



# Sanctuary for Families

**INFORMATIONAL GUIDE  
FOR *PRO SE* ASYLUM SEEKERS**

November 2023

## INTRODUCTION

Gender-based violence (GBV), domestic violence (DV), and intimate partner violence (IPV), as well as other forms of abuse, do not distinguish age, country of nationality, religion, race or ethnicity, citizenship or immigration status, language, sex or gender, sexual orientation, gender identity or expression, or class. Gender-based violence, domestic violence, and intimate partner violence, can happen to anyone.

Very often, survivors' lack of immigration status keeps them from being able to escape violence and overcome the horrific abuse they endure.

At Sanctuary for Families, we are committed to assist survivors of gender-based violence, domestic violence, and intimate partner violence, so that they may secure and maintain lawful immigration status in the United States and heal. Sanctuary for Families offers a wide range of legal immigration services for survivors in a trauma-informed and holistic manner. However, we understand that the need for effective and quality legal immigration services is vast, especially for asylum seekers.

As part of our commitment, and in an effort to better serve the fast growing asylum seeking community in New York City, Sanctuary for Families' Immigration Intervention Project offers pro se assistance for qualifying asylum seekers who have been unable to secure legal representation and who wish to file their Applications for Asylum in a timely manner.

At times, Sanctuary for Families partners with private law firms who provide pro bono (free) assistance to the community of gender-based violence survivors seeking to apply for asylum through Pro Se and Pro Se PLUS Asylum Clinics. Sanctuary for Families' asylum clinics are possible thanks to the extraordinary work of pro bono coordinators, supervising partners, associates, and summer associates, who volunteer their valuable time and dedication. Sanctuary for Families sincerely thanks them for their partnership and collaboration.

Now that you have begun your process to obtain Asylum, Withholding of Removal (WoR) or Protection under the Convention against Torture (CAT), questions regarding next steps, rights and responsibilities, and resources are likely to come up. This guide contains the answers to some of your questions. Please note that the information contained in this guide should not be understood to be legal advice.

Sanctuary for Families' Immigration Intervention Project has prepared the following informational guide to provide you with knowledge and resources as you continue your path to live a safe, healthy and dignified life in the United States.

**To all survivors, welcome!**

## INDEX

### **About Asylum**

I.	What is asylum? .....	5
II.	Who is eligible for asylum? .....	5
III.	What if I am not eligible for asylum? .....	5
IV.	What are the possible benefits of applying for asylum, withholding of removal, or protection under CAT?.....	6
V.	How do I apply for asylum, withholding of removal, and protection under CAT? .....	7
VI.	How do I know if I have a case in immigration court? .....	7
VII.	How do I file my asylum application?.....	8
VIII.	What is the difference between USCIS, the Immigration Court, ICE, and CBP? .....	9
IX.	What happens after filing an asylum application? .....	10
X.	How do I check the status of my case or application?.....	11
XI.	What should I do if I am scheduled for a hearing? .....	12
XII.	How can I obtain a work permit? .....	13
XIII.	What happens if I move while my asylum application is pending? .....	14
XIV.	How do I report with ICE? .....	17
XV.	What happens if I miss a hearing? .....	18
XVI.	Do I need an attorney? .....	18
XVII.	What evidence should I provide to support my asylum application? .....	19
XVIII.	What should I expect at my asylum interview or Individual Hearing? .....	21
XIX.	What if USCIS does not grant my asylum application? .....	22
XX.	What if the immigration judge doesn't grant my asylum application?.....	22
XXI.	Can I travel? .....	22
XXII.	What happens if I am arrested? .....	23
<b>Know your rights with ICE .....</b>		<b>25</b>
<b>Resources .....</b>		<b>26</b>
	Pro Bono (free) or Low Cost Legal Immigration Services Providers .....	27
	Changing Identity Documents.....	34
	Legal Services Providers for Other Needs.....	35
	Public Benefits.....	37
	Housing.....	38
	Food Pantries and Soup Kitchens.....	39
	Health Care at Low or No-Cost.....	40
	LGBTQ+ Health Care.....	41
	Mental Health Support - Counseling Services.....	42
	Mental Health Support - Crisis Intervention.....	44
	Escaping Violence.....	45
	Substance Abuse Support.....	46
	Other Resources.....	47

## **ABOUT ASYLUM**

## I. What is asylum?

"Asylum" is a form of immigration status and defense against deportation in the United States for non-citizens who are afraid to return to their country of origin.

## II. Who is eligible for asylum?

In order to be eligible for or receive asylum, noncitizens must submit their asylum application (Form I-589, Application for Asylum and for Withholding of Removal) within one year of their last arrival in the United States. Noncitizens must show all the following:

- They were harmed or have good reason to believe ("*well-founded fear*") that they will be harmed in their country of origin.
- They were harmed *because of* a particular or specific characteristic such as their race, religion, nationality, political opinion, or something else about them that they cannot change or should not be expected to change, known as "membership in a particular social group." Membership in a particular social group may include the applicant's gender, sexual orientation, gender identity or expression, marital or relationship status, parental status, HIV+ status, and others.
- The government of their country of origin has or will cause the harm, or the government of their country of origin has been or will be unwilling or unable to protect them from the harm caused by a private actor.
- They would not be safe if they moved to other areas of the country of origin.

Noncitizens can request asylum for their spouse and their children without legal permanent status, who are under the age of 21, who are unmarried, and in the United States by including them in the asylum application to be submitted. If the noncitizen's spouse and/or children are outside United States, if granted asylum, the noncitizen can submit a petition for their spouse and/or children to receive derivative asylum status.

## III. What if I am not eligible for asylum?

Like asylum, Withholding of Removal ("WoR"), and Protection under the Convention Against Torture (CAT) are forms of protection against deportation for noncitizens who are afraid to return to their countries of origin but are not eligible for asylum. Noncitizens who might not be eligible for asylum include those who: have previously been in immigration court proceedings, were previously removed from the United States, failed to file their asylum application within the one year after their last arrival in the United States, have certain criminal convictions, and others.

For both withholding of removal and asylum, noncitizens must show that they are at risk of serious harm if they return to their country of origin.

Noncitizens can apply for asylum, withholding of removal, and protection under CAT at the same time. In order to do that, they must check the box at the top left of the first page of Form I-589,

which says “Check this box if you also want to apply for withholding of removal under the Convention Against Torture.”

Only the immigration court can decide on applications for withholding for removal and protection under CAT. However, applicants who file their asylum applications for asylum with USCIS, should always check the box at the top of the first page of Form I-589. If USCIS does not grant the applicant asylum and they start an immigration court case against the applicant, the immigration judge can decide on all three forms of relief at the same time.

Spouses and children of noncitizens who are **only** eligible for withholding of removal or protection under CAT, must file their applications separately, as they cannot be included in the principal’s own form and cannot receive derivative Withholding of Removal or CAT status.

#### IV. What are the possible benefits of applying for asylum, withholding of removal or protection under CAT?

- **While an application for asylum, withholding of removal, and protection under CAT is pending noncitizens and their derivatives:**
  - Cannot be removed from the United States;
  - May apply for and receive work authorization while their application remains pending.
  - Have access to certain public benefits and assistance.
- **If the application is granted:**
  - Noncitizen receives immigration status. Noncitizens who receive asylum status are known as “asylees.”
  - Regularly, asylees and noncitizens who are granted withholding of removal or protection under CAT cannot be removed or deported from the United States. However, certain criminal convictions and changes in the conditions in the country of origin, may lead to termination of status and possibly removal or deportation.
  - Asylees and their derivatives can apply for permission from the government to travel internationally and return to the United States. This is known as “Refugee Travel Document.”
  - Asylees and their derivatives may receive access to additional public benefits and assistance.
  - Asylees and their derivatives may apply to become a Lawful Permanent Resident, also known as “green card holder.” Four years after becoming a Lawful Permanent Resident, asylees become eligible to apply for citizenship in the United States, if they choose to apply.

**V. How do I apply for asylum, withholding of removal and protection under CAT?**

The process of applying for asylum depends on the noncitizen's specific situation. First, the noncitizen must determine if they have a case in immigration court or not in order to file their application.

- **Noncitizens in immigration court**, must apply for asylum in immigration court. Applying for asylum in immigration court is called the “defensive” asylum process.
- **Noncitizens who do not have a case in immigration court**, must apply for asylum with the United States Citizenship and Immigration Services (USCIS). Applying for asylum with USCIS is called the “affirmative” asylum process.
- **Unaccompanied noncitizens under 18 years old** may apply for asylum with USCIS, even if they have a case in immigration court.

**VI. How do I know if I have a case in immigration court?**

- Noncitizens who entered the United States on a Visa or Visa Waiver Program, who do not have an A Number, and have not received a Notice to Appear (NTA), are *likely* not in immigration court.
- The A number is an 8 or 9 digit number assigned to noncitizens by immigration officials. It is also known as “alien number” or “alien registration number.” The A number is unique to each noncitizen and is printed in almost all immigration documents issued by official immigration agencies.
- If the noncitizens was detained by immigration upon entry in the United States at the border, or was detained by immigration officials at some point after entering the United States, they will *likely* have a case in immigration court. This general rule applies to Parolees.
- Noncitizens who have previously applied for asylum but were not granted, may have a case in immigration court.
- If the noncitizen has received a Notice to Appear, this means that the government has started or is planning to start a case an immigration court against them. Cases in immigration court are also known as “immigration proceedings”, “removal proceedings” or “immigration court proceedings.”
- Noncitizens with cases in immigration court are known as “Respondents” while those who apply for asylum with USCIS, or affirmatively, are known as “Applicants.”
- Noncitizens may check all immigration documents to see if any of them lists an A Number. If the noncitizen does have an A Number, they should check the immigration court system by calling the immigration court hotline at 1-800-898-7180 or by entering the A Number on the immigration court system website: <https://acis.eoir.justice.gov/en/>. If the noncitizen's

information is in the system, it means that they have a case in immigration court. If the online system reports, “no case found for his A-number,” the noncitizen’s case is likely not with the court at this time.

## VII. How do I file my asylum application?

- **With the immigration court**

- **At an immigration hearing:** Respondents may bring their asylum application to their immigration hearing if the hearing is scheduled to take place before the respondent’s one-year anniversary in the United States. To file an asylum application at a hearing, respondents must take the original and signed application, and two (2) copies. The immigration judge will take the original, and stamp the respondent’s copy as received. Respondents must save this copy as proof of filing. The third copy must be given to the government attorney, also known as the “DHS” or the “DHS attorney.” This last step is known as “serving the opposing party” and is a step in almost every judicial process.
- **At “the filing window”:** Respondents may bring their asylum application to the immigration court in charge of the case and file the application at “the filing window” with a court clerk. To file an asylum application at a hearing, respondents must take the original and signed application, and at least one copy.

Respondents must include a certificate of service at the end of the original and each copy of the asylum application packet. The certificate of service is a document that indicates that the Respondent sent a copy of the document being filed to the government attorney (opposing party). Respondents may find a template of the certificate of service at: <https://help.asylumadvocacy.org/wp-content/uploads/2022/06/Blank-Certificate-of-Service.pdf>

The original application must be given to the court clerk, who will stamp the respondent’s copy as received. Respondents should save this copy as proof of filing.

Respondents must serve a copy of the asylum application to the DHS, by mail or in person. For information about where to mail DHS’ copy of the application, please visit: <https://www.ice.gov/contact/field-offices?office=12>

- **By mail:** Respondents may mail their asylum application to the immigration court in charge of their case. Respondents must include a certificate of service at the end of the original and each copy of the asylum application packet. A certificate of service is a document that indicates that the Respondent sent a copy of the document being filed to the government attorney (opposing party). Respondents may find a sample of the certificate of service at <https://help.asylumadvocacy.org/wp-content/uploads/2022/06/Blank-Certificate-of-Service.pdf>

When mailing documents to the immigration court, respondents may do so through the United States Postal Service (USPS), also known as the “post office.” Respondents can select between Certified Mail, Priority Mail, and Priority Mail Express. All these services



provide tracking information and proof of delivery. Respondents should save the tracking information and if possible, take a picture of the tracking number and delivery confirmation.

Respondents should include a copy of the application and a note asking the court to stamp the extra copy and mail it to the respondent as proof of receipt. Respondents who request that a copy be returned by mail, should include a self-addressed stamp envelope along with the filing. Respondents may also call the immigration court and request a stamped copy of the asylum application.

Respondents should avoid services that do not provide tracking information. Respondents should not ask for the recipient to sign as proof of delivery as that might delay the delivery of the documents or make it impossible.

Respondents must mail a copy of the asylum application to the DHS. For information about where to mail DHS' copy of the application, please visit: <https://www.ice.gov/contact/field-offices?office=12>

- **With USCIS (by mail)**

Applicants may mail their asylum application to USCIS. For information about where to file an asylum application with USCIS, please visit: <https://www.uscis.gov/i-589> . Applicants must read the “Where to File” and “Special Instructions” sections. The site is available in Spanish. Applicants should follow the suggestions provide above regarding mail services and tracking.

As of September 2023, to file an asylum application with USCIS, applicants must include the original and signed application, and copies of document that shows the relationship between the applicant and their derivate spouse and/or children, copies of passports and other travel documents (cover to cover), copies of identity documents, and copies of immigration-related documents issued by immigration agencies.

## VIII. What is the difference between USCIS, the Immigration Court, ICE, and CBP?

There are several official immigration agencies in the United States. Each agency has a role in the immigration system. These agencies include: Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE), United States Citizenship and Immigration Services (USCIS), and Immigration Court (officially called the Executive Office for Immigration Review or EOIR).

- **CBP** (also known as “border patrol”) is the government agency that enforces immigration laws at all ports of entry in the country, borders, ports, and airports. They have the authority to determine who can enter the United States and who cannot, and to arrest and detain people near the border and at any port of entry.
- **ICE** (commonly referred to “la migra”) enforces immigration laws within the United States. They are the immigration “police.” They can detain and deport people who they think violated immigration laws. ICE often schedules check-in appointments for certain non-citizens. At times, check-in appointments or other reporting conditions may be scheduled or coordinated through private companies that work for ICE, through a program called “ISAP.”

- **USCIS** is in charge of processing many –but not all- immigration applications. USCIS processes applications for work permits, green cards, U.S. citizenship, and more. They are also responsible for scheduling asylum interviews and other types and biometrics appointments (where fingerprints are taken) for all applicants, petitioners and/or beneficiaries.
- **EOIR** (immigration court) is the government agency that decides whether immigrants in court proceedings can remain in the United States. Immigration judges are responsible for considering and making a decision on asylum applications in immigration court. If an immigration judge denies asylum, respondents can appeal to the next level of immigration court system, which is called the Board of Immigration Appeals (BIA).

## **IX. What happens after filing an asylum application?**

- **Applicants filing with USCS**

- **The “Receipt Notice”**

After USCIS receives your asylum application, they will send a “Notice of Action” titled “Acknowledgement of Receipt” via mail to the address provided in the application. This is also known as receipt notice.” The receipt notice is to confirm that USCIS has received the applicant’s asylum application and will process it. The receipt notice will contain the following information:

- The “Receipt Number” which identifies the applicant’s case;
- The “Receipt Date”, which is the date in which USCIS received the application;
- The applicant’s and derivatives’ A Number, which identifies the applicant and each derivative if any;
- The “Notice Type”, which identifies the different types of notices USCIS might issue in a case.

- **The “ASC Appointment Notice”**

Soon after, USCIS will also mail an “ASC Appointment Notice”, also known as a “biometrics notice” to the address provided in the asylum application. This notice notifies the principal applicant and derivatives included in the application that they must attend an appointment at an Application Support Center (ASC) at a specific place, date and time to undergo a fingerprinting process. Normally, children under the age of 14 are not required to attend, but if a notice is issue for a child under de age of 14, they must attend the appointment.

At the appointment, applicants and their derivative spouse and children must present the biometrics notice and a photo identification. If applicants and derivatives do not have photo ID, they may experience a longer waiting time.

If applicants and/or their derivatives are unable to attend the biometrics appointment at the place or on the date as scheduled in the Notice, they must can call the USCIS Contact

Center at 1-800-375-5283 as soon as possible and provide a good reason for why it is necessary to reschedule it. If applicants and/or their derivatives are unable to attend the appointment at the scheduled time, they may arrive at an earlier or later time on the date of the appointment and attempt to be seen by explaining why they did not arrive at the scheduled time.

- **Respondents filing with the immigration court**

Soon after filing their asylum application, respondents must request their biometrics appointment. Unlike applicants who filed their application with USCIS, where USCIS automatically schedules their appointments, respondents in immigration court are responsible for the scheduling of their biometrics appointment.

- To request that USCIS schedule biometrics appointments for respondents and their derivative spouse and children, respondents must mail a copy for the first 3 pages of their asylum application, along with a copy of the “INSTRUCTIONS FOR SUBMITTING CERTAIN APPLICATIONS IN IMMIGRATION COURT AND FOR PROVIDING BIOMETRIC AND BIOGRAPHIC INFORMATION TO U. S. CITIZENSHIP AND IMMIGRATION SERVICES.” Respondents may ask the clerk at the immigration court for a copy of the instructions or download it from the USCIS website.
- Respondents must mail their request to:  
USCIS Nebraska Service Center  
Defensive Asylum Application with Immigration Court  
P.O. Box 87589  
Lincoln, NE 68501-7589  
Respondents should always use mail services with tracking information when mailing documents to immigration agencies.
- After USCIS receives the respondent’s request, they will schedule biometrics appointments for the respondent and derivatives. USCIS will send a notice in the mail containing the details of the appointment. See “The ‘ASC Appointment Notice’” section above for more information.

## **X. How do I check the status of my case or application?**

Applicants and respondents should check their cases with some frequency. Clerical errors can occur and USCIS or the immigration court might schedule appointments or issue a decision by mistake without the respondent or applicant’s knowledge. Here are some ways in which applicants and respondents may check the status of their cases:

- **Applicants with USCIS**

Applicants may enter this link: <https://egov.uscis.gov/> and type the “Receipt Number” printed in their “acknowledgement receipt” or “receipt notice.” The number is printed on the top left of the notice.

Depending on where applicants are in the process, this site will indicate one of a few options: whether the asylum application was received and is being processed, a biometrics appointment has been scheduled, the next step is an interview, an interview has been scheduled, or an interview is pending.

- **Respondents in Immigration Court**

- Respondents may call the EOIR automated case system at 1-800-898-7180 and follow the instructions:
  - Dial 1 for English, or 2 for Spanish;
  - Dial 1 to enter A number;
  - Enter A number, and listen for operator to repeat;
  - Dial 1 to confirm the A number, or 2 to re-enter;
  - Listen for operator to spell the respondent's full name, then dial 1 to confirm, or 2 to re-enter;
    - The operator will provide the date in which a respondent's case was "docketed", that is the date in which the respondent's immigration court proceedings began;
  - Dial 1 to hear information about future hearings;
  - Dial 2 to hear how many days have lapsed since filing the asylum application, this is known as "the clock;"
  - Dial 3 to hear information about the status of your case in immigration case. If the operator indicates that the immigration judge issued an order on the case without the respondent's knowledge, the respondent should seek legal advice;
  - Dial 4 to hear about the status of an appeal.
- Respondents may visit the EOIR online automated case system at <https://acis.eoir.justice.gov/en/> and enter their A number. Please note that the online system does not provide information on "the clock."

#### **XI. What should I do if I am scheduled for a hearing?**

The immigration court will usually mail a "Notice of Hearing" to respondents, informing them of the date, time, location, and type of hearing scheduled. Respondents who do not receive this notice but believe they might be in immigration court proceedings, should check their case through the EOIR online automated system or by calling the EOIR hotline.

- Respondents must appear at all their hearings as scheduled. If respondent’s children, spouse or partner is included in the case, they must also appear at their hearings unless the immigration judge says otherwise or “waives their presence.”
- Respondents should arrive at least 45 minutes early as lines to enter the court building might be long and all building visitants must go through security checks.
- Respondents’ first hearings are known as “Master Calendar Hearings.” Master hearings involve long wait times, but once respondents are called by the immigration judge, the conversation will be short. They judge will ask initial questions regarding preferred language, legal representation, and immigration applications the respondent is seeking to pursue. Judges usually do not discuss details of respondents’ asylum cases during master calendar hearings. Judges usually scheduled a few master calendar hearings before scheduling an “Individual Hearing” or “Merits Hearing.”
- An individual hearing or merits hearing, is similar to a trial hearing. The immigration judge will hear the respondent’s asylum case.

## **XII. How can I obtain a work permit?**

Most noncitizens with pending asylum applications with either U.S. Citizenship and Immigration Services (USCIS) or the immigration court (EOIR), are eligible to apply for an Employment Authorization Document, also known as “work permit,” once 150 days have passed since USCIS or the immigration court received the application. Respondents can find the date in which the immigration court received their application in the court stamp, and applicants can find it their receipt notice.

Please note that certain exceptions apply: noncitizens with convictions for “aggravated felonies” are considered ineligible to receive a work permit. Additionally, if the respondent’s or principal applicant’s asylum clock has been stopped before reaching 150 days, USCIS will likely deny their and their derivatives applications for employment authorization. Noncitizens with doubts regarding their eligibility or whose applications for employment authorization have been rejected or denied should seek legal assistance.

Additionally, policies and rules regarding employment authorization documents are under constant change, and elements such as eligibility, processing times, adjudication criteria and validity period are often impacted.

- **Cost:** There is no fee for **initial** employment authorization applications. They are free.
- **Validity:** Most employment authorization documents are valid for a 2-year period.
- **Process:** Noncitizens may apply for employment authorization by submitting a Form I-765, Application for Employment Authorization, online or by mail with USCIS. A separate Form I-765 must be completed, signed, and submitted for each person included in the asylum application who wishes to receive a work permit.

- Noncitizens may prepare their applications pro se or seek legal assistance. If applying pro se, the Asylum Seeker Advocacy Project has prepared how-to materials, samples and video tutorials to make the process easier. The information is available at <https://help.asylumadvocacy.org/work-permits/#apply-how-to> (the site is available in Spanish)
- **Social Security Numbers/Cards:** Noncitizens can apply for a Social Security Number (SSN) at the same time as they apply for their work permit. Applicants must simply check the box regarding SSNs on the paper or online form. However, social security numbers and cards are generated and managed by the Social Security Administration (SSA). This means that if the application for employment authorization is approved, the social security card will be sent separately from the work permit. For more information on social security cards, please visit <https://help.asylumadvocacy.org/work-permits/#ssn>
- **Next:** Soon after USCIS receives a work permit application, they will either confirm receipt by mail or online, or reject the application.
- **Wait time:** USCIS should make a decision on initial work permit applications within 30 days. However, this does not always happen due to delays in processing times. If a work permit application has been pending with USCIS for more than 30 days, applicants may visit <https://help.asylumadvocacy.org/work-permits/#problems-delay> to learn about steps they can take.

### XIII. What happens if I move while my asylum application is pending?

Applicants and respondents are required to notify the immigration agencies they interact with within the first 5 days of the change of address. Applicants and respondents must notify and update their address with each immigration agency, separately. This may include one or more of these immigration agencies: USCIS, immigration court, and ICE or ISAP.

- **With USCIS**

Applicants who filed their asylum application or work permit application with USCIS may update their address online or by mail:

- **Online:**
  - Visit <https://egov.uscis.gov/coa/displayCOAForm.do> . The site is available in Spanish, but all answers must be typed in English;
  - Applicants will need to provide an email address and a receipt number to complete the online form;
  - A separate online form should be submitted for each derivative included in the asylum application. Either the receipt notice or the biometrics appointment notice should include the derivatives' A Number and receipt number;

- After submitting the form, applicants should receive an email from USCIS confirming that they updated the address, usually within a few days. Applicants should keep the email for their records.
- **By mail**
  - Applicants may download the Form AR-11 from the USCIS website: <https://www.uscis.gov/ar-11>
  - Applicants will need to complete the form, providing their biographic information, and their former and current address. If the applicant’s mailing address is different than the address of residence, they will need to provide the mailing address as well;
  - After completing, signing and dating the form, applicants must mail the form to the address written in **Page 2** of the Form AR-11. The form should be submitted by USPS Certified Mail so that they can track the delivery and keep the label as proof of submission.
- **With the immigration court**

Respondents in immigration court may update their address online or by mail:

- **Online**
  - Visit <https://respondentaccess.eoir.justice.gov/en/forms/eoir33ic/> The site is available in Spanish, but all answers must be typed in English;
  - Follow the steps;
  - After entering all personal and address information, click the button that says “CLICK TO REVIEW.” Respondents should take a moment to verify that all the answers are accurate. After reviewing all answers, respondents must write name in the “Signature” space;
  - In the “PROOF OF SERVICE” section, respondents must select the “Office of the Chief Counsel for DHS” office location that matches their current immigration court;
  - Respondents must type their name again in the “Signature” space at the bottom of the form;
  - By clicking “Submit,” respondents send the form electronically to the immigration court. After submitting the form, respondents must print 2 copies. One copy should be saved for the respondents’ own records;
  - The other copy of form must be mailed to the DHS attorney’s office that matches the respondent’s immigration court. For information about where to mail DHS’ copy of the form, please visit: <https://www.ice.gov/contact/field-offices?office=12>

- A separate online form must be submitted to the immigration court for each derivative (or “rider”) included in the case before the court. A copy of each form should be mailed to the DHS, but all copies can be mailed in the same envelope.
  - **By mail**
    - Respondents may download the Form EOIR-33 that matches the address of their current immigration court is located, by visiting <https://www.justice.gov/eoir/form-eoir-33-eoir-immigration-court-listing>
    - Respondents must complete, sign and date the form;
    - Respondents must provide the address of the DHS office that matches their current immigration court. For information about where to mail DHS’ copy of the form, please visit: <https://www.ice.gov/contact/field-offices?office=12>
    - Respondents should print 3 copies of the form, and keep one for their own records;
    - Respondents should mail the original form to their current immigration court, or submit it in person at the filing window at the immigration court;
    - Respondents must mail a copy of the form to the DHS office that matches their current immigration court;
    - A separate online form must be completed and filed with the immigration court for each derivative (or “rider”) included in the immigration court case. Respondents must mail a copy of each form to the DHS, but all copies can be mailed in the same envelope.
- **With ICE**

**Noncitizens not in immigration court who are required to report or check-in with ICE or ISAP, must update their address with ICE online, in person, or by mail.**

- They may update their address in person during their scheduled check-in with ICE, as long as the check-in is scheduled to take place within 5 days of the change of address or moving.
- Noncitizens not in immigration court, may update their address using the online tool available at <https://onlinechangeofaddress.ice.gov/ocoa>
- Noncitizens not in immigration court may update their address by completing a Form EOIR-33 available at: <https://www.justice.gov/eoir/form-eoir-33-eoir-immigration-court-listing> and mailing it to the DHS office that matches the location where they report or check-in with ICE. The Form EOIR-33 should be mailed by USPS Certified Mail, Priority Mail or Express Priority Mail. Respondents should save and take pictures of the mailing label and tracking information for their records.



❖ **IMPORTANT NOTE:**

- Changes in the applicants' or respondents' address might cause a change in the USCIS Asylum Office, immigration court, ICE and DHS office assigned to the case. If this happens, USCIS or the immigration court will might stop the applicants' or respondents' asylum clock. If the clock is stopped before reaching 180 days since the filing of the asylum application, it will affect the applicants' or respondents' ability to apply and receive their initial work permit.
- If an applicant's USCIS Asylum Office location changes, they will be notified once their asylum interview is scheduled.
- Some immigration courts oversee cases from different states and others only cases from specific areas in one state.
- To find out whether the immigration court and DHS office locations have changed, respondents may consult with an attorney or visit this website for court locations <https://www.justice.gov/eoir/immigration-court-administrative-control-list>
- If the immigration court with jurisdiction over a respondent's case has changed, the respondent must file a "Motion to Change Venue." In order to do so, respondents may seek legal assistance or follow the template and instructions provided here <https://www.justice.gov/eoir/page/file/1480756/download>
- Respondents must file the motion with the immigration court that currently has jurisdiction over their case, and serve a copy to the DHS office that matches that immigration court.
- Respondents must appear at all scheduled hearings, even after having moved far away from an immigration court and filed a motion to change venue that remains pending.

**XIV. How do I report with ICE?**

Noncitizens required to report to ICE must attend their check-ins or report appointments at the scheduled date, time, and location.

- Noncitizens unable to attend their ICE check-in appointment as scheduled, should attempt to reschedule as soon as possible. They may rescheduled the appointment online, by phone, or email.
- Noncitizens instructed to report to ICE via paper order or by an immigration official at the time of arrival in the United States, or when released from immigration custody, who do not yet have a scheduled check-in or report appointment with ICE, may schedule their appointment online, by phone or email.
  - **Online:** Noncitizens may visit <https://www.ice.gov/check-in> and follow the instructions (the site is available in Spanish)

- **By phone:** Noncitizens may call their ICE officer’s phone number or their local ICE office. If they do not have their officer’s phone number or the local ICE office phone number, they may visit <https://www.ice.gov/contact/check-in> and search by state and then area. Noncitizens may also call ICE’s national phone number at 1-833-383-1465. Noncitizens may leave a voicemail message with their name, A number, phone number and intention to reschedule their check-in with ICE, if they are unable to get an officer or representative on the phone. They may also continue call until they reach an officer or representative.
- **Email:** Noncitizens may email their local ICE office. They may find the email address by visiting <https://www.ice.gov/contact/check-in> and searching by state and then area. Noncitizens should save copies of emails sent to ICE.

**NOTE:** Noncitizens should keep a record of all their attempts to reschedule their check-in appointment with ICE. They may write down the date and time of the calls, the phone number they called, whether they spoke with an officer and representative, they identity of the officer or representative, and the answer provided.

**XV. What happens if I miss a hearing?**

Immigration Judges have the authority to issue *in absentia* deportation or removal orders. When a respondent fails to attend an immigration hearing, the immigration judge enters a deportation or removal order in their absence. However, respondents who receive deportation or removal orders for missing a hearing may ask the judge to lift the order and reopen their proceedings.

To learn whether a respondent missed a hearing and the immigration judge issued a removal order in their absence, follow the steps listed in Page 11, “X. How do I check the status of my case or application? Respondents in Immigration Court.”

If the system indicates that the immigration judge issued a deportation order, a respondent may ask the immigration judge to lift the order and reopen the case by filing a document called “Motion to Reopen” as soon as possible. Before filing a motion to reopen, respondents should seek legal advice. To find legal assistance please go to Page 28-33, “PRO BONO (FREE) OR LOW COST LEGAL IMMIGRATION SERVICES PROVIDERS.”

**XVI. Do I need an attorney?**

Noncitizens have the right to be represented at all stages of their affirmative asylum process or their immigration court proceedings. Applicants and respondents may be represented by Attorneys or Department of Justice (DOJ) Accredited Representatives. However, the U.S. government will not provide an attorney or accredited representative Applicants and respondents are responsible for securing legal representation. To find legal assistance please go to Page 28-33, “PRO BONO (FREE) OR LOW COST LEGAL IMMIGRATION SERVICES PROVIDERS.”

Noncitizens have the right to represent themselves. Noncitizens who represent themselves are known as *pro se* applicants or respondents.

**Only Attorneys or DOJ Accredited Representatives are allowed to provide legal immigration advice and services. Paralegals, notarios, document preparers, “immigration consultants,” tax preparers, and travel agents are NOT allowed to provide ANY legal advice or representation services.**

- ❖ Paralegals and other document preparers are individuals who may have a college degree or may have completed courses on how to prepare documents, but have not received legal education and are prohibited from providing legal advice or representation services.
- ❖ A notary public, notario, or a notario público is NOT an attorney or an accredited representative and CANNOT provide legal advice or services. In the United States, a notary public is simply a person authorized to certify the identity of a person signing a document, take affidavits, and administer oaths.

❖ **Useful tips**

- Attorneys and DOJ Accredited Representatives do not guarantee specific results;
- Noncitizens can ask to see copies of attorney bar certificates issued by a state in the United States or DOJ Accreditation letters before accepting legal advice or services;
- Noncitizens should ask for a retainer or written contract;
- The asylum application, initial work permit application, and some other immigration related document requests do not have fees. When asked to provide payment, noncitizens should pay via check or credit card, and ask for an invoice and a receipt;
- Noncitizens should not sign any documents without being fully aware of the content, or sign documents that contain false or inaccurate information, or sign documents that have not been fully translated into a language that they fully understand;
- Attorney’s information can be verified through the New York Attorney Grievance Committees website at: [https://iapps.courts.state.ny.us/attorneyservices/search?0&tab=attorney](https://iapps.courts.state.ny.us/attorneyservices/search?0&tab=attorney;) ;
- Noncitizens may also check EOIR’s List of Currently Disciplined Practitioners at: <https://www.justice.gov/eoir/list-of-currently-disciplined-practitioners>
- Noncitizens may contact DOJ’s Fraud and Abuse Prevention Program to make a complaint about fraud, immigration scams, or the unauthorized practice of law by calling 1-877-388-3840 or emailing EOIR.Fraud.Program@usdoj.gov.

**XVII. What evidence should I provide to support my asylum application?**

Applicants and respondents may submit different types of evidence to support their asylum case. Submitting supporting evidence is not mandatory as is an applicant’s or respondent’s testimony, but it can be helpful to provide evidence to corroborate the following elements:

- The harm suffered in the country of origin, or the harm the applicant or respondent fears they will suffer if they return to the country of origin;
- Who harmed them or will harm them;
- Why they believe they were harmed or will be harmed;
- Why they believe the authorities in their country of origin are unable or unwilling to protect them;
- Why they can't live safely somewhere else in their country of origin.

**Corroborating evidence can include:**

- A written, sworn declaration describing the aforementioned elements;
- Police reports, if applicable;
- Medical records related to injuries suffered due to harm;
- Photographs that show parts the applicants' or respondents' story;
- Facebook messages or any other written communication that contain threats made against the applicant, respondent or their family members;
- Mental health evaluation, showing any mental harm suffered;
- Letters or declarations from people who know about why the applicant or respondent is afraid to return to their country of origin;
- Newspaper or magazine articles that corroborate the issues the applicant or respondent has fled from or is afraid of;
- Reports from national or international human rights organizations regarding the general conditions in the country of origin in regards to the issues the applicant or respondent has fled from or is afraid of.

**All evidence must be submitted in English, or translated to English and accompanied by a certificate of translation.**

**Filing deadlines:**

- Respondents in immigration court must submit all supporting evidence by the deadline given by the immigration judge. This deadline is usually 30 or 15 days before the date of the individual hearing. Respondents can submit corroborating evidence in person, or via mail, and keep a copy for their records. Respondents must serve a copy of all corroborating evidence submitted with the court to the DHS office that matches their immigration court.

- Applicants with pending applications with USCIS should submit their corroborating evidence at least one week before their asylum interview. All corroborating evidence should be sent directly to the asylum office where the interview will take place.

### **XVIII. What should I expect at my asylum interview or Individual Hearing?**

- At the asylum interview, an asylum officer will ask the applicants questions, which will allow them to decide if the applicant qualifies for asylum. Applicants are responsible for bringing an interpreter to the interview.
- At the individual hearing, the judge will ask the respondents questions about their asylum application, and then the DHS will have the opportunity to ask questions. The government attorney might make arguments to the immigration judge about why the respondent should not win asylum. Respondents may be given time at the end to add anything at the end. Respondents may bring witnesses to their hearing to testify and corroborate the respondent's story.

#### **At the interview or at the individual hearing:**

- It is important for applicants and respondents to be honest. They should not guess or make up information. Inaccurate or inconsistent information can cause problems. Applicants and respondents can say "I don't know," "I don't remember," and provide approximate and not exact dates.
- Respondents should ask for clarification if they do not understand a reference or question.
- If at any point there's difficulty to understand the interpreter, applicants and respondents should inform the asylum officer or immigration judge.
- It is okay to be nervous during the interview or hearing, to cry, and to ask for a break when needed.
- The information shared during the asylum interview and individual hearing will be kept confidential and secret.
- For more information, visit <https://help.asylumadvocacy.org/faqs-uscis/#asylum-interview-summary> and <https://help.asylumadvocacy.org/faqs-immigration-court/#merits-hearing> (the sites are available in Spanish)

#### **The decision:**

- At the end of the asylum interview, the asylum officer will inform the applicant if the decision must be picked-up by the applicant at a later date, or if it will be sent via mail. Asylum offices can take weeks and even months to send a decision to an applicant.

- At the end of the individual hearing, the judge might issue the decision then, or explain that they need more time to reach a decision, and will either send the decision in the mail or schedule a new hearing at which they will issue a decision.

**XIX. What if USCIS does not grant my asylum application?**

- If USCIS doesn't grant an asylum application and the applicant is not in any legal status, the applicant will be referred to the immigration court. That means that applicant will then have to go through proceedings in immigration court.
- If USCIS does not grant an asylum application, but the applicant has other legal status, the Asylum Office might deny the application. In that case, the applicant is still allowed to remain in the United States while they maintain other legal status.

**XX. What if the immigration judge doesn't grant my asylum application?**

Though hearing a judge deciding to deny an asylum application and issuing a removal order can be scary, that is not the end of the case.

When the immigration judge denies an application for asylum, withholding of removal, and protection under CAT, respondents still have the right to appeal the decision. By appealing the decision, respondents request that an agency with higher authority known as the Board of Immigration Appeals ("BIA"), to review the immigration judge's decision due to errors the respondent believes that the judge made.

It is very important that when asked by the immigration judge at the conclusion of the hearing if the respondent wants to "reserve their right to appeal," the respondent answers "yes" even if they are not sure that they want to. Saying "no" will make the judge's decision final.

Respondents must appeal the immigration judge's decision within 30 days. To find more information about appeals, visit <https://help.asylumadvocacy.org/faqs-immigration-court/#deny-asylum-appeals> (the site is available in Spanish)

**XXI. Can I travel?**

- **Traveling within the United States:**
  - Noncitizens with pending asylum applications may travel within the United States with a valid passport or state issued photo ID, by car, train, or plane. Noncitizens should carry the documents they were given at the time of arrival in the United States just in case. Noncitizens required to inform their ICE or ISAP officers of out-of-state traveling plans, should follow the instructions provided to them.
  - Noncitizens granted asylum, withholding of removal, or protection under CAT can travel within the United States with their valid passports, state issued photo ID, or work permit.

- **Traveling outside the United States or internationally:**

- Noncitizens with pending asylum applications or cases in immigration court should not leave the United States.
- Noncitizens granted withholding of removal or protection under CAT cannot travel outside the United States.
- Noncitizens granted asylum can travel outside the United States. However, it is necessary to first apply for a “Refugee Travel Document” by submitting the Form I-131 to USCIS. Asylees who later obtain permanent residence (green card) based on their asylee status, must also apply for a refugee travel document to travel outside the United States. For information on refugee travel documents, visit: <https://www.uscis.gov/i-131>
  - Asylees and permanent residents who were first asylees, should apply and receive a refugee travel document before leaving the United States.
  - The refugee travel document simulates a passport, and there are fees associated with the application.
  - Obtaining a refugee travel document does not guarantee entry in the country where the noncitizen may wish to travel. It also doesn’t guarantee re-entry in the United States.

- **Traveling to the country of origin:**

Noncitizens with pending applications for or granted, asylum, withholding of removal or protection under CAT, should not travel to their countries of origin.

- While the application for asylum, withholding of removal or protection under CAT is pending: USCIS or the immigration will likely deny the application.
- After being granted asylum: the Department of Homeland Security or the immigration court may terminate your status. Additionally, USCIS may deny the green card application of an asylee who has traveled to their country of origin.
- Asylees can travel to their country of origin after becoming a U.S. citizen and obtaining a U.S. passport.

## **XXII. What happens if I am arrested?**

An arrest can have significant consequences on a noncitizen’s ability to receive asylum, withholding of removal, or protection under CAT in the United States. If a noncitizen or any of their derivatives included in the asylum application is arrested, they should inform their criminal defense attorney of their immigration status or pending application and ask about options and consequences. You may also seek legal immigration advice with an attorney or DOJ Accredited Representative.

## **KNOW YOUR RIGHTS WITH ICE**



# Know Your Rights with ICE

If approached by ICE (Immigration and Customs Enforcement) agents, you have rights!

## What can I do if ICE is at my door?

- You do not have to immediately open the door for ICE and you do not have to speak to ICE.
- From **behind the closed door**, you may ask them who they are and to show their badge, ID or business card through the window or peephole or to pass it under the closed door.
- You can ask if they have a **judicial warrant**:

If they say **No**, you do not have to let them in. You may say,

"I do not want to speak with you."

If they say **Yes**, you can ask them to slide it under the door. To know if it is a judicial warrant, look to see who signed the warrant.

A judicial warrant is a warrant from a court, signed by a judge. For example, judge signatures may have "Honorable/Hon." "Judge" "Justice" or "Magistrate" in front of them.

- In an emergency, such as a threat to public safety or a threat to someone's life, ICE can come in without asking your permission. If this happens, you still do not have to speak to ICE.
- If ICE is looking for someone, **you do not need to speak**. If you choose to speak, you can ask ICE to leave contact information. While you do not need to tell ICE where the person is located, providing false information puts you at risk.

## What can I do if ICE is inside my home?

- If ICE enters your home without your permission, you can tell them clearly: "**I do not consent to you being in my home. Please leave.**" Saying this may not always stop them, but it may help any future legal case.
- If ICE starts to search rooms or items in your home, you can tell them, "**I do not consent to your search.**" You can continue to **repeat this** if they continue to search without consent.
- You can tell them if there are **children** or **other vulnerable residents** in your home.

## What can I do if ICE stops me on the street or in public?

- Before you say anything, you can ask, "**Am I free to go?**"

If they say **Yes**: you can say,

"I don't want to answer your questions"

If they say **No**: you can say,

"I want to remain silent."

If ICE agents try to search your pockets or belongings, you can say,

"I do not consent to a search."

If they search you anyway, you cannot physically stop them, but clearly saying it may be important in any future legal case.

## **RESOURCES**

**PRO BONO (FREE) OR LOW COST LEGAL IMMIGRATION SERVICES PROVIDERS**

<b><u>Organization</u></b>	<b><u>Contact Information</u></b>	<b><u>Hours</u></b>	<b><u>Address</u></b>	<b><u>Services</u></b>
<b><u>Central American Legal Assistance (CALA)</u></b>	<p align="center"><b>(718) 486-6800</b></p> <p align="center"><b>Website:</b>  <a href="https://www.centralamericanlegal.info/">https://www.centralamericanlegal.info/</a></p>	10AM - 4PM Monday to Friday	240 Hooper Street Brooklyn, NY 11211	Free or low-cost legal advice & legal representation for Latin American immigrant communities in NY.
<b><u>Catholic Charities</u></b>	<p align="center"><b>(212) 419-3700</b></p> <p align="center"><b>Helpline:</b> 888-744-7900</p> <p align="center"><b>Website:</b>  <a href="https://catholiccharitiesny.org/what-we-do/immigrants-and-refugees/">https://catholiccharitiesny.org/what-we-do/immigrants-and-refugees/</a></p>		80 Maiden Lane 13th Floor New York, NY 10038	<p><b>Free or low-cost legal services for:</b></p> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Immigration court representation</li> <li>• Employment Authorization Applications</li> <li>• Temporary Protected Status (TPS)</li> <li>• Deferred Action for Childhood Arrivals (DACA)</li> <li>• VAWA and BSW Petitions</li> <li>• Green cards</li> <li>• Citizenship/Naturalization</li> <li>• Family court assistance for immigrant children</li> </ul> <p>The consultations cost \$50-\$85, but the price can be waived.</p>
<b><u>Catholic Migration Services</u></b>	<p>Brooklyn: (718) 236-3000</p> <p>Queens: (347) 472-3500</p> <p align="center"><b>Website:</b>  <a href="https://catholicmigration.org/">https://catholicmigration.org/</a></p>		<p><b>Brooklyn:</b> 191 Joralemon St, 4th Fl. Brooklyn, NY 11201</p> <p><b>Queens:</b> 47-01 Queens Boulevard, Suite 203 Sunnyside, NY 11104</p>	<p><b>Free or low-cost legal services for:</b></p> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Immigration court representation</li> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• Special Immigrant Juvenile Status (SIJS)</li> <li>• TPS</li> <li>• DACA</li> <li>• VAWA &amp; BSW Petitions</li> <li>• Family Reunification</li> </ul>

<u>Organization</u>	<u>Contact Information</u>	<u>Hours</u>	<u>Address</u>	<u>Services</u>
<b><u>New York Legal Assistance Group (NYLAG)</u></b>	<p><b>(212) 613-5000</b></p> <p><b>Email:</b> <a href="mailto:ipuintake@nylag.org">ipuintake@nylag.org</a></p> <p><b>Website:</b> <a href="https://nylag.org/gethelp/">https://nylag.org/gethelp/</a></p>	<p>9AM - 5PM Monday to Friday</p>	<p>7 Hanover Street 18th Floor New York, NY 10004</p>	<p><b>Free legal services for:</b></p> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Pro Se Plus Project</li> <li>• Immigration court representation</li> <li>• Post Order Defense (POD)</li> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• SIJS</li> <li>• VAWA Petitions</li> <li>• Green Cards</li> <li>• Citizenship</li> </ul>
<b><u>Legal Aid Society NYC</u></b>	<p><b>(844) 955-3425</b></p> <p><b>Website:</b> <a href="https://legalaidnyc.org/get-help/immigration-deportation/">https://legalaidnyc.org/get-help/immigration-deportation/</a></p>	<p>9AM - 5PM Monday to Friday</p>		<p><b>Free legal help for low-income immigrants with:</b></p> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Immigration court representation</li> <li>• Immigration Detention</li> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• SIJS</li> <li>• DACA</li> <li>• VAWA &amp; BSW Petitions</li> <li>• Family Reunification</li> <li>• Citizenship</li> </ul>
<b><u>Legal Services NYC</u></b>	<p><b>HOTLINE:</b> (917) 661-4500</p> <p><b>Brooklyn:</b> (718) 237-5500</p> <p><b>Bronx:</b> (718) 928-3700</p> <p><b>Manhattan:</b> (646) 442-3100</p> <p><b>Queens:</b> (347) 592-2200</p> <p><b>Staten Island:</b> (718) 233-6480</p> <p><b>Website:</b> <a href="https://www.legalservicesnyc.org/">https://www.legalservicesnyc.org/</a></p>	<p>9:30AM - 5PM Monday to Friday (Hotline hours)</p>		<p><b>Free legal help for low-income immigrants with:</b></p> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Immigration court representation</li> <li>• Employment Authorization Applications</li> <li>• U visas for crime victims</li> <li>• VAWA &amp; BSW Petitions</li> <li>• Relative petitions and immigrant visa processing</li> <li>• Green cards</li> <li>• Naturalization and citizenship</li> </ul>

<b><u>Organization</u></b>	<b><u>Contact Information</u></b>	<b><u>Hours</u></b>	<b><u>Address</u></b>	<b><u>Services</u></b>
<b><u>Human Rights First</u></b>	(212) 845-5200  <b>Website:</b> <a href="https://humanrightsfirst.org/contact/">https://humanrightsfirst.org/contact/</a>		75 Broad St, 31st Fl. New York, NY 10004	Free or low-cost assistance for asylum seekers through a pro bono representation program
<b><u>UnLocal</u></b>	(646) 216-8210  <b>Email:</b> <a href="mailto:info@unlocal.org">info@unlocal.org</a>  <b>Website:</b> <a href="https://www.unlocal.org/">https://www.unlocal.org/</a>		45 W. 29th St. Suite 203 New York, NY 10001	<b>Free legal help with:</b> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Pro Se Plus Project</li> <li>• Immigration court representation</li> <li>• Post Order Defense (POD)</li> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• TPS</li> <li>• SIJS</li> <li>• DACA</li> <li>• VAWA Petitions</li> </ul>
<b><u>Make the Road</u></b>	(718) 418-7690  <b>Website:</b> <a href="https://maketheroadny.org/">https://maketheroadny.org/</a>			<b>Legal assistance and representation on various issues including:</b> <ul style="list-style-type: none"> <li>• Defense against deportation</li> <li>• DACA</li> <li>• U visas for crime victims</li> <li>• Citizenship</li> </ul>
<b><u>Urban Justice Center</u></b>	(833) 321-4387  <b>Email:</b> <a href="mailto:dvp@urbanjustice.org">dvp@urbanjustice.org</a>  <b>Website:</b> <a href="https://www.urbanjustice.org/">https://www.urbanjustice.org/</a>	Monday - Friday 9AM – 5PM		<b>Representation for gender-based violence survivors in the following matters:</b> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Immigration court representation</li> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• SIJS</li> <li>• VAWA &amp; BSW Petitions</li> <li>• Green Cards</li> <li>• Naturalization</li> </ul>

<b><u>Organization</u></b>	<b><u>Contact Information</u></b>	<b><u>Hours</u></b>	<b><u>Address</u></b>	<b><u>Services</u></b>
<b><u>HerJustice</u></b>	(718) 562-8181  <b>Website:</b> <a href="https://herjustice.org/">https://herjustice.org/</a>	Thursday 10AM – 1PM		<b>Free legal help for low-income women with:</b> <ul style="list-style-type: none"> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• VAWA &amp; BSW Petitions</li> </ul>
<b><u>Immigration Equality</u></b>	(212) 714-2904  If detained: (917) 654-9696  <b>Website:</b> <a href="https://immigrationequality.org/">https://immigrationequality.org/</a>			<b>Free or low-cost help for LGBTQ and HIV-affected survivors with:</b> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Immigration court representation</li> <li>• Immigration detention</li> </ul>
<b><u>Anti-Violence Project (AVP)</u></b>	212-714-1141 (call or text)  <b>Website:</b> <a href="https://avp.org/">https://avp.org/</a>		116 Nassau Street, 3rd floor New York, NY 10038	<b>Free or low-cost help for LGBTQ and HIV-affected survivors with:</b> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• U visas for crime victims</li> <li>• VAWA Petitions</li> </ul>
<b><u>Safe Horizon</u></b>	(718) 943-8632  <b>Website:</b> <a href="https://www.safehorizon.org/">https://www.safehorizon.org/</a>	Monday - Thursday 10AM – 4PM	50 Court Street 8th Floor Brooklyn, NY 11201	<b>Free or low-cost services for gender-based violence survivors with:</b> <ul style="list-style-type: none"> <li>• Asylum,</li> <li>• Immigration court representation for crime victims and asylum seekers</li> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• TPS</li> <li>• DACA</li> <li>• VAWA &amp; BSW Petitions</li> <li>• Green Cards</li> <li>• Naturalization</li> <li>• Family Based Petitions</li> </ul>

<u>Organization</u>	<u>Contact Information</u>	<u>Hours</u>	<u>Address</u>	<u>Services</u>
<b><u>CUNY Citizenship NOW!</u></b>	<p><b>Call:</b> 646-664-9400 212-652-2071</p> <p><b>Text:</b> (929) 334-3784</p> <p><b>Email:</b> <a href="mailto:citizenshipnowinfo@cuny.edu">citizenshipnowinfo@cuny.edu</a></p> <p><b>Website:</b> <a href="https://www1.cuny.edu/sites/citizenship-now/">https://www1.cuny.edu/sites/citizenship-now/</a></p>	9AM - 5PM Monday to Friday		<p><b>Free legal consultations and application assistance from attorneys and paralegals:</b></p> <ul style="list-style-type: none"> <li>• DACA</li> <li>• TPS</li> <li>• Family-based petitions</li> <li>• Consular processing</li> <li>• Green Cards</li> <li>• Naturalization</li> <li>• Certificates of citizenship</li> <li>• Renewal and replacement of immigration documents</li> <li>• Fee waivers requests</li> <li>• Freedom of Information/Privacy Act Request (FOIA)</li> </ul>
<b><u>Emerald Isle Immigration Center</u></b>	<p>(718) 478-5502, ext. 213 for English</p> <p>(718) 478-5502, ext. 215 for Spanish</p> <p><b>Website:</b> <a href="https://eiic.org/">https://eiic.org/</a></p>		<p><b>Queens</b> 59-26 Woodside Ave. Woodside, NY 11377</p> <p><b>Bronx</b> 4235 Katonah Ave. Woodlawn, NY 10470</p>	<p><b>Free or low-cost legal services with:</b></p> <ul style="list-style-type: none"> <li>• Green Card Renewal</li> <li>• Removal of the Condition on Residency</li> <li>• DACA Renewals</li> <li>• Naturalization</li> <li>• Certificate of Citizenship</li> <li>• Family-Based Petitions</li> <li>• Temporary Protected Status (TPS)</li> <li>• Travel Documents/advance parole</li> </ul>
<b><u>Safe Passage Project</u></b>	<p>(212) 324-6558</p> <p><b>Website:</b> <a href="https://www.safepassageproject.org/">https://www.safepassageproject.org/</a></p>			<p><b>Free legal help for immigrant/refugee children under 21 years of age.</b></p>

<u>Organization</u>	<u>Contact Information</u>	<u>Hours</u>	<u>Address</u>	<u>Services</u>
<b><u>The Door</u></b>	<p>(212) 941-9090</p> <p><b>Text: (929) 357-0768</b></p> <p><b>Voicemail: 929-237-9538</b></p> <p><b>Email:</b> <a href="mailto:legalhelp@door.org">legalhelp@door.org</a></p> <p><b>Website:</b> <a href="https://door.org/legal-services-center/">https://door.org/legal-services-center/</a></p>		555 Broome Street, New York, NY	<p><b>Free legal help for individuals 12-24 years old with:</b></p> <ul style="list-style-type: none"> <li>• Asylum</li> <li>• Immigration court representation</li> <li>• Immigration detention</li> <li>• U visas for crime victims</li> <li>• T visas for human trafficking victims</li> <li>• SIJS</li> <li>• DACA</li> <li>• VAWA Petitions</li> <li>• Green Card</li> </ul>
<b><u>KIND</u></b>	<p>(646) 677-9900</p> <p><b>Email:</b> <a href="mailto:infonewyork@supportkind.org">infonewyork@supportkind.org</a></p> <p><b>Website:</b> <a href="https://supportkind.org/">https://supportkind.org/</a></p>			<p><b>Free legal help for undocumented and unaccompanied children under 21 years of age.</b></p>

For more information on free or low-cost immigration legal services, visit the **National Immigration Legal Services Directory**, at: <https://www.immigrationadvocates.org/legaldirectory/search?state=NY>

**Legal immigration services providers are often very busy; noncitizens should call as many times as possible until they are able to speak with a staff member.** When calling legal immigration services providers, it is important that noncitizens write down the date when they called, the name of the organization they called, the name of the person they spoke with if they were able to speak with someone, and the response they received, or if they left a voicemail, as well as any other important information. See the “Call Log” in the following page.

**Paralegals, notarios, document preparers, “immigration consultants,” tax preparers, and travel agents are NOT allowed to provide ANY legal advice or represent applicants or respondents.**





## CHANGING IDENTITY DOCUMENTS

During or after the transition process, people who identify as transgender or non-binary may also choose to update their legal identity on government-issued documents. If you wish to do so, here are some agencies that may be able to help you with the process:

AGENCY	CONTACT INFORMATION AND LOCATION
<b>Legal Services NYC</b>	Multiple locations Bronx: 718-928-3700 Brooklyn: 718-237-5500 Manhattan: 646-442-3100 Queens: 347-592-2200 Staten Island: 718-233-6480 <a href="https://www.legalservicesnyc.org/">https://www.legalservicesnyc.org/</a>
<b>NYLAG</b>	Manhattan 212-659-6161 <a href="https://nylag.org/lgbtq-law/">https://nylag.org/lgbtq-law/</a>
<b>Chosen Family Law Center, Trans Umbrella Project</b>	Manhattan 732-639-1657 <a href="https://chosenfamilylawcenter.org/trans-umbrella-project">https://chosenfamilylawcenter.org/trans-umbrella-project</a>
<b>Colectivo Intercultural TRANSgrediendo, Legal AID Network Project</b>	Queens 347-738-6989 <a href="https://www.ourvoicesarefree.org/proyects">https://www.ourvoicesarefree.org/proyects</a>
<b>Lambda Legal</b>	Manhattan 212-809-8585 <a href="https://lambdalegal.org/">https://lambdalegal.org/</a>
<b>Sylvia Rivera Law Project</b>	Manhattan 212-337-8550 <a href="https://srlp.org/">https://srlp.org/</a>
<b>Transgender Legal Defense &amp; Education Fund</b>	Manhattan 646-862-9396 <a href="https://transgenderlegal.org/our-work/name-change-project/">https://transgenderlegal.org/our-work/name-change-project/</a> <a href="mailto:info@transgenderlegal.org">info@transgenderlegal.org</a>
<b>Urban Justice Center, Free to Be Youth Project</b>	Manhattan 646-602-5600 <a href="https://fyp.urbanjustice.org/">https://fyp.urbanjustice.org/</a> <a href="mailto:fyp@urbanjustice.org">fyp@urbanjustice.org</a>

**LEGAL SERVICES PROVIDERS FOR OTHER LEGAL NEEDS**

<b><u>Agency</u></b>	<b><u>Contact Information</u></b>	<b><u>Address</u></b>	<b><u>Services</u></b>
<b><u>Legal Services NYC</u></b>	<p><b>HOTLINE:</b> (917) 661-4500</p> <p><b>Brooklyn:</b> (718) 237-5500</p> <p><b>Bronx:</b> (718) 928-3700</p> <p><b>Manhattan:</b> (646) 442-3100</p> <p><b>Queens:</b> (347) 592-2200</p> <p><b>Staten Island:</b> (718) 233-6480</p> <p><b>Website:</b>  <a href="https://www.legalservicesnyc.org/">https://www.legalservicesnyc.org/</a></p>		<p><b>Services include:</b></p> <ul style="list-style-type: none"> <li>• Employment law</li> <li>• Family law</li> <li>• Public benefits</li> <li>• HIV advocacy</li> <li>• Housing/Tenants rights</li> <li>• Bankruptcy</li> <li>• Civil Rights &amp; Language Access</li> <li>• Community &amp; Economic Development</li> <li>• Consumer Rights</li> <li>• Disability Advocacy Project</li> <li>• Elder Law</li> <li>• Employment Law &amp; Workers' Rights</li> <li>• Family Law &amp; Domestic Violence</li> <li>• Foreclosure Prevention &amp; Homeowner Rights</li> <li>• Taxpayer Assistance</li> </ul>
<b><u>NYC Family Justice Centers</u></b>	<p><b>Bronx:</b> (718) 508-1220</p> <p><b>Brooklyn:</b> (718) 250-5111</p> <p><b>Manhattan:</b> (212) 602-2800</p> <p><b>Queens:</b> (718) 575-4545</p> <p><b>Staten Island:</b> (718) 697-4300</p>	<p><b>Bronx</b> 198 East 161st Street, 2nd Fl.</p> <p><b>Brooklyn</b> 350 Jay Street, 15th Fl.</p> <p><b>Manhattan</b> 80 Centre Street, 5th Fl.</p> <p><b>Queens</b> 126-02 82nd Ave, Kew Gardens</p> <p><b>Staten Island</b> 126 Stuyvesant Place</p>	<p><b>Free legal Services regarding:</b></p> <ul style="list-style-type: none"> <li>• Orders of Protection,</li> <li>• Custody,</li> <li>• Child support,</li> <li>• Divorce,</li> <li>• Housing</li> </ul>

<u>Agency</u>	<u>Contact Information</u>	<u>Address</u>	<u>Services</u>
<p><b><u>New York Legal Assistance Group (NYLAG)</u></b></p>	<p><b>(212) 613-5000</b></p> <p><b>Website:</b> <a href="https://nylag.org/gethelp/">https://nylag.org/gethelp/</a></p>	<p>7 Hanover Street 18th Floor New York, NY 10004</p>	<p><b>Free legal help with:</b></p> <ul style="list-style-type: none"> <li>• Intimate Partner Violence &amp; Sexual Assault</li> <li>• Legal Services for Cancer Patients</li> <li>• Legal Services for Hospital Patients</li> <li>• Legal Services for Litigants Representing Themselves in Federal Court</li> <li>• LGBTQ Legal Issues</li> <li>• Medicaid, Medicare, and Home Care Services Issues Affecting Older Adults (65+) &amp; People with Disabilities</li> <li>• Mediation for Divorces/Custody/Support</li> <li>• Public Benefits, Social Security &amp; SSI Disability Appeals, Homeless Shelter Access, and Healthcare</li> <li>• Special Education Issues</li> <li>• Tenants' Rights (Evictions)</li> <li>• Veterans' Legal Issues</li> <li>• Workers' Rights</li> </ul>
<p><b><u>Legal Aid Society NYC</u></b></p>	<p><b>(844) 955-3425</b></p> <p><b>Website:</b> <a href="https://legalaidnyc.org/get-help/">https://legalaidnyc.org/get-help/</a></p>		<p><b>Free legal help for low-income individuals and families with:</b></p> <ul style="list-style-type: none"> <li>• Workers' Rights</li> <li>• Divorce for Survivors of Violence</li> <li>• LGBTQ+ Rights</li> <li>• Consumer law, tax law, foreclosure prevention, and small business and not-for-profit legal assistance</li> <li>• Criminal defense</li> <li>• Representation for children in family court</li> <li>• Discrimination issues</li> </ul>

## **PUBLIC BENEFITS**

Public benefits are considered assistance provided by a local, state, or federal government and can include food, cash, child care and child support, rent and housing, medical insurance or assistance, public transportation fares and others, for individuals and families with low or no income.

Asylum seekers and their derivative beneficiaries with pending asylum applications before the United States Citizenship and Immigration Services (USCIS) or the Executive Office for Immigration Review (EOIR) – Immigration Courts, who reside in New York City, have access to a variety of public benefits including public health insurance, cash assistance, and others. Additional benefits are available to HIV+ individuals.

In New York City, most public assistance benefits are managed through the New York City Human Resources Administration (HRA). To obtain information regarding public benefits or assistance available to you and receive help applying, please contact or visit a HRA Benefits Access Center in your area. You may find an HRA office or location here: <https://www.nyc.gov/site/hra/locations/job-locations-and-service-centers.page>

You may also contact the New York State of Health (NYSOH) to apply for public health insurance, at 1-855-355-5777. You can also visit NYSOH website at <https://nystateofhealth.ny.gov/>

Additionally, NYC Health + Hospitals provide health insurance navigation services and may assist with applications for public health insurance. To find a list of NYC Health + Hospitals locations, please visit: <https://www.nychealthandhospitals.org/locations/>

If you need help applying for HRA benefits or with a cash assistance/welfare or SNAP case, including a fair hearing, you can call the legal services providers listed on Page 35 titled “LEGAL SERVICES PROVIDERS FOR OTHER NEEDS.”

## HOUSING

Housing insecurity can happen to anyone. Migrants and gender-based violence survivors are particularly at risk of experiencing housing insecurity. Please see resources available below.

### **I. Shelters**

- **Domestic Violence Shelters**

An individual or family seeking to enter a Domestic Violence (DV) Shelter may call the Safe Horizon 24/7 Hotline at **1-800-621-4673**. You may also call Violence Intervention Program's (VIP Mujeres) hotline at **1-800-664-5880**. The individual or family seeking shelter must have experienced gender-based, domestic or intimate-partnership violence within the last 6 months. Stay at a DV emergency or transitional shelter is temporary.

- **Department of Homeless Services Shelters – Non DV Shelters**

Individuals and families not experiencing DV and seeking shelter placement, must first apply at an intake center that is designated for the family composition:

- **Families with Children**
  - Prevention Assistance and Temporary Housing (PATH), 151 E. 151st Street, Bronx, NY 10451
- **Adult Families**
  - Adult Family Intake Center (AFIC), 400-430 E. 30th Street, New York, NY 10016
- **Single Adults**
  - Men: 30th Street Intake Center, 400-430 East 30th Street, New York, NY 10016
  - Women:
    - HELP Women's Shelter, 116 Williams Avenue, Brooklyn, NY 11217 *or*
    - Franklin Shelter, 1122 Franklin Avenue, Bronx, NY 10456
- **The Ali Forney Center**

LGBTQ+ youth (16-24 years of age) may seek shelter services at The Ali Forney Center's emergency, transitional, or trans housing programs by calling at **212.206.0574**, or visiting their Drop-In Center at 307 West 38th Street, 3rd Floor New York, NY 10018.

### **II. Homebase – Homeless Prevention Program**

Homebase program offers a range of services under one roof, including: services to prevent eviction, assistance obtaining public benefits, emergency rental assistance, education and job placement assistance, financial counseling and money management, help relocating, short-term financial assistance, and possibly others. For more information, contact the following agencies according to the area in which you reside. To find more information and a Homebase location in your borough, please visit: <https://www.nyc.gov/site/hra/help/homebase-locations.page>

## **FOOD PANTRIES AND SOUP KITCHENS**

Everyone should have access to adequate and nutritious food in order to survive and live a healthy life. This is known as food security. Sadly, domestic and gender-based violence survivors, especially immigrants, are particularly vulnerable to food insecurity, known as the limited or lack of access to food.

If you, your loved ones, or someone you know is facing food insecurity, please visit the sites below to find food pantries and/or soup kitchens in your area. Food pantries will provide you with groceries to use at home. Packages include canned goods and other non-perishable food items. Soup kitchens serve meals at community centers. Mobile soup kitchens serve meals from vans.

- **FoodPantries.org**  
Lists food pantries centers throughout the US. They are not associated with any government agency or nonprofit organization. Please visit: [https://www.foodpantries.org/st/new\\_york](https://www.foodpantries.org/st/new_york)
- **LGBTQ Food Assistance**  
The food pantries and soup kitchens included in the list have explicitly self-reported their desire to welcome LGBTQ community members. Please visit: <https://growingupnyc.cityofnewyork.us/generationnyc/lgbtq-food-assistance/>
- **The Community Food Connection (CFC)**  
Providers included in this list are connected through the New York City's Human Resources Administration. To access the list of providers please visit: [https://www1.nyc.gov/assets/hra/downloads/pdf/services/efap/CFC\\_ACTIVE.pdf](https://www1.nyc.gov/assets/hra/downloads/pdf/services/efap/CFC_ACTIVE.pdf)
- **The NYC Neighborhood Food Resource Guides**  
To help connect community members in need with food resources, the Hunter College NYC Food Policy Center created this resource guides for each NYC neighborhood. To access the list of providers please visit: <http://www.nycfoodpolicy.org/coronavirus-nyc-food-reports/>
- **Food Help NYC**  
This is an application developed by New York City Mayor's Office. You may find locations that offer free food (food pantries and soup kitchens). To access the list of providers please visit: <https://finder.nyc.gov/foodhelp/>
- **FreeFood.org**  
This is as a resource for users to find and add free food resources locally and nationwide. To access the list of providers please visit: [https://www.freefood.org/s/new\\_york](https://www.freefood.org/s/new_york)

## HEALTH CARE AT LOW OR NO-COST

New York City residents have the right to access adequate health care services regardless of immigration status. You can get free or low-cost medical care at the following health centers.

- **NYC Health + Hospitals**

- NYC Health + Hospitals is the municipal health care delivery system dedicated to providing quality health care services to all New Yorkers regardless of immigration status or ability to pay.
- Services include primary care, specialty services, abortion care, child health and pediatrics Services, cancer care, LGBTQ+ Services, women's care, HIV/AIDS care, immunizations, mental health care, insurance navigation, and many others.
- **Locations:** NYC Health + Hospitals are located in all boroughs. For locations and more information, you may call 311, or visit the website.
- **Website:** <https://www.nychealthandhospitals.org/locations/>
- **Telephone:** 1-844-692-4692 (to make appointment or request specific information)

- **Planned Parenthood - Project Street Beat**

- Services include gynecological care, STI screening and treatment, HIV testing, birth control and emergency contraception, abortion, cancer screenings, LGBTQ+ care, substance use support, counseling, health insurance enrollment and case management support, and wellness exams.
- **Telephone:** 1-800-230-7526
- **Website:** <https://www.plannedparenthood.org/planned-parenthood-greater-new-york/get-care/our-services>

- **VIP Community Services**

- Services include primary care, and women's health (GYN), health monitoring, mental health care and others.
- **Telephone:** 718-583-5150
- **Address:** 770 E 176th Street 2nd Floor Bronx, NY 10460
- **Website:** <https://www.vipservices.org/services/health-services/>

**\*If you do not have health insurance or you don't qualify, you may be eligible for NYC Care. Please ask the staff at the health care providers listed above\***



## LGBTQ+ HEALTH CARE

Lesbian, gay, bisexual, transgender, queer, intersex, non-binary and gender-nonconforming (LGBTQ+) individuals are entitled to receive adequate and quality health care in a welcoming and inclusive environment. To receive care for your unique needs, please read the information below:

### **I. The Ali Forney Center**

In collaboration with The Institute for Family Health, LGBTQ+ individuals 16-24 years of age have access to comprehensive healthcare services, including HIV and HEP C testing, HIV and AIDS treatment, hormone replacement therapy, and others. For more information, call (212) 206-0574 Ext 100, or visit their Drop-In Center at 307 West 38th Street, 3rd Floor New York, NY 10018.

### **II. Callen-Lorde - LGBTQ Center**

Through Callen Lorde's LGBTQ+ Center, individuals have access to primary care, short and long-term mental health services in conjunction with primary care, transgender health, women's health, sexual health, HIV services, insurance navigation, dental services, pharmacy and others. For appointments and information, call (212) 271-7200.

### **III. NYC Health + Hospitals Pride Health Centers**

NYC Health + Hospitals provide care to lesbian, gay, bisexual, transgender and queer+ (LGBTQ+) New Yorkers in multiple languages. NYC Health + Hospitals has seven Pride Health Centers dedicated to provide gender-affirming health care. **Pride Health Center services include:**

- Primary care, such as immunizations, hormone therapy and surgical referrals
- Urgent care services, screenings, contraceptive treatment, and other health care services
- Insurance navigation and enrollment
- Mental and Behavioral health services and referrals
- Pre-exposure prophylaxis (PrEP) and Post-exposure prophylaxis (PEP) for HIV
- HIV and Sexually transmitted infection (STI) testing and treatment
- Affirming OB/GYN care (including hormone therapy, puberty blockers) at Bellevue, Gouverneur, Jacobi, Judson, Lincoln and Metropolitan
- Voice coaching at Lincoln;
- Gender-affirming top surgery at Metropolitan and Lincoln. Only Lincoln offers the following surgeries: hysterectomy; oophorectomy; hairline lowering; frontal bone reshaping/frontal sinus reset; frontal sinus reset; genioplasty and angle resection; tracheal shave; rhinoplasty; cheekbone augmentation; septoplasty;

**For locations and more information, visit:** <https://www.nychealthandhospitals.org/services/lgbtq-health-care-services/>

## MENTAL HEALTH SUPPORT - Counseling Services

Gender-based and domestic violence survivors often carry an enormous amount of traumatic experiences and mixed emotions. At Sanctuary for Families, you and your mental health matters. Please see below a list of agencies and institutions that provide free or low-cost mental health services:

- **Sanctuary for Families**  
**Telephone:** (212) 349-6009  
**Languages:** English, Spanish, and other languages available)  
*Counseling services to all survivors of gender violence.*
- **Safe Horizon Counseling Center**  
**Telephone:** 347-328-8110  
**Languages:** Multiple  
**Locations:** Brooklyn, Manhattan  
*Counseling services for survivors of gender violence.*
- **Bellevue/NYU Program for Survivors of Torture**  
**Telephone:** (212) 562-8753  
**Languages:** English, Spanish, Arabic, French, Russian  
**Locations:** Manhattan  
*Individual psychotherapy, group Therapy, psychiatry, and other mental health services.*
- **St. Luke's Hospital – Crime Victims Treatment Program**  
**Telephone:** (212) 523-4728  
**Languages:** English, Spanish  
**Locations:** All boroughs  
*Individual and group therapy for ages 13+ and their families who are victims of any crime, including rape, and domestic violence*
- **CAMBA - Case Management/Counseling**  
**Telephone:** 718-287-2600  
**Languages:** English, Spanish, Albanian, Arabic, Bosnian, Creole, English, French, Mandarin, Russian, Spanish, Tagalog, Tibetan, Ukrainian, Vietnamese  
**Locations:** Brooklyn  
*Case management and counseling services to individuals struggling with one or more health issues including, but not limited to, HIV/AIDS, diabetes, heart disease, substance abuse, and mental illness.*
- **Anti-Violence Project - Counseling Services**  
**Telephone:** 212-714-1141  
**Languages:** English, Spanish  
*Short-term, professional counseling for LGBTQ and HIV-affected people survivors of all forms of violence*
- **Mount Sinai SAVI Program:**  
**Telephone:** (212) 423-2140  
**Languages:** English, French, Portuguese, Spanish, Polish, and Hindi  
**Locations:** Multiple  
*Counseling for survivors of rape, sexual assault, child abuse, domestic violence, and intimate partner violence and support services for friends and families of survivors.*

- **Violence Intervention Program (VIP) – also known as VIP Mujeres**  
**Telephone:** 1-800-664-5880  
**Language:** English, Spanish  
**Locations:** Manhattan, Queens, and Bronx  
*Ongoing counseling services to abuse survivors.*
- **NYC Family Justice Centers**  
**Languages:** Multiple
  - **Manhattan** (adult counseling): 212-602-2800
  - **Bronx** (adult/child counseling): 718-508-1220
  - **Queens** (child/teen counseling): 718-575-4545
- **New York Psychotherapy and Counseling Center**  
**Languages:** Multiple
  - **Bronx:** 718-485-2100
  - **Bushwick (Brooklyn):** 718-602-1000
  - **East New York (Brooklyn):** 718- 235-3100*Individual and family psychotherapy, psychiatric assessment, medication treatment, play therapy, creative arts therapy, adult care coordination.*
- **Rising Ground – Therapeutic & Other Survivor Supports (STEPS):**  
**Telephone:** 877-783-7794  
**Locations:** All boroughs  
*Individual and group therapy, and case management for survivors of intimate partner violence and their families.*
- **Bleuler Psychotherapy Center**  
**Telephone:** (718) 275-6010  
**Languages:** English, Spanish, Russian, and Mandarin  
**Locations:** Queens  
*Low-cost psychotherapy, psychiatry, support groups, medication-Assisted Treatment for substance use/abuse.*
- **Blanton Peale Institute and Counseling Center**  
**Telephone:** (212) 725-7850 ext. 119  
**Languages:** English, Spanish  
*Low-cost individual psychotherapy, couples counseling, group therapy, and psychiatric evaluation and medication management services.*
- **Trans Lifeline – Phone Counseling Services**  
**Telephone:** 877-656-58860  
**Languages:** English, Spanish  
*Peer support phone service run by transgender people for transgender, non-binary and questioning people.*

## **MENTAL HEALTH SUPPORT – Crisis Intervention**

During a mental health crisis a person’s feelings, thoughts, and actions can prevent them from being capable of caring for themselves and others, and can put a person at risk of harming themselves and/or others. You may prevent a mental health crisis by securing ongoing counseling, psychotherapy, or psychiatric services.

If you or a loved one is experiencing a mental health crisis, help is available. Please note that most agencies and centers require the voluntary consent from the individual experiencing a mental health crisis.

- **NYC Well:**  
Free mental health and crisis intervention services via phone, text, or chat and access to mental health and substance use services, in more than 200 languages, 24/7/365.  
Call at 1-888-692-9335, text “WELL” to 65173, or visit <https://nycwell.cityofnewyork.us/en/> to chat
- **New York Psychotherapy and Counseling Center**  
Services include crisis intervention, individual and family psychotherapy, psychiatric assessment, medication treatment, play therapy, creative arts therapy, and adult care coordination.  
**Telephone:** 718-485-2100 (Bronx), 718-602-1000 or 718- 235-3100 (Brooklyn)  
**Website:** <https://nypcc.org/programs-services/mental-health-centers/>
- **Community Access:**  
Adult Crisis Residence is an alternative to emergency hospitalization for individuals age 21 and up experiencing psychiatric crises. Individual must be a NYC resident.  
**Telephone:** 646-257-5665  
**Email:** [respice@communityaccess.org](mailto:respice@communityaccess.org)  
**Website:** <https://www.communityaccess.org/connect/connect-to-services>
- **VIP Community Services**  
VIP’s Certified Community Behavioral Health Clinic (CCBHC) offers services adults, youth, and children with serious and mild behavioral disorders, substance use disorders and emotional disturbances.  
**Telephone:** 718-466-8244 or 718-583-5150  
**Email:** [accesscenter@vipservices.org](mailto:accesscenter@vipservices.org)  
**Website:** <https://www.vipservices.org/services/ccbhc/>

**In case of a mental health emergency (life-threatening or potentially violent situations), you should call 911 to be connected to the city emergency services.**

## ESCAPING VIOLENCE

Gender-based violence (GBV), domestic violence (DV), and intimate partner violence (IPV), can happen to anyone regardless of sex, gender identity, sexual orientation, race, or class. Incidents are rarely isolated, and usually escalate in frequency and severity. Gender-based violence, domestic violence, and intimate partner violence can culminate in serious physical injury or death. Abuse can involve threats and coercion, intimidation, manipulation, emotional and verbal abuse, isolation, economic abuse, the use of children as a form of control, minimizing, denying and blaming, stalking, physical abuse, sexual abuse, or forced sexual relations (often interpreted as insistence).

If you suspect that you, a loved one, or someone you know is experiencing domestic or gender-based violence, help is available.

**Call 911 to be connected to the city emergency services if you are in immediate danger, witnessing a crime in progress, or have a serious injury or life-threatening medical condition.**

For more information about escaping abuse, safety planning, obtaining orders of protection and other services, you may consult with the following agencies:

- **Family Justice Centers (FJC)** – multiple languages
  - **Bronx: (718) 508-1220**
  - **Brooklyn: (718) 250-5111**
  - **Manhattan: (212) 602-2800**
  - **Queens: (718) 575-4545**
  - **Staten Island: (718) 697-4300**
  
- **Sanctuary for Families**  
**Telephone:** 212.349.6009 – Multiple languages  
**\*Services are available to people in the sex trade or sex work\***
  
- **Safe Horizon**  
**Telephone:** 1.800.621.4673 - English, Spanish  
**\*Services are available to survivors of labor and sex trafficking in New York City at 718-943-8631\***
  
- **Anti-Violence Project**  
**Telephone:** 212.714.1141 - English, Spanish  
**\*Services are available to LGBTQ & HIV-affected survivors of all forms of violence\***
  
- **Urban Resource Institute**  
**Telephone:** 929.299.7676 – Multiple languages

You may also contact the NYC’s 24-hour Domestic Violence Hotline at 800-621-4673, the National Domestic Violence Hotline 800-799-7233 or 800-787-3224, and New York City Information Helpline by dialing 311.

## SUBSTANCE ABUSE SUPPORT

If you, a loved one, or someone you know have a history of substance abuse and are in need of support, you may reach out to these agencies:

- **New York Psychotherapy and Counseling Center**  
Services include crisis intervention, individual and family psychotherapy, psychiatric assessment, medication treatment, play therapy, creative arts therapy, adult care coordination.  
**Telephone:** 718-485-2100 (Bronx), 718-602-1000 or 718- 235-3100 (Brooklyn)  
**Website:** <https://nypcc.org/programs-services/mental-health-centers/>
- **Brooklyn Center for Psychotherapy**  
Chemical dependency treatment  
**Telephone:** (718) 622-2000  
**Website:** <https://newdirectionsbrooklyn.com/mental-health/mental-health-services/>
- **Bowery Residents Committee Chemical Dependency Crisis Center:**  
BRC's Chemical Dependency Crisis Center (CDCC) provides 32 beds of supportive inpatient and residential substance abuse services for homeless men and women  
**Telephone:** (212) 533-3281 (Intake Line)  
**Website:** <https://www.brc.org/addiction-crisis-cdcc>
- **Project Renewal Crisis Service:**  
Crisis services for people struggling with addiction  
**Telephone:** (212) 763-0596  
**Website:** <https://www.projectrenewal.org/need-help>
- **NYC Well:**  
Free counseling services with mental health and substance use services via phone, text, or chat and access to mental health and substance use services, in more than 200 languages, 24/7/365.  
**Telephone:** call 1-888-692-9335, or text "WELL" to 65173  
**Online chat:** <https://nycwell.cityofnewyork.us/en/>
- **NYC Department of Health:**  
NYC Health Department provides information on programs that prioritize the health and well-being of their participants and include an array of educational, rehabilitation, care coordination and outreach components that meet participants where they are and provide person-centered, non-judgmental services.  
**Website:** <https://www.nyc.gov/site/doh/health/health-topics/alcohol-and-drug-use-services.page>

## OTHER RESOURCES

### **I. New York Identity Documents**

- **IDNYC:** a free identification card for all New York City residents regardless of immigration status. There are requirements regarding proof of identity, age, and residence. For more information visit: <https://www.nyc.gov/site/idnyc/frequently-asked-questions/frequently-asked-questions.page>
- **New York State ID:** For Learner's Permits, Driver's Licenses, and Non-Driver ID's issued by the NYC Department of Motor Vehicles (DMV). There are requirements regarding proof of identity, age citizenship or immigration status, and residence. For more information visit: <https://dmv.ny.gov/>

### **II. Education**

- **New York City Department of Education** provides access to classes for NYC residents 21 years or older, who do not have U.S. High School diploma or equivalency (HSE). Classes Adult Basic Education (ABE), Career and Technical Education (CTE), High School Equivalency Preparation (HSE), English for Speakers of Other Languages (ESOL). For locations, classes and more information, please visit: <https://www.schools.nyc.gov/enrollment/other-ways-to-graduate/adult-education>
- **CUNY Adult Literacy** programs include English as a Second Language (ESL), High School Equivalency (HSE) and GED test preparation, and Pre-HSE or Basic Education. Classes are available in all five boroughs and registration is ongoing throughout the year. For more information, please visit: <https://www.cuny.edu/academics/academic-programs/model-programs/cuny-college-transition-programs/adult-literacy/locations/>
- **New York City Public Libraries**
  - New York Public Library (Manhattan, Bronx, Staten Island): <https://www.nypl.org/events/classes/english>
  - Brooklyn Public Library: <https://www.bklynlibrary.org/adult-learning>
  - Queens Library: <https://www.queenslibrary.org/services/adult-literacy/adult-learning-centers#bg-largeview-programs>

### **III. Tax Services and ITINs**

- **NYC Free Tax Prep** offers year-round service to assist in the preparation and filing of federal and state income taxes. To receive services, taxpayer must **(i)** live or work in NYC, **(ii)** earn \$80,000 or less if there are dependents **or** \$56,000 or less with no dependents, **(iii)** have a Social Security Number (SSN) or an Individual Taxpayer Identification Number (ITIN). Some sites can help you apply for an ITIN. For information, visit: [https://a866-dcwpwb.nyc.gov/ftps\\_map/#/?search=%7B%7D](https://a866-dcwpwb.nyc.gov/ftps_map/#/?search=%7B%7D)
- **Lower East Side People's Federal Credit Union (LES People's FCU)** provides free and low-cost services to individuals regardless of immigration status. They assist with Individual Tax Identification Number (ITIN) applications for individuals who are unable to obtain a Social Security Number. LES People's FCU also provides tax preparation services for low-income individuals and families. For more information, call 212-529-8197, or visit <https://www.lespeoples.org/account-services>