



**NEW YORK**  
STATE OF  
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# New York State Immigrant Resource Guide

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## LANGUAGE ACCESS

### **Find Community-Based Legal Assistance and English Language Classes**

The New York State Office for New Americans' (ONA) 27 community-based Opportunity Centers provide a variety of free services including legal assistance, [English-for-Speakers-of-other-Languages](#) (ESOL) classes, naturalization support, entrepreneurial trainings and workshops on accessing state services. Locate your nearest [Opportunity Center](#).

### **Call the Multi-Lingual New York State New Americans Hotline: 1-800-566-7636**

The multi-lingual New York State New Americans Hotline provides free and confidential immigration information and referrals to trusted help. Information for immigrant New Yorkers include referrals to free English language classes, immigration legal services and more.

Call the Hotline toll-free at **1-800-566-7636** open Monday - Friday from 9 a.m. to 8 p.m.

### **Know Your Rights for Language Access**

On October 6, 2011, Governor Cuomo signed [Executive Order 26](#), which directs executive state agencies that provide direct public services to offer language assistance services (translation and interpretation) to people of Limited English Proficiency (LEP). Visit the [Language Access](#) website for more information.

## REPORT CRIME & DISCRIMINATION

### **Fight Crime and Discrimination in New York State**

New Yorkers are encouraged to report incidents of bias and discrimination across the state and to file a complaint with the State Division of Human Rights by calling the State's toll-free hotline at **1-888-392-3644** from 9 a.m. to 5 p.m. Monday - Friday. If you need to report a crime or fear for your safety, call 911 immediately.

### **Report Human Trafficking**

If you suspect that you are someone you know may be a victim of human trafficking, call the National Human Trafficking Hotline **1-888-373-7888** for free and confidential help in 170 languages or text **HELP** or **INFO** to **BeFree (233733)**.

### **Contact the New York State Domestic Violence Hotline**

The NYS Domestic Hotline can be contacted at **1-800-942-6902**.

### **Report Housing Discrimination**

Federal, New York State and local laws make it illegal to discriminate against individuals in a housing context based upon race, color, religion, sex, familial status, national origin, disability, creed, age, sexual orientation, marital status or military status, among others. These protections apply regardless of an individual's immigration status. If you believe you have been a victim of housing discrimination and would like to file a complaint, you can contact the New York State Division of Human Rights by telephone at **1-888-392-3644**. For further information, visit the [New York State Division of Human Rights](#) home page and the [New York State Division of Human Rights Fair Housing Guide](#).

For further information on fair housing laws, visit the New York State Homes & Community Renewal [Fair and Equitable Housing Office](#) website.

If you are homeless or at-risk of homelessness, contact your local [Department of Social Services](#).

### **Report Tenant Harassment**

New York State law and some local laws prohibit the harassment of a tenant by a landlord and/or the landlord's agent, no matter the tenant's immigration status. If you live in a rent-regulated unit and believe you have been a victim of tenant harassment, or are unsure whether you live in a rent-regulated unit, you can contact The Governor's Tenant Protection Unit by telephone at **1-718-739-6400** or by email at [TPUinfo@nyshcr.org](mailto:TPUinfo@nyshcr.org).

For further information, visit [The Tenant Protection Unit](#) website. If you do not live in a rent-regulated unit and believe you have been a victim of tenant harassment, you can contact your local legal services provider.

## **LEGAL SERVICES**

### **Find Immigration Legal Services**

You can find free immigration legal services by visiting the [United States Department of Justice](#). You can also find a private licensed immigration attorney and other legal resources by visiting the New York State Bar Association or the [American Immigration Lawyers Association](#) (AILA).

Additional legal assistance can be found at the [New York State Office for New Americans](#) website.

## **CONSUMER PROTECTION**

### **Fight Immigration Fraud**

Beware of scammers and attorneys seeking to take advantage of immigrants. File a complaint against scammer by calling the New Americans Hotline at **1-800-566-7636** between 9 a.m. to 8 p.m. on Monday - Friday. To check if your lawyer is currently registered with New York State, visit the New York State's Unified Court System's [Attorney Search](#) website.

To check if a community-based organization and their non-lawyer staff are accredited and recognized by the federal government to help you with immigration assistance services, visit the [United States Department of Justice](#).

Resources about immigration assistance services fraud, including a handbook to help provide local government and law enforcement with the tools to crackdown on immigration assistance fraud, can be found at the [Protecting Immigrant New Yorkers](#) website.

### **Find Consumer Protection Information**

Find information on how to protect yourself from scams, identify theft, and where to file a consumer complaint on the [Consumer Protection](#) website.

There is also a toll free Consumer Assistance Hotline: **1-800-697-1220** open Monday - Friday from 8:30 a.m. to 4:30 p.m.

## HEALTH SERVICES

### Find a Health Care Center

Certain health centers offer checkups and sick visits regardless of the person's ability to pay, insurance status or immigration status. [Find a Health Center](#) near you or call **311** (for New York City) and **211** (for all other counties in New York State) and ask about your closest health center.

### Get Health Insurance

Some immigrants are eligible for health insurance based on your immigration status. Visit the [New York State of Health](#) or a [Health Care Navigator](#) for assistance. If you are hearing impaired, call the TTY number at **1-800-662-1220**.

### Find a Mental Health Program

You can find a mental health program in your area here using the [Mental Health Program Directory](#).

The NYS Mental Health Hotline can be contacted at **1-800-273-8255**.

The National Suicide Prevention Lifeline can be contacted at **1-800-273-TALK**.

## FINANCIAL ASSISTANCE

### SNAP Eligibility

Some immigrants may be eligible for Supplemental Nutrition Assistance Program (SNAP) which can be used to purchase food. SNAP helps low-income working people, senior citizens, the disabled and others feed their families. Find out if you're [eligible for SNAP](#).

### Find Temporary Assistance

[Temporary Assistance](#) (TA) is available to some immigrants for temporary help for needy men, women and children. If you are unable to work, can't find a job, or your job does not pay enough, Temporary Assistance may be able to help you pay for your expenses.

### Reduced Fare Metro Cards Eligibility

MTA offers a reduced fare MetroCard for seniors or people with certain disabilities. Immigration status does not matter. Find out if you're eligible for a [reduced fare MetroCard](#). You may also visit a Reduced Fare MetroCard Walk-In Center at 3 Stone Street (between Broadway and Broad Street), or visit a [MetroCard Bus or Van location](#).

## COMMUNITY INVOLVEMENT

### Enroll Your Child in School

Anyone over age 5 and under 21 who has not received a high school diploma is entitled to attend

free public school at the school district in which they reside, no matter their immigration status. For more information on the local enrollment process, please contact your local school district. If you need assistance in determining what school district or school zone you reside in, you can **call 311** (for New York City) and **211** (for all other counties in New York State). To find your school district, visit the [New York State Department of Education](#) website.

### **Know Your Rights as a Worker**

The Department of Labor educates New Yorkers about employment services for individuals (such as job searches, resume development, and interviewing skills), job postings for businesses, and enforcement of labor law. Visit the [Department of Labor](#) to learn more about the services available to you.

### **Visit the Division of Immigrant Policies and Affairs**

This Division of the State Labor Department addresses the needs, issues, and challenges of immigrants by:

- Outreach in immigrant communities
- Monitoring compliance with labor laws by farms and farmers in the state

For more information, visit the [Division of Immigrant Policies and Affairs](#).

