

Advocacy Code Card:

Advocacy Resources for Common Problems

Community Pediatrics,
Division of General Pediatrics

Morgan Stanley Children's Hospital
of New York-Presbyterian

Columbia University Medical Center

This booklet is a product of collaborative effort among, and was created by, the following organizations:

Community Pediatrics, Division of General Pediatrics, Morgan Stanley Children's Hospital of New York-Presbyterian, Columbia University Medical Center

The mission of the Division of General Pediatrics is to improve the health status of children and adolescents in the communities of northern Manhattan through the provision of comprehensive primary care, training of socially responsible pediatricians and the advancement of knowledge in primary care and community health. Within the Division of General Pediatrics, Community Pediatrics aims to enlarge the focus of care from one child to all children in the community and to challenge the traditional methods of resident education and service by creating meaningful academic and community-based partnerships and designing and implementing population health initiatives that address major threats to children's health. For more information, visit www.cumc.columbia.edu/dept/pediatrics/ or www.communityped.org.

The Volunteers of Legal Service (VOLS) Children's Project

In this project, practitioners of three great professions—medicine, social work and law—work together to serve children and families in need of the valuable services that each can provide. Lawyers work with doctors and social workers at hospitals to improve health outcomes for poor children through the provision of free civil legal services. VOLS developed the project, arranges for hospitals to participate, matches the hospitals with law firms and provides ongoing coordination.

The seven hospitals participating in the VOLS Children's Project and their matched law firms are: Bellevue Hospital Center (Paul, Weiss, Rifkind, Wharton & Garrison LLP); The Children's Hospital at Montefiore (Cravath, Swaine & Moore LLP); Harlem Hospital Center (Dewey & LeBoeuf LLP); Metropolitan Hospital Center (Patterson, Belknap, Webb & Tyler LLP); Morgan Stanley Children's Hospital of New York-Presbyterian (Cravath, Swaine & Moore LLP); New York-Presbyterian Hospital, Weill-Cornell Campus (White & Case LLP); and New York University Medical Center (Pillsbury Winthrop Shaw Pittman LLP). For more information, contact info@volspobono.org.

White & Case LLP

Founded in New York in 1901, White & Case has lawyers in the United States, Latin America, Europe, the Middle East, Africa and Asia. White & Case is distinguished not only by the depth and scope of its legal advisory services, but also by unmatched experience in the international arena, particularly in providing legal advisory services to, and in, developing or emerging countries. The Firm's lawyers have decades of experience in multijurisdictional issues in numerous legal systems—some well established, some in their infancy—as well as in transitional economic and political systems.

For years, White & Case has been a leader among national firms in the strength and depth of its pro bono commitment. The Firm actively seeks out and takes on matters referred to it by many legal services organizations, including the Community Law Office of the Legal Aid Society, Volunteers of Legal Service, the panels established by the United States District Courts for the Southern and Eastern Districts of New York, Legal Services for the Elderly, the Lawyers Committee for Human Rights, the Lawyers Alliance for New York and New York Lawyers for the Public Interest. For more information, visit www.whitecase.com.

I. General Information	7
A. What Is Advocacy?	7
B. General Advocacy Tips to Help Patients.....	7
C. Sample Screening Questions	8
D. 2009 Annual U.S. Department of Health and Human Services (DHHS) Federal Poverty Level Guidelines	9
E. Entitlement Table for Documented vs. Undocumented Immigrants	10
F. Sample Advocacy Letter Requesting Services	11
 II. Resources	 12
A. General Resources.....	12
B. New York State Agencies.....	14
C. Advocacy and Legal Services	16
1. General Advocacy and Legal Services Information.....	16
2. Specific Advocacy and Legal Services Organizations.....	16
3. Additional Local Advocacy and Legal Services Resources.....	19
D. After-School Programs.....	20
1. General After-School Programs Resources.....	20
2. Additional Local After-School Programs Resources.....	22

E. Asthma and Allergies.....	23
1. General Asthma and Allergies Resources	23
2. Additional Local Asthma and Allergies Resources	24
F. Child Abuse and Trauma.....	25
1. Report Child Abuse and Neglect.....	25
2. Evaluation, Treatment and Referral Services for Suspected Victims of Physical and Sexual Abuse	25
3. Support for Children Exposed to Violence or Trauma	25
4. Guidance and Support for Parents.....	26
5. Additional Local Child Abuse and Trauma Resources	26
G. Child Care and Child Support.....	27
1. Child Care Resources.....	27
2. Additional Local Child Care and Child Support Resources.....	29
H. Developmental Delay	30
1. General Developmental Delay Resources.....	30
2. Additional Local Developmental Delay Resources.....	31
I. Disability.....	32
1. General Disability Resources.....	32
2. Additional Local Disability Resources.....	34

J. Domestic Violence and Sexual Assault	35
1. Crisis Counseling, Emergency Shelter, Housing Assistance and Advocacy, Safety Planning, Legal Assistance and Advocacy with Police	35
2. Legal Services for Domestic Violence and Sexual Assault.....	36
3. Additional Local Domestic Violence and Sexual Assault Resources.....	36
K. Education	37
1. General Education Resources	37
2. Local Education Resources.....	39
3. Additional Local Education Resources	39
L. Elder Care.....	40
1. General Elder Care Resources.....	40
2. Health Elder Care Resources.....	41
3. Additional Local Elder Care Resources.....	42
M. Employment Resources and Job Training	43
1. General Employment Resources and Job Training Resources	43
2. Additional Local Employment Resources and Job Training Resources.....	44
N. Food and Nutrition.....	45
1. General Food and Nutrition Resources.....	45

2. Educational Food and Nutrition Resources	45
3. Additional Local Food and Nutrition Resources.....	46
0. Food Stamp Eligibility	47
1. General Food Stamp Eligibility Resources	47
2. Additional Local Food Stamp Eligibility Resources	47
P. Fuel and Utility Assistance.....	48
1. Problems with Heat or Water Service?	48
2. Difficulty Paying Utility Bills?	49
3. Additional Local Fuel and Utility Assistance Resources	49
Q. Gay and Lesbian Support Services	50
1. General Gay and Lesbian Support Services Resources ..	50
2. Youth Gay and Lesbian Support Services Resources...	51
3. Gay and Lesbian Support Services Resources for Seniors.....	52
4. Additional Local Gay and Lesbian Support Services Resources.....	52
R. Health Care and Insurance	53
1. General Health Care and Insurance Resources	54
2. Additional Local Health Care and Insurance Resources	55

S. Housing and Homelessness	56
1. General Housing and Homelessness Resources.....	56
2. Additional Local Housing and Homelessness Resources.....	59
T. Immigrants and Refugees	60
1. General Immigrants and Refugees Resources	60
2. Additional Local Immigrants and Refugees Resources	63
U. Legislative and Policy Advocacy.....	64
1. General Legislative and Policy Advocacy Resources.....	64
2. Additional Local Legislative and Policy Advocacy Resources.....	65
V. Sexual and Reproductive Health	66
1. General Sexual and Reproductive Health Resources ...	66
2. Additional Local Sexual and Reproductive Health Resources	69
W. Substance Abuse and Smoking Cessation	70
1. General Substance Abuse and Smoking Cessation Resources.....	70
2. Additional Local Substance Abuse and Smoking Cessation Resources.....	72

X. Teen Resources and Shelters73

- 1. General Teen Resources73
- 2. Youth Shelters for Emergency and Transitional Residence75
- 3. Additional Local Teen Resources and Shelters Resources75

Y. Recreational Programs.....76

- 1. General Recreational Programs Resources76
- 2. Additional Local Recreational Resources.....77

I. General Information

A. What Is Advocacy?

Advocacy is the act or process of advocating or supporting a cause or proposal. Through both direct aid to families and broader-based policy work, the goal of patient advocacy is to foster the self-empowerment of families by educating them about their rights and benefits for which they are eligible.

B. General Advocacy Tips to Help Patients

1. Empower patients by providing access to information about their rights and offering assistance with government benefits application process.
2. Encourage patients to apply for government benefits such as food stamps, welfare, Home Energy Assistance (HEAP) and Social Security disability.
3. Encourage patients to reapply for government assistance or file timely appeals if their government benefits are denied. Because appeals are time-sensitive, encourage patients to appeal first and then search for an attorney.
4. Encourage patients and their families to consider alternative sources of income (e.g., food stamps, fuel subsidies, child care vouchers, etc.).
5. Document each patient's needs for services on charts.
6. Contact each patient's landlord or agency case worker to address housing/family problems. Request an action to be taken. *See Sample Advocacy Letter Requesting Services.*

C. Sample Screening Questions

1. Do you have enough money to pay for basic necessities?
2. Do you have enough food for your family?
3. Are your housing conditions safe? Was your home built before 1977? Does it have peeling or chipping paint?
4. Do you have health insurance?
5. Is your child receiving an appropriate education? Is your child identified for special education?
6. Have you applied for public benefits?
7. Do you need help with your immigration status?
8. There are fights in every family. Do fights in your home ever become physical?
9. Have you ever obtained a restraining order against someone?

D. 2009 Annual U.S. Department of Health and Human Services (DHHS) Federal Poverty Level Guidelines

Financial eligibility for certain government assistance programs is usually based on whether a family’s income is less than the Federal Poverty Level guidelines issued each year by the Department of Health and Human Services (see table below):

Household Size	Poverty Guideline
1	\$10,830.00
2	\$14,570.00
3	\$18,310.00
4	\$22,050.00
5	\$25,790.00
6	\$29,530.00
7	\$33,270.00
8	\$37,010.00

For families with more than eight persons, add \$3,740 for each additional person

Federal Register, Vol. 74, No. 14, January 23, 2009, pp. 4199–4201. Also see www.aspe.hhs.gov/poverty

E. Entitlement Table for Documented vs. Undocumented Immigrants

Entitlement Table for Documented vs. Undocumented Immigrants						
	Family Assistance—under Temporary Assistance for Needy Families	Food Stamps	WIC	Medicaid (NY=Child Health Plus A)	SCHIP (NY=Child Health Plus B)	SSI
FPL Requirements	Varies	≤130% FPL	≤185% FPL	Infants<1&Pregnant Women ≤200%FPL Children 1-5 y/o ≤133%FPL Children 6-18 y/o ≤100%FPL	≤160%FPL = Free Coverage ≤250%FPL = Must Pay Premium	Varies
Documented Immigrants	YES	YES	YES	YES	YES	YES
Undocumented Immigrants	NO	NO (with exceptions)	YES	NO	YES	NO (with exceptions)

For a complete chart and explanation of restrictions on eligibility of non-citizens in New York State for certain federal and state public benefits, go to <http://www.empirejustice.org/New/Immigration/ImmigrantEligibilityChart109.pdf>.

F. Sample Advocacy Letter Requesting Services

An advocacy letter should contain the following elements:

1. Specific nature of the problem.
2. The rule, law or requirement involved (if known).
3. Description of how the specific problem and the applicable rule relate to patient's condition.
4. Specific consequences of the diagnosis (e.g., ER visits).
5. Request for action.

Dear Landlord:

I am writing to request that you fix the leaky radiator pipes in Jane Smith's apartment. Jane is my patient and lives at 123 Moldy Way. Jane is asthmatic and allergic to molds.

A Board of Health inspection found mold in the bedroom. The inspector found that the leaky pipes caused the mold. Jane's asthma is worsened by her allergy to mold. Mold can cause a restriction of her airways, which can lead to hospitalization or death.

The Board of Health requires that all leased housing be free of chronic dampness. This apartment is not free of chronic dampness. The mold in the apartment, therefore, violates the law against chronic dampness in addition to significantly worsening Jane's health.

I request that you immediately remedy this problem by fixing the leaky radiators. Please contact me at (212) XXX-XXXX if you have any questions. Thank you for your time and consideration.

Sincerely,

Dr. Joan Pediatrician

cc: Family
Medical Records
Lawyer

II. Resources

A. General Resources

911 ALWAYS DIAL for emergencies

311 is NYC's free live-operator 24-hour universal directory assistance and transfer service for government information and **non-emergency** services available in over 170 different languages.

- Dial 311 in any borough of NYC
- Dial (212) 639-9675 outside of NYC
- Dial (212) 504-4115 (TTY)

CAP4Kids, The Children's Advocacy Project of NYC:

Contains information about organizations providing HIV/AIDS related services in NYC and assists families, health care professionals, and social service providers by furnishing the tools necessary to connect families in need to appropriate social service agencies (www.cap4kids.org/new_york_city).

ACCESS NYC: Identifies and screens for over 30 city, state and federal human service benefit programs, provides online application for the School Meals program, offers assistance with the application process and provides information regarding agency office locations (www.nyc.gov/accessnyc).

Community Service Society (CSS): 160-year-old institution dedicated to forging consensus on appropriate policy interventions to facilitate the economic mobility of low-income New Yorkers through advocacy, direct service, research and policy analysis and strategic partnerships (www.cssny.org).

■ **CSS Center for Benefits and Services:**

Maintains information on over 70 government benefit programs for diverse populations, including the elderly, the poor and those with disabilities; disseminates the information through training workshops, publications, and client services, (212) 614-5552 (www.cssny.org/services/center_for_benefits_services/).

■ **CSS Advocacy Counseling and Entitlement Services:**

Provides benefit counseling to assist families and individuals with a wide range of public benefit questions, including completing application or recertification packages, advocacy assistance with local benefit offices and help in understanding government notices, (212) 614-5552 (www.cssny.org/services/aces_vita_financial_coaching_corps.html).

LawHelp (powered by www.ProBono.net):

Assists low and moderate income people in finding free legal services in their communities and answers questions about their legal rights (www.lawhelp.org/ny).

Single Stop: Offers free, one-on-one confidential benefits, legal and financial counseling, family support services and tax counseling to low-income families across NYC through 40 Single Stop sites located in familiar neighborhood locations, such as schools and community centers, (212) 480-2870 (www.robinhood.org/initiatives/single-stop.aspx).

B. New York State Agencies

www.state.ny.us

CPB Consumer Protection Board
(800) 697-1220

www.consumer.state.ny.us

CQCAPD Commission on Quality of Care and
Advocacy for Persons with Disabilities
(800) 624-4143

www.cqcapd.state.ny.us

CVB Crime Victims Board
(800) 247-8035

www.cvb.state.ny.us

DDPC Developmental Disabilities Planning Council
(800) 395-3372

www.ddpc.state.ny.us

DOH Department of Health
(866) 881-2809

www.nyhealth.gov

NYSED Department of Education
(518) 474-3852

www.nysed.gov

NYSOFA Office for the Aging
(800) 342-9871

www.aging.ny.gov

OAG Office of NYS Attorney General
(212) 416-8000

www.oag.state.ny.us

OASAS	Office of Alcoholism and Substance Abuse Services (800) 553-5790 (Patient Advocacy Hotline) www.oasas.state.ny.us
OCFS	Office of Children and Family Services (518) 473-7793 (866) 505-7233 (Abandoned Infant Hotline) (800) 342-3720 (Child Abuse and Neglect Hotline) www.ocfs.state.ny.us
OMH	Office of Mental Health (800) 597-8481 www.omh.state.ny.us
OPDV	Office of the Prevention of Domestic Violence (800) 942-6906 www.opdv.state.ny.us
OTDA	Office of Temporary and Disability Assistance (800) 342-3009 www.otda.state.ny.us

C. Advocacy and Legal Services

See also Developmental Delay, Domestic Violence and Sexual Assault, Education, Employment Resources and Job Training, Elder Care, Housing and Homelessness, Immigrants and Refugees.

1. General Advocacy and Legal Services Information

LawHelp (powered by www.ProBono.net): Assists low- and moderate-income people in finding free legal services in their communities and answers to questions about their legal rights (www.lawhelp.org/ny).

2. Specific Advocacy and Legal Services Organizations

Advocates for Children: Provides assistance in obtaining quality public education services through a full range of services, including legal services (from advice to administrative and court representation), impact litigation, individual case representation, public education, training, organizing, and in-depth research and policy analysis, (212) 947-9779 (www.advocatesforchildren.org).

- **Education Helpline:** Provides assistance with education related matters, (866) 427-6033.

Center for Family Representation: Assists families when the combination of poverty and a crisis—ne borne of anything from addition to inadequate day care—may lead to separation and a child being placed in foster care; provides free legal services to parents in crisis, trains practitioners in the child welfare and court systems on best practices to support families and provides leadership at the city, state and national level on how best to strengthen families, (212) 691-0950 (www.cfrny.org).

City Bar Justice Center: Provides direct legal representation, information and advocacy to poor and vulnerable New Yorkers, including immigrants, battered women, the homeless, the elderly, cancer survivors, consumers filing for bankruptcy, struggling small businesses and those in need who cannot otherwise access legal resources; educates the public on legal issues and offers a free hotline for low-income New Yorkers, (212) 626-7383 (www.nycbar.org/CityBarFund/index.htm).

The Door (555 Broome St.): Offers free and confidential health, educational, career, nutritional programs, counseling programs and legal services. To join free, walk-in Mon.–Fri., 2:00 p.m.–8:00 p.m., Sat., 12:00 p.m.–4:00 p.m. during the school year, (212) 941-9090 (www.door.org).

- **The Door Adolescent Health Center:** Provides free and confidential pregnancy testing, emergency contraception and HIV counseling and testing, (212) 453-0222.

The Legal Aid Society: Provides direct legal assistance to low income families and individuals through a network of neighborhood and court-based offices and through specialized projects and city wide programs that operate out of that network; clients include senior citizens, disabled adults and children, survivors of domestic violence, immigrants, low-wage workers, persons living with AIDS/HIV, and homeless and imminently homeless children and adults, (212) 577-3346 (www.legal-aid.org).

Legal Services for NYC (neighborhood offices in all five boroughs): Assist low income New Yorkers with navigating the civil legal system by representing clients in courts and administrative tribunals, providing advice or feral information, assisting with community-based economic development, providing legal education through community workshops, help lines and written materials, (212) 431-7200 (www.lsnyc.org).

Mental Health Association of NYC, Manhattan Parent Resource Center: Assists children and adults who suffer from mental illness, promotes early detection of mental illness and facilitates access to treatment, (212) 614-6316 (www.mhaofnyc.org).

- **LifeNet (24/7):** Multilingual and multicultural crisis, information and referral hotline that answers calls and helps New Yorkers find emotional support or mental health treatment for themselves or their loved ones, (800) 543-3638.

New York Civil Liberties Union: Provides representation for those who have experienced injustice resulting from unlawful government action; defends the rights and liberties guaranteed by the U.S. Constitution and the Bill of Rights, including freedom of speech and religion, right to privacy, equality and due process of law, (212) 607-3300 (www.nyclu.org).

New York Lawyers for the Public Interest: Offers legal representation in connection with disability rights and healthcare, provides organizing and legal assistance to low income neighborhoods and communities of color that bear an unfair burden of environmental threats, works to ensure access to quality health care for people in medically underserved communities or facing barriers due to limited English proficiency, racial and ethnic discrimination and disability, (212) 244-4664 (www.nympi.org).

New York Legal Assistance Group: Provides free civil legal services to underserved, impoverished populations, including victims of domestic violence, immigrants, the elderly, the chronically ill, children with special needs, and Holocaust survivors, through direct representation, impact and class action litigation, consultation and community education, (212) 750-0800 (www.nylag.org).

Partnership for Children's Rights: Offers legal representation and advice to disadvantaged children seeking access to special education services and social security disability benefits, (212) 683-7999 (www.kidslaw.org).

Public Advocate for the City of New York, Ombudsman Services Unit: Assists constituents who have complaints, problems or inquiries involving government-related services at the city, state and federal levels, (212) 669-7250 (www.pubadvocate.nyc.gov).

Resources for Children with Special Needs: Assists families in understanding and negotiating educational human services systems, provides a comprehensive database of schools, services, and other support resources for young New Yorkers with disabilities, and offers consultation and training services, (212) 677-4650 (www.resourcesnyc.org).

3. Additional Local Advocacy and Legal Services Resources

D. After-School Programs

See also Teen Resources and Shelters, Recreational Programs.

1. General After-School Programs Resources

The After-School Corporation: Offers after-school programs that provide kids with academic support, (646) 943-8700 (www.tascorp.org).

All Stars Project: Offers after-school educational and performing arts activities for low-income and minority youth, (212) 941-9400 (www.allstars.org).

Big Brothers Big Sisters of NYC: Assigns mentors to children who need adult mentors and role models, (212) 686-2042 (www.bigsnyc.org).

The Children's Aid Society: Offers after-school programs and support for children of all ages and their families, (212) 949-4911 (www.childrensaidsociety.org).

Girl Scout Council of Greater NY: Offers after-school programs for girls, (212) 645-4000 x332 (www.girlscoutsnyc.com).

NYC Department of Youth and Community Development: Offers after-school programs for children of all ages and their families, (212) 361-1974 (www.nyc.gov/html/dycd).

Public School Athletic League: Offers after-school sports programs starting from 9th grade until 12th grade or the age 19, (718) 707-4208 (www.psal.org).

United Neighborhood Houses (UNH): Membership organization of NYC settlement houses and community centers, with 35 agencies working at more than 300 sites to provide high-quality services and activities to New Yorkers, for a complete list call (212) 967-0322 or go online at (www.unhny.org).

■ **Stanley M. Isaacs Neighborhood Center:** Offers after-school programs for families, (212) 360-7620 (www.isaacscenter.org).

■ **Henry Street Settlement (Youth Services Division):** Offers after-school programs focusing on educating, encouraging, and enriching the lives of the individual youth and his or her supportive network (212) 766-9200 x217 (www.henrystreet.org).

■ **Grand Street Settlement (Project COOL After-School Program):** Provides community-based academic support to low-income children, (212) 674-1740 x221/272 (www.grandstreet.org/html/children.html).

United Way of NYC (21st-Century Community Learning Centers): Offers after-school programs focusing on academic enrichment and family literacy (212) 251-2500 (www.unitedwaynyc.org).

YMCA of Greater NY: Offers after-school programs focusing on learning enhancement, recreation, and building competence and confidence in children, (212) 630-9600 (www.ymcanyc.org).

YWCA–NYC: Focuses on helping communities in need, with four affordable high-quality childcare centers in Manhattan, Staten Island and Brooklyn, and after-school programs in lower Manhattan, Coney Island and Brownsville, Brooklyn, (212) 755-4500 (Main Office), (212) 937-8700 (Family Resource Center) (www.ywcanyc.org).

2. Additional Local After-School Programs Resources

E. Asthma and Allergies

1. General Asthma and Allergies Resources

Asthma Action Line: Provides educational materials, referrals and literature, 311 or 212-NEW YORK (www.nyc.gov/html/doh/html/asthma/aaction.shtml).

Asthma and Allergy Foundation of America: Provides practical information, community-based services and support through a national network of chapters and support groups, (800) 7-ASTHMA (www.aafa.org).

Asthma Basics for Children (ABC) (Columbia University Mailman School of Public Health): Works in collaboration with schools, hospitals, and community and government organizations to promote better management of childhood asthma through community-based initiatives to promote screening and referral for asthma diagnosis and training programs for asthma management, (212) 304-5790/6521 (<http://nmabc.org/beta3/>).

Harlem Children's Zone, Inc. (Asthma Initiative): Works closely with asthmatic children and their families to enable them to manage the disease and lessen its effects, (212) 666-7390 (www.hcz.org/programs/the-hcz-project#hcz_asthma_initiative).

WIN for Asthma Program, New York Presbyterian, The University Hospital of Columbia and Cornell: Serves families of children 0-18 with high-risk asthma in Washington Heights/Inwood and West Harlem. Provides home environmental assessments, trigger reducing tips, asthma education, referrals and ongoing support, (212) 305-4065 (www.nyp.org/services/acn_outreach_win.html).

2. Additional Local Asthma and Allergies Resources

F. Child Abuse and Trauma

See also Domestic Violence and Sexual Assault.

1. Report Child Abuse and Neglect

NYS Office of Children and Family Services, Child Abuse and Maltreatment Register Hotline (24/7): Reporting of child abuse and maltreatment, (800) 635-1552 (mandated reporters) or (800) 342-3720 (general public) (www.ocfs.state.ny.us).

NYC Administration for Children's Services: Provides neighborhood-based services to help ensure children grow up in safe permanent homes, (212) 676-7055, (646) 935-1424 (after hours) (www.nyc.gov/html/acs).

National Child Abuse Hotline—ChildHelp USA (24/7): Reporting of child abuse and maltreatment, (800) 4-ACHILD (www.childhelpusa.org).

2. Evaluation, Treatment and Referral Services for Suspected Victims of Physical and Sexual Abuse

Child Protection Program—NY Presbyterian-Weill Cornell Medical Center Pediatrics On-Site Social Worker: (212) 746-0516.

The New York Center for Children: Offers physical, emotional, educational, and spiritual support for abused, neglected and at-risk children, (212) 517-3012 (www.childhelpusa.org/manhattan).

3. Support for Children Exposed to Violence or Trauma

The Bellevue/NYU Program for Survivors of Torture: Provides comprehensive medical and mental health care, as well as social and legal services to survivors of torture and war traumas and their family members, (212) 683-7446 (www.survivorsoftorture.org).

NY Society for the Prevention of Cruelty to Children, Trauma Recovery Services: Provides a specialized therapeutic program for children who have experienced physical or sexual abuse or have witnessed family violence, (212) 233-5500 x227 (www.nyspcc.org/programs/index_programs.htm).

4. Guidance and Support for Parents

Administration for Children's Services Office of Advocacy, Parents' and Children's Rights Helpline: Offers help with problems or questions relating to child welfare cases (212) 619-1309 (www.nyc.gov/html/acs/html/advocacy/office_advocacy.shtml).

Prevent Child Abuse New York: Founded by a network of county child abuse task forces with assistance from Cornell University's Family Life Development Center and start-up funding from the Robert Sterling Clark Foundation in 1980, the only statewide, nonprofit organization in New York dedicated to preventing child abuse and neglect.

- **Parent Helpline and Prevention Information (24/7):** Offers help in preventing child abuse and neglect, (800) 342-PIRC (www.pca-ny.org).

5. Additional Local Child Abuse and Trauma Resources

G. Child Care and Child Support

See also After-School Programs, Teen Resources and Shelters, Recreational Programs.

1. Child Care Resources

Child Care Inc.: Provides resources and referrals helping thousands of families to make informed decisions about child care, (212) 929-4999/7604 (www.childcareinc.org).

Child Care Aware: Offers day-care advice on child care choices, (800) 424-2246 (www.childcareaware.org).

The Children's Aid Society: Offers child care resources, (212) 949-4911 (www.childrensaidsociety.org).

Community Service Society (CSS): 160-year-old institution dedicated to forging consensus on appropriate policy interventions to facilitate the economic mobility of low-income New Yorkers through advocacy, direct service, research and policy analysis and strategic partnerships (www.cssny.org).

- **CSS Center for Benefits and Services:** Maintains information on over 70 government benefit programs for diverse populations, including the elderly, the poor and those with disabilities; disseminates the information through training workshops, publications, and client services, (212) 614-5552 (www.cssny.org/services/center_for_benefits_services/).
- **CSS Advocacy Counseling and Entitlement Services:** Provides benefit counseling to assist families and individuals with a wide range of public benefit questions, including completing application or recertification packages, advocacy assistance with local benefit offices and help in understanding government notices, (212) 614-5552 (www.cssny.org/services/aces_vita_financial_coaching_corps.html).

Henry Street Settlement: Operates early childhood education centers for children from low income families, (212) 254-3100 (www.henrystreet.org).

Human Resources Administration, Department of Social Services: Apply for subsidized child care, resources and referrals, (212) 835-7610 (www.nyc.gov/html/hra/html/home/home.shtml) then click on “Our Programs,” “Family Independence Administration”).

NYC Administration for Children’s Services (ACS): Apply for child care vouchers, resources and referrals, (212) 232-0966/341-0900 (www.nyc.gov/html/acs).

NYC Department of Health Bureau of Child Care: Offers day care referrals, 311 (www.nyc.gov/html/doh/html/dc/dc.shtml).

NYC Child Support Enforcement Unit: Provides custodial parents with assistance in obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, and collecting and distributing child support payments, (888) 208-4485 (www.newyorkchildsupport.com).

The New York Public Library Early Childhood Resource and Information Center: Offers resources for families with children up to age 6, (212) 929-0815 (www.nypl.org/branch/local/man/ecc.cfm).

YMCA of Greater New York: Offers infant care, preschool and early childhood development programs, (212) 630-9600 (www.ymcanyc.org).

YWCA-NYC: Early Learning Centers provide high-quality affordable childcare for families throughout NYC, (212) 755-4500 (Main Office), (212) 937-8700 (Family Resource Center) (www.ywcanyc.org).

2. Additional Local Child Care and Child Support Resources

H. Developmental Delay

See also Advocacy and Legal Services, Disability, Education, Food Stamp Eligibility.

1. General Developmental Delay Resources

NYS Education Department, Parent and Student Resources:

Provides a list of free resources for parents seeking information about special education and other services for children with disabilities, (518) 474-3852 (<http://usny.nysed.gov/parents>).

- **Information for Parents of Preschool Students (Ages 3–5):** (www.vesid.nysed.gov/specialed/publications/preschool/brochure.htm).
- **Special Education in NYS for Children (Ages 3–21), A Parent's Guide:** (www.vesid.nysed.gov/specialed/publications/policy/parentguide.htm).
- **NYC Parent Centers:** Lists NYC locations of centers for parents of children with disabilities and the resources available at each center (www.vesid.nysed.gov/lsn/parent.htm).

NYS Department of Health, Early Intervention Program:

Offers services to families with children age 3 and under with developmental delays, including family education and counseling, home visits, parent support groups, special instruction, speech pathology and audiology, occupational therapy, physical therapy, psychological services, service coordination, nursing services, nutrition services, social work services, vision services and assistive technology devices and services, (518) 473-7016, (518) 473-7016 (to locate municipal Early Intervention Official for application to program) (www.health.state.ny.us/community/infants_children/early_intervention).

Sinergia: Offers a broad range of services to individuals and families of individuals with disabilities, including family care/home care, case management and day habilitation to improve the social and vocational skills of adults with developmental disabilities, parenting training, and Medicaid service coordination, (866) 867-9665, (212) 643-2840 (www.sinergiany.org).

YAI/National Institute for People with Disabilities: Provides services for children and adolescents with developmental disabilities, including play groups, summer and day camps and training programs, as well as in-home respite for caregivers of a developmentally disabled child, (212) 273-6182 (www.yai.org).

2. Additional Local Developmental Delay Resources

I. Disability

See also Advocacy and Legal Services, Developmental Delay, Education, Food Stamp Eligibility.

1. General Disability Resources

Association for the Help of Retarded Children: Provides free services, including adult day care, advocacy, autism/ applied behavioral analysis school programs, camping and recreation, education, evaluation services, home healthcare, infant, toddler and child educational opportunities, legal services and guardianship, medical services, mental health services and other therapies, residential services, respite, assistance to siblings, and substance abuse and alcoholism counseling, (212) 780-2500 (www.ahrcnyc.org).

Families Together in NYS: Assists with advocacy, support and referrals, training, education, information and public awareness, (888) 326-8644 (www.ftnys.org).

NYS Office of Children and Family Services, Commission for the Blind and Visually Handicapped: Provides free vocational rehabilitation and other direct services to blind and visually impaired NYS residents, including children, adults and elderly persons, (212) 825-5710 (www.ocfs.state.ny.us/main/cbv/h/).

NYS Office of Mental Retardation and Developmental Disabilities, Metro Developmental Disabilities Office: Provides services for the developmentally disabled, including directly operating group homes and day treatment programs, providing intake, case management, family care and homemaker services, (212) 229-3000 (www.omr.state.ny.us/ws/ws_metro.jsp).

National Information Center for Children and Youth with Disabilities: Provides information on disabilities and disability-related issues, focusing on children and youth, birth to age 22, (800) 695-0285 (www.nichcy.org).

Parent to Parent of NYS: Connects and supports families of individuals with special needs by matching parents of children with disabilities with volunteer support parents for emotional support, recruits and trains support parent volunteers, provides educational resources and information on a variety of disability-related issues, (866) 727-6970 (www.parenttoparentnys.org).

Resources for Children with Special Needs: Provides information and referral, case management and support, individual and systemic advocacy, parent and professional training, library and information services to NYC parents and caregivers of children with disabilities and special needs and to the professionals who work with them, (212) 677-4650 (www.resourcesnyc.org).

Sinergia: Offers a broad range of services to individuals and families of individuals with disabilities, including family care/home care, case management and day habilitation to improve the social and vocational skills of adults with developmental disabilities, parenting training, and Medicaid service coordination, (866) 867-9665, (212) 643-2840 (www.sinergiany.org).

Social Security Benefits for the Disabled: Provides cash assistance for the eligible disabled individuals who are not able to work because of a medical condition expected to last for at least one year, (800) 772-1213 (www.ssa.gov).

United Cerebral Palsy of NYC: Operates educational, recreational and vocational programs and offers family support services, including housing/accessibility assistance, (877) UCP-CONNECT x720 (www.ucpnyc.org).

Vocational and Educational Services for Individuals with Disabilities: Guides developmentally disabled individuals through job training and placement and administers a network of living centers across NYS for individuals with disabilities, (718) 722-4544 (www.vesid.nysed.gov/specialed).

2. Additional Local Disability Resources

J. Domestic Violence and Sexual Assault

See also Immigrants and Refugees, Teen Resources and Shelters.

NYPD, Special Victims Liaison Unit (24/7): Arranges assault awareness and prevention lectures and provides information on how individuals can safeguard themselves against sexual assault, (212) 267-RAPE.

1. Crisis Counseling, Emergency Shelter, Housing Assistance and Advocacy, Safety Planning, Legal Assistance and Advocacy with Police.

Office for the Prevention of Domestic Violence, Domestic Violence and Sexual Assault Bilingual Hotline (24/7): Provides individuals with information about domestic violence resources in their communities, (800) 942-6906 (English), (800) 942-6908 (Spanish) (www.opdv.state.ny.us).

Safe Horizon: Counsels victims of domestic violence and rape, offers shelters for domestic violence victims throughout NYC, conducts support groups for victims of domestic violence, operates emergency hotlines, (212) 577-7700 (www.safehorizon.org):

- **NYC Domestic Violence Bilingual Hotline (24/7):**
Conducts intake of reports of domestic violence and organizes emergency assistance for victims, (800) 621-HOPE(4673).
- **National Domestic Violence Bilingual Hotline (24/7):**
Conducts intake of reports of domestic violence and organizes emergency assistance for victims, (800) 799-SAFE(7233).

■ **Rape, Sexual Assault and Incest Hotline (24/7):**

Provides confidential counseling, practical and emergency assistance and transportation services for time-sensitive medical evaluations, (212) 227-3000.

Sanctuary for Families: Provides a range of services to victims of domestic violence, including clinical, legal, shelter, children's and economic stability services and works to end domestic violence and its far-reaching impact through outreach, education, and advocacy, (212) 349-6009 (Manhattan office), (www.sanctuaryforfamilies.org for other office locations and contact information).

Violence Intervention Program Bilingual Hotline (24/7):

Offers crisis intervention counseling, safety planning, and assistance in securing shelter space and necessary referrals to other agencies, (800) 664-5880 (<http://63.135.104.107/emergency>).

2. Legal Services for Domestic Violence and Sexual Assault

inMotion: Offers free, quality legal and other services, primarily in the areas of matrimonial and family law, to women who are low-income, under-served and abused in NYC, (212) 695-3800 (Manhattan) (www.inmotiononline.org).

3. Additional Local Domestic Violence and Sexual Assault Resources

K. Education

See also Disability and Developmental Delay, Food and Nutrition.

1. General Education Resources

Advocates for Children of New York: Assists families of children who are at greatest risk for school-based discrimination and/or academic failure in securing quality public education and provides full range of other services, including free individual case advocacy, technical assistance and training about children's educational entitlements and due-process rights in NYC, (212) 947-9779, (866) 427-6033 (www.advocatesforchildren.org).

- **InsideSchools.org:** Offers practical information on how to register a child for public school, find a tutor or apply for a gifted program (www.insideschools.org).

English Language Learners: Provides various resources for students who speak a language other than English at home and score below proficient on English assessments when they enter the NYC school system, including information on eligibility for bilingual education and available programs and schools, (212) 356-7500 (<http://schools.nyc.gov>, click on "Academics" on the left, then click on "English Language Learners").

Families Together in NYS: Assists with advocacy, support and referrals, training, education, information and public awareness, (888) 326-8644 (www.ftnys.org).

Head Start: Government-sponsored educational programs for children ages 3–5, (212) 361-6753 (www.nyc.gov/html/acs/html/home/home.shtml, click on "Child Care and Head Start" on the left).

Learning Disabilities Association of New York City:

Facilitates access to services and provides support to New Yorkers with learning disabilities, (212) 645-6730 (www.ldanyc.org).

NYC Department of Education: Offers useful information and online resources for parents, families and students, including information regarding school choices and enrollment, regular and special programs and help in finding a schools, (718) 935-2000 (<http://schools.nyc.gov/FindASchool/default.htm>).

NYS Education Department: Official site of the NYS public education system, (518) 474-3852 (www.nysed.gov, click on the left on “Citizens” or “Individuals with Learning Disabilities” for a list of links to various resources).

Partnership for Children’s Rights (formerly Legal Services for Children, Inc.): Provides civil legal representation and related social services, primarily in the areas of ensuring access to special education and access to Social Security Disability benefits for children in need and offers training and education programs to families of poor and disabled children, (212) 683-7999 (www.kidslaw.org).

Resources for Children with Special Needs, Inc.:

Contains information about programs and services for young people with disabilities in NYC, (212) 677-4650 (www.resourcesnyc.org).

Sinergia: Offers a broad range of services to individuals and families of individuals with disabilities, including family care/ home care, case management and day habilitation to improve the social and vocational skills of adults with developmental disabilities, parenting training, and Medicaid service coordination, (866) 867-9665, (212) 643-2840 (www.sinergiany.org).

- **Metropolitan Parent Center (Manhattan):** Assists disadvantaged children and their families in navigating the educational system and obtaining transition services and provides information on training and parent support.

Supportive Children's Advocacy Network of New York:

Offers various youth support, family support and education programs for children who are having trouble at school and are in at-risk home living situations, (212) 683-2522 (www.scanny.org).

2. Local Education Resources

Alianza Dominicana: Operates programs for drop-out prevention, GED, education, training and employment, (212) 740-1960.

Charma Child Development Center (Washington Heights):

Operates day care and kindergarten center for children ages 2–5 and a special needs recreational program for school-age children and young adults ages 5–21 with disabilities, (212) 368-4710, for a complete list of Child Care Centers in Washington Heights see (<http://www.cumc.columbia.edu/dept/gc/connectionsguide/part03/childcare.html>).

3. Additional Local Education Resources

L. Elder Care

See also Food Stamp Eligibility, Gay and Lesbian Support Services, Health Care and Insurance.

1. General Elder Care Resources

NYC Department for the Aging: Provides referrals to appropriate agencies to resolve various issues, ranging from rent assistance to health and wellness, 311 or (212) NEW-YORK (outside the 5 boroughs) (www.nyc.gov/html/dfta).

NYC Human Resources Administration, Department of Social Services, Adult Protective Services: Provides services and referrals to adults (ages 18 and older) with mental or physical impairments, (212) 630-1853, between 9 a.m. and 5 p.m., Mon. – Fri., or by completing a web referral (www.nyc.gov/html/hra/html/directory/adult.shtml).

- **The Grandparent Resource Center:** Provides information and assistance to grandparents who are solely responsible for raising grandchildren and other young relatives, (212) 442-1094 or 311 (www.nyc.gov/html/dfta, click on “Caregiver/Support,” click on “Grandparents Raising Grandchildren”).

NYS Department of Health, Bureau of Vital Records: Provides birth, death and marriage certificates, required to apply for certain benefits, (866) 881-2809 (www.health.state.ny.us/vital_records).

NYS Office for the Aging, Senior Citizen Hotline: Provides information about programs and services for the elderly, (800) 342-9871 (www.aging.ny.gov).

Public Advocate for the City of New York, Senior Action Line:

Staffed by senior volunteers, the line is designed to help seniors resolve problems with city agencies or access the services for which they qualify, (212) 669-7670 (www.pubadvocate.nyc.gov, click on “Senior Services”).

Reduced Fare MetroCard: Allows all seniors 65 and over to ride NYCT subways and buses at reduced fares, (718) 243-4999 (www.mta.info/nyct/fare/rfabout.htm).

Senior Citizens Homeowners’ Exemption: Provides tax reduction for elderly property owners who own and live in their own home and meet certain minimum income requirements, (212) 361-7660 (www.nyc.gov/finance, click on “Apply for Tax Exemptions” under “Property,” then click on “Tax Reductions for Individual Property Owners”).

2. Health Elder Care Resources

Elderly Pharmaceutical Insurance Coverage: NYS-sponsored prescription plan for seniors age 65 and older under certain income levels, (800) 332-3742, (www.nyc.gov/html/caregiver/, click on “Paying for Care,” then click on “Elderly Pharmaceutical Insurance Coverage Program”).

Medicare Hotline: Provides information on enrollment and benefits for adults age 65 and older, (800) 633-4227 (www.medicare.gov).

Medicare Rights Center Hotline: Provides counseling on Medicare issues, (212) 869-3850, hotline (800) 333-4114 x1 (www.medicarerights.org).

NYS Health Insurance Information, Counseling and Assistance Hotline: Provides advice, information and tips regarding Medicare, Medicaid, Medigap Insurance, managed care, long-term care and prescription drugs, (800) 701-0501 (www.hiicap.state.ny.us).

Visiting Nurse Service of New York: Provides home health care services nationwide. Apart from Medicaid and Medicare, limited charitable care is available to meet the needs of uninsured or low-income individuals, (800) 675-0391 (www.vnsny.org).

3. Additional Local Elder Care Resources

M. Employment Resources and Job Training

1. General Employment Resources and Job Training Resources

Alianza Dominicana: Operates programs for drop-out prevention, GED, education, training and employment, (212) 740-1960 (www.alianzadom.org).

Dominican Women's Development Center: Helps women to obtain gainful employment, handle domestic violence, learn about raising children or start their own micro-enterprises, (212) 568-6616 (www.dwdc.org).

NYC Employment and Training Coalition: Provides high-quality education, training and employment services to unemployed and underemployed New Yorkers for a small membership fee, (212) 253-6873 (www.nycetc.org).

NYS Department of Labor: Connects people to jobs, assists the unemployed, helps develop workplace skills and protects workers by enforcing and providing information on labor standards, laws and safety measures, (800) HIRE-992 (www.labor.state.ny.us).

NYS Job Exchange: Website where job seekers can post resumes and review job listings (www.americasjobexchange.com/ny).

New York Public Library Job Information Center: Provides information regarding various internet-based job search resources, including information regarding workshops, career listings and research guides, (212) 340-0836 (www.nypl.org/branch/central/mml/jic/).

Sinergia: Offers a broad range of services to individuals and families of individuals with disabilities, including family care/home care, case management and day habilitation to improve the social and vocational skills of adults with developmental disabilities, parenting training, and Medicaid service coordination, (866) 867-9665, (212) 643-2840 (www.sinergiany.org).

- **Metropolitan Parent Center (Manhattan):** Assists disadvantaged children and their families in navigating the educational system and obtaining transition services and provides information on training and parent support.

U.S. Department of Labor, Job Corps: Offers no-cost education and vocational training program that help young adults ages 16–24 to learn a trade, earn a high school diploma or GED and find a job, (800) 733-JOBS (www.jobcorps.dol.gov).

2. Additional Local Employment Resources and Job Training Resources

N. Food and Nutrition

See also Food Stamp Eligibility.

1. General Food and Nutrition Resources

Hunger Action Network of New York: Contains information about food programs outside of NYC. For a list of programs in NYC, call NYC Hunger Hotline (866) 888-8777 or NYC Food Bank (212) 566-7855 (www.hungeractionnys.org/FP_search.php).

Food Bank For New York City: Contains information about food programs in NYC, (866) NYC-FOOD (www.foodbanknyc.org).

Hunger Maps: Helps locate pantries, soup kitchens, farmer's markets and summer meals by zip code, keyword or borough, (212) 825-0028 (www.nyccah.org/maps).

NYC Coalition Against Hunger: Represents over 1,200 nonprofit soup kitchens and food pantries in NYC and runs various food assistance programs, (212) 825-0028 (www.nyccah.org).

WIC Program: Special supplement food program that assists low-income pregnant or breast feeding women, infants and children up to age 5, (800) 522-5006 (www.health.state.ny.us/prevention/, click on "WIC" under "Nutrition").

2. Educational Food and Nutrition Resources

Food Stamp Outreach Project: Educates the public about available benefits, eligibility rules and the application process of the Supplemental Nutrition Assistance Program and disseminates information on good nutrition and advice on stretching the food dollar, (212) 331-4611 (www.foodstampshelp.org).

Office of Temporary and Disability Assistance Food Stamp Nutrition and Education Program “Eat Smart New York!”:

Free nutrition education program that offers classes at area cooperative extensions, individual homes, on-site agencies like senior centers or head start locations, (518) 473-0401, (800) 342-3009 (www.otda.state.ny.us/main/fsnep).

3. Additional Local Food and Nutrition Resources

0. Food Stamp Eligibility

See also Food and Nutrition.

Income and resources are used to determine food stamp eligibility. Income includes wages, unemployment benefits, public assistance, pension/social security and child support, but does not include the value of a home, belongings, car or life insurance policies. Applying for or receiving food stamps will not affect a person's immigration status and many non-citizens are eligible.

1. General Food Stamp Eligibility Resources

USDA Supplemental Nutrition Assistance Program:

Provides information on the eligibility criteria for the Supplemental Nutrition Assistance Program, (800) 342-3009 (office in upstate NY) and (877) 472-8411 (office in NYC) (www.fns.usda.gov/fsp).

NYC HRA/DSS Infoline: For questions on the Supplemental Nutrition Assistance Program or obtaining an application, (800) 342-3009 or 311 (www.nyc.gov/html/hra/html/directory/food.shtml).

Food Change: Provides emergency meals to NYC's needy people. Aims to increase low-income people's knowledge of nutrition and awareness of the government benefits to which they are entitled, (212) 894-8060 (www.foodchange.org/food/applying.html).

2. Additional Local Food Stamp Eligibility Resources

P. Fuel and Utility Assistance

1. Problems with Heat or Water Service?

The NYC Housing Maintenance Code and State Multiple Dwelling Law require building owners to provide heat and hot water to all tenants. For water or heat problems, **dial 311** first to initiate an investigation and ask for an HPD (Housing Preservation and Development) specialist.

- **Water:** For questions or complaints regarding water, call **NYC Department of Environmental Protection**, (718) 595-7000, hotline (888) H2O-SHED (426-7433) (www.nyc.gov/dep). Building owners are required to provide hot water 365 days per year at a constant minimum temperature of 120° F.
- **Heat:** For questions or complaints regarding heat or water, call **NYC Department of Housing Preservation and Development**, 311 (www.nyc.gov/hpd). Between October 1 and May 31 (the “Heat Season”), building owners are required to provide tenants with heat under the following conditions:
 - Between 6:00 a.m. and 10:00 p.m., if the temperature outside falls below 55° F, the inside temperature is required to be at least 68° F.
 - Between 10:00 p.m. and 6:00 a.m., if the temperature outside falls below 40° F, the inside temperature is required to be at least 55° F.
 - In the event of a heat deficiency, a tenant should first notify the building owner, managing agent or superintendent. If heat is not restored, the tenant should call 311 and ask for an HPD Specialist.

2. Difficulty Paying Utility Bills?

Low-Income Home Energy Assistance Program (HEAP): Assists eligible households in meeting their home energy needs. Benefits are provided to households that spend a large percentage of their income on energy costs, contains a vulnerable individual (under 6 or over 60 years old) and have low total income. To apply call HEAP, (800) 692-0557 or apply online at www.otda.state.ny.us/main/heap/default.asp (www.otda.state.ny.us).

HEAT LINE: Provides eligible households with grants toward utilities, fuel purchase and boiler repair or replacement, (212) 331-3150, Mon.– Fri., 9 a.m. to 5 p.m. (www.nyc.gov/html/hra/html/family_independence/heap_eligibility.shtml)

3. Additional Local Fuel and Utility Assistance Resources

Q. Gay and Lesbian Support Services

See also Advocacy and Legal Services, Teen Resources and Shelters.

1. General Gay and Lesbian Support Services Resources

Lesbian, Gay, Bisexual and Transgender Community Center:

Provides various services to Lesbian, Gay, Bisexual and Transgender (LGBT) community, including social services and educational and cultural/recreational programs, (212) 620-7310 (www.gaycenter.org).

NYC Gay and Lesbian Anti-Violence Project: Supports LGBT crime victims, (212) 714-1184 / TTY (212) 714-1134 (www.avp.org).

Callen-Lorde Community Health Center: Offers primary medical care for LGBT community, (212) 271-7200 (www.callen-lorde.org).

Gay Men's Health Crisis: Provides services with emphasis on HIV and AIDS, (212) 367-1000 (www.gmhc.org).

Parents, Families and Friends of Lesbians and Gays:

Operates support group for parents, families and friends of LGBT, (646) 240-4288, (212) 463-0629 (www.pflagnyc.org).

Sexuality Information and Education Council of the United States (SIECUS): Provides education and information about sexuality and sexual and reproductive health, (212) 819-9770 (www.siecus.org).

2. Youth Gay and Lesbian Support Services Resources

Ali Forney Center: Serves youth age 13–24, and provides emergency and transitional housing, street outreach, a drop-in center, medical and mental health treatment, a vocational/educational program, and a counseling project for families of LGBT youth, (212) 222-3427 (www.aliforneycenter.org).

Gay and Lesbian National Hotline: Provides online support to LGBT community on issues relating to relationship concerns, HIV/AIDS anxiety and safer-sex information, (888) THE-GLNH, Mon.–Fri., 4:00 p.m.–12:00 a.m. and Sat., 12:00 p.m. – 5:00 p.m. (www.glnh.org).

GLSEN (Gay, Lesbian & Straight Education Network): Offers information services to promote safe schools for all students, regardless of sexual orientation and gender identity, (212) 727-0135 (www.glsen.org).

The Empire State Pride Agenda: Provides support services and advocacy to NY’s statewide LGBT community, (212) 627-0305 (www.prideagenda.org).

The National Youth Advocacy Coalition (NYAC): Provides youth advocacy, education, and information to LGBT community, (800) 541-6922 (www.nyacyouth.org).

Lambda Legal: Pursues high-impact litigation, public education and advocacy on behalf of LGBT community and people with HIV, (212) 809-8585 (www.lambdalegal.org/about-us/).

Green Chimneys Children’s Services (NYC): Provides wide range of residential, social service and educational programs specifically focusing on responding to the unique needs of LGBT youth and their families, (212) 491-5911 (www.greenchimneys.org).

AIDS Community Resources (ACR): Provides support services and advocacy for gay men, and educational programs on HIV/AIDS, (800) 475-2430 (www.aidscommunityresources.com).

Sylvia Rivera Law Project: Provides free legal services to low income people and people of color who are facing gender identity discrimination, (212) 337-8550/1972 (www.srlp.org).

Sylvia's Place: Offers emergency shelter service for youth age 16–23 who self-identify as gay, lesbian, bisexual, transgender, transsexual or questioning. Walk in after 8:30 p.m. at 446 W. 36th St., between 9th and 10th Ave., (212) 629-7440 x226 (www.homelessyouthservices.org).

3. Gay and Lesbian Support Services Resources for Seniors

SAGE (Services & Advocacy for GLBT Elders): Provides support services for LGBT seniors, (212) 741-2247 (www.sageusa.org).

4. Additional Local Gay and Lesbian Support Services Resources

R. Health Care and Insurance

See also Developmental Delay, Disability, Elder Care, Immigrants and Refugees.

1. General Health Care and Insurance Resources

Child Health Plus: Provides free or low-cost health care for children under 19 in NY depending on gross family income, (800) 698-4KIDS (www.health.state.ny.us/nysdoh/chplus) or enroll via:

- **United Health Center**, (212) 265-7000 (www.unitehere.org).
- **The Children's Aid Society**, (212) 949-4800 (www.childrensaidsociety.org).
- **Alianza Dominicana**, (212) 740-1960 x242.
- **Generations/Northern Manhattan Health Network**, (212) 423-7000 (Manhattan), (718) 579-4900 (Bronx).

NYC MCCAP Community Service Managed Care Helpline: Provides assistance to New Yorkers in accessing health care services and in resolving problems with **Medicaid Managed Care** providers, (212) 614-5400 (www.nycmccap.org).

Family Health Plus: Health insurance for adults age 19–64 who do not have health insurance and whose incomes are too high to qualify for Medicaid, (877) 9FHPLUS or enroll via:

- **Alianza Dominicana**, (212) 740-1960.
- **Harlem Hospital Medicaid Office**, (212) 939-8505/8511.
- **New York Presbyterian Community Health Plan**, (800) 261-4649 (www.nyp.org/healthplan).
- **Bellevue Hospital Medicaid Office**, (212) 679-7424.

Growing Up Healthy Hotline: (Referral Line): Provides information on **WIC**, a supplemental food assistance program providing healthy food to pregnant women and children up to age 5, (800) 522-5006, TTY (800) 655-1789 (www.health.state.ny.us/nysdoh/perinatal/en/guh.htm).

Prenatal Care Assistance Program (PCAP): Offers complete pregnancy care and health insurance information for pregnant women and teens based on income, (800) 522-5006 (www.health.state.ny.us/nysdoh/pcap/index.htm).

Healthy NY: Provides state-sponsored reduced-cost health insurance for uninsured working individuals, (866) HEALTHY-NY (www.ins.state.ny.us/website2/hny/english/hny.htm).

Medicaid Helpline (Human Resources Administration): Pre-screening of eligibility for public health insurance based on income and resources, (888) NYC-6116 (www.health.state.ny.us/health_care/medicaid). For assistance and enrollment locations: (877) 472-8411 or (718) 557-1399 or enroll via:

- **Alianza Dominicana** (Manhattan), (212) 740-1960 x134.
- **The Children's Aid Society** (Manhattan), (212) 949-4800 (www.childrensaidsociety.org).
- **Hispanic Federation** (lower Manhattan and South Bronx), (212) 233-8955, hotline (866) HF-AYUDA (www.hispanicfederation.org).
- **Public Health Solutions** (citywide), (646) 619-6400 (www.healthsolutions.org).
- **Washington Heights Health Center** (Manhattan), (212) 491-1661/4453

NYS Department of Health: General information on health insurance available in NYC, Public Health Duty Officer Helpline (866) 881-2809 (www.health.state.ny.us).

New York Medicaid CHOICE Helpline: Provides assistance with enrolling in, qualifying for an exemption from or complaining about a provider of Medicaid Managed Care, (800) 505-5678.

Health Insurance Information, Counseling & Assistance Program (HIICAP) Hotline: HIICAP counselors provide assistance with Medicare coverage and claims, Medigap policies, prescription drug coverage and enrollment (Part D), Medicaid and Medicare benefits, Medicare Savings Plans, and EPIC, (800) 701-0501 (www.hiicap.state.ny.us).

2. Additional Local Health Care and Insurance Resources

S. Housing and Homelessness

See also Domestic Violence and Sexual Assault, Education, Fuel and Utility Assistance, Teen Resources and Shelters.

1. General Housing and Homelessness Resources

NYC Housing Authority (NYCHA): Provides affordable housing in a safe and secure living environment for low and moderate-income residents throughout the five boroughs and administers a citywide Section 8 Leased Housing Program in rental apartments, (212) 306-3000 (www.nyc.gov/nycha):

- Manhattan Management Office for NYCHA residents, (212) 427-8542
- Routine and emergency maintenance repairs for NYCHA residents 24/7, (718) 707-7771
- Manhattan Housing Application Office, (212) 828-7100
- Section 8 Office, (917) 492-8999
- Inspector General (to report fraud, waste or serious mismanagement at NYCHA), (212) 306-3355

NYC Department of Housing Preservation and Development (HPD): Maintenance complaints by tenants in privately-owned apartment buildings unresolved by building owners or managers, 311 or (212) NEW YORK (outside of NYC), TTY, (212) 504-4115 (www.nyc.gov/hpd).

- To complain about lack of heat during the winter season (Oct. 1–May 31), lack of hot water or asbestos or lead contamination, (212) 639-9675.
- To check on the status of emergency repairs that have already been initiated, (212) 863-5510.

Abyssinian Development Corporation (ADC):

Provides housing assistance for the Harlem community, (212) 368-4471 (www.adcorp.org).

African Services Committee: Provides emergency housing for HIV/AIDS, (212) 222-3882 (www.africanservices.org).

Coalition for the Homeless: Provides a variety of services for homeless individuals or those in danger of becoming homeless, (212) 776-2000 (www.coalitionforthehomeless.org).

Community Service Society (CSS): Provides emergency services and long-term support to low-income individuals and families, including those engaged in a landlord-tenant dispute (www.cssny.org).

■ **Eviction Prevention Program:** (212) 614-5484

■ **Tenant Advocacy Project:** (212) 614-5347

Eviction Intervention Services: Provides advocacy and legal services to prevent eviction, (212) 308-2210 (www.eisny.org).

Help USA: Provides a range of services, including employment training and placement, life skills education, childcare, and domestic violence counseling, for homeless or those in need to become self-reliant, (212) 400-7000 (www.helpusa.org).

Legal Aid Society Homeless Family Rights Hotline: Provides citywide back-up support to all Legal Aid and Legal Services offices, including citywide litigation and advocacy services on behalf of homeless families with children and homeless single adults to obtain emergency housing, public assistance benefits, special grants and permanent housing relocation, (800) 649-9125 (intake for homeless families with children every Tue. 10:00 a.m. – 12:00 p.m., emergencies at all other times) (www.legal-aid.org/en/findus/hotlines.aspx).

The Mitchell-Lama Program: Provides affordable city-owned and state-owned rental and cooperative housing to moderate- and middle-income families. Check the list of open Mitchell-Lama developments under “How to Apply” at <http://www.nyc.gov/html/hpd/html/apartment/mitchell-lama.shtml> or call (212) 863-6500 (Citi-Owned), (212) 480-7343 (State-Owned).

New Destiny Housing Corporation: Provides service-enriched housing for low-income victims of domestic violence and other individuals in danger of becoming homeless, (646) 472-0262 (www.newdestinyhousing.org).

Partnership for the Homeless: Provides housing and case management services for homeless and recently housed individuals, (212) 645-3444 (www.partnershipforthehomeless.org).

The Urban Justice Center: Serves NYC’s most vulnerable residents through a combination of direct legal service, systemic advocacy, community education, and political organizing. Projects include community development, domestic violence, homelessness outreach and prevention, human rights, mental health, sex workers, and street vendors, (646) 602-5600 (www.urbanjustice.org).

Sinergia: Offers a broad range of services to individuals and families of individuals with disabilities, including family care/home care, case management and day habilitation to improve the social and vocational skills of adults with developmental disabilities, parenting training, and Medicaid service coordination, (866) 867-9665, (212) 643-2840 (www.sinergiany.org).

- **Metropolitan Parent Center (Manhattan):** Assists disadvantaged children and their families in navigating the educational system and obtaining transition services and provides information on training and parent support.

2. Additional Local Housing and Homelessness Resources

T. Immigrants and Refugees

See also Advocacy and Legal Services.

1. General Immigrants and Refugees Resources

The City of New York Executive Order No. 41, September 17, 2003: A City Agency generally cannot reveal confidential information about an individual, including immigration status, without the individual's express authorization.

Tips for Immigrant Families

- Undocumented parents can safely access benefits for citizen children.
- Accessing food stamps, health insurance, WIC and public housing will not affect immigration status.
- All families with children under five and below 185 percent Federal Poverty Level are eligible for WIC, regardless of immigration status.
- Undocumented immigrant families should NOT disclose their immigration status, visa, or passport information to any state or federal agency.
- Undocumented immigrant families should NOT use false names or Social Security numbers when completing birth certificates or other official documents.
- Immigrant families should not be afraid to report a landlord to inspectional services or take a landlord to court to fix substandard housing conditions.

Africa Hope Committee: Provides health education, counseling, home visits, immigration, and translation services to NY's African immigrant community. Case managers provide referrals for health insurance, employment assistance, child care, immunization, food banks, housing and other services, (212) 862-9010 (www.afriquehope.org).

American Immigration Lawyers Association's Immigration Lawyer Search: Website contains a list of immigration attorneys, (www.ailalawyer.com).

Caribbean Women's Health Association Immigration Service Center (Brooklyn): Provides services geared towards Caribbean women, including facilitating enrollment in Child Health Plus, Medicaid, and Family Health Plus programs, and immigration focused legal counseling and primary care, (718) 940-9501 (www.cwha.org).

Catholic Charities – Immigration, Archdiocese of NY (Manhattan, Bronx, Staten Island and Hudson Valley counties): Trained staff of attorneys, paralegals and social services staff assist immigrants and refugees with legal representation, case processing and resettlement services, provide specific assistance, such as refugee reception and employment help, telephone hotline information and referral assistance to documented and undocumented immigrants, individual case advocacy, general education outreach, (212) 419-3700 (www.catholiccharitiesny.org).

City Bar Justice Center: Provides assistance to asylum-seekers, (212) 382-6626 (www.nycbar.org/CityBarFund/index.htm).

MFY Legal Services Employment Discrimination Assistance: Assists immigrants with employment related disputes, (212) 417-3838 (www.mfy.org).

Human Rights First (NYC and national): Pro bono attorneys offer legal representation to asylum seekers, (212) 845-5200 (www.humanrightsfirst.org).

The Legal Aid Society Immigration Law Unit: Provides representation in immigration courts, including deportation and removal proceedings, and assistance with political asylum, naturalization, and family-based petitions, (212) 440-4300 (www.legal-aid.org).

New York Legal Assistance Group (NYLAG): Provides legal representation with deportation and removal proceedings and asylum claims; provides assistance with Green Card applications, immigration discrimination, citizenship process, work authorizations, visas, and Violence Against Women Act self petitions, (212) 613-5000 x3 (www.nylag.org/immigrant_protection.htm).

NYC Mayor's Office of Immigration Affairs and Language Services: Contains a directory of city and community board services for immigrants and provides information on pending immigration applications (www.nyc.gov/html/imm, go to "Directory of IMMIGRANT Services" for a list of over 100 organizations).

New York Immigration Hotline: Provides general information on citizenship application process, (800) 566-7636 or (212) 419-3737.

Safe Horizon: Counsels victims of domestic violence and rape, offers shelters for domestic violence victims throughout NYC, conducts support groups for victims of domestic violence, operates emergency hotlines, (212) 577-7700 (www.safehorizon.org):

- **Immigration Legal Services:** Provides free or low-cost services in human-trafficking, modern slavery, victims of crime, torture, and abuse-related immigration proceedings, (718) 899-1233 x129 (www.safehorizon.org, hold your mouse over “What We Do” and select “Legal Services” from the drop down menu).

2. Additional Local Immigrants and Refugees Resources

U. Legislative and Policy Advocacy

Advocate for broader issues impacting your patient families by speaking up on their behalf to policymakers at the city, state and federal level (**The New York City Council Online** www.council.nyc.gov).

1. General Legislative and Policy Advocacy Resources

New York Civil Liberties Union: Nonprofit organization whose mission is to defend and promote the fundamental principles and values embodied in the Bill of Rights, the U.S. Constitution and the New York Constitution, including freedom of speech and religion and the right to privacy, equality and due process of law for all New Yorkers. Website allows search for local NYC, NYS and federal lawmakers, (212) 607-3300 (www.nyclu.org).

New York Lawyers for the Public Interest (NYLPI): Nonprofit, civil rights law firm operating in partnership with member law firms, corporate law departments and other organizations, which helps underrepresented people develop legal strategies to serve their vision for themselves and their communities, (212) 244-4664 (www.nylpi.org):

- **The Pro Bono Clearinghouse:** Screens and refers requests for free legal assistance for organizations to over 80 member law firms and corporate legal departments.
- **The Disability Law Center:** Protects and promotes civil rights of people with disabilities. In addition, staff members also advise people with disabilities and their advocates on various issues, conduct trainings, and sit on private and government commissions.
- **The Environmental Justice and Community Development Project:** Provides organizing and legal assistance to low-income neighborhoods and communities of color that bear an unfair burden of environmental threats.

- **The Access to Health Care Program:** Works to ensure access to quality health care for people in medically underserved communities or facing barriers due to limited English proficiency, racial and ethnic discrimination, and disability.

NYC Coalition Against Hunger: Administers multiple programs addressing the problem of hunger in NYC, focusing on helping families to move out of the soup kitchen and into self-sufficiency, (212) 825-0028 (www.nyccah.org).

Public Advocate for the City of New York: Assists with problems, complaints or inquiries involving government-related services, (212) 669-7200 (www.pubadvocate.nyc.gov).

2. Additional Local Legislative and Policy Advocacy Resources

V. Sexual and Reproductive Health

See also Advocacy and Legal Services, Housing and Homelessness, Teen Resources and Shelters.

1. General Sexual and Reproductive Health Resources

STD clinics of NYC Department of Health and Mental Hygiene: Free anonymous STD clinics. Facilities that provide STD Screening Services, Emergency Contraception, Hepatitis B vaccine, Hepatitis A vaccine for high-risk patients, Hepatitis C screening for high-risk patients, and HIV Counseling and Rapid Testing. For other listings of STD testing locations, call 311 (www.nyc.gov/html/doh):

- Central Harlem 2238 Fifth Ave. (at E. 37th St.): Mon. – Fri., 8:30 a.m.–4:00 p.m., Sat., 8:30 a.m.–12:00 p.m.
- Chelsea 303 Ninth Ave. (at W. 28th St.): Mon.–Fri., 8:30 a.m.–4:00 p.m., Sat., 8:30 a.m.–12:00 p.m., Tue., Thu., 5:00 p.m.–7 p.m. (for HIV testing only).
- Riverside 160 W. 100th St. (between Columbus and Amsterdam Ave.): Mon.–Fri., 8:30 a.m.–4:00 p.m.
- East Harlem 158 E. 115th St. (off Lexington Ave.): Tue., Wed., and Thu., 8:30 a.m.–4:00 p.m. HIV Counseling and Rapid Testing only Mon. and Fri.

African Services Committee: Provides services for people living with HIV/AIDS, (212) 222-3882 (www.africanservices.org).

Audubon Clinic: 21 Audubon Ave. (at 166th St.): Provides comprehensive and acute medical care to adolescents, including physical exams, gynecological care, evaluation and treatment of chronic medical conditions, and care for acute illnesses and injuries, (212) 342-3200.

The Door (555 Broome St.): Offers free and confidential health, educational, career, nutritional programs, counseling programs and legal services. To join free, walk-in Mon.–Fri., 2:00 p.m.–8:00 p.m., Sat., 12:00 p.m.–4:00 p.m. during the school year, (212) 941-9090 (www.door.org):

- **The Door Adolescent Health Center:** Provides free and confidential pregnancy testing, emergency contraception and HIV counseling and testing; afternoons and evenings, walk-in or call, (212) 453-0222 .

Community Healthcare Network (CHN): Provides access to affordable primary care, mental health, and social services (www.chnnyc.org/services/):

- Downtown Health Center at 150 Essex St., (212) 477-1120
- Community League Health Center in Washington Heights at 1996 Amsterdam Ave. (at 159th St.), (212) 781-7979
- Helen B. Atkinson Health Center at 81 W. 115th St., (212) 426-0088

Foundation for Research on Sexually Transmitted Diseases (FROST'D): Provides assistance to New Yorkers at risk for and living with HIV/AIDS including street outreach programs, transitional residences, mobile syringe exchange programs, food assistance program and primary medical care programs, (212) 924-3733 (www.frostd.org).

Mount Sinai Adolescent Health Center 312 E. 94th St. (between 1st and 2nd Ave.): Provides young adults (ages 10 – 21) with confidential and comprehensive medical, mental health, family planning, and health education services, (212) 423-3000 (www.mountsinai.org).

Planned Parenthood of NYC (PPNYC): Provides sexual and reproductive health services, (800) 230-PLAN, (212) 965-7000 (www.ppnyc.org).

Ryan Community Health Centers: Provides high quality, affordable, comprehensive healthcare services to medically underserved populations. The Center does charge for its services, but both Medicaid and Medicare are accepted as well as many private health insurance plans, including 1199, Empire Blue Cross Blue Shield and CIGNA. For people without health insurance, fees are based on family size and total family income, (212) 749-1820 (110 W. 97th St.), (212) 265-4500 (645 10th Ave.), (212) 477-8500 (279 E. 3rd St.) (www.ryancenter.org).

- **Ryan-NENA Community Health Center** 279 E. 3rd St., (between Ave. C and D): Offers a wide range of medical services including adult medicine, women's health, HIV, pediatrics, dental, geriatric, nutrition, and mental health, (212) 477-8500.
- **Special Health Outreach to Urban Teens (S.H.O.U.T.):** Provides access to primary and preventive healthcare services to at-risk and HIV-infected adolescents, in conjunction with the Ryan Center's HIV Services Department offering HIV Prevention Education and Outreach, Mental Health Counseling, and Substance Abuse Counseling and Primary Care to patients ages 13 – 24. The S.H.O.U.T. Mobile Medical Van provides services on the Upper West Side of Manhattan, Harlem, Central Park West, Manhattan Valley, Chelsea Piers and Washington Heights on a scheduled basis, (212) 316-8374.

- **William F. Ryan Community Health Center** 110 W. 97th St.:
Offers a wide range of medical services including adult medicine, women's health, HIV, pediatrics, dental, geriatric, nutrition, and mental health.
Adults: (212) 749-1820, adolescents: (212) 316-7911.

2. Additional Local Sexual and Reproductive Health Resources

W. Substance Abuse and Smoking Cessation

1. General Substance Abuse and Smoking Cessation Resources

Alcoholics Anonymous: A group of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism, English and Spanish referrals, (212) 647-1680 (www.alcoholics-anonymous.org).

NY Chemical Dependence Hotline: Offers assistance with those suffering from chemical dependence and other drug-related issues over the phone, (800) 522-5353.

NYS Smokers' Quitline: Offers assistance for those trying to quit smoking, (866) 697-8487.

- **Fax to Quit Program:** Allows healthcare providers to refer their tobacco-using patients to the NYS Smokers' Quitline using the Fax-To-Quit referral form. Patients receive a follow-up call from a Quitline specialist who will provide an individually-tailored stop-smoking or stop-smokeless-tobacco counseling session and materials (www.nysmokefree.com/newweb/Pageview.aspx?p=ftq).

Phoenix House New York: Offers treatment to people of all ages with substance abuse problems. (800) HELP-111 (www.phoenixhouse.org/NewYork/GetHelp/index.html).

(800) LIFENET ((877) AYUDESE (Spanish); (877) 990-8585 (Chinese)) (24/7): Hotline for alcohol and substance abuse, mental health and events related to September 11 terrorist attacks (www.nyc.gov/html/doh/html/cis/cis_lifenet.shtml).

Smoking Cessation Groups and Clinics:

- **The Smoking Cessation Clinic, New York State Psychiatric Institute, Columbia University:**
Conducts research and offers treatment for those addicted to smoking, 1051 Riverside Drive, (212) 543-5905.
- **Bellevue Hospital Center Stop Smoking Program:**
Offers support and assistance for people that are addicted to smoking, 462 First Ave. at E. 27th St., Room 5S-51, (212) 562-4748.
- **Beth Israel Hospital—S.O.S. (Stay Off Smoking Support Group) Phillips Ambulatory Care Center:** Offers assistance for people addicted to smoking, 10 Union Square East, Suite 4A, (212) 420-4247.
- **Gouverneur Hospital Smoking Cessation Program:** Care clinic offering support and treatment for people addicted to smoking, 227 Madison St., Room 479, (212) 238-7471.
- **Harlem Hospital Smoking Cessation Program:** Offers support and assistance to people addicted to smoking, 530 Lenox Ave., Room 3090, (212) 939-8467.
- **Lenox Hill Hospital—S.O.S. (Stay Off Smoking Support Group), Cardiac Rehab Prevention Center:**
Offers support and treatment for people addicted to smoking, 178 E. 85th St., 2nd Floor, (212) 434-6200.
- **Metropolitan Hospital Smoking Cessation Program:**
Clinic offering therapy and treatment for people addicted to smoking, 1901 First Ave. at E. 97th St., Suite 6M22, (212) 423-7211.
- **Renaissance Diagnostic and Treatment Center Smoking Cessation Program:** Offers support and treatment for people addicted to smoking, 215 W. 125th St., (212) 939-8467.

2. Additional Local Substance Abuse and Smoking Cessation Resources

X. Teen Resources and Shelters

See also After-School Programs, Gay and Lesbian Support Services, Housing and Homelessness, Sexual and Reproductive Health, Recreational Programs.

1. General Teen Resources

Alateen Family Group: Provides support for teens affected by someone else's drinking, (212) 941-0094 (www.nycalanon.org).

Break the Cycle: Provides free and confidential counseling, legal assistance and referrals to shelters for victims of relationship abuse (ages 12–24), (888) 988-TEEN (www.breakthecycle.org).

Covenant House: Under-21 shelter located on 41st St. and 10th Ave., (212) 613-0300 (www.covenanthouseny.org).

NYC Department of Youth and Community Development

Youthline: Offers confidential information and services for young people, including youth-in-crisis, shelters, counseling with family conflicts and relationship problems, locating after-school and recreation programs in youth's neighborhood; staffed by young people, (800) 246-4646 (www.nyc.gov/dycd).

The Door (555 Broome St.): Offers free and confidential health, educational, career, nutritional programs, counseling programs and legal services. To join free, walk-in Mon.–Fri., 2:00 p.m.–8:00 p.m., Sat., 12:00 p.m.–4:00 p.m. during the school year, (212) 941-9090 (www.door.org):

- **The Door Adolescent Health Center:** Provides free and confidential pregnancy testing, emergency contraception and HIV counseling and testing; afternoons and evenings, walk-in or call, (212) 453-0222 .

Global Kids: Offers leadership programs and programs on global issues for young people (ages 14–19) who have trouble succeeding in school, (212) 226-0130 (www.globalkids.org).

National Association of Anorexia Nervosa and Associated Eating Disorders: Offers information, counseling and referrals to free support groups, (847) 831-3438 (www.anad.org).

Nineline, Information for Kids: Offers help with various teen issues, including family, cults or gangs, relationships, feelings, suicide, food, clothing, housing, employment, trouble at school, prejudice, neglect, abuse, disability, eating disorders, drugs and running away, (800) 999-9999 (www.nineline.org).

NY Foundling Hospital: Offers variety of services for young people, including adoption services, foster care, and preventive services, (212) 633-9300 x3444 (www.nyfoundling.org).

Safe Space's Walk-In High-Risk Youth Center at 24 W. 30th St., 2nd Floor, between 5th and 6th Ave.: Provides a safe, nurturing and creative environment for NYC's estranged youth, including runaways and homeless (ages 13–17). Walk-in Mon.–Fri., 1:00 p.m.–7:00 p.m. or call, (212) 481-8062 (www.safespacenyc.org).

2. Youth Shelters for Emergency and Transitional Residence

Call 311 for government information and non-emergency services, including youth shelter locations.

Ali Forney Center: Provides housing for homeless LGBT youth (ages 16–24), (212) 222-3427 (www.aliforneycenter.org).

Good Shepherd Services, Chelsea Foyer Transitional Living: Provides housing for young adults that are at-risk of homelessness or aging out of foster care with an emphasis on teaching self-sufficiency (ages 18–22), (212) 243-7070 (www.goodshepherds.org/programs/out-of-home/foyer.html).

Promesa: Operates a 24/7 drop-in center for homeless and/or runaway youth in the Bronx (ages 13–21) and a transitional independent living program for young men ages 16–20, (718) 542-5163/5171 (www.promesa.org).

Safe Horizon: Counsels victims of domestic violence and rape, offers shelters for domestic violence victims throughout NYC, conducts support groups for victims of domestic violence, operates emergency hotlines, (212) 577-7700 (www.safehorizon.org).

3. Additional Local Teen Resources and Shelters Resources

Y. Recreational Programs

See also After-School Programs, Teen Resources and Shelters.

1. General Recreational Programs Resources

New York City Department of Parks and Recreation, Indoor Recreation Facilities: Operates an extensive network of recreational facilities throughout NYC, each equipped with professional staff who provide organized and free play activities. Standard membership includes scheduled access to gym, pool and other facilities for one year. Instructor-led courses such as aerobics, martial arts, music, or yoga may require additional session fees (free for youths under 18). For a complete listing of community centers by borough go to www.nycgovparks.org, then click on “Things To Do” and select “Indoor Recreation Facilities” from the drop down menu.

- **Hansborough Pool:** Operates indoor gym and pool facility (35 W. 134th St.), (212) 234-9603.

Shape Up New York Program (developed by the New York City Department of Health and Mental Hygiene and the New York City Department of Parks and Recreation): Free nutrition and fitness program for children and adults, which encourages the development of healthy lifestyles by showing participants easy and fun ways to exercise and eat well. Classes include step aerobics, fitness walking, light weights, stretching and toning exercises. For classes at a site near you call 311 (<http://home2.nyc.gov/html/doh/html/cdp/shapeupny.shtml>).

Step Out New York City (developed by the New York City Department of Parks and Recreation, working with a network of community partners): Major walking fitness program for individuals and whole families operated during the spring and summer months. Participants meet at locations around the city to take part in organized 1 ½ to 2 mile walks. To find class schedule at a site near you call 311 (www.nyc.gov/html/cwi/stepout/html/home/home.shtml) (spring and summer months only).

YMCA (Harlem branch): Operates a variety of developmentally appropriate group fitness programs that help people at any stage of life build positive health habits. Provides financial membership assistance and scholarships, (212) 912-2100 (www.ymcanyc.org/index.php?id=1101 then click on “Branches” and select “Harlem Branch” from the drop down menu).

2. Additional Local Recreational Resources

This guide is published by White & Case LLP to assist children and families in need of help. It is not intended as a complete listing of social and health agencies in NYC. Eligibility requirements listed are subject to change and must be checked. Inclusion in this guide does not imply endorsement nor does omission imply disapproval.

If you have corrections, changes or suggestions for inclusion in future editions, please send by email to info@volspobono.org.