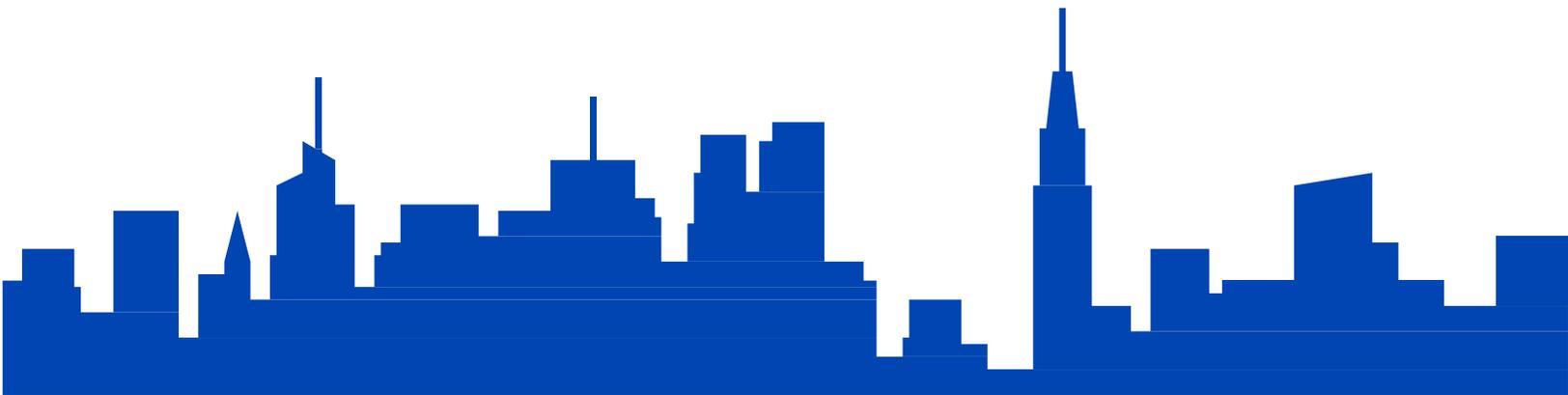




RESOURCE GUIDE FOR ADULT ASYLUM SEEKERS



INTRODUCTION

If you are an adult seeking asylum in New York City and requesting emergency shelter, you must take all the steps you can to find other housing.

This booklet gives you some ideas for things that could help you find other housing. It can also give you ways to get connected to services you may need.

If you have a disability that makes it hard for you to find other housing and access services, speak to the staff at your shelter.

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311

City Resources for Immigrants

The City of New York supports all its residents. Everyone, including undocumented immigrants, can access most City services. These services include things like going to school or using the healthcare system.

Learn more about City Services here: <https://www.nyc.gov/site/immigrants/city-services/basic-care.page>

For information on how to access New York City government services call 311 or go to: <https://portal.311.nyc.gov/>.

EDUCATION

All NYC children ages 4-21 can attend public school. To enroll, call 311 or visit <https://www.schools.nyc.gov/enrollment/enrollment-help/family-welcome-centers>.

Community-based organizations offer literacy, training and GED programs for adults and out-of-school youth all over the City. Instruction is provided to adults and to out-of-school youth who have limited reading, writing, mathematics, or English skills. Programs include basic education, preparation for GED, and English for speakers of other languages. Call 311 or 212-639-9675 for help.

We Speak NYC provides free English language conversation classes for English language learners. Volunteers lead these classes using the Emmy Award winning educational TV series, “We Speak NYC”. They also use the educational materials that accompany each video.

The videos are based on true-to-life stories of immigrants making their way in New York City, providing useful information about government services. Contact the Mayor’s Office of Immigrant Affairs at 212-788-7654 to find out which organizations in your neighborhood are offering **We Speak NYC** classes.

Cell-Ed offers users free mobile English language and skill-building lessons that can be accessed at any time and at any place. Access Cell-Ed from your cell phone.

Download the Cell-Ed App or call +1-866-425-2355; enter PIN: 1788 or By computer: <https://learn.cell-ed.com/#/> or WhatsApp, message START to +1-818-423-5533 Need help? Watch the Cell-Ed Instructional Video here: <https://www.youtube.com/watch?v=ZKsVxtwqibU>.

TRANSPORTATION

FAIR FARES NYC

New Yorkers with low incomes might be able to receive a 50% discount on subway and some bus fares to help manage their transportation costs.

If you are between 18 – 64 years of age, you do not receive a discounted MetroCard through any other NYC program, and you have a household income below these limits:

Maximum monthly income for a household of 1 person: \$1,506.00
Maximum monthly income for a household of 2 person: \$2,044.00
Maximum monthly income for a household of 3 person: \$2,582.00
Maximum monthly income for a household of 4 person: \$3,120.00
Maximum monthly income for a household of 5 person: \$3,658.00
Maximum monthly income for a household of 6 person: \$4,196.00
Maximum monthly income for a household of 7 person: \$4,734.00
Maximum monthly income for a household of 8 person: \$5,272.00

Call 311 or visit <https://www.nyc.gov/site/fairfares/index.page> for additional information and to confirm eligibility requirements.

DRIVING IN NEW YORK STATE

To drive a car or motorcycle in New York State, you must be at least 16 years old and have a valid New York State driver license or learner permit, or a valid driver license or permit issued by another state or country.

If you have a driver license from any nation, you do not need a New York State license to drive here. You should only apply for a New York State driver license if you become a resident of New York State.

If you need more information, you can visit: <https://dmv.ny.gov/driver-licenses>.

HEALTH CARE

HEALTH CARE ACCESS

NYC Care is the nation's largest and most comprehensive initiative to guarantee health care for New Yorkers, regardless of immigration status or ability to pay.

NYC Care is a health care access program that for New Yorkers who cannot get health insurance based on federal guidelines. NYC Care guarantees low-cost and no-cost services

offered by NYC Health + Hospitals.

New Yorkers eligible for health insurance will be directed to the city's public choice health plan <https://metroplus.org/>.

Ways to Enroll

- Meet with an NYC Health + Hospitals Financial Counselor
- Meet with or call a MetroPlus representative
- Find community-based partners: <https://www.nyccare.nyc/community-based-organization/>
- For more information, call 1-646-692-2273

NYC HEALTH + HOSPITALS

NYC Health + Hospitals has locations throughout the city. They offer a full range of in-person and virtual services including:

- primary care,
- urgent care,
- mental health, and
- specialty services.

To schedule an appointment, you can call 1-844-692-4692.

Bronx

NYC Health + Hospitals/Jacobi
1400 Pelham Parkway South, Bronx, NY 10461

NYC Health + Hospitals/Lincoln
234 East 149th Street, Bronx, NY 10451

NYC Health + Hospitals/North Central Bronx
3424 Kossuth Avenue, Bronx, NY 10467

Brooklyn

NYC Health + Hospitals/Kings County
451 Clarkson Avenue, Brooklyn, New York 11203

NYC Health + Hospitals/South Brooklyn Health, Ruth Bader Ginsburg Hospital
2601 Ocean Parkway, Brooklyn, NY 11235

NYC Health + Hospitals/Woodhull
760 Broadway, Brooklyn, New York 11206

Manhattan

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

NYC Health + Hospitals/Harlem
506 Lenox Avenue, New York, NY 10037

NYC Health + Hospitals/Metropolitan
1901 First Avenue, New York, NY 10029

Queens

NYC Health + Hospitals/Elmhurst
79-01 Broadway, Elmhurst, New York 11373

NYC Health + Hospitals/Queens
82-68 164th Street, Queens, New York 11432

MENTAL HEALTH SERVICES

NYC 988 is your connection to free, confidential mental health support. Speak to a counselor via phone, text, or chat and get access to mental health and substance use services. Support is available in more than 200 languages.

At any hour of any day, in almost any language, Call or Text **NYC 988** to get the help you need.

REPRODUCTIVE HEALTH CARE

If you are pregnant, New York City has free and confidential sexual health services and health insurance programs. New York City also has clinics to help with many pregnancy-related conditions.

The Health Department's Nurse-Family Partnership can link some first-time mothers to specially trained nurses. These nurses make regular home visits during your pregnancy and the baby's first two years to help you keep your family healthy. You can join as early in your pregnancy as you like but no later than your 28th week.

The NYC Sexual Health Clinics provide low- to no-cost services for sexually transmitted infections (STIs), including HIV. Anyone who is 12 or older can receive services at any clinic, regardless of immigration status. Parental consent is not necessary.

Call the NYC Sexual Health Clinic Hotline (347-396-7959) for telemedicine services. Abortion is safe and legal in New York State. You can find an abortion provider and other supportive resources by calling the Abortion Access Hub Monday through Saturday, 8 a.m. to 8 p.m. at 877-692-2482.

IDNYC

Make an appointment today to apply for your free IDNYC. **Call 311** and say “IDNYC” or visit <https://www.nyc.gov/site/idnyc/index.page>.

IDNYC is a free identification card for all New Yorkers ages 10 years old and up. It comes with dozens of great benefits. IDNYC **does not** provide work authorization. It cannot be used for travel or outside of New York City. IDNYC also does not impact immigration status. IDNYC does not collect immigration status information, and applicants’ information is confidential. The City will protect IDNYC information to the fullest extent of the law.

FOOD PANTRIES



Food pantries across NYC provide free food to people in need. To find a food pantry near you, scan the above QR code or visit <https://finder.nyc.gov/foodhelp/>.

WORK & FINANCES

IMMIGRANT WORKERS

There are many labor and employment laws that protect workers in NYC. These laws apply to *all* workers, regardless of immigration status. Learn more here:

<https://www.nyc.gov/site/dca/workers/workersrights/know-your-worker-rights.page>.

Consumer Protection Tips for Immigrants

Immigrants face unique challenges in the workplace and marketplace. Get tips about your rights and where to turn for help: <https://www.nyc.gov/site/dca/consumers/immigrants.page>.

Workforce1 helps New Yorkers with work authorization prepare for, and connect to, jobs across New York City and in every sector of the economy. Visit <https://www.nyc.gov/site/sbs/careers/virtual-wf1cc.page>

NYC Financial Empowerment Centers offer free one-on-one professional financial counseling. The service is confidential, and our professional counselors speak multiple languages. Visit here to book an appointment: <https://www.nyc.gov/site/dca/consumers/get-free-financial-counseling.page>. For more information about financial empowerment services call 311.

NYC Free Tax Prep

If you earned \$85,000 or less in 2023, use NYC Free Tax Prep to file and keep your whole refund. To learn more, visit <https://www.nyc.gov/site/dca/consumers/file-your-taxes.page>.

An Individual Taxpayer Identification Number (ITIN) is a tax return processing number issued by the U.S. Internal Revenue Service (IRS) in order to report and pay federal taxes. This typically applies to individuals who are not US citizens but have U.S tax filing obligations because they earned U.S. income.

You should apply for an ITIN if:

- You are not eligible for a Social Security Number
- You earned income in the United States, and
- You have to file your taxes.

An ITIN does not:

- Authorize a person to work in the U.S.
- Provide eligibility for Social Security or Medicare benefits.
- Change a person's immigration status.

More information available online: <https://www.nyc.gov/site/dca/consumers/file-your-taxes-itin.page>.

IMMIGRATION LEGAL HELP

KEEP YOUR ADDRESS UP TO DATE!

If you have applied for asylum, work authorization, or any other immigration benefit, you must change your address with USCIS within ten (10) days. Depending on your case status, you must change your address with the Executive Office of Immigration Review (EOIR), U.S. Immigration and Customs Enforcement (ICE) and maybe with United States Citizenship and Immigration Services (USCIS).

You can change your address **with EOIR** in person, electronically or via mail. Go to: <https://respondentaccess.eoir.justice.gov/en/forms/eoir33ic/>. **Please note:** you must also mail a copy of the change of address form to the Department of Homeland Security and submit Proof of Service to EOIR (in person, electronically or via mail).

Check the status of your court proceedings by phone using the EOIR Automated System: Call 1-800-898-7180 or go to: <https://acis.eoir.justice.gov/en/>. If the EOIR Automated Case Information System informs you that a removal order has been issued in your case, immediately contact your attorney. If you do not have an attorney, call the MOIA Immigration Legal Support Hotline at 1-800-354-0365 between 9AM- 6PM, Monday – Friday, or call 311 and say “ActionNYC.”

If you filed your application **with USCIS online** via the USCIS portal, you can change your address online. Go to: <https://myaccount.uscis.gov/>.

If you filed your application **with USCIS via mail**, you can change your address online. Go to: <https://egov.uscis.gov/coa/displayCOAForm.do>.

If you have ICE check-ins, you can change your address with ICE online. Go to: <https://onlinechangeofaddress.ice.gov/ocoa>.

LEGAL INFORMATION FOR ASYLUM SEEKERS

Ask shelter staff if you need help filing an application for:

- Asylum
- Work authorization
- Temporary Protected Status

Information about immigration and citizenship: <https://www.nyc.gov/site/immigrants/index.page>.

Find organizations for immigration legal screenings, consultations, change of address and change of venue help, and help with immigration applications including but not limited to asylum: <https://www.nyc.gov/site/immigrants/legal-resources/legal-information-for-asylum-seekers.page>

The MOIA Immigration Legal Support Hotline (1-800-354-0365) is available Mon-Fri 9AM-6PM and provides information and referrals to City-funded legal service programs.

Visit the Immigration Advocates Network to find a list of free attorneys or by calling the New Americans Hotline at 1-800-566-7636. Or find the directory online: <https://www.immigrationadvocates.org/legaldirectory/search?state=NY>.

HOUSING

HERE IS SOME ADVICE ON WAYS TO LOOK FOR HOUSING

Real Estate Apps and Websites

There is an ever-increasing and changing set of websites and smartphone apps to help New Yorkers find a place to rent or buy. It's smart to try several – no single app will have everything. HPD does not recommend any specific company, but a search of the web or your phone's app store for "NYC rentals," for example, is likely to bring up many options. Individual listings may also advertise open houses, where you can sign up or walk-in to view an available apartment.

Word-of-Mouth

Many New Yorkers find their units by word-of-mouth, mostly from friends, relatives, and co-workers. If you're looking for an apartment, make sure everyone you know knows that you're looking.

Classified Ads

Classified ads are short advertisements people use to buy, sell or advertise things like jobs or services. They are usually found in newspapers, online websites, or even on bulletin boards.

Walking Around

A small number of renters find their apartment when they simply see a "For Rent" sign. It can pay to walk around the neighborhood you want to live in and look around.

Community Groups

You may sometimes find housing through local government offices or community groups that keep information on neighborhood housing opportunities. Check with some of the neighborhood nonprofit groups (senior centers, community service agencies, etc.) in the area. See if they have listings or bulletin boards available.

For information on your rights as a tenant, visit:

<https://www.nyc.gov/content/tenantprotection/pages/tenant-protection-laws>.

For answers to frequently asked questions on housing in New York City, visit the Rent Guidelines Board: <https://rentguidelinesboard.cityofnewyork.us/resources/faqs/>.

For information on looking for apartments in New York City, visit:

<https://rentguidelinesboard.cityofnewyork.us/resources/apartment-hunting/>.

Avoid rental scams. Individuals or groups have been known to offer housing, then take the money and disappear. If it sounds too good to be true, it probably is. For more information, visit:

[https://www.nyc.gov/assets/nypd/downloads/pdf/crime_prevention/NYPDc tips_RentalScam.p
df](https://www.nyc.gov/assets/nypd/downloads/pdf/crime_prevention/NYPDc tips_RentalScam.pdf).

Ask the staff at this shelter if you have questions about the information provided in this resource guide.

HERE ARE A FEW MORE HELPFUL WEBSITES WITH INFORMATION ON HOW TO NAVIGATE NEW YORK CITY:

FIND YOUR EMBASSY OR CONSULATE

Contact information for Embassies and Consulates available online from the State Department <https://travel.state.gov/content/travel/en/consularnotification/ConsularNotificationandAccess.html>.

THE MAYOR'S OFFICE OF IMMIGRANT AFFAIRS (MOIA)

MOIA is here to support you as you navigate city and community resources.

For more information, call the AskMOIA hotline at 212-788-7654, Monday to Friday from 9:00 am to 5:00 pm, or send an email to AskMOIA@cityhall.nyc.gov.

You can find information on eligibility for cash assistance and other resources online:

<https://www.nyc.gov/site/immigrants/city-services/cash-assistance.page>.

LGBTQ+ RESOURCE GUIDE:

<https://comptroller.nyc.gov/services/for-the-public/lgbtq-guide/overview/>

MAYOR'S OFFICE TO END DOMESTIC AND GENDER-BASED VIOLENCE (ENDGBV):

If you are or suspect you are a survivor of Domestic Violence, Family Violence, Elder Abuse, Dating Abuse, Stalking, Sexual Violence, Human Trafficking, visit the ENDGBV website at <https://www.nyc.gov/site/ocdv/get-help/covid-19-update.page> for information and support.

NEW YORK CITY COMMISSION ON HUMAN RIGHTS:

In New York City, you cannot be discriminated against because of your actual or perceived immigration status or your national origin in:

- Employment, housing, and public spaces such stores, hospitals, and movie theaters

You have rights regardless of your immigration status. More information

here: <https://www.nyc.gov/site/cchr/law/protections-based-on-immigration-status-and-national-origin-en.page>.

NEW YORK STATE OFFICE OF NEW AMERICANS:

For information about services available from the statewide network of community-based providers, call 1-800-566-7636 or visit their website online: https://dos.ny.gov/office-new-americans?utm_medium=301&utm_source=www.newamericans.ny.gov.

PUBLIC LIBRARIES

We have free public libraries throughout New York City. Find information on locations and hours here:

<https://www.nypl.org/>

<https://www.bklynlibrary.org/>

<https://www.queenslibrary.org/>