



L!FT Resource Guide

Legal Information For Families Today

Child Abuse or Neglect • Disability Advocacy • Domestic & Sexual Violence & Gender-Based Violence Services • Emergency Shelter • Filing for a Family Court Order of Protection • Housing • Immigration • Legal Services for Child Support, Paternity, Child Custody & Visitation • Legal Services for Survivors of Gender-Based Violence • Mediation & Conflict Resolution • Preventative Services -- Administration of Children's Services (ACS) • Youth Resources / Education Advocacy

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Legal Services for Child Support, Paternity, Child Custody and Visitation

Legal Information for Families Today (LIFT):

212-343-1122

Monday to Friday 9 AM – 1 PM,
and 2 PM – 5 PM

www.LIFTonline.org

NYC Family Court Helpline:

833-503-0447

www.NYCourts.gov

New York State

Child Support Helpline

888-208-4485

or email dcse.cseweb@dfa.state.ny.us and include your child support account number. More information: www1.nyc.gov/site/hra/help/child-support-services.page

City Bar Justice Center:

212-626-7383

www.citybarjusticecenter.org

Her Justice (for women only):
Immigration, family & matrimonial law.
Family and matrimonial case intake
Thursday, 10 AM – 1 PM
718-562-8181
www.herjustice.org

Legal Aid Society of NYC:
888-663-6880
Monday to Friday 10 AM – 3 PM
www.legalaidnyc.org

Legal Services of NYC:
917-661-4500
Monday to Friday, 10 AM – 4 PM
www.legalservicesnyc.org

NYLAG (New York Legal Assistance Group)
212-613-5000 or
NYC Covid-19 Legal Resources Hotline:
929-356-9582
Monday to Friday 7 AM – 1 PM
www.nylag.org/gethelp

The Door:
516-874-4801
between the hours of 2 – 5 PM,
Monday – Friday
www.door.org

To report Child Abuse or Neglect:

New York State Central Register (SCR)
1-800-342-3720
If a child is in immediate danger, call 911

Administration of Children's Services (ACS):
212-341-0900
www1.nyc.gov/site/acs/about/contact-acs.page

Legal assistance for a Child Abuse or Neglect Case:

Bronx Defenders Hotline (Bronx):
347-778-1266
www.bronxdefenders.org

Brooklyn Defender Services (Brooklyn)
Follow prompts for help with an ACS case:
346-592-2500
www.bds.org

Center for Family Representation (Manhattan and Queens):
212-691-0950
www.cfrny.org

Neighborhood Defenders of Harlem (Manhattan):
212-876-5500
www.neighborhooddefender.org

To Report Elder Abuse:

Adult Protective Services (APS):
212-630-1853
www.ocfs.ny.gov/main/psa/

Carter Burden Network (Manhattan):
917-409-1261
www.carterburdennetwork.org

Community Agency for Senior Citizens (CASC) (Staten Island):
718-981-6226
www.cascosiny.org

JASA (Brooklyn & Queens):
212-273-5272
www.jasa.org

Neighborhood SHOPP (Bronx):
(718) 542-0006
email info@nshopp.org
www.nshopp.org

Mediation & Conflict Resolution

Community Mediation Services (Queens):
718-523-6868
website www.mediatenyc.org

Institute for Mediation and Conflict Resolution (Bronx):
718-585-1190
www.imcr.org

New York Center for Interpersonal Development (NYCID) (Staten Island):
(718) 815-4557
www.nycid.org

New York Peace Institute:
Manhattan center: 212-577-1740,
Brooklyn center: 718-834-6671
www.nypeace.org

Counseling and Mental Health Support

NYC WELL
1-888-NYC-WELL (1-888-692-9355)
or text "WELL" to 65173
<https://nycwell.cityofnewyork.us>

Domestic and Sexual Violence and Gender-Based Violence Services

If you are in immediate danger call 911
For 24-hour help: Call 311 or NYC's 24-Hour Domestic Violence Hotline: 800-621-4673 (TDD 866-604-5350) or visit NYC Hope
www.nyc.gov/nycchope

New York City Family Justice Centers are providing services remotely by telephone Monday to Friday, 9 AM to 5 PM and offer holistic services, including case management, counseling, and legal screening in a variety of languages. The telephone numbers for FJC's remote services

are below. Check NYC Hope for operation updates:
www.nyc.gov/nychope.

- NYC Family Justice Center, Bronx, 718-508-1220
- NYC Family Justice Center, Brooklyn, 718-250-5111
- NYC Family Justice Center, Manhattan, 212-602-2800
- NYC Family Justice Center, Queens, 718-575-4545
- NYC Family Justice Center, Staten Island, 718-697-4300



For Help Filing for a Family Court Order of Protection you can Contact:

Safe Horizon Family Court programs
www.safehorizon.org

- Brooklyn 718-834-7440
- Bronx 718-590-2371
- Manhattan 212-577-1270
- Queens 718-262-0202
- Staten Island 718-447-3820

Her Justice (for women only):
Immigration, family & matrimonial law.
Family and matrimonial case intake
Thursday, 10 AM – 1 PM
718-562-8181
www.herjustice.org

Legal Services of NYC:
917-661-4500
Monday to Friday, 10 AM – 4 PM
www.legalservicesnyc.org

NYC Family Court Helpline:
833-503-0447
www.NYCourts.gov

Sanctuary for Families:
Legal Helpline 212-349-6009 x246
Monday to Friday, 9 AM – 5 PM,
or text 646-692-0300
www.sanctuaryforfamilies.org



Legal Services for Survivors of Gender-based Violence (Family Law, Matrimonial Law, Immigration Law, and/or Other):

Day One (services for youth aged 24 and under):
800-214-4150 (Helpline);
646-535-3291 (Text Line);
email info@dayoneny.org or visit
www.dayoneny.org for more information

Her Justice (for women only):
Immigration, family & matrimonial law.
Family and matrimonial case intake
Thursday, 10 AM – 1 PM
718-562-8181
www.herjustice.org

Legal Services of NYC:
917-661-4500
Monday to Friday, 10 AM – 4 PM;
www.legalservicesnyc.org

Northern Manhattan Improvement Corporation:
212-822-8300
Monday to Friday, 9 AM – 5 PM
www.nmic.org

NYCAASA (New York City Alliance Against Sexual Assault):
212-514-7233
email survivorsupport@svfreenyc.org
or visit www.svfreenyc.org/contact/
to access chat support

NYLAG (New York Legal Assistance Group):
212-613-5000
every Tuesday, 9 AM – 3 PM
www.nylag.org/gethelp

Safe Horizon Law Project:
718-834-7430 ext. 1101
Monday to Friday, 9:30 AM – 5:30 PM,
or email
christine.perumal@safehorizon.org
www.safehorizon.org

Sanctuary for Families:
Legal Helpline 212-349-6009 x246,
Monday to Friday, 9 AM – 5 PM,
or text 646-692-0300
www.sanctuaryforfamilies.org

Urban Justice Center, Domestic Violence Project:
833-321-4387
Monday – Friday 8 AM – 6 PM;
email dvp@urbanjustice.org
or visit www.urbanjustice.org/get-help/

Emergency Shelter

Domestic Violence Shelter:

NYC's 24-Hour Domestic Violence Hotline:
800-621-4673 (TDD 866-604-5350)
www.safehorizon.org

Families in NYC:

Adult Family Intake Center (AFIC):
29th St. and 1st Ave. (Manhattan).
Open 24/7.
For homeless adult families with no children under 21.

PATH Center:

151 East 151st St. (Bronx). Open 24/7. For homeless families with children under 21 or single or pregnant women.

Single Women in NYC:

Franklin Shelter:
1122 Franklin Ave (Bronx). Take the 2 train to 149th Street, followed by the #55 bus to 166th Street and 3rd Avenue.

HELP Women's Shelter:

116 Williams Ave. (Brooklyn). Subway: Take the C train to Liberty Avenue.

Single Men:

30th Street Men's Shelter:
400-430 East 30th Street (at First Avenue (Manhattan). Take the 6 train to 28th Street and walk to 30th St and First Ave.

Young Adult Shelter:

Covenant House:

1-800-388-3888

info@covenanthouse.org

For shelter locations, hours & contact information:

www.covenanthouse.org/homeless-shelters

Services for runaway and homeless youth:

The Door:

212-941-9090 ext. 3377

for services for runaway and homeless youth.

www.door.org

If you have questions about accessing shelter or other services, including if you have been denied access to a shelter, you can call 212-776-2177, the Crisis Intervention Emergency Hotline.

www.coalitionforthehomeless.org

Youth Resources / Education Advocacy

Advocates for Children:

1-866-427-6033

Monday-Thursday 10 AM – 4 PM,

www.advocatesforchildren.org

Children's Aid:

212-949-4800,

www.childrensaidnyc.org

Day One (services for youth aged 24 and under): 800-214-4150 (Helpline); 646-535-3291 (Text Line); email info@dayoney.org or visit www.dayoney.org for more information.

INCLUDE NYC:

English 212-677-4660,

Español 212-677-4668,

Monday – Friday 9 AM – 3 PM,

www.includenyc.org

Legal Aid Society of NYC:

888-663-6880,

Monday-Friday 10 AM – 3 PM

www.legalaidnyc.org

The Door: 212-941-9090,

for a complete list of phone extensions:

www.door.org/contact/

Youth Represent (youth under 25

who have had involvement with the criminal justice system):

646-756-8080,

www.youthrepresent.org

Preventative Services -- Administration of Children's Services (ACS)

Family Assessment Program:

Program for families with youth in crisis

Email FAPinquiry@acs.nyc.gov, or call:

■ Bronx: 718-664-1800

■ Brooklyn 646-584-5178

or 347-907-0464

or 646-276-4170

■ Manhattan: 212-341-0012

■ Queens: 646-599-3308 or 718-725-3244

■ Staten Island: 718-720-0418 or 646-276-4170

www1.nyc.gov/site/acs/justice-family-assessment-program.page

Other Resources & Services

Disability Advocacy

Barrier Free Living (domestic violence victims with disabilities):

(212) 400-6470

or email info@bflnyc.org

www.bflnyc.org

Disability Rights New York:

(518) 432-7861

(518) 512-3448 (TTY)

or (800) 993-8982 (toll free)

Monday- Friday 9 AM – 5 PM;

email mail@DRNY.org or visit

www.drny.org to submit an intake online

Legal Aid Society of NYC:

888-663-6880

Monday to Friday 10 AM – 3 PM,

www.legalaidnyc.org

Legal Services of NYC:

917-661-4500, Monday to Friday,

10 AM – 4 PM,

www.legalservicesnyc.org

NYLPI (New York Lawyers for the Public Interest):

212-244-4664

and TTY at 212-244-3692, Monday to Friday 10 AM – 3 PM,

www.nylpi.org

Housing

Tenants' Rights Hotline:

212-979-0611

Monday 1:30 PM – 8 PM,

Tuesday 5:30 PM – 8 PM,

Wednesday 1:30 PM – 8 PM,

Friday: 1:30 PM – 5 PM

www.metcouncilonhousing.org

BronxWorks (for residents of the Bronx):

718-731-3114

www.bronxworks.org

CAMBA:

718-287-2600

www.camba.org

Help USA:

212-400-7000

115 E. 13th St, NY 10003

www.helpusa.org

New Destiny Housing:

646-472-0262

www.newdestinyhousing.org

Services for the Underserved:

212-633-6900

email services@sus.org, or visit

www.sus.org

Immigration

Catholic Charities Immigration Services:

212-419-3707

www.catholiccharitiesny.org

Immigrant Defense Project:

212-725-6422

www.immigrantdefenseproject.org

Legal Aid Society of NYC:

888-663-6880

Monday to Friday 10 AM – 3 PM

www.legalaidnyc.org

LSSNY Lutheran Social Services Immigration Hotline

212-870-1179

www.lssny.org

New Americans Hotline:

800-566-7636

Monday to Friday 9 AM – 8 PM,

www.newamericans.ny.gov

Safe Passage Project:

212-324-6558

email help@safepassageproject.org,

www.safepassageproject.org

Legal representation is NOT guaranteed by any of the providers, Shelter is subject to availability.

We hope you find this Resource Guide helpful.

Please note: By working together, we will continue to add resources and correct information. Please email outreach@liftonline.org with updates. We will make immediate corrections on LIFT's website (www.liftonline.org) and with subsequent printing. LIFT encourages all individuals involved with the Criminal and Family Court systems to consult with a lawyer. Legal representation is NOT guaranteed by any of the providers. Shelter space is subject to availability. Thank you.

The Door:

212-941-9090

for a complete list of phone extensions:

www.door.org/contact

Under the New York City Human Rights Law, discrimination based on a number of protected classes is prohibited. To file a complaint, contact:

New York City Commission on Human Rights:

311 or 212-416-0197,

or visit

www1.nyc.gov/site/cchr/index.page

New York State Commission on Human Rights:

visit www.dhr.ny.gov/complaint or call

1-888-392-3644



This guide provides information about programs, resources and services during Covid-19. If you already have a lawyer, please contact your lawyer who can advise you during this time. If you have general Family Law or Family Court questions, please contact the LIFT Helpline at 212-343-1122. We will help you identify the resources you need, based on the specifics of your situation.

The services in this guide are free-of-cost and many are available in languages other than English.

Estos recursos son gratuitos y muchos tienen servicios disponibles en idiomas distintos del inglés.

With thanks to Sullivan & Cromwell for their translation services of this guide into French, Spanish, Mandarin and Russian.

LIFT www.liftonline.org
212-343-1122

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