose of engaging in commercial sex acts or soliciting labor or services against his/her will. A commercial sex act is one that occurs in exchange for money or any other item of value. However, force, fraud, or coercion need not be present if the individual involved in commercial sex is under 18 years of age.<sup>1</sup>

Human Trafficking is a frequently hidden and often unreported crime due to the many barriers preventing survivors from reporting, including repercussions from the trafficker, language barriers, and fear of law enforcement. This can result in survivors not disclosing or seeking help. If you have been trafficked (or know someone who has) and want help, contact the National Human Trafficking **Hotline 888-373-888 or text to 233733.**

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<sup>1</sup> National Human Trafficking Hotline. Available: <https://humantraffickinghotline.org/>

**Table 1 – Members**

<b>Bronx Human Trafficking Prevention and Response Task Force</b>	
<b>Name</b>	<b>Organization Title/ Agency</b>
Sherman, Peter MD, MPH Chairman of Pediatrics	Project Lead
Briu, Yolanda MSW	Bronx Human Trafficking Task Force Coordinator
Regalado – Washington, Erika Attending – Pediatrics	BronxCare Health System – Pediatrics Agency Participant
Smith, Alexandra MBA, LCSW	BronxCare Health System - Pediatrics Agency Participant
Strom, Diane LCSW-R Senior Project Manager Department of Pediatrics	BronxCare Health System - Pediatrics Agency Participant
Alsarraj, Jamal Executive Director	Bronx Family Justice Center Agency Lead
Cotza, Fabio LCSW-R Senior Director	Bronx Child Advocacy Center Agency Lead
Sardana, Megha Supervising Clinical Forensic Specialist	Bronx Child Advocacy Center Agency Participant
Hannah Pennington Esq. Assistant Commissioner for Policy and Training	Mayor's Office to End Domestic and Gender-Based Violence Agency Lead
Higgins, Selina LCSW-R Executive Director Office of Child Trafficking Prevention and Policy (OCTPP)	ACS - Administration for Children's Services Agency Lead
Alexander, Peter	ACS - Administration for Children's Services Agency Participant
Knoepfler, Stephen Esq. Chief, Human Trafficking Unit Special Victims Division	Bronx County District Attorney's Office Agency Lead
Giunta, Adrienne	Bronx County District Attorney's Office Task Force Agency Participant
Litwin, Amy Esq.	Bronx County District Attorney's Office Task Force Agency Participant
Olson, David PH.D. Deputy Director Planning & Analysis Unit	Bronx County District Attorney's Office Agency Participant

## Bronx Human Trafficking Prevention and Response Task Force (Continued)

Name	Organization Title/ Agency
Pascale, Danielle Esq. Deputy Bureau Chief Child Abuse and Sex Crimes Bronx Child Advocacy Center	Bronx County District Attorney's Office Deputy Bureau Chief Child Abuse and Sex Crimes Agency Lead
Vega, Johnathan	Bronx County District Attorney's Office Agency Participant
Lieutenant Conforti, Stephen	New York Police Department (NYPD) Bronx Vice Enforcement Squad & Vice Enforcement Division Agency Lead
Lieutenant Picarello, Joseph	New York Police Department (NYPD) NYPD-FBI Child Exploitation & Human Trafficking Task Force Agency Lead
Lieutenant, Capogna, Amy Detective Bureau, Vice Enforcement Division Major cases – Human Trafficking team	New York Police Department (NYPD) Agency Lead
Riso, Laura	Federal Bureau of Investigation FBI Victim Specialist Agency Lead
Saloni, Sethi	Mayor's Office to End Domestic and Gender-Based Violence Agency Lead

## RESOURCE DIRECTORY

### AGENCY NAME:

**NYC Administration for Children's Services (ACS)  
Office of Child Trafficking Prevention and Policy (OCTPP)**

**DESCRIPTION OF SERVICES:** ACS' Office of Child Trafficking Prevention & Policy (OCTPP) works to raise awareness of trafficking and identifies appropriate services available to help at-risk youth and survivors of commercial sexual exploitation and/or labor trafficking and their families involved with the child welfare system.

- Guidance for service providers on work with trafficked and at-risk children/youth and their families, including case consultation, safety planning, technical assistance, resource identification and mandated reporter requirements.
- Coordination of the NYC Safe Harbour Program, which can assist with service referrals for youth not involved with the child welfare system
- Development of trafficking related child welfare policies and procedures.
- Referrals for free trauma-informed tattoo removal & relevant support through "Movin On": The New York City Child Tattoo Eradication Project & Network".
- "Children are NOT for \$ale" Awareness Campaign with trafficking awareness brochures and posters in 12 languages, items and the 40-page booklet: [Child Trafficking and What YOU Can Do about it: Tools for Child Welfare Professionals.](#)
- Direct provision of Group Work Services for Vulnerable Youth featuring a variety of clinical, anti-trafficking, empowerment, and creative arts models.
- Produces events, trainings, conferences, expert workshops and panel presentations.
- Administrates ACS' Child Trafficking Database (CTDB): Mandated electronic sex trafficking screenings by ACS and provider agency staff and longitudinal data aggregation.
- Coordinates the Female Genital Mutilation/Cutting Awareness (FGM/C) Initiative.
- Participates in borough based and City-wide trafficking task forces and work groups.

**CONTACT:** Selina Higgins, LCSW-R, Executive Director  
Office of Child Trafficking and Prevention: [Selina.higgins@acs.nyc.gov](mailto:Selina.higgins@acs.nyc.gov)

### ADDITIONAL CONTACTS AND INFORMATION

- Inquiries about specific cases: [Child.trafficking@acs.nyc.gov](mailto:Child.trafficking@acs.nyc.gov)
- Training Requests: [Traffickingtraining@acs.nyc.gov](mailto:Traffickingtraining@acs.nyc.gov)
- Child Tattoo Removal Requests: [Child.tattoo.removal@acs.nyc.gov](mailto:Child.tattoo.removal@acs.nyc.gov)
- Trafficked Youth page on the ACS Web Site:  
<https://www1.nyc.gov/site/acs/youth/traffickedyouth.page>

**SERVICES DURING COVID:** The Office of Child Trafficking Prevention and Policy (OCTPP) is operational and available for response to all inquiries for the provision of guidance, technical assistance, resource referrals, and tattoo removal requests. Case consultation is available by telephone, and multi-disciplinary conference calls can be arranged. Although in-person trainings are currently on hold, OCTPP is available to participate in webinars and provide training through available web-based environments.

**AGENCY NAME:**  
**Bronx Child Advocacy Center (CAC) – Safe Horizon**

**DESCRIPTION OF SERVICES:** The Safe Horizon Bronx Child Advocacy Center (BxCAC) investigates, prosecutes and treats allegations of severe physical abuse involving children under the age of 11 years and sexual abuse (including pornography and trafficking) involving children under the age of 12 years. The BxCAC will see any child under the age of 18, on a case by case basis. The BxCAC's onsite multidisciplinary team is comprised of approximately seventy professionals from six partner agencies including the New York City Police Department, Special Victims Division; the New York City Administration for Children's Services; the Bronx County District Attorney's Office; the New York City Law Department – Corporation Counsel; Montefiore Medical Center; and Safe Horizon, Inc. The Safe Horizon BxCAC is not a walk-in facility. Each case of child abuse must be reported to the New York State Central Register of Child Abuse and Maltreatment or to a police precinct for it to be referred to the BxCAC. The Safe Horizon BxCAC is located at 1775 Grand Concourse, 5<sup>th</sup> floor, Bronx, New York 10453. The center's hours of operation are Monday-Friday 9:00am to 10:00pm and Saturday and Sunday from 10:00am to 6:00pm.

**CONTACT:** Fabio Cotza, Senior Director  
E-mail: [Fabio.cotza@safehorizon.org](mailto:Fabio.cotza@safehorizon.org)

**ADDITIONAL CONTACTS AND INFORMATION:**

- 24-hour hotline **1- 800 621-HOPE (4673)**
- Safe Horizon Community Program **HELPLINE 1- 855 234-1042**
- If in immediate danger, call 911

**SERVICES DURING COVID:** The Bronx Child Advocacy Center is closed due to COVID 19. Virtual and telephonic services remain available to clients. See the contacts listed above for ways to contact the Bronx Child Advocacy Center during this time.

**AGENCY NAME:**  
**Safe Horizon's Anti-Trafficking Program (ATP)**

**DESCRIPTION OF SERVICES:** Safe Horizon's Anti-Trafficking Program (ATP) works with human trafficked survivors of all ages and genders throughout New York City. ATP works with labor, sex and forced marriage trafficked clients, and U.S. citizens, green card holders and undocumented immigrants. ATP is a multi-disciplinary program comprised of both social workers (case management, trauma-focused therapy and counseling) and attorneys (immigration relief for trafficked clients). ATP also provides trainings and presentations for all types of audiences, including service/medical providers, law

enforcement, government agencies and community organizations. ATP is not a walk-in program, and operates Monday - Friday, 9:00a.m. -5:00p.m. To schedule an appointment or make a referral, please call our Intake Line at **(718) 943-8652**.

#### **ADDITIONAL CONTACTS AND INFORMATION:**

- Name: Anita S. Teekah, Esq. Senior Director, Anti-Trafficking Program
- Telephone: 718.943.8655
- Email: [Anita.Teekah@safehorizon.org](mailto:Anita.Teekah@safehorizon.org)

Safe Horizon - Hotlines, Helpline, and SafeChat

- Call our 24/7 Domestic Violence Hotline: **1- 800-621-HOPE (4673)**
- Call our 24/7 Rape and Sexual Assault Hotline: **1-212-227-3000**
- Chat with an advocate: visit [Safehorizon.org/SafeChat](http://Safehorizon.org/SafeChat)

#### **SERVICES DURING COVID**

If it is an emergency, please **call 911**. To speak with an advocate, call our 24-hour hotline at **1-800-621-HOPE (4673)**.

#### **AGENCY NAME:**

**Bronx County District Attorney's Office**

**DESCRIPTION OF SERVICES:** The Human Trafficking Unit falls under the oversight of the Special Victims Division. The Bronx District Attorney's Office has dedicated Assistant District Attorneys who investigate and prosecute cases of human trafficking. In the Bronx, sexual exploitation in the commercial sex trade is the most prevalent form of human trafficking. The unit focuses on rescuing victims, apprehending and convicting traffickers as well as those who patronize the commercial sex trade. A social worker embedded in the unit will work with service providers to aid victims through the trauma. The Special Victims Division also includes the Child Abuse/Sex Crimes Bureau, the Domestic Violence Bureau and the Crime Victims Assistance Unit.

**CONTACT:** Stephen Knoepfler, Esq., Chief, Human Trafficking Unit, Special Victims Division  
Telephone: (718) 383-7185  
E-mail: [Knoepflers@bronxda.nyc.gov](mailto:Knoepflers@bronxda.nyc.gov)

#### **ADDITIONAL CONTACTS AND INFORMATION**

- Website: [www.bronxda.nyc.gov](http://www.bronxda.nyc.gov)
- DA Hotline (Available 24 hours/7 days a week): **(718) 590-2000**
- Domestic Violence Hotline: **(1-800-621-HOPE (4673))**
- Rape and Sexual Assault Hotline: **(1-212-227-3000)**
- Safe Chat with an Advocate: [Safehorizon.org/SafeChat](http://Safehorizon.org/SafeChat)
- Human Trafficking Hotline: **1-646-610-7272**

**SERVICES DURING COVID:** There are no changes in services due to COVID-19



**AGENCY NAME:**  
**Bronx Family Justice Center**

**DESCRIPTION OF SERVICES:**

The Bronx Family Justice Center connects victims and survivors of human trafficking, sexual violence, stalking, gender-based violence, domestic violence and intimate partner violence with free and confidential assistance. Services include:

- Safety planning
- Applying for public benefits, shelter, housing, and other support service
- Mental health and counseling services to support emotional well-being for victims and their children
- Information on job training programs, including help with resume writing and interviewing skills
- Referrals to education programs, including workshops to help with budgeting, credit repair, and English as a Second Language (ESL) classes
- Legal help for orders of protection, custody, visitation, child support, divorce, housing, and immigration
- Connecting to trained law enforcement, such as NYPD, NYC Sheriff's Office, and District Attorney's Office
- Childcare for children age 3+ while you get services at the FJC

**CONTACT:** Jamal Alsarraj, Executive Director  
Telephone: **(718) 508-1290**  
E-mail: **JamalA@fjcnyc.org**

**ADDITIONAL CONTACTS AND INFORMATION:**

- <https://www1.nyc.gov/site/ocdv/programs/family-justice-centers.page>
- NYC Well: **1- 888 692-9355**
- NYC HOPE: [hwww1.nyc.gov/nycchope/site/page/home](https://www1.nyc.gov/nycchope/site/page/home)

**SERVICES DURING COVID:** The Bronx Family Justice Centers buildings are temporarily closed as part of the New York City response to Coronavirus (COVID-19). Services and support for survivors remain available by phone.

- **Call 311** to be connected to the nearest Family Justice Center
- From Monday to Friday, 9 a.m. to 5 p.m., you can call the Bronx Family Justice Center at 718-508-1220 and receive needed services from staff on the phone
- In the evenings or weekends, call NYC's 24-hour Domestic Violence Hotline at **1-800-621-4673**
- In an emergency, call **911**

**AGENCY NAME:**

**Bronx Vice Enforcement Squad and Vice Enforcement Division/Bureau of Child Abuse and Sex Crimes/Special Victims Division**

**DESCRIPTION OF SERVICES:** The Special Victims Division (SVD) investigates sex crimes and cases of alleged child abuse. THE SVD works in partnership with victim advocates and other city agencies, including the New York City Administration for Children's Services.

**CONTACT:** New York City Police Department Special Victims Division  
Telephone: General number in the **Bronx 718-378-8921**

NYPD Special Victims/Human Trafficking **Hotline: 646-610-7272**

**SERVICES DURING COVID:** There are no changes in services during COVID-19

**AGENCY NAME:**

**New York City Police Department/ FBI Child Exploitation and Human Trafficking Task Force**

**DESCRIPTION OF SERVICES:** The FBI Child Exploitation and Human Trafficking Task Force operates within nearly every FBI field office to collaborate with state and local law enforcement agencies to combat human trafficking. The ultimate goal of the task force is to recover victims and investigate traffickers at the state and federal level.

**CONTACT:** Lt. Picarello  
FBI New York Field Office  
Telephone: **1- 212-384-1000**  
**1-800-CALL-FBI**

**SERVICES DURING COVID:** There are no changes in services during COVID-19.

**AGENCY NAME:**

**BronxCare Health System**

**DESCRIPTION OF SERVICES:** BronxCare Health System provides medical care on an in-patient, out-patient and emergency basis. Physicians, social workers and other BronxCare staff identify victims of human trafficking and assist survivors through providing access to resources, navigating multiple complex social support systems, and by raising awareness about the issue through education to medical providers, other health care workers and to the community.

**CONTACT:** Peter Sherman, MD, MPH, Chair, Department of Pediatrics  
Telephone: **718-960-1012**  
Email: [psherman@bronxcare.org](mailto:psherman@bronxcare.org)

## The Lesbian, Gay, Bisexual & Transgender Community Center

The LGBT National Youth Talkline provides a safe space for those under the age of 25 to anonymously seek support. Check online [www.gaycenter.org](http://www.gaycenter.org) for hours or call **1-800-246-7743**. Those under the age of 20 can also join weekly moderated chat rooms here there's one for all LGBTQ teens and another just for trans teens.

**Contact: 212-620-7310**

### **SERVICES DURING COVID:**

**LGBTQ+ COVID-19 Online Guide** created in partnership with representatives from 15 city agencies and over 200 LGBTQ+ community partners across NYC, is organized into categories of LGBTQ+ affirming services for mental health, physical health and wellness, sexual health, peer and community support, food assistance, legal services, housing and shelter, and financial/funding opportunities.

### **LGBTQ Resources**

- The NYC Anti-Violence Project offers crisis counseling and advocacy for LGBTQ and HIV-infected and -affected survivors. Call AVP's 24-hour hotline at **1-212-714-1141**.
- Visit the NYC Unity Project to learn more about available programs and services at **347-473-7400** or email **info@housingworks.org**.
- The Trevor Project provides 24 hour/7 days a week access to an affirming international community for LGBTQ youth. Trained crisis counselors are available to talk directly with youth in crisis. **Call 1-866-488-7386**.

New York City's Lesbian, Gay, Bisexual, & Transgender Community Center offers remote services—including one-on-one sessions and guided meditations. Learn more about services provide to LGBTQ.

### **AGENCY NAME:**

**Mayor's Office to End Domestic and Gender Based Violence (ENDGBV)**

**DESCRIPTION OF SERVICES:** ENDGBV develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach and operates the New York City Family Justice Centers (FJCs).

ENDGBV's Training Team has an extensive menu of training options for service providers and community-based organizations, including on the topic of human trafficking. More information about the training can be found at <https://www1.nyc.gov/site/ocdv/programs/training-institute.page>

**CONTACT:** Hannah Pennington, Esq.  
Assistant Commissioner for Policy and Training  
Email: [hpennington@cityhall.nyc.gov](mailto:hpennington@cityhall.nyc.gov)

Solani Sethi  
Director of Policy  
Telephone: **212-341-2794**  
Email: [ssethi@cityhall.nyc.gov](mailto:ssethi@cityhall.nyc.gov)

**SERVICES DURING COVID: Modifications to programs at the Mayor’s Office to End Domestic and Gender-Based Violence (ENDGBV)** have been modified during COVID-19. Information about modifications to services available at the FJCs and other information important information and resources for survivors during COVID-19 can be found at <https://www1.nyc.gov/site/ocdv/get-help/covid-19-update.page>. ENDGBV will continue to update its website throughout the crisis.

**AGENCY NAME:**  
**National Human Trafficking Hotline (NHTH)**

**DESCRIPTION OF SERVICES:** The National Human Trafficking Hotline may be contacted to request help or to report potential trafficking. Their website at <https://humantraffickinghotline.org> offers information on human trafficking including state specific statistics. Support is available in more than 200 languages.

**CONTACT:**

- Telephone: **1-888-373-7888**
- Text: **233733 (BEFREE)** or **“HELP”** to **233733**
- Online Chat: [humantraffickinghotline.org](https://humantraffickinghotline.org)
- E-mail: [help@humantraffickinghotline.org](mailto:help@humantraffickinghotline.org)

**SERVICES DURING COVID:** There are no changes in services during COVID 19.

**AGENCY NAME:**  
**U.S. Citizenship and Immigration Services (USCIS)**

USCIS: Response to Coronavirus 2019

- <https://www.usa.gov/federal-agencies/u-s-citizenship-and-immigration-services> U.S. Citizenship and Immigration Services **1-800-375-5283**
- National Immigrant Law Center (NILC) – Update on Access to Health Care for Immigrants and Their Families: information about access to health care for Immigrants and their family members, including eligibility for services. The resource also explains COVID-19-related legislation that has been enacted. <https://www.immigration321.com/>

**AGENCY NAME:**

**Supplemental Nutrition Assistance Program (SNAP)**

**Food Assistance**

- Supplemental Nutrition Assistance Program (SNAP)  
<https://access.nyc.gov/>
- Map of free food resources across the City, including food pantries and Grab & Go meals at NYC Schools, available for all children or adults in need.

**CONTACT:**

- GetFoodNYC: Free Food Locations  
<https://dsny.maps.arcgis.com/apps/webappviewer/index.html?id=35901167a9d84fb0a2e0672d344f176f>
- USDA: FNS Response to COVID-19
- <https://www.fns.usda.gov/snap/fr-120419>

**AGENCY NAME:**

**New York State of Health**

**HEALTH INSURANCE**

These are ways you can apply for Medicaid:

- NY State of Health, the Official Health Plan Marketplace **(855) 355-5777**.
- Managed Care Organization (MCO)
- Navigators and Certified Application Counselors.
- Medicaid Helpline **(800) 541-2831**.
- Local District Social Services Offices.

**SERVICES DURING COVID:**

There are two ways to apply for Medicaid:

Contact your state Medicaid agency <https://www.medicaid.gov/state-overviews/index.html>. You must be a resident of the state where you are applying for benefits.

Fill out an application <https://www.medicaid.gov/state-overviews/index.html> through the Health Insurance Marketplace.

**In New York City, all active Medicaid cases will be extended.** No case will be closed for failure to renew or failure to provide documentation. Any case that is closed for failure to renew or failure to

provide documentation that had Medicaid coverage on or after March 18, 2020, will be re-opened with coverage restored to ensure no gap in coverage. Renewals will be extended for 12 months.

Using healthcare services, even if Medicaid-funded, will not impact your ability to apply for a green card. Learn more about Public Charge at <https://www.uscis.gov/green-card/green-card-processes-and-procedures/public-charge>.

## **Public Charge**

Public charge immigration law includes a provision that says a person is “inadmissible” if they are likely to become a public charge. Under our current policies, public charge refers to individuals who are primarily dependent on the government for subsistence, like people who rely on cash assistance programs, or require long-term care at the government’s expense.

- Please visit, “Know Your Rights” webpage of the national Protecting Immigrant Families campaign, at <https://protectingimmigrantfamilies.org/know-your-rights/>  
**Please call or visit the website for updates before visiting any location as situation is changing rapidly.** <https://www.uscis.gov/green-card/green-card-processes-and-procedures/public-charge>.

## **SERVICES DURING COVID**

COVID-19 and Public Charge: All noncitizens should get the care they need. U.S. Citizenship and Immigration Services (USCIS) announced that testing, treatment and preventive care (including a vaccine if one becomes available) for COVID-19 will not be considered in the public charge test. These services will have no negative impact, even if such treatment is provided or paid for by one or more public benefits, as defined in the rule (e.g. federally funded Medicaid). These services also will not impact nonimmigrants seeking an extension of stay or change of status.

### **Housing, Shelters and Transitional Living Programs Relationship Violence**

Homes are not always a safe haven. Resources and services are available to help those experiencing dating, domestic, or gender-based violence. Aimed for immediate safety planning, shelter or civil legal assistance, or counseling.

- Domestic Violence Shelters are still open for intake. Call the City’s 24-hour Domestic Violence hotline **(1-800-621-4673; TTY: 1-800-810-7444)**

CDC: Resources for Homeless Shelters: Plan, Prepare, and Respond to Coronavirus Disease 2019 <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html> **SERVICES DURING COVID:**

COVID-19 Readiness Resources - Visit [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19) for the latest information and resources

- Printable Resources for People Experiencing Homelessness

- Guidance Related to Unsheltered Homelessness
- Department of Housing and Urban Development (HUD) COVID-19 Resources
- ASPR TRACIE Homeless Shelter Resources for COVID-19

U.S. Interagency Council on Homelessness: Supporting Children and Youth Experiencing Homelessness during the COVID-19 Outbreak: <https://www.usich.gov/tools-for-action/supporting-children-and-youth-experiencing-homelessness-during-the-covid-19-outbreak-questions-to-consider/>

- **N.Y. State of Health Marketplace**

New York State of Health is your state's Marketplace. Visit New York's website. <https://www.nycgo.com/maps-guides/official-nyc-visitors-guide/>

**CONTACT:**

- **1.855.355.5777**
- **TTY: 1.800.662.1220**

**SERVICES DURING COVID:**

N.Y. State of Health Marketplace is open for a special enrollment period to allow uninsured people to enroll in qualified health plans. Individuals who are eligible for other NY State of Health programs – Medicaid, Essential Plan and Child Health Plus – can enroll year-round. The special enrollment period will help protect the health of New Yorkers during the COVID-19 public health emergency. Learn more about N.Y. State of Health Marketplace at <https://www1.nyc.gov/>

**CONTACT:**

- Help line: **1-855-355-577**
- Enrollment assistors
- Apply for coverage through NY State of Health on-line at [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov)

**NYC Mental Health**

NYC Well Free 24/7 Confidential Mental Health Counseling, you can call, text, or chat online.

**CONTACT:**

- 1-888-NYC-Well (**692-9355**) – All mental health and substance misuse support available in New York City
- TEXT: **“Well” to 65173**
- CHAT ONLINE at [nyc.gov/nycwell](http://nyc.gov/nycwell)
- **311** – Government services to address issues such as immigration, neighborhood concerns, and homeless outreach
- **911** – Public safety or medical emergencies

<https://nycwell.cityofnewyork.us/en/Thrive> NYC has published a new Guide to Mental Health Services that New Yorkers can access while staying at home, including a list of free apps to help address anxiety, depression, recovery, and other mental health resources. Trained counselors can provide you with support 24 hours a day, 7 days a week, in over 200 languages.

## **Trauma & Healing for Survivors**

Severe distress or suffering that results from overwhelming mental, emotional pain or physical injury are can be the result of trauma. Individualized care is an essential part of the process of recovery. A traumatic experience for one person may not be the same for another and each person experiences their own unique process of healing.

The following tips describe some of the ways that people who have experienced trauma and abuse have found relief.

- Empower and assist clients to focus on self-care.
- Safety is first priority
- Gaining victim's trust is an important step in providing assistance and support (housing, food, medical, safety and security, language interpretation, cash, living assistance and legal service
- Mental Health assistance – psychological trauma (PTSD, depression, anxiety, suicidal ideation, despair and hopelessness).
- Supporting victims to help to rebuild their life safely
- Use a trauma- inform, non-judgmental approach when working with victim
- Refrain from passing judgment – Many survivors describe feeling so stigmatized they felt unable to reach out for help.
- Motivation interviewing
- Victims may not know their rights –Foreign national may not speak English, may not know their rights in the United States.
  
- Plan something to look forward to
- Get good quality sleep and start a routine.
- Assist survivors in empowering and involving them to make their own choices.
- Support survivors with their decision-making, how much they are willing to share, and with whom they feel comfortable sharing.
- Communicate with survivors, and continue to empower on resilience.
- Model deep breathing techniques with clients.
- Discuss the positive aspects of using writing as a safe way to connect with their emotions, as it may also assist in easing stress and the physical symptoms of trauma.
- Aid survivors with setting goals
  - Clients need to set goals that address the recovery needs due to the trauma, abuse and neglect they may have suffered.
- Encouraging survivors to participate in support groups to establish a support system with others who have experience similar experience with trauma.



## Helping professionals

The difference between **secondary trauma** and **vicarious trauma** is that secondary trauma can happen suddenly, in one session, while vicarious trauma is a response to an accumulation of exposure to the pain of others.

### Self-care Practice to reduce risk of secondary trauma

- Developing and maintaining a strong social support both at home and at work
- Increased self-awareness through mindfulness meditation and narrative work such as journaling
- Regular self-care (which is unfortunately often an afterthought for busy helping professionals)

### Suggestions for Coworkers:

- Reaching out and talking to supervisors individually about the impact of the work
- Encouraging coworkers to practice daily leaving activities —sleep, healthy eating, hygiene, and exercise
- Supporting connections with family and friends
- Referring them to organizational supports such as a peer support team and employee assistance programs.
- Encouraging them to discuss their experience with their supervisor.

## COVID-19 (Coronavirus)

- New Yorkers who have COVID-19 symptoms can call **1-844-NYC-4NYC** to connect with services and schedule testing from NYC Health + Hospitals (NYC H+H).
- Text '**COVID**' to **692-692** to get important COVID-19 related updates sent straight to your phone. You can text '**COVIDESP**' to get updates in Spanish.
- Public health information regarding COVID-19 in NYC, visit [www.nyc.gov/coronavirus](http://www.nyc.gov/coronavirus).

## Closing Summary

The Bronx Human Trafficking Task Force works with providers to prevent human trafficking by helping to identify, investigate and provide services. In addition to conducting outreach, providing awareness activities, and identifying resources for the community, the Task Force team promotes a coordinated approach to the provision of services for survivors of human trafficking at the federal, state, and local levels.