



# A RESOURCE GUIDE FOR IMMIGRANT NEW YORKERS

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

## IMMIGRATION LEGAL HELP

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

## PROTECTING & EMPOWERING FAMILIES



### HEALTH CARE

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



### CHILD CARE

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



### EDUCATION

**Enroll your Children in School.** Every child in New York City has a right to a public school education, regardless of immigration status or language. Children age 4 or turning 4 are eligible for Pre-K and all residents have the right to attend public school from age 5 until graduation or until the end of the school year when they turn 27. To enroll in 3-K, Pre-K, or any DOE school, call **311** or visit [schools.nyc.gov/enrollment](http://schools.nyc.gov/enrollment).



### EMERGENCY FOOD & SHELTER

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

## KEEPING OUR COMMUNITIES SAFE



### PUBLIC SAFETY

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



### PROTECTIONS AGAINST DISCRIMINATION

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

## GET YOUR FREE IDNYC – IDENTIFICATION CARD



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