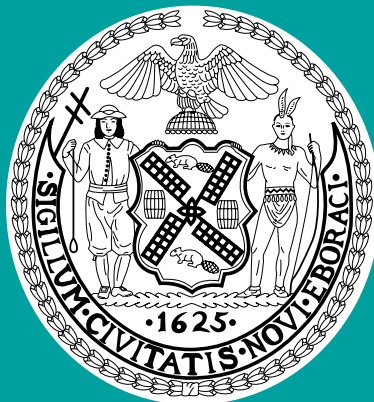


NYC

Government & Nonprofit

Services for Recently Arrived Immigrant Children and Families

Resource and Referral Guide



January 2015

HOW TO USE THIS GUIDE

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

These services are available regardless of immigration status. City agencies are forbidden by Executive Order 41 to ask about immigration status unless it is necessary to determine eligibility for a benefit or service. City agencies that provide direct social services are required by Local Law 73 to arrange for interpretation in individuals' primary languages.

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

This information is also available online at <http://www.nyc.gov/immigrantchildren> or by calling 311 about "recently arrived immigrant children."

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

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CHILD AND FAMILY WELFARE

Under New York State law, every parent or caretaker who is responsible for a child under the age of 18 must use a minimum degree of care in providing the child with food, clothing, shelter, education, or medical care, when financially able to do so.

Sometimes a family's economic or social situation makes it difficult for a family to provide these necessities on their own. When children are in danger or families need support to deal with challenges they are facing, there are many government and community organizations that can help.

The NYC Administration for Children's Services (ACS) is the city government agency responsible for child welfare, juvenile justice, and early care and education services in New York City. Some ACS programs and services that may be of special interest to families with children who have recently arrived from outside of the United States include: **Preventive Services, Early Care and Education, and the Family Assessment Program.** These programs and services are described below.

Families can learn more about ACS's many program areas by visiting www.nyc.gov/acs or calling 311.

Preventive Services

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

To locate New York City preventive services programs in a community and preferred language, call the Prevention and Parent Helpline at

(800) 342-7472, or use the Preventive Services Search Engine online at <http://a068-preventivesse.nyc.gov/psse/search?actionType=search>.

ACS website for Preventive Services: http://www.nyc.gov/html/acs/html/support_families/preventive_services.shtml.

Early Care and Education Services

ACS administers the largest publicly-funded child care system in the United States, serving over 100,000 children each year. Through EarlyLearn NYC, a system of contracted early care and education providers, ACS serves children from 6 weeks through 4 years of age in center and home-based settings, to help children develop socially and intellectually during the most important years of their learning lives. EarlyLearn NYC supports families by providing between eight and ten hours of services per day, year round, and provides critical supports like mental health, dual language, and nutrition services to strengthen families of the children we serve both emotionally and physically. All EarlyLearn NYC programs have a family engagement component and must create a culturally supportive environment. In addition, eligible families with children ages 6 weeks to 13 years old can be issued vouchers to purchase child care from providers in New York City.

Eligibility criteria for EarlyLearn NYC are described on the ACS website at www.nyc.gov/html/acs/html/child_care/child_care_eligibility.shtml. Lists of EarlyLearn NYC contracted providers are available on the ACS website at www.nyc.gov/html/acs/html/child_care/for_parents.shtml (scroll down to "EarlyLearn Program Directory"). Families can contact these providers directly for information about eligibility and enrollment.

If a family is not eligible for EarlyLearn NYC, the family may visit the following sites to find alternative child care from a Department of Health and Mental Hygiene (DOHMH)-licensed Day Care center or provider, at <http://www.nyc.gov/html/doh/html/living/childcare.shtml>.

CHILD AND FAMILY WELFARE

More information about Early Care and Education programs is available at http://www.nyc.gov/html/acs/html/child_care/child_care.shtml.

Family Support Services

The ACS Family Assessment Program (FAP) offers information and appropriate services to help parents and young people make well-informed decisions about how to resolve such problems as running away, skipping school, or unruly behavior. All families who request FAP services meet with an experienced ACS social worker who is specially trained to help families solve problems by looking at them from multiple perspectives and exploring the strengths they use to cope with challenging situations. After meeting with the ACS social worker, families may be referred to a nonprofit social services provider for services including: crisis intervention, mediation, family counseling, substance abuse services, domestic violence programs, and anger management programs.

Any family can receive assistance from the Family Assessment Program. Families are not required to have an open case with ACS to obtain help.

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

Bronx

248 E. 161st St., Ground Floor
Bronx, NY 10451
Tel: (718) 664-1731

Manhattan

Manhattan Family Court
60 Lafayette St., 2nd Floor
New York, NY 10013
Tel: (212) 341-0012

Queens

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

Staten Island

51 Stuyvesant Place, 3rd Floor
Staten Island, NY 10301
Tel: (718) 720-0418

More information about the Family Assessment Program is available at http://www.nyc.gov/html/acs/html/support_families/family_assessment_program.shtml.

Emergency Food Assistance Sites

Emergency Food Assistance Sites provide food to those in need, regardless of immigration status.

Bronx

Resources Center for Community Development Inc.

402 East 152nd Street
Bronx, NY 10455
Tel: (718) 402-1212

Whedco Food Pantry

50 East 168th Street
Bronx, NY 10452
Tel: (718) 839-1100

Brooklyn

Bed-Stuy Campaign Against Hunger

2004 Fulton Street
Brooklyn, NY 11233
Tel: (718) 773-3551

Brooklyn West Family Center

191 Joralemon Street
Brooklyn, NY 11201
Tel: (718) 722-6001

Church Avenue Merchants Block Assoc., Inc./Camba Food Pantry

2241 Church Avenue
Brooklyn, NY, 11226
Tel: (718) 282-3082

CHILD AND FAMILY WELFARE

St. John's Bread & Life Food Pantry

795 Lexington Ave.
Brooklyn, NY 11221
Tel: (718) 574-0058

Sunset Park Emergency Food Program

443 39th Street
Brooklyn, NY 11232
Tel: (718) 492-3585

Transfiguration Church

263 & 280 Marcy Avenue
Brooklyn, NY 11211
Tel: (718) 782-8181

Manhattan

Cabrini Immigrant Services of New York City Inc.

139 Henry Street
Manhattan, NY 10002
Tel: (212) 791-4590

Food Bank for New York City

252 West 116th Street
Manhattan, NY 10026
Tel: (212) 665-8747

Little Sisters of the Assumption Family Health Service

333 East 115th Street
Manhattan, NY 10029
Tel: (646) 672-5200

Westside Campaign Against Hunger

263 West 86th Street
Manhattan, NY 10024
Tel: (212) 362-3662

Queens

Queens North Family Center

23-40 Astoria Blvd.
Queens, NY 11102
Tel: (718) 726-9790

Steinway Child & Family Services

22-15 43rd Avenue, 2nd Floor
Queens, NY 11101
Tel: (718) 389-5100

Staten Island

Project Hospitality, Inc.

514 Bay Street
Staten Island, NY 10304
Tel: (718) 815-0800

Homelessness Prevention

Department of Homeless Services — Homebase: Homeless Prevention Network

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

You may be eligible for Homebase services if you:

- ▶ Are at imminent risk of entering the New York City shelter system
- ▶ Are low income
- ▶ Are willing to make a positive change for the future

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

With conveniently located prevention centers staffed with homelessness prevention experts, Homebase offers a range of services under one roof, including:

- ▶ Services to prevent eviction
- ▶ Assistance obtaining public benefits
- ▶ Job placement assistance
- ▶ Financial counseling and money management
- ▶ Help relocating
- ▶ Short-term financial assistance

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

CHILD AND FAMILY WELFARE

Domestic Violence Victims

Hotlines

- ▶ New York City Domestic Violence Hotline:
311 or (800) 621-HOPE (4673)
- ▶ New York State Domestic & Sexual Violence Hotline:
(800) 942-6906
- ▶ National Domestic Violence Hotline:
(800) 799-SAFE (7233)
- ▶ Victim Information and Notification Everyday (VINE):
(888) VINE-4-NY (846-3469)
- ▶ New York State Office of Victim Services (OVS):
(800) 247-8035

Legal Representation in Immigration Court for Victims of Domestic Violence

Many organizations listed in the Immigration Law section (see page 21) provide representation to victims of domestic violence in immigration court.

Some organizations specialize in representing victim of domestic violence, including:

Safe Horizon Immigration Law Project

50 Court Street, 8th floor
Brooklyn, New York 11201

Tel: (718) 943-8632

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

Sanctuary for Families

NYC Family Justice Center
Deborah Lee, Esq.

350 Jay Street, 15th Floor
Brooklyn, NY 11201

Email: dlee@sffny.org

Tel: (718) 250-4402

Fax: (718) 624-4240

or

Jennifer Lissette Anzardo, Esq.
198 E. 161st Street, 2nd Floor
Bronx, NY 10451-3536

Email: janzardo@sffny.org

Tel: (718) 508-1277

Fax: (646) 500-6172

New York Legal Assistance Group (NYLAG)

Tel: (212) 613-5000

(Tuesdays and Fridays only)

Queens Legal Services

89-00 Sutphin Boulevard
Jamaica, NY 11435

General Help Line: (347) 592-2200

Domestic Violence Hotline: (347) 592-2179

Email: qlsinfo@queenslegalservices.org

(QLS provides legal services and social services support to immigrant victims of domestic violence, sexual assault, workplace crimes and trafficking)

Legal Services NYC (offices in every borough)

Tel: (646) 442-3600

NYC Family Justice Centers

The Mayor's Office to Combat Domestic Violence operates the NYC Family Justice Centers (FJs), which provide comprehensive services in one location for victims of domestic violence, elder abuse and sex trafficking. The Centers are open Monday-Friday from 9 AM to 5 PM and accept walk-in clients. Services are free and confidential. All are welcome regardless of language, income, or immigration status. Services available at the Centers include:

Case Management: A case manager can advocate for your needs, discuss how to stay safe, and connect you to services

Counseling: On-site counseling is available for you and your children.

Legal Information: Lawyers and paralegals are available to speak with you about legal issues such as custody, visitation, and immigration.

Police: Domestic Violence Prevention Officers (DVPOs) from the New York City Police Department (NYPD) can assist you in reporting a crime and can give you information about how the police can help you stay safe.

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Prosecution: Prosecutors for the District Attorney's Office are located in the Center and can answer any questions you have about the criminal justice system.

Children's Room: Your children, age 3 or older, can play in the Children's Room while you get help.

Self-Sufficiency Services: Staff can help you with public benefits, budgeting, child care, and financial safety. Staff can also connect you to job training and educational programs.

Bronx

NYC Family Justice Center,

198 East 161st Street, Bronx, NY 10451

Tel: (718) 508-1220

Subway: 4, B, D to 161st Street Yankee Stadium station

Bus: BX1, BX2, BX6, and BX13

Brooklyn

NYC Family Justice Center

350 Jay Street, Brooklyn, NY 11201

Tel: (718) 250-5113

Subway: A, C, F, or R to Jay Street or the 2, 3, 4, or 5 to Borough Hall

Bus: B25, B26, B38, B51, B54, B57, B61, B65, B67, and B75

Manhattan

NYC Family Justice Center

80 Centre Street, New York, NY 10013

Tel: (212) 602-2800

Subway: 4, 5 or 6 to Brooklyn Bridge-City Hall Station, J or Z to Chambers Street, N or R to City Hall, 1, 2 or 3 to Chambers Street, A or C to Chambers Street

Bus: M5, M9, M22, and M103

Queens

NYC Family Justice Center

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

Tel: (718) 575-4545

Subway: E or F to Kew Gardens/Union Turnpike

Bus: Q10, Q37, Q46, and Q60

Staten Island

Domestic Violence Response Team (DVRT)

Victims who live on Staten Island can contact the Staten Island Domestic Violence Response Team (DVRT) for information and referrals. To learn more, visit

nyc.gov/domesticviolence or email OCDV_DVRT@cityhall.nyc.gov.

DONATIONS AND VOLUNTEERING

Donations

Unaccompanied children often join the New York City community without many clothes, toys, books, or other resources to help them safely and happily adjust to being here. For those people who would like to make donations to assist these children, please contact:

Catholic Charities Community Services

To find out where to send donations, call (212) 371-1000.

Kids in Need of Defense (KIND)

435 West 116th Street, Box G6

New York, NY 10027

Tel: (347) 948-KIND

Fax: (646) 514-1718

Volunteering

Individuals interested in volunteering to assist recently arrived immigrant children and families can volunteer with the nonprofit legal service providers working at the NYC Immigration Court, at 26 Federal Plaza. Attorney and non-attorney volunteers are welcome.

Volunteer opportunities include:

Welcome & Runners

Description: Greet all unaccompanied minors and escort them to the various court rooms.

Experience required: Comfortable working with children. Spanish speaking ability a plus – but not required.

Spanish Interpreters

Description: Assist with interpreting during intake interviews.

Experience required: Spanish speaking. Immigration experience a plus, but not required.

Initial Screeners

Description: Work with unaccompanied minors to complete the initial screening questionnaire – this includes background and contact information

Experience required: Comfortable working with children & victims of trauma. Spanish speaking ability a plus.

Legal Screeners

Description: Interview children & screen their case for legal merit & eligibility for relief.

Experience required: Comfortable working with children & victims of trauma. Immigration knowledge (specifically SIJS experience) or the ability to commit to at least 4 volunteer shifts is necessary. Spanish speaking ability a plus.

To volunteer, contact Cynthia Hackett at CMHackett@legal-aid.org. Your email must include the following:

1. “UAM Volunteer Inquiry” in the Subject line;
2. “The Volunteer Role (from chart above) you are seeking to fill;
3. The date you would like to volunteer;
4. The firm, law school, or organization you are affiliated with, if any.

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

All children who are 4 years old on or before December 1st of the year in which they would enter school have the right to attend pre-kindergarten in New York City.

Students have a right to attend school until the end of the school year in which they turn 21 years old.

Children must attend school from age 6 until the end of the school year in which he or she turns 17. If children under 17 do not attend school then law enforcement officers may become involved.

In New York City, students who are determined to be English Language Learners (ELLs) are provided with the following ELL program options:

- ▶ Bilingual programs (Transitional Bilingual Education and Dual Language) that strengthen students' native language development and content knowledge while they build their social and academic English skills.
- ▶ English as a Second Language (ESL) programs that use strategies for English language development with native language support so that students develop language and content knowledge in English.

Public School Enrollment

Universal Pre-Kindergarten (UPK) Enrollment

New York City provides free pre-kindergarten for all children who are 4 years old on or before December 1st of the year in which they would begin pre-kindergarten.

To find a pre-kindergarten program near you and to enroll, visit <http://nyc.gov/prek>, text "prek" to 877877, or call 311 and ask about pre-kindergarten.

Elementary and Middle School Enrollment

All students in grades K – 8, including those with an Individualized Education Program (IEP) and/or who require special education services, can be enrolled in just

a few steps.

1. Find Your Zoned School

- ▶ A zoned school is a neighborhood school for all students who live in a designated area.
- ▶ A zoned school is determined by your home address.
- ▶ Find a zoned school by entering the home address of the child in the school search tool (schools.nyc.gov/schoolsearch) or calling 311. All enrollment materials are available in English and Spanish, and 311 can provide over-the-phone interpretation services in over 170 languages.
- ▶ If there is no zoned school for the address given, the family can visit an Enrollment Office (see a list of these offices below) with the required documentation (see required documentation list below). A counselor will place the child at the closest school to his or her home that has available seats.

2. Go to the Zoned or Assigned School to Enroll

- ▶ Go to the zoned school or the school to which the child has been assigned by the Enrollment Office.
- ▶ Families should be sure to bring the required documentation with them, if available. See below for the list of documents.

High School Enrollment

All new students in grades 9 through 12, including those with an Individualized Education Program (IEP) and/or who require special education services, must register at an Enrollment Office (see below for a list of offices). An enrollment counselor will help them find a school. High schools in New York City are not zoned, so enrollment follows a different process than the one mentioned above for elementary and middle schools.

New students ages 17-21 who have recently arrived in the United States are eligible for traditional schooling as well as alternative schools and programs through the Department of Education's District 79. Families may visit

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Referral Centers for High School Alternatives to learn about high school options. More information is available at <http://schools.nyc.gov/Offices/District79/default.htm>.

What to Bring and Required Documents

Families should bring the following documentation and proof of residency with them when enrolling in a NYC public school. However, children and families who do not have these required documents still have the right to enroll in school. After enrollment, the school can help locate the appropriate records and refer children for immunization.

Caretakers should bring the child/children with them when registering.

Documents:

- ▶ Child's birth certificate or passport as proof of age
- ▶ Immunization records (see page 15 for more information about immunizations)
- ▶ Latest report card/transcript (if available)
- ▶ Individualized Education Program (IEP) and/or 504 Accommodation Plan (if applicable and available)
- ▶ Required Proof of NYC Residence (any two of the following):
 - ◆ Utility bill (gas or electric) for the residence issued by National Grid (formerly Keyspan), Con Edison, or the Long Island Power Authority (for the Rockaways); must be dated within the past 60 days
 - ◆ Water bill for the residence; must be dated within the past 90 days
 - ◆ Original lease agreement, deed, or mortgage statement for the residence
 - ◆ If you are not the leaseholder of your residence, you must submit a Residency Affidavit (see Chancellor's Regulation A-101, page 20).
 - ◆ Current property tax bill for the residence
 - ◆ Official payroll document from an employer

(example: payroll receipt); must be dated within the past 60 days

- ◆ Document or letter from a federal, state, or local government agency indicating the resident's name and address (example: document from Internal Revenue Service (IRS), City Housing Authority, the Administration for Children's Services (ACS)); must be dated within the past 60 days

NOTE: If children and families do not have these documents, the child still has the right to enroll in school. After enrollment, the school can help locate the appropriate records.

Enrollment Offices

Find your school district at schools.nyc.gov/schoolsearch.

Bronx

Districts Served: 7, 9, 10

1 Fordham Plaza, 7th Floor,
Bronx, NY 10458

Tel: (718) 935-2178

Districts Served: 8, 11, 12

1230 Zerega Avenue
Bronx, NY 10462

Tel: (718) 935-2278

Brooklyn

Districts Served: 17, 18, 22 415

1780 Ocean Avenue
Brooklyn, NY 11230

Tel: (718) 935-2313

Districts Served: 20, 21

415 89th Street
Brooklyn, NY 11209

Tel: (718) 935-2331

Districts Served: 19, 23, 32

1665 St. Mark's Avenue
Brooklyn, NY 11233

Tel: (718) 935-2340

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Districts Served: 13, 14, 15, 16

General Education Only

29 Fort Greene Place, BE12

Brooklyn, NY 11217

Tel: (718) 935-2371

Districts Served: 13, 14, 15, 16

Special Education Only

131 Livingston Street

Brooklyn, NY 11201

Tel: (718) 935-4908

Manhattan

Districts Served: 1, 2, 4

333 Seventh Avenue, 12th Floor

New York, NY 10001

Tel: (718) 935-2383

Districts Served: 3, 5, 6

388 West 125th Street, 7th Floor

New York, NY 10027

Tel: (718) 935-2385

Queens

Districts Served: 24, 30

28-11 Queens Plaza North

Long Island City, NY 11101

Tel: (718) 935-2386

Districts Served: 25, 26

30-48 Linden Place

Flushing, NY 11354

Tel: (718) 935-2391

Districts Served: 27, 28, 29

90-27 Sutphin Boulevard

Jamaica, NY 11435

Tel: (718) 935-2393

Staten Island

District Served: 31

715 Ocean Terrace, Building A

Staten Island, NY 10301

Tel: (718) 935-2402

English Language Learners Education

Support for English Language Learners in Public Schools

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

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

- ▶ **English as a Second Language (ESL)** is offered at every NYC DOE public school and provides instruction in English, emphasizing English language acquisition.
- ▶ **Transitional Bilingual Education (TBE)** programs are designed so that students develop conceptual skills in their native language as they learn English. TBE programs include an ESL component and instruction in both the native language and English.
- ▶ **Dual Language (DL)** programs serve both ELLs in need of English language development and monolingual English-speaking students who are interested in learning a second language.

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

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Non-Profit Resources

Catholic Charities Community Services' International Center is a community of learners—a “home away from home”—for New York’s newcomers. The International Center is staffed by over 200 volunteers and offers over 40 weekly classes and courses in English language and American culture, including one-on-one conversation partnerships. The Center serves hundreds of newcomers each year. Young people, documented and undocumented alike, receive the help they need to overcome cultural and linguistic barriers and build their capacity to better participate in civic and economic life. For more information, contact Elaine.Roberts@archny.org.

Adult Education Programs

For adult immigrants or those who have already completed school, other services may be available through the Department of Youth and Community Development (DYCD). To learn more about these options, call (800) 246-4646.

The New York City Department of Education Office of Adult and Continuing Education (O.A.C.E) is the largest provider of adult literacy education services in the state. They offer over 900 classes for adults age 21 and over. Students can take classes at any of the sites, regardless of which borough they live in.

To learn more about these programs, visit <http://schools.nyc.gov/ChoicesEnrollment/SpecialPrograms/AdultEd/default.htm>.

High School Equivalency Diploma (HSED)

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

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

Referral Centers for High School Alternatives

Bronx

1010 Reverend James A. Polite Ave., Room 436
Bronx, NY 10459
Tel: (718) 842-9200

Brooklyn

832 Marcy Ave., 2nd Floor Library
Brooklyn, NY 11216
Tel: (718) 636-5770

69 Schermerhorn Street
Brooklyn, NY 11201
Tel: (718) 935-9457

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Manhattan

269 West 35th Street (at Eighth Ave.), 11th Floor
New York, NY 10001

Tel: (212) 244-1274

Queens

162-02 Hillside Ave.
Jamaica, NY 11432

Tel: (718) 739-2100

Staten Island

450 St. Marks Place
Staten Island, NY 10301

Tel: (718) 273-3225

Individuals older than 21 can register for classes by contacting the Office of Adult and Continuing Education at (718) 638-2635. Over-the-phone interpretation services are available in over 200 languages.

After School and Community Services

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

- ▶ The Comprehensive After School System of NYC (COMPASS NYC)
- ▶ Beacon Community Centers
- ▶ Cornerstone Community Centers
- ▶ Fatherhood Initiative
- ▶ Immigration services
- ▶ Jobs and Internships for Youth
- ▶ Literacy Programs for Adults and Adolescents
- ▶ Runaway and Homeless Youth services
- ▶ Summer Youth Employment Program

To learn more about these programs or to find one in your community, go to <http://www.nyc.gov/dycd> and select “Find a DYCD Program,” or call (800) 246-4646, Monday through Friday, for help in over 180 languages.

Additional Assistance

For assistance with New York City education matters, contact the Department of English Language Learners and Student Support at (212) 374-6072 or DELLSS@schools.nyc.gov.

More information is available online at <http://schools.nyc.gov/Academics/ELL/default.htm>. Over-the-phone interpretation services are available in over 200 languages. In addition, written translation support is available in Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Russian, Spanish, and Urdu.

HEALTH SERVICES

There are free and low-cost medical facilities throughout the city that provide services to individuals regardless of their immigration status.

Federal law requires that all hospitals provide emergency medical treatment, regardless of a person's ability to pay.

Individuals who cannot afford medical care can obtain free or low-cost treatment through HHC Options (see <http://www.nyc.gov/html/hhc/html/patients/ForPatients-Paying-Options.shtml>) or through private hospitals' financial assistance programs. For information about financial assistance at private hospitals near you, visit www.communityhealthadvocates.org/needhelp and enter the hospital name or your county of residence.

The information that individuals share with medical providers about their immigration status is confidential. Physicians, medical staff, and mental health professionals are legally required not to share that information.

Healthcare Needs

In addition to basic pediatric and dental healthcare issues, recently arrived immigrant children's healthcare needs may include:

Tuberculosis (TB) screening: Children undergo TB screening during their stay in the federal government's temporary shelter facilities before being placed in New York City. If the documentation is missing, a doctor may need to conduct re-screening or request medical records from the federal government.

Mental health: Children should be screened for mental health conditions, including symptoms of post-traumatic stress, anxiety, and depression. A doctor or a Family Resource Center can help sponsor families and youth get information and referral for mental health services. For a list of Health and Hospitals Corporation facilities and Family Resource Centers that offer free or low-cost mental health services, see page 19.

Lead screening: Children need to be assessed for exposure to lead and might need to be tested by a doctor.

Additional Screenings: Children who exhibit symptoms of infection or failure to thrive may need to

be screened for parasitic infection based on country of origin. Providers may consider screening for other infectious diseases based on patient history or symptoms.

Oral Health: Children enrolled in Child Health Plus have access to dental health care. Visit the NYC Health Department's Children's Oral Health web page for guidance and for a list of low cost dental providers: <http://www.nyc.gov/html/doh/html/living/oralhealth-clinics.shtml>

Ask your doctor for more information on these healthcare needs.

Health Insurance Coverage for Children

In New York State, children under the age of 19 may be eligible for public health insurance coverage through a program called Child Health Plus (CHP), regardless of immigration status. Eligibility is based on gross family income. In-person assistance is available to help families/children assess eligibility and enroll in coverage.

The Department of Health & Mental Hygiene has staff available to assist at these 9 health center sites across NYC:

Bronx

Tremont

1826 Arthur Ave., Basement
Bronx, NY 10457

Tel: (718) 466-8844

Monday – Friday, 8:30 AM to 4:30 PM

Brooklyn

Homecrest

1601 Avenue S, 1st Floor
Brooklyn, NY 11229

Tel: (718) 336-2553, ext. 144, 150, or 151

Monday – Friday, 8:30 AM to 4:30 PM

HEALTH SERVICES

Fort Greene

295 Flatbush Avenue, 5th Floor

Brooklyn, N.Y. 11201

(718) 643-3410

Monday – Friday, 8:30 AM to 4:30 PM

Crown Heights

1218 Prospect Place, 1st Floor

Brooklyn, N.Y. 11213

Tel: (718) 953-8234; (718) 953-8235; (718) 953-8232

Monday – Friday, 8:30 AM to 4:30 PM

Manhattan

Washington Heights

600 West 168th Street

Manhattan, NY 10032

Tel: (212) 491-1661; (212) 694-2399; (212) 368-5717

Monday – Friday, 8:30 AM to 4:30 PM

Riverside

160 West 100th Street, 2nd Floor

Manhattan, NY 10025

Tel: (646) 364-0711

By appointment only

Queens

Corona

34-33 Junction Blvd., 1st Floor

Queens, New York 11372

Tel: (718) 476-7103; (718) 476-4579; (718) 476-7101

Monday – Friday, 8:30 AM to 4:30 PM

Jamaica

90-37 Parsons Blvd., 4th Floor

Queens, New York 11432

Tel: (718) 262-5512; (718) 262-5518

Monday – Friday, 8:30 AM to 4:30 PM

Staten Island

51 Stuyvesant Place, 2nd Floor

Staten Island, New York 10301

(917) 217-3324

By appointment only

Immunization

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

If a child has not yet been immunized, New York City's public hospital system, the Health and Hospitals Corporation (HHC), will immunize children at several of its locations. See below for information about healthcare clinics across New York City.

For a child who was in temporary federal housing prior to placement in NYC and no longer has a copy of his or her immunization records, the child or the child's sponsor can request a copy of the child's immunization records by following these steps:

1. Send an email requesting the vaccination files to the Office of Refugee Resettlement Division Director at Requests.DUCS@acf.hhs.gov. In the subject line, include the child's full name and Alien Number ("A number"). Attach to the email an Authorization for Release of Records (see Step 2).
2. File an Authorization for Release of Records (ORR UAC/C-5) according to the instructions on the form and include all supporting documentation as necessary. This form can be found here: http://www.acf.hhs.gov/sites/default/files/orr/authorization_for_release_of_records.docx.

HEALTH SERVICES

2a. The Authorization for Release of Records must be signed by the child if he or she is 14 years of age or older. If the child is under 14 years of age, the child's caregiver, must sign the release form instead. If the form is signed by the child's caregiver, then the caregiver's name, relationship to the minor, address, and phone number must be printed below the signature. A sponsor who is not the child's parent or legal guardian cannot provide permission to release medical records pertaining to HIV/STD information.

2b. Witness Signatures: All Authorization for Release of Records also must be signed by a witness, and the witness' name and relationship, if any, to the child must be printed below the signature.

For more information on this process, visit:

<http://www.acf.hhs.gov/programs/orr/resource/requests-for-uac-case-file-information>

Healthcare Clinics

HHC's Community Healthcare Centers

The Health and Hospitals Corporation (HHC) provides medical services to all individuals regardless of their ability to pay. These facilities can also connect immigrant children to appropriate pediatricians.

Bronx

Segundo Ruiz Belvis Diagnostic and Treatment Center

545 East 142nd St.
Bronx, NY 10454
Tel: (718) 579-4000

The Healthcare Center at Tremont

1826 Arthur Ave.
Bronx, NY 10457
Tel: (718) 918-8750

Daniel Webster Houses

401 East 168th Street
Bronx, New York
Tel: (718) 538-1982

Gunhill Community Health Center

1012 East Gunhill Road
Bronx, NY 10469
Tel: (718) 918-8850

Morrisania Diagnostic & Treatment Center

1225 Gerard Ave.
Bronx, NY 10452
Tel: (718) 960-2777

Melrose Houses

348 East 156th Street
Bronx, New York 10451
Tel: (718) 292-2820

Brooklyn

East New York Diagnostic & Treatment Center

2094 Pitkin Ave.
Brooklyn, NY 11207
Tel: (718) 240-0400; (718) 240-0499

Bushwick Health Center

1420 Bushwick Ave.
Brooklyn, NY 11207
Tel: (718) 919-1200

Brownsville CHC

259 Bristol Street
Brooklyn, New York 11212
Tel: (718) 495-7283/84/90

Crown Heights

1218 Prospect Place
Brooklyn, New York 11212
Tel: (718) 735-0561

Eleanor Roosevelt

388 Pulaski Street
Brooklyn, New York 11206
Tel: (718) 452-1146

HEALTH SERVICES

Fort Greene CHC

295 Flatbush Avenue
Brooklyn, New York 11201
Tel: (718) 643-4487

Jonathan Williams Houses CHC

333 Roebling Street
Brooklyn, New York 11211
Tel: (718) 387-6407

Greenpoint Community Health Center

875 Manhattan Ave.
Brooklyn, NY 11222
Tel: (718) 630-3220

Williamsburg Health Center

279 Graham Ave.
Brooklyn, NY 11221
Tel: (718) 384-0563

Cumberland Diagnostic & Treatment Center

100 Portland Ave.
Brooklyn, NY 11205
Tel: (718) 260-7500

Sutter Avenue CHC

1091 Sutter Avenue
Brooklyn, New York 11212
Tel: (718) 647-0800/0801

Grand Street Campuses

850 Grand Street
Brooklyn, New York 11206
Tel: (718) 387-2701

Sumner Avenue Houses CHC

47 Marcus Garvey Avenue
Brooklyn, New York 11206
Tel: (718) 455-5350

Lafayette House CHC

434 Dekalb Avenue
Brooklyn, New York 11205
Tel: (718) 638-8258

Manhattan

Gouverneur Health

227 Madison Street
New York, NY 10002
Tel: (212) 238-7000

Judson Health Center

34 Spring Street
New York, NY 10012
Tel: (212) 925-5000

Smith Communicare Health Center

60 Madison Street
New York, NY 10038
Tel: (212) 346-0511

Roberto Clemente Health Center/Sylvia Del Villard

540 East 13th Street
New York, NY 10009
Tel: (212) 387-7400

La Clinica Del Barrio

413 E 120th Street
New York, NY 10035
Tel: (212) 410-7940

Renaissance Healthcare Network/Sydenham Health Center

264 West 118 Street
New York, NY 10026
Tel: (212) 932-6500

St. Nicholas Houses

281 West 127th Street
New York, NY 10027
Tel: (212) 865-1300

Drew Hamilton Houses

2698 Frederick Douglass Blvd., Front 1
New York, NY 10030
Tel: (212) 939-8950

Washington Heights

600 West 168th Street
New York, NY 10032
Tel: (212) 795-0880

HEALTH SERVICES

Grant Houses

3170 Broadway
New York, NY 10027
Tel: (212) 678-2420

La Clinica de Las Americas

175 Nagle Ave.
New York, NY 10034
Tel: (212) 544-2001

Sydenham Health Center

264 West 118th Street
New York, New York 10035
Tel: (212) 932-6500

Queens

Women's Medical Center

59-17 Junction Blvd.
Corona, NY 11368
Tel: (718) 334-6300

Ridgewood Medical Center

769 Onderdonk Ave.
Ridgewood, NY 11385
Tel: (718) 334-6190

South Queens Multi-Service Center

114-02 Guy R. Brewer Blvd.
Jamaica, NY 11434
Tel: (718) 883-6699

Woodside Medical Center

50-53 Newton Road
Woodside, New York 11377
Tel: (718) 334-6140

Corona Medical Center

104-04 Corona Avenue
Corona, New York 11368
Tel: (718) 334-6100

Queens Health Network Medical

Center at Parsons Blvd
90-37 Parsons Blvd.
Jamaica, NY 11432
Tel: (718) 334-6440

Queens Health Network Medical Center at Springfield Blvd

134-64 Springfield Blvd.
Springfield Gardens, NY 11413
Tel: (718) 334-6801

Junction Medical Center

34-33 Junction Boulevard
Jackson Heights, New York 11372
Tel: (718) 334-6150

Staten Island

Mariner's Harbor Houses Community Health Center

2040 Forest Ave.
Staten Island, NY 10303
Tel: (718) 761-2060

Stapleton Community Health Center

111 Canal Street
Staten Island, NY 10302
Tel: (718) 390-0712

Mobile Medical Office

Located at multiple locations in Staten Island. Call for more information.
Tel: (718) 266-6328

Other Healthcare Clinics

Federally Qualified Health Centers

Some health clinics that provide comprehensive health services receive funding from the federal government to provide medical care to underserved populations. These facilities also adjust the amount patients must pay based on their income. There are hundreds of these facilities in New York City. To find a conveniently located center, visit http://findahealthcenter.hrsa.gov/Search_HCC.aspx?byCounty=0 and enter an address.

HEALTH SERVICES

Terra Firma

Terra Firma is a medical-legal partnership run by Catholic Charities Community Services in conjunction with the Children's Health Fund. The organization provides legal services, free pediatric care, individual therapy, and a psychosocial support group for unaccompanied immigrant children to share personal stories of trauma, acculturation, and resilience. Terra Firma also provides social services and supports, including academic tutoring, English classes, resume-building, housing assistance, emergency food, and cultural integration programs. Terra Firma also collaborates with South Bronx United, a community-based non-profit organization that organizes soccer activities. Contact: Brett Stark, Esq., at Brett.Stark@archny.org, for more information.

The Floating Hospital

The Floating Hospital, located at 41-43 Crescent St., in Long Island City, Queens, NY 11101, provides primary care to individuals regardless of their ability to pay. The facility has a team of doctors to help coordinate medical, dental, and mental health services. For medical and dental appointments: (718) 784-2240, ext. 299. For mental health appointments: (718) 784-2240, ext. 166.

More Health Information

HITE (Health Information Tool for Empowerment)

HITE is an online directory of health and social services resources in the Greater New York City area, including all five boroughs of New York City and Nassau and Suffolk counties in Long Island. The directory is searchable by type of service, location, and languages spoken. Visit www.hitesite.org.

Mental Health Services

Some recently arrived immigrant children have significant mental health needs when they come in the United States. Across New York City, there are several mental health clinics that can serve children and adolescents. The Health and Hospitals Corporation (HHC) facilities will see children and adolescents regardless of their ability to pay. HHC accepts Child Health Plus (CHP) health insurance, Medicaid, HHC Options, and private insurance.

Health and Hospitals Corporation Mental Health Facilities

Bronx

Lincoln Medical & Mental Health Center

234 E. 149th Street
Bronx, NY 10451
Tel: (718) 579-5000 x5898

Morrisania Diagnostic and Treatment Center

1225 Gerard Avenue
Bronx, NY 10452
Tel: (718) 960-2777

Brooklyn

Coney Island Hospital Child and Adult Outpatient Clinic Program

2601 Ocean Parkway
Brooklyn, NY 11235
Tel: (718) 616-5316

East New York Diagnostic & Treatment Center, Department of Behavioral Health / East New York Neighborhood Family Care Center

2094 Pitkin Avenue
Brooklyn, NY 11207
Tel: (718) 240-0600 x603

Kings County Hospital Child and Adolescent Clinic

410 Winthrop Street, Building R
Brooklyn, NY 11203
Tel: (718) 245-2328

Woodhull Medical & Mental Health Center Outpatient Child & Adolescent Mental Health Clinic

760 Broadway
Brooklyn, NY 11206
Tel: (718) 963-8979

HEALTH SERVICES

Manhattan

Bellevue Hospital Center Child & Adolescent Clinic

462 First Avenue
New York, NY 10016
Tel: (212) 561-2261

Gouverneur Hospital Mental Health Clinic

227 Madison Street
5th Floor Ambulatory Care Pavilion
New York, NY 10002
Tel: (212) 238-7350

Gouverneur Hospital Diagnostic and Treatment Center Roberto Clemente Family Guidance Center

540 E. 13th Street
New York, NY 10009
Tel: (212) 387-7400

Harlem Hospital Child and Adolescent Psychiatry Clinic

506 Lenox Avenue, Kountz Pavilion, 5th Floor
New York, NY 10037
(212) 939-3370

Metropolitan Hospital Children's Mental Health Clinic

1900 Second Avenue, 6th Floor, Suite 6m22
New York, NY 10029
Tel: (212) 230-6985

Queens

Elmhurst Hospital Mental Health Clinic

79-01 Broadway
Elmhurst, NY 11373
Tel: (718) 334-3536

Elmhurst Hospital Mental Health School-based Clinic

33-34 80th Street
Joseph Pulitzer I.S. 145
Jackson Heights, NY 11372
Tel: (718) 899-0592

Queens Hospital Center Child & Adolescent Outpatient Department

82-50 164th Street, 3rd Floor, Suite P-315
Jamaica, NY 11432
Tel: (718) 883-2700

Other low-cost providers of mental health services

Morris Heights Health Center Harrison Counseling Center

57 West Burnside Avenue
Bronx, NY 10453
Tel: (718) 716-4400; (718) 839-8900

The Institute for Family Health Institute Center for Counseling at Walton Avenue

1894 Walton Avenue
Bronx, NY 10453
(212) 633-0800; (718) 293-3900

The Institute for Family Health Institute Center for Counseling of Harlem

1824 Madison Avenue, 2nd Floor
New York, NY 10035-3832
Tel: (212) 633-0800; (212) 633-1337

Family Resource Centers

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

FRCs provide 8 core services:

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

HEALTH SERVICES

- ▶ Recreational activities
- ▶ Care coordination
- ▶ Respite care

Most services are offered in English and Spanish. The FRCs in Lower Manhattan and Western Queens are also able to meet the language needs of the Asian community.

NYC Family Resource Center (FRC) locations:

Bronx

FRC of Northern Bronx - MHA of NYC

975 Kelly Street, Suite 301
Bronx, NY 10459

Program Director: Wanda Greene

Tel: (718) 220-0456

FRC of Southern Bronx - MHA of NYC

975 Kelly Street, Suite 301
Bronx, NY 10459

Program Director: Yvette Pena

Tel: (718) 220-3868

Brooklyn

FRC of Northern Brooklyn - ICL

2581 Atlantic Ave., 2nd Floor
Brooklyn, NY 11207

Program Director: Terri Johnson

Tel: (877) 425-8133

FRC of Southern Brooklyn - JCCA

858 East 29th Street
Brooklyn, NY 11210

Program Director: Denise Stephenson

Tel: (347) 394-5186

Manhattan

FRC of Northern Manhattan - MHA of NYC

1 West 125th Street, 2nd Floor
New York, NY 10027

Program Director: Laneska Rosario

Tel: (212) 410-1820

FRC of Southern Manhattan - MHA of NYC

50 Broadway, 19th Floor
New York, NY 10004

Program Director: Janet Rosa

Tel: (212) 964-5253

Queens

FRC of Eastern Queens - St. John's Episcopal

148-45 Hillside Ave., Suite 203
Jamaica, NY 11435

Program Director: Kathy Gardini

Tel: (347) 644-5711

FRC of Western Queens - MHA of NYC

29-46 Northern Blvd., 2nd Floor
Long Island City, NY 11101

Program Director: Ina Concepcion

Tel: (718) 651-1960

Staten Island

Staten Island FRC-JBFCS

2795 Richmond Ave.
Staten Island, NY 10314

Program Director: Deborah Miller

Tel: (718) 698-5307

Mental Health Support for Caregivers

NAMI-NYC Metro is a not-for-profit organization that provides support, education, and advocacy throughout the New York metropolitan area on behalf of families affected by mental illness and their loved ones. NAMI-NYC Metro can refer individuals to other services and also provides support groups that are free for family of people with mental illness and people with mental illness. All services are free of charge to the public and available to people over the age of 18. Contact the helpline at (212) 684-3264 or helpline@naminyc.org, from Monday through Thursday from 12 PM to 7 PM, or Friday from 12 PM to 6 PM. More information is available at www.naminycmetro.org.

LEGAL SERVICES

Immigration Law

Immigrants have a right to be represented by an attorney in immigration proceedings, at their own expense. Unlike criminal courts, however, immigrant courts do not provide an attorney for individuals who are unable to afford one.

Individuals who believe they have been the victims of immigration service provider fraud should contact the New York State New Americans hotline at (212) 419-3737 in NYC, or (800) 566-7636 outside NYC. The hotline, operated by the New York State Department of State's Office of New Americans and Catholic Charities Community Services, is open 9 AM to 8 PM, Monday through Friday (excluding Federal holidays).

Pro Bono Immigration Legal Providers

These providers serve residents of all five boroughs.

Atlas:DIY

278 44th Street, 2nd Fl.
Brooklyn, NY 11232

Tel: (347) 599-1641

CAMBA Legal Services, Inc.

2211 Church Ave., Suite 301
Brooklyn, NY 11226

Tel: (718) 940-6311

Fax: (718) 462-5537

Catholic Charities

Immigration Services Department
Tel: (888) 996-3848 or (800) 566-7636

Central American Legal Assistance

240 Hooper Street
Brooklyn, NY 11211

Tel: (718) 486-6800

Catholic Migration Services

191 Joralemon St., 4th fl.
Brooklyn, NY 11201

Tel: (718) 236-3000 or

47-01 Queens Boulevard, Suite 203B
Sunnyside, NY 11104

Contact: Sharone Schwartz Kaufman

Tel: (347) 472-3500

City Bar Justice Center

Free Legal Hotline for general civil legal questions for low-income New Yorkers.

Tel: (212) 626-7383

Assistance is available in English, Spanish and Mandarin, and other languages through telephonic interpretation.

Human Rights First

75 Broad Street, 31st Floor
New York, NY 10004

Tel: (212) 845-5200

Kids in Need of Defense (KIND)

435 West 116th Street, Box G6
New York, NY 10027

Tel: (347) 948-KIND

Fax: (646) 514-1718

Only represents children under 17 years of age.

The Legal Aid Society

Immigration Law Unit

Tel: (844) 955-4325

Make the Road NY

92-10 Roosevelt Ave.
Jackson Heights, NY 11372

Tel: (718) 565-8500

Fax: (718) 565-0646

or

301 Grove Street
Brooklyn NY 11237

Tel: (718) 418 7690

Fax: (718) 418-9635

New York Legal Assistance Group (NYLAG)

Tel: (212) 613-5000

Monday, Wednesday, and
Thursday from 9 AM to 3PM.

Queens Legal Services

89-00 Sutphin Boulevard
Jamaica, NY 11435

Tel: (347) 592-2200

qlsinfo@queenslegalservices.org

LEGAL SERVICES

Safe Passage Project

NY Law School Safe Passage Project

Tel: (212) 324-6558.

Sanctuary for Families

NYC Family Justice Center

Deborah Lee, Esq.

350 Jay Street, 15th Floor

Brooklyn, NY 11201

Email: dlee@sffny.org

Tel: (718) 250-4402

Fax: (718) 624-4240

or

198 E. 161st Street, 2nd Floor

Bronx, NY 10451-3536

Tel: (718) 508-1277

Fax: (646) 500-6172

The Door Legal Services

Contact: Eve Stotland, Esq.

Tel: (212) 941-9090, ext. 3288

estotland@door.org

Only represents youth 12-21 years of age.

For more pro bono legal assistance contacts, visit LawHelpNY.org at <http://www.lawhelpny.org/issues/immigrationimmigrants>.

Private Immigration Legal Providers

Visit this link to find a lawyer through the American Immigration Lawyers Association (AILA):

www.ailalawyer.com.

Assistance for Children in Detention

Catholic Charities Community Services' team of lawyers, paralegals, and caseworkers provide crucial legal

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

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

“Know Your Rights” Information

Hotlines: The national Legal Orientation for Parents and Custodians (LOPC) Children's Call Center provides general information and schedules appointments for presentations about court, resources, and rights to any caregiver or unaccompanied child in the United States. Contact (888) 996-3848, from 9 AM to 8 PM on weekdays. Assistance is available in English and Spanish.

The New York State New Americans Hotline is a statewide information and referral line operated by Catholic Charities Community Services through New York State's Office for New Americans. The Hotline is a resource for non-citizens throughout New York State, providing free, multilingual, confidential, and reliable information on immigration benefits and available services. Contact (800) 566-7636, from 9 AM to 8 PM on weekdays, with service in 200 languages.

LEGAL SERVICES

Live presentations: Caseworkers provide three weekly live LOPC Know-Your-Rights presentations at its offices, which are attended by over 70 families with Unaccompanied Children each month. Since August 2014, CCCS has temporarily shifted its operations to the immigration court, where it presents twice-daily LOPC orientations to caregivers and children on the expedited juvenile dockets. These LOPC sessions have proven to be a powerful and successful tool for educating, orienting, and reassuring vulnerable families who want to help their children navigate the legal process. Contact (888) 996-3848 for information on the next live presentation.

Family Law

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

Criminal Law

Victims of Crime

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

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

Victims of crimes can also contact the immigration lawyers listed above on page 21 to consult on how to proceed and any additional options available for them, such as U or T visas (for victims of crime and victims of trafficking).

Accused of a Crime

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

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

Individuals facing criminal charges who cannot afford an attorney will have a lawyer appointed by Court at the first appearance before a judge, which should happen within 48 hours of arrest.

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

Request a Birth Certificate

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

Contact information for consulates is available at

http://www.nyc.gov/html/unccp/html/consular/nyc_list.shtml.

CONTRIBUTORS TO THIS RESOURCE AND REFERRAL GUIDE

Administration for Children's Services

Department of Education

Department of Health and Mental Hygiene

Department of Homeless Services

Department of Youth and Community Development

Health and Hospitals Corporation

Human Resources Administration

Mayor's Office of Criminal Justice

Mayor's Office of Immigrant Affairs

Office of the Deputy Mayor for Health and Human Services

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