

# REENTRY RESOURCES



# TABLE OF CONTENTS

## QUEENS LIBRARY RESOURCES

- Utilizing Queens Library Resources ..... 3
- Job Search ..... 5
- Adult Learning Centers ..... 6
- New Americans Program ..... 8
- Technology ..... 10
- Health ..... 11

## RESOURCES OUTSIDE THE LIBRARY

- Organizations for Formerly Incarcerated People ..... 12
- Health ..... 14
- Legal Help ..... 20
- Housing ..... 22
- Resources for Parents ..... 23
- Education..... 24
- Veteran Resources ..... 25

## QUEENS LIBRARY BRANCHES

- Locations ..... 26 – 29

## UTILIZING QUEENS LIBRARY RESOURCES

This pamphlet is intended to provide information about what resources Queens Library offers that are relevant to the needs of formerly incarcerated people. Queens Library is a library system that spans the entire borough of Queens and includes 62 locations. If you are a Queens resident, there is probably a library location in your neighborhood. Our goal is for all people to know about the free resources available to them through their community libraries.

This pamphlet also lists a selection of other useful organizations and resources based in Queens. It is intended to connect people with community resources that are nearby, free of cost or affordable, and easy to access.

If you have questions about Queens Library resources for reentry, call **718-990-5104**.

For a more comprehensive reentry resource list about the greater NYC area, please see the annual *Connections* book published by New York Public Library, which is free and is published in English and Spanish. *Connections* provides information on resources in the entire NYC area and also includes general information and guides on starting your job search, finding housing, continuing education, accessing health care, and more.

NYPL'S *Connections* should be available in the intake area or programs office in DOC facilities and is free. It is also online at [nypl.org/corrections](http://nypl.org/corrections).

### What can I use Queens Library for?

Queens library has 62 locations plus six Adult Learning Centers throughout the borough of Queens.

You can find up-to-date information about programs and services around Queens at <http://www.queenslibrary.org>.



### Your local library can give you access to:

- Books, newspapers, magazines, CDs, DVDs
- Databases for research
- A variety of programs for enrichment and entertainment
- Librarians who can help answer factual questions and help you locate materials.
- Smartphone apps that can be used to borrow ebooks, audiobooks, magazines, music, and movies
- Free PC use with Internet access
- Wireless Internet access
- Library Hotspot Loan Program for eligible families:  
<http://www.queenslibrary.org/services/computers-wifi/mobile-hotspot>
- Samsung tablets for library card holders, free!  
<http://www.queenslibrary.org/services/computers-wifi/tablet>

### How can I get a library card?

You can get a library card by visiting any branch of the Queens Library. You are eligible for a Queens Library card if you live, work, go to school, or own property in any part of New York State.

**The easiest way to get a library card is to have an official ID with your name, picture and current address (Driver's license, state ID, IDNYC). If you have this, you need no other documents.**

If you do not have an official ID with both your name and current address, you need:

One of the following	And one of the following which includes your address and is less than 3 months old:
<ul style="list-style-type: none"><li>• A driver's license</li><li>• State ID</li><li>• IDNYC</li><li>• student ID</li><li>• Medicare card</li><li>• Vehicle registration</li><li>• union photo</li><li>• any official picture ID with your name</li></ul>	<ul style="list-style-type: none"><li>• any recent bill (gas, electric, phone)</li><li>• printed account statement</li><li>• a release letter from a correctional facility</li><li>• a notarized letter from a person you live with</li><li>• a letter from a parole officer on letterhead paper</li></ul>

### Do I need a library card to use the library?

Queens Library presents thousands of programs every year that don't require patrons to have a library card. They include author talks, cultural arts, theatrical and musical performances, ethnic cultural celebrations, informational programs on health, business, financial, and career counseling topics, and children's and young adult programs.

### What if I'm not near the library/don't have time to attend programs or pick up materials?

Use Queens Library Telephone Reference (**718-990-0714, for hearing impaired please contact the New York Relay Service at 711**). They can give you quick answers to factual questions. Email and chat reference questions may be answered in English, Spanish, or Chinese by going to the library's web site at **[www.queenslibrary.org](http://www.queenslibrary.org)** and clicking "Ask a Librarian."

Additionally, you can get an **online library card** without ever visiting Queens Library. This online card lets you download ebooks, audiobooks, and music, and allows you to stream films online via the Kanopy app, no matter where you are.

Visit **<http://www.queenslibrary.org/services/library-card/apply-online/>** to apply for an online card.

# JOB SEARCH



## Job and Business Academy

Queens Library’s Job & Business Academy provides FREE training and learning opportunities.

### Looking for work?

The Job and Business Academy (JBA) offers workshops that include:

- Resume Building
- Writing Cover Letters
- Job Search Strategies
- Mistake Free Interviewing
- Financial Literacy and Coaching
- Computer and Technology

JBA offers Entrepreneurship workshops that include:

- Jamaica FEASTS: Food Entrepreneurship and Services Training Space. Provides training for aspiring food entrepreneurs.
- Young Bosses: Entrepreneurship program for youth ages 16-21.

JBA also provides several free job skills training programs:

- OSHA 10 or 30 Hour
- Home Health Aide Certification
- Security Guard 8 or 16 Hour

View more details at <http://www.queenslibrary.org/services/job-business-academy>. You can register on your own online or you can go to any JBA location to get in-person assistance with our registration process.

To inquire about class registration or make an appointment, please call our main location, Central Library, at **718-990-8625** or email: [jobsearchhelp@queenslibrary.org](mailto:jobsearchhelp@queenslibrary.org)

**Queens Library Tech Lab at Queensbridge** provides free technology training, access to computers, entrepreneurship services, and job search help. Workshops, hardware, and software available include basic computers (desktops and laptops).

- Microsoft Office
- Adobe Creative Cloud
- QuickBooks Pro 2017
- Computer Coding
- 3D printer
- Sewing Machines
- and more

To view upcoming workshops, see this link: <http://connect.queenslibrary.org/2079>

## JBA Locations:

<p><b>CENTRAL LIBRARY</b> Main Floor 89-11 Merrick Blvd. Jamaica, NY <b>(718) 990-8625</b></p>	<p><b>FLUSHING LIBRARY</b> Third Floor 41-17 Main Street, Flushing, NY <b>(718) 661-1205</b></p>	<p><b>LONG ISLAND CITY LIBRARY</b> Second Floor 37-44 21st Street Long Island City, NY <b>(718) 752-3700</b></p>
--	--	--



## ADULT LEARNING CENTERS

The Queens Library Adult Learning Centers (ALCs) have professional staff and volunteers who provide educational assistance to adults 17 years of age and older. For more information, please visit our website at: [www.queenslibrary.org/adultlearning](http://www.queenslibrary.org/adultlearning).

### Learning centers offer a variety of programs:

**English for Speakers of Other Languages (ESOL)** - The Adult Learning Centers provide ESOL Classes for Beginner, Intermediate, and Advanced students. Classes are scheduled during evening, daytime, and weekends. English classes are also offered in various community libraries through New Americans Program's ESOL services.

**Adult Basic Education (ABE) for English Speakers** - The Adult Learning Centers provide Adult Basic Education (ABE) classes in basic math, reading, and writing skills. Adults enrolled in ABE classes can begin with basic literacy skills and advance to high school equivalency preparation, postsecondary education, and vocational training. Real-world materials are used to enhance the educational experience of the adult learner at every stage. ABE classes are offered via in-class and computer-assisted instruction programs at the Adult Learning Centers. Classes are scheduled during evening, daytime, and weekends.

### Pathways to an HSE Diploma:

Queens Library Adult Learner Program provides two pathways to obtaining your High School Equivalency diploma:

1. **The TASC (formerly the GED) is a High School Equivalency (HSE)** national examination available to adults who did not graduate from high school or whose diplomas may not be recognized by New York State. Preparation for the TASC is offered via free in-class and computer-assisted programs at Adult Learning Centers. Classes are scheduled during evening, daytime, and weekends. Our qualified instructors will review and focus on the major subject areas of the test including math, science, social studies, reading, and writing and provide strategies for test-taking and time management. TASC testing is offered at Flushing ALC, Jeanne Elmezzi ALC in Long Island City, Rochdale Village ALC, and Peninsula ALC, in the Rockaways.

For more information, please visit our website at: <http://www.queenslibrary.org/services/adult-literacy/adult-learner-program/hse-resources>

**2. The National External Diploma Program (NEDP)** is a performance assessment system that uses the high school level skills of adults and out of school youth. The web-based program offers flexibility to earn your diploma even if you are employed full time, enrolled in job training, or have other commitments. Clients will work through online activities and with an advisor to complete the 3-6 month program. If you are interested in finding out if the NEDP is right for you, please visit our website at: <http://www.queenslibrary.org/services/adult-literacy/adult-learner-program/nedp-program>.

**Adult Learning Centers Locations:**

<p><b>JACKSON HEIGHTS</b> 35-51 81 St, Jackson Heights NY 11372 Telephone: 718-899-2500</p>	<p><b>JEANNE ELMEZZI LONG ISLAND CITY</b> 37-44 21 St. Long Island City, NY 11101 Telephone: 718-752-3721 <i>Case Manager Available</i></p>
<p><b>ELMHURST</b> 84-07 Broadway, Elmhurst, NY 11373 Telephone: 718-669-3302 <i>Case Manager Available</i></p>	<p><b>PENINSULA</b> 92-25 Rockaway Beach Blvd. Rockaway Beach, NY 11693 Telephone: 718-945-7058 <i>Case Manager Available</i></p>
<p><b>FLUSHING</b> 41-17 Main Street, Flushing, NY 11355 Telephone: 718-661-1241</p>	<p><b>ROCHDALE</b> 169-09 137th Avenue, Jamaica, NY 11434 Telephone: 718-723-7662</p>
<p align="center"><b>NEW AMERICANS PROGRAM ESOL</b> Classes at 20 libraries throughout Queens Telephone: 718-480-4235</p>	



## NEW AMERICANS PROGRAM

Queens Library's New Americans Program provides comprehensive programs and services to immigrants living in Queens.

### Contact information for New Americans Program Office

89-11 Merrick Blvd.  
Jamaica, NY 11432  
Tel: 718-990-0894

[napref@queenslibrary.org](mailto:napref@queenslibrary.org)  
[queenslibrary.org/newamericans](http://queenslibrary.org/newamericans)

### ESOL Classes

ESOL classes for ages 17 and older are offered at community libraries throughout Queens. They include:

- ESOL Classes for beginning, intermediate, and advanced levels
- ESOL Literacy classes (basic writing and reading in English)
- English conversation practice groups

Classes are offered in the Spring (February-May) and the Fall (September-December) in the mornings, afternoons, evenings, and weekends. Each semester lasts about 13 weeks.

For more information about ESOL classes and registration, call **718-480-4300** or email [napref@queenslibrary.org](mailto:napref@queenslibrary.org). You can also visit [queenslibrary.org/esol](http://queenslibrary.org/esol).

### Immigration Legal Services

Call **212-514-4277** or **311** to make an appointment for citizenship application assistance through the NYCitizenship Program or call **212-407-3417** to make an appointment for other immigration legal issues.

### NAP Job Training

This program allows intermediate and advanced ESOL students to learn new job skills as part of their language instruction.



## Ready for Business Entrepreneurship Preparation

This program allows ESOL students who want to start their own businesses to participate in a new program designed to help participants prepare business plans.

Classes are offered in the Spring (February-May) and the Fall (September-December) in the mornings, afternoons, evenings, and weekends. Each semester lasts about 13 weeks.

## Coping Skills Programs

Coping skills programs help immigrants adjust to life in the United States. Lawyers, teachers, and counselors present programs in English and the major immigrant languages of Queens. Topics include immigration law, tenants' rights, career planning, starting a business, parenting, and health. Computer instruction in Bengali and Spanish is offered on a regular basis in several community libraries.

Call **718-990-0883** to ask about the full range of classes or visit:

**<http://queenslibrary.org/services/new-americans-program/informational-workshops>** to learn more.



## TECHNOLOGY

### Computer Classes at Central Library

Queens Library's Cyber Center, located at Central Library offers basic instruction on computers. The Cyber Center provides computer workstations with access to the resources available at Queens Library, such as research databases, the Internet, and other software.

Additionally, computer classes are offered at all community library locations. Please contact your local community library directly or visit [queenslibrary.org](http://queenslibrary.org) for a schedule of classes.

Please call **(718) 990-0778** for a current schedule of classes at Central Library.

### Library WiFi Hot Spot Loan Program

Patrons with children in the New York City school system who do not have Internet access at home are eligible to check out a MiFi (wireless internet hotspot) at the following branch libraries: **Broadway, Far Rockaway, Richmond Hill, Woodhaven, and Flushing**. Patrons must have no outstanding fines. This service is absolutely free. For more information, visit:

<http://www.queenslibrary.org/services/computers-wifi/mobile-hotspot>

### Samsung Tablet Lending Program

The Samsung Tablet Lending program allows all patrons to borrow an Internet-ready device with access to the library app as well as an Internet browser. Library patrons may borrow a Samsung Tablet for up to one month, with three possible renewals (four months total). Tablets are available at over 60 locations. For more information, visit:

<http://www.queenslibrary.org/services/computers-wifi/tablet>



## HEALTH

### Health Resources at Queens Library

#### The Consumer Health Resources Center

The Consumer Health Resources Center is located on the main floor of Central Library in the Business, Science & Technology Division, at **89-11 Merrick Boulevard, Jamaica NY 11413**.

#### Did you know?

You can use the Consumer Health Resources Center to find encyclopedias, sourcebooks, directories, magazines, journals, and online databases.

People can use this center if they need to understand a prescription drug, find out the symptoms of a disease, learn a doctor's hospital affiliation, or know more about a laboratory test.

The Medical Librarian, Al Piedra, is available to answer questions and phone calls Monday-Friday from 2:30-4pm

Telephone **(718) 990-0760**

E-mail: [apiedra@queenslibrary.org](mailto:apiedra@queenslibrary.org)

### Queens Library Community Health

Queens Library provides Community Health programs at branches all over Queens. These programs range from dance and yoga classes to promote physical fitness to nutrition and consumer health sessions about medications, cancer prevention, and more.

A list of upcoming programs can be found at: <http://www.queenslibrary.org/services/health-info/healthlink/healthlink-events>.

You can also call/text **917-702-4295** if you have any questions.

## Resources Outside the Library

### ORGANIZATIONS FOR FORMERLY INCARCERATED PEOPLE

#### Queens County Re-Entry Task Force

To speak to Task Force Coordinator Hubert Lila, call **(347) 510-3686** or email [hlila@fortunesociety.org](mailto:hlila@fortunesociety.org).

To make an appointment: call **(347) 510-3723**

County Reentry Task Forces are located across New York State. The Task Forces are designed to help individuals who are returning to their communities after release from state prison. Two state agencies, The Division of Criminal Justice Services (DCJS) and Department of Corrections and Community Supervision (DOCCS), collaborate to manage these Task Forces.

Each Task Force works with DCJS, DOCCS, county and community agencies, and human service providers to help eligible individuals enroll in programs and services that meet their needs when returning to the community.

The Task Force in your community can help you:

- Gain employment and/or housing;
- Obtain identification such as non-driver's license or Social Security card;
- Receive supportive services to address mental health and treatment needs;
- Reconnect with family and community; and
- Find services to help foster personal growth.

Discuss your eligibility for assistance from the County Reentry Task Force in your community with your assigned parole officer. If you will not be on parole supervision upon release, you may directly contact the Task Force in your community for assistance.

#### The Osborne Association

175 Remsen Street, Ste 800  
Brooklyn, NY 11201

**Phone: (718) 637-6560**

**<http://www.osborneny.org/about/>**

Though based in Brooklyn Heights and the Bronx, this is a vital resource that works directly with Queensboro Correctional Facility. The Osborne Association works in partnership with individuals, families, and communities to create opportunities for people affected by the criminal justice system to further develop their strengths and lead lives of responsibility and contribution. Their services include resources for families, job training and job creation, health resources for people living with HIV/AIDS, and more.

## The Fortune Society

29-76 Northern Blvd., Long Island City (Queens), NY 11101

**Phone: (212) 691-7554**

**[www.fortunesociety.org](http://www.fortunesociety.org)**

The Fortune Society (Fortune) is one of the nation's preeminent reentry service organizations, serving nearly 6000 people each year. It accepts walk-ins and offers assistance with benefits enrollment, case management, housing, education, employment services, outpatient substance abuse treatment, outpatient mental health services, family services, food and nutrition programming, HIV/AIDS services, and lifetime aftercare. They also offer alternatives to incarceration (ATI), including specialized services for individuals with substance abuse and mental health issues.

Fortune offers discharge planning services on Rikers Island, as well as outreach activities in NYS DOCCS facilities. Walk-ins are welcome at the Long Island City headquarters for potential or returning clients. No legal services are offered at Fortune. Fortune serves people 16 and over.

## Friends of Island Academy

Queens Office: 161-10 Jamaica Avenue, Room 417, Jamaica, NY 11432

**Phone: (718) 739-2999**

Rikers Island Office (RNDC) 11-11 Hazen Street, East Elmhurst, NY 11370

**<http://www.friendsny.org/>**

Friends of Island Academy is a community-based organization that serves young people aged 16–24 who have been involved with the criminal justice system and are returning to New York City neighborhoods. Each youth member who joins Friends gets a youth advocate. Friends has offices in Harlem, Brooklyn, the Bronx, and Queens. Interactions begin while youth are still incarcerated and they follow youth into the community. Young people remain engaged with Friends for one to four years in varying degrees of intensity. Individualized, flexible plans for every youth member leverage the specific strengths of each participant. Among Friends' many services are counseling, support programs for parents of court-involved youth, leadership training, alternative education including HSE preparation, and more. Friends offers fatherhood programs for both young men (16–24) and adults (25 and older).



## Community Resources for Health

### New York State Department of Health— Health Insurance Programs

The State of New York provides a number of public health insurance programs for eligible residents. For a complete list, visit [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) or call **(855) 355-5777** to find out about programs and program eligibility.

You can also get free **in-person** help getting insurance. For a list of counselors located near you, call **311** or text **“CoveredNYC”** to **877-877**.

### Fortune Society Drop-In Center

29-76 Northern Blvd., Long Island City, NY 11101

**Phone: (212) 691-7554**

[www.fortunesociety.org](http://www.fortunesociety.org)

Mon.–Thurs. 8 A.M.–8 P.M. and Fri. 8 A.M.–5 P.M.

The Fortune Society Drop-In Center offers a broad range of health and other services for people returning from incarceration. Special services available for HIV-positive people.

### Elmhurst Hospital Center and Queens Hospital Center

Elmhurst Hospital Center Phone: **(718) 334-2565**

Queens Hospital Center Phone: **(718) 883-4444**. This number should direct you to a menu that allows you to speak to a representative. If you are unable to reach an operator, please call patient services at **(718) 883-2545**.

The financial counselors at Elmhurst Hospital Center and Queens Hospital Center and their clinics will first help you to find out whether you are qualified for any public health insurance programs. If you don't qualify, then the financial counselors will help you to determine the sliding fee scale for the medical services that you need based on your family size and income. These two hospitals and their off-site medical centers and clinics offer low cost medical care. This program is called the HHC Options program.

### Free Health Services from the City Government

You can receive free health services including immunizations, sexually transmitted disease testing, tuberculosis services, and flu shots from the NYC Department of Health and Mental Hygiene (DOHMH) clinics. There are no income or immigration status requirements to receive these services. DOHMH clinics are also located across New York City. For a complete list, visit: <http://www1.nyc.gov/site/doh/services/allclinics.page>. You can also use this site to find specific information online about how to get immunization records, vaccinations, HIV prevention and treatment medications PrEP and PEP.

**DOHMH clinics in Queens:**

<p><b>CORONA CHEST CENTER</b></p> <p>34-33 Junction Boulevard 2nd floor. Jackson Heights, New York 11372</p> <p><b>Telephone: (718) 476-7635</b></p>	<p><b>SEXUAL HEALTH WALK-IN CLINIC</b></p> <p>90-37 Parsons Boulevard, 1st Floor, Jamaica 11432</p> <p><b>Telephone: (877) 364-8191</b></p>	<p><b>SEXUAL HEALTH WALK-IN CLINIC</b></p> <p>34-33 Junction Boulevard, Jackson Heights 11372</p> <p><b>Telephone: (877) 364-8191</b></p>
--	---	---

**Partnership for Prescription Assistance**

If you have no insurance, don't qualify for public programs, and you can't pay for the drugs you need, most drug-makers have programs to help you get the drugs you need. Contact Partnership for Prescription Assistance at **(888) 4PPA-NOW (888-477-2669)** or visit **www.pparx.org**

**MENTAL HEALTH**

Any person in need of psychiatric help can report to the emergency room of any municipal hospital, even without health insurance. Hospitals make referrals, link people to outpatient programs, and can help with medication if necessary.

**NYC Well**

English: **1 (888) NYC-WELL (1-888-692-9355), Press 2**

Español: **1 (888) 692-9355, Press 3**

中文: **1 (888) 692-9355, Press 4**

**NYC Well provides**

- Suicide prevention and crisis counseling
- Peer support and short-term counseling via telephone, text and web
- Assistance scheduling appointments or accessing other mental health services
- Follow-up to check that you have connected to care and it is working for you.

## Bleuler Psychotherapy Center

Bleuler Psychotherapy Center's mission is to provide low-cost, high quality psychotherapeutic services to children, adolescents, adults, couples, and families. Group therapy is offered as well. Psychiatric, pharmacological, and psychological testing services are available.

104-70 Queens Boulevard, Fl 2

Forest Hills, NY 11375

**Phone: 718-275-6010**

**E-Mail: [info@bleulerpsychotherapycenter.org](mailto:info@bleulerpsychotherapycenter.org)**

Mon - Fri: 8 A.M. - 10 P.M.

## Community Reentry Assistant Network (CRAN)

Under the Community Reentry Assistance Network (CRAN), all patients who receive legally-mandated discharge planning services prior to leaving city jails now have a single point of entry to an array of services, including services for patients diagnosed with a serious mental illness. CRAN will provide assistance with benefit enrollment, housing, and linkages to medical services. A person has to have been in the mental health service in order to receive CRAN services. For more information, please call the offices listed below.

<b>Manhattan/Brooklyn</b>	<b>Bronx</b>	<b>Queens</b>
175 Remsen Street, 5th floor, Brooklyn, NY 11210 <b>Telephone: (718) 975-0180</b>	1020 Grand Concourse, North Professional Wing, Bronx, NY 11554 <b>Telephone: (718) 538-7416</b>	120-34 Queens Blvd., Suite 410, Kew Gardens, NY 11415 <b>Telephone: (718) 268-5657</b>



## Substance Abuse Recovery

### Narcotics Anonymous New York

**Phone: 212.929.6262**

**E-Mail: [newyorkna.org](mailto:newyorkna.org)**

Call or email to find the location of meetings.

Narcotics Anonymous is a nonprofit self-help group for recovering addicts. You can find information about meetings in Spanish, meetings accessible to wheelchair users, open meetings, and more on the NA website.

### New York Crystal Meth Anonymous Intergroup

Visit **[www.nycma.org](http://www.nycma.org)** or call helpline at **(212) 642-5029**.

If you feel like you are in danger of harming yourself or someone else, please call National Suicide Hotline **(212) 673-3000**

The New York Crystal Meth Anonymous Intergroup is a fellowship of men and women who share their experiences, strength, and hope with one another so that they may recover from addiction to crystal meth. For a list of meetings (including Spanish language and sign-interpretation meetings), visit their website.

### Alcoholics Anonymous

**Phone: 212-647-1680**

**[www.nyintergroup.org/](http://www.nyintergroup.org/)**

The AA program, known as The Twelve Steps, provides a framework for self-examination and a road to recovery, free of alcohol. The Intergroup, an organization in New York which helps connect people to A.A meetings, lists upcoming meetings all over New York State. You can sort for meetings by location and meeting language, search by wheelchair accessibility, and find groups for specific populations, such as women, LGBT people, atheists, or parents.

### Samaritan Daytop Village, Inc.

**[www.samaritanvillage.org](http://www.samaritanvillage.org)**

**Administration:** 138-02 Queens Blvd., Briarwood, NY 11435

**Phone: (718) 206-2000**

**Inpatient Residential:** 88-83 Van Wyck Expressway, Jamaica, NY 11435

**Admissions Phone: (718) 657-6195**

**Jamaica Outpatient Treatment Program:** 144-10 Jamaica Avenue, Jamaica, NY 11435 Phone: **(718) 206-1990**

Samaritan Daytop Village offers intensive residential programs (average stay 6-9 months) in the Bronx, Queens, and upstate New York, as well as methadone-to-abstinence programs and an aftercare program in Queens. Other programs include medical care and health education, HIV testing, counseling, support groups, and treatment programs for youth and veterans. Call for an appointment. Check website resources/faqs for locations of additional programs and services.

## **QVCMH for JCAP, INC.**

**116-30 Sutphin Blvd., Jamaica, NY 11434**

**Phone: (718) 322-2500**

**[www.jcapprograms.com](http://www.jcapprograms.com)**

A drug-free residential-treatment program offering educational/vocational services, along with an on-site Article 28 medical unit. Located in the borough of Queens, QVCMH provides services for both men and women. Must be 17 or older. Walk-ins welcome, but appointments by phone or referral preferred.

## **Creedmoor Addiction Treatment Center**

**Phone: (718) 264-3742**

**[www.oasas.ny.gov/atc/creedmoor/services.cfm](http://www.oasas.ny.gov/atc/creedmoor/services.cfm)**

Creedmoor Addiction Treatment Center is a 26 bed, short term inpatient addiction rehabilitation program which is medically supervised and staffed by a multi-disciplinary treatment team of professionals. Services are available to individuals who are in need of inpatient care for addiction and reside in the county of Queens. Individuals served must be free of all alcohol and drugs for a minimum of 48 hours prior to screening. Clients are admitted on a voluntary basis only.

## **Counseling Service of Eastern District New York (CSEDNY)**

**Phone: (718) 658-0010**

**[www.csedny.org](http://www.csedny.org)**

CSEDNY is a not-for-profit organization that was one of the first federally funded treatment alternatives to incarceration. Its programs offer individual and group treatment for addiction disorders and integrated treatment for individuals with both addiction and mental health disorders. CSEDNY programs also provide psychiatric evaluation and medication treatment, assistance with Medicaid and other public benefits, evaluation for and referral to vocational and educational services, referral for health care, family counseling and education, and relapse prevention. There are locations in Brooklyn, Queens, the Bronx and Long Island.

## **Mental Health Providers of Western Queens**

**Recovery Services - Phone: (718) 898-5085**

**Other mental health services - Jackson Heights: (718) 672-1705**

**Sunnyside: (718) 706-1663 - [www.mhpwq.org/](http://www.mhpwq.org/)**

Mental Health Providers of Western Queens is a caregiver organization which sponsors mental health programs in Jackson Heights and Sunnyside. It also sponsors an OASAS-licensed recovery program in Woodside which has been in existence for 25 years. MHPWQ understands the importance of linguistic diversity for care providers in Queens. The following is an abbreviated list of languages spoken by clinical staff: Spanish, Cantonese, Hindi, Russian, Bengali, Creole and English.

## NYTC Queens Outpatient Program Resolutions

**162-24 Jamaica Ave. Lower Level**  
**Jamaica, NY 11435**  
**Phone: (718) 657-2021**

The NYTC, Inc. Outpatient Programs serve persons ages 18 years and older who are substance abusers with comprehensive treatment and case management services.

Clients attend group and individual sessions from three times to once a week, depending on their progress. Treatment focuses on behavior, attitudes, and lifestyle, thus addressing the underlying issues which have led to substance abuse and which prevent a person from living a successful life.

## Resolutions Counseling Center, LLC

**Phone: (718) 291-1560**  
**[www.rcsresolution.com/mental-health-services.html](http://www.rcsresolution.com/mental-health-services.html)**

Resolutions Counseling Center offers individual therapy, cognitive behavioral therapy, adoption therapy, PTSD treatment, group therapy, anger management therapy, and parent-child bonding therapy. They accept a range of insurances.

## Queens Counseling for Change

**Phone: (718) 424-6191**  
**[www.qcfc.org/](http://www.qcfc.org/)**

Queens Counseling for Change (QCC) provides behavioral counseling services. Services are provided by licensed counselors with many years of experience in the field. The agency is led by Larry Menzie, LCSW/R and Lillian Passoni, LCSW/R. They are social workers with over 25 years of experience providing services in a variety of settings. QCC provides services to anyone in the NYC and surrounding areas, and receives referrals directly from social workers, criminal defense lawyers, legal services agencies, district attorney's offices, criminal courts, family courts, children services agencies, parole and probation offices, and even self-referrals.



## LEGAL HELP

### Legal Aid Society

**<https://www.legalaidnyc.org/> For general intake, call **(212) 577-3300****

The Legal Aid Society's legal program represents people in criminal, civil, and juvenile proceedings.

The Civil Practice represents low-income families and individuals in legal matters involving housing, benefits, disability, domestic violence, family issues, health, employment, immigration, HIV/AIDS, prisoners' rights and elderlaw. The Criminal Practice provides representation in criminal trials and appeals as well as parole revocation defense hearings. The Juvenile Rights Practice provides representation for children who appear before the Family Court in matters involving child protective proceedings and juvenile delinquency.

The Legal Aid Society also publishes pamphlets on tenant rights, labor rights, and more, including legal guides for formerly incarcerated people who are re-entering the workforce and want to be aware of their rights as workers. You can find these here:

**<https://www.legalaidnyc.org/kyr/>**

Access to Benefits (A2B) Helpline: **1 (888) 663-6880**

Tuesdays, Wednesdays and Thursdays: 9:30 am - 12:30 pm

Homeless Rights Helpline: **1 (800) 649-9125**

Open Monday-Friday: 9:00 am- 5:00 pm

Low-Income Taxpayer Clinic Helpline: **(212) 426-3013**

Immigration Law Unit Helpline: **1 (844) 955-3425**

Open Monday-Friday: 9:00 am- 5:00 pm

## Legal Action Center (LAC)

225 Varick Street, New York, NY 10014

**Phone: (212) 243-1313**

**[www.lac.org](http://www.lac.org)**

The Legal Action Center is a nonprofit organization providing free legal services to formerly incarcerated people, recovering alcoholics, and substance abusers. It will help clients obtain their rap sheet (arrest and conviction record) and provide information on how to clean up one's rap sheet (seal records, correct inaccuracies, and obtain Certificates of Relief from Disabilities and Certificates of Good Conduct from the courts). It will also counsel clients on their rights when seeking employment.



## IDNYC

IDNYC is the free identification card for all New York City residents. As a government-issued photo identification card, IDNYC secures access to City services. IDNYC benefits every city resident, including the most vulnerable communities—the homeless, youth, the elderly, undocumented immigrants, the formerly incarcerated, and others who may have difficulty obtaining other government-issued ID.

IDNYC cardholders can access services and programs offered by the City as well as by businesses. It is accepted as a form of identification for accessing numerous City programs and services. IDNYC also provides benefits to cardholders, including a free one-year membership at many of the City's leading museums, zoos, concert halls, and botanical gardens.

There are full-time IDNYC registration points at the Queens Library Central and Flushing branches.

Visit <http://www1.nyc.gov/site/idnyc/index.page> or call **311** and ask about IDNYC to learn more.



## HOUSING

### Fortune Society

**29-76 Northern Blvd., Long Island City, NY 11101**

**[www.fortunesociety.org](http://www.fortunesociety.org)**

Monday-Thursday: 8am-8pm

Friday: 8am-5pm

Phone for health drop-in center in Hamilton Heights: **(212) 690-6202**

Phone for central location in Long Island City: **(212) 691-7554**

**Email: [info@fortunesociety.org](mailto:info@fortunesociety.org)**

The Fortune Society's Housing Program provides stable, affordable, long-term housing solutions for homeless people with histories of incarceration and their families. Fortune also operates "scattered site" programs. This means that Fortune uses relationships with New York City landlords and management companies in order to identify safe, affordable apartments for clients who are ready to live on their own. The Fortune Society also offers TASC prep, mental health care, HIV/AIDS case management, nutrition workshops and free meals, employment training, out-patient services, and services for families.

### Legal Hand

**149-13 Jamaica Ave., Jamaica, N.Y. 11435 [www.legalhand.org](http://www.legalhand.org)**

**Phone (646) 741-6411**

Legal Hand provides free legal information, assistance, resources, and referrals to help formerly incarcerated individuals with legal issues. They have worked on cases involving disability rights and benefits, employment discrimination, consumer health, education, elder law, family law, housing, foreclosure, government benefits, immigration, and more.

### Tenant Rights

In New York City, tenants have many rights relating to the safety and quality of their housing. There are civil penalties for landlords who harass tenants. The New York City Department of Housing Preservation and Development (HPD) website contains information on tenants' rights in multiple languages: **[www1.nyc.gov/site/hpd/renters/tenants-rights.page](http://www1.nyc.gov/site/hpd/renters/tenants-rights.page)**

You can find a complete and up-to-date handbook of New York City tenant rights called The ABC's of Housing by visiting **[www1.nyc.gov/assets/hpd/downloads/pdf/renter-resources/abcs-of-housing.pdf](http://www1.nyc.gov/assets/hpd/downloads/pdf/renter-resources/abcs-of-housing.pdf)**

For complaints about lack of heat and hot water, or a landlord's refusal to make emergency repairs in an apartment or building, call **311** and ask to be transferred to the Department of Housing Preservation and Development.



## RESOURCES FOR PARENTS

### Hour Children

**36-11 12th Street, Long Island City, NY 11106**

**Phone: (718) 433-4724**

**[www.hourchildren.org](http://www.hourchildren.org)**

This organization provides services to mothers inside and outside DOC facilities. Hour Children offers programs including transitional and permanent supportive housing, an employment training and placement program, case management, therapy, mentoring for mothers both inside and outside DOC facilities, mentoring for children with incarcerated parents, child care that includes a fully licensed day care center, an after-school program, and a summer camp that enables mothers to go to work or school, thrift shops, and a community food pantry.

### Child Custody

A parent who has had to place a child in foster care while incarcerated can learn about their rights from the Office of Advocacy at the New York City Administration for Children's Services:

**[www1.nyc.gov/site/acs/about/advocacy.page](http://www1.nyc.gov/site/acs/about/advocacy.page)**

**Contact ACS in person or by mail:**

150 William Street, 1st Floor, New York, NY 10038.

Helpline number: **(212) 676-9421**.

Collect call number for incarcerated parents: **(212) 619-1309**.



## EDUCATION

### LaGuardia Community College Justice Community Program

**Phone: (347) 921-4527**

**Email: [nvanstory@lagcc.cuny.edu](mailto:nvanstory@lagcc.cuny.edu)**

**[www.laguardia.edu/ce/pages/pre-college-and-high-school-equivalency/justice-community-program/](http://www.laguardia.edu/ce/pages/pre-college-and-high-school-equivalency/justice-community-program/)**

If you are between the ages of 16 and 24, and currently on parole, probation, or had involvement with the justice system within the last 12 months, then you are eligible for the Justice Community Program offered through LaGuardia Community College.

With the Justice Community Program, participants have the opportunity to learn leadership skills through community service projects, gain job skills and experience while exploring various career paths, receive referrals to vocational trainings, internships, employment, and college, and earn cash and MetroCard's to cover travel expenses.

### SUNY Queens Educational Opportunity Center

**Phone: (718) 725-3320**

**<https://queenseoc.wordpress.com>**

The goal of the Queens EOC is to produce lifelong learners who are self-directed, empowered, and committed to excellence.

The Queens EOC can help you prepare to earn your High School Equivalency diploma and has a college preparation program called Pathways-to-College to help you explore options, and prepare for and apply to college.

The Queens EOC provides job training, career counseling, and workforce vocational skills. Job training programs include Certified Professional Coder and Biller, Microsoft Office Specialist, Security Guard Registration Training, Home Health Aide/Attendant, and Advanced Technology Training and Information Networking (ATTAIN) Labs. They also offer intermediate and advanced ESL.





## VETERANS

NYC and NY State governments operate services for veterans and mentally ill adult patients, including referrals to resources regarding jobs, housing, and health care. All participants must go through the Department of Homeless Services.

For the location of the nearest Veterans' Affairs office:

**Phone: 888.838.7697**

**[www1.nyc.gov/site/veterans/index.page](http://www1.nyc.gov/site/veterans/index.page)**

Mon – Fri: 9a.m. – 4p.m.

### **Borden Ave Veteran's Residence (BAVR)**

**21-10 Borden Ave, Long Island City**

**Phone: (888) 425-0501**

**E-Mail: [ICLaccess@ICLinc.org](mailto:ICLaccess@ICLinc.org)**

The Borden Avenue Veterans Residence (BAVR), funded by the New York City Department of Homeless Services (DHS) is a short-term housing program for veterans in Long Island City, New York. BAVR accommodates 243 veterans (216 male veterans and 27 female veterans). BAVR has case management services that include assistance accessing supportive housing and other appropriate permanent housing placement assistance. BAVR also has on-site medical and psychiatric services. They now work with non-veterans in addition to veterans. All participants must go through the Department of Homeless Services.

### **St. Albans Community Living Center**

**179-00 Linden Blvd. & 179 Street**

**Jamaica, NY 11425**

**Phone: (718) 526-1000**

**<https://www.va.gov/directory/guide/facility.asp?id=715>**

The VA New York Harbor Healthcare System (VA NYHHS) consists of three campuses located in Jamaica, Queens, on the East Side of Manhattan, and in Bay Ridge, Brooklyn.

The VA St. Albans Community Living Center provides primary care and offers specialized geriatric programs and restorative rehabilitation. Geriatric programs provide comprehensive evaluation and safe, effective management of elderly cognitively impaired veterans. An outpatient Adult Day Health Care Program and Home Based Primary Care Program exists and cares for physically disabled, medically-complicated elderly veterans who are at risk of nursing home placement or recurrent hospitalization. A comprehensive rehabilitation program, providing incentive therapy, vocational counseling, and independent living skills training for patients seeking to return to independent living, is provided at the VA St. Albans Community Living Center.

## Queens Library Locations

### **Arverne**

312 Beach 54 Street  
Arverne, NY 11692  
(718) 634-4784

### **Astoria**

14-01 Astoria Boulevard  
Astoria, NY 11102  
(718) 278-2220

### **Auburndale**

25-55 Francis Lewis Boulevard  
Flushing, NY 11358  
(718) 352-2027

### **Baisley Park**

117-11 Sutphin Boulevard  
Jamaica, NY 11436  
(718) 529-1590

### **Bay Terrace**

18-36 Bell Boulevard  
Bayside, NY 11360  
(718) 423-7004

### **Bayside**

214-20 Northern Boulevard  
Bayside, NY 11361  
(718) 229-1834

### **Bellerose**

250-06 Hillside Avenue  
Bellerose, NY 11426  
(718) 831-8644

### **Briarwood**

85-12 Main Street  
Briarwood, NY 11435  
(718) 658-1680

### **Broad Channel**

16-26 Cross Bay Boulevard  
Broad Channel, NY 11693  
(718) 318-4943

### **Broadway**

40-20 Broadway  
Long Island City, NY 11103  
(718) 721-2462

### **Cambria Heights**

218-13 Linden Boulevard  
Cambria Heights, NY 11411  
(718) 528-3535

### **Central Library**

89-11 Merrick Boulevard  
Jamaica, NY 11432  
(718) 990-0778

\*Young Adult Literacy Program/  
Job and Business Academy/Job  
Information Center/Adult Learning  
Center/large collection in international  
languages/ open on Sundays

Job Information Center  
89-11 Merrick Boulevard  
Jamaica, NY 11432  
(718) 990-8625

### **Children's Library**

#### **Discovery Center**

89-11 Merrick Boulevard  
Jamaica, NY 11432  
(718) 990-0767

### **The Archives**

89-11 Merrick Boulevard  
Jamaica, NY 11432  
(718) 990-0700

### **Corona**

38-23 104 Street  
Corona, NY 11368  
(718) 426-2844

**Court Square**

25-01 Jackson Avenue  
 Long Island City, NY 11101  
 (718) 937-2790

**Douglaston/Little Neck**

249-01 Northern Boulevard  
 Little Neck, NY 11363  
 (718) 225-8414

**East Elmhurst**

95-06 Astoria Boulevard  
 East Elmhurst, NY 11369  
 (718) 424-2619

**East Flushing**

196-36 Northern Boulevard  
 Flushing, NY 11358  
 (718) 357-6643

**Elmhurst**

86-07 Broadway  
 Elmhurst, NY 11373  
 (718) 271-1020  
 Adult Learning Center

**Far Rockaway**

1637 Central Avenue  
 Far Rockaway, NY 11691  
 (718) 327-2549  
 \*Young Adult Literacy Program/  
 Small Business Resource Center

**Flushing**

41-17 Main Street  
 Flushing, NY 11355  
 (718) 661-1200  
 \*Job and Business Academy/large  
 collection of materials in international  
 languages/four floors/open on  
 Sundays

**Forest Hills**

108-19 71 Avenue  
 Forest Hills, NY 11375  
 (718) 268-7934

**Fresh Meadows**

193-20 Horace Harding Expressway  
 Fresh Meadows, NY 11365  
 (718) 454-7272

**Glen Oaks**

256-04 Union Turnpike  
 Glen Oaks, NY 11004  
 (718) 831-8636

**Glendale**

78-60 73 Place  
 Glendale, NY 11385  
 (718) 821-4980

**Hillcrest**

187-05 Union Turnpike  
 Flushing, NY 11366

**Hollis**

202-05 Hillside Avenue  
 Hollis, NY 11423  
 (718) 465-7355

**Howard Beach**

92-06 156 Avenue  
 Howard Beach, NY 11414  
 (718) 641-7086

**Jackson Heights**

35-51 81 Street  
 Jackson Heights, NY 11372  
 (718) 899-2500  
 \*Adult Learning Center

**Kew Gardens Hills**

72-33 Vleigh Place  
 Flushing, NY 11367  
 (718) 261-6654

**Langston Hughes**

100-01 Northern Boulevard  
 Corona, NY 11368  
 (718) 651-1100  
 \*Large collections on African-  
 American /International Black History

**Laurelton**

134-26 225 Street  
Laurelton, NY 11413  
(718) 528-2822

**Lefferts**

103-34 Lefferts Boulevard  
Richmond Hill, NY 11419  
(718) 843-5950

**Lefrak City**

98-30 57 Avenue  
Corona, NY 11368  
(718) 592-7677

**Long Island City**

37-44 21 Street  
Long Island City, NY 11101  
(718) 752-3700  
\*Adult Learning Center

**Maspeth**

69-70 Grand Avenue  
Maspeth, NY 11378  
(718) 639-5228

**McGoldrick**

155-06 Roosevelt Av.  
Flushing, NY 11354  
(off Northern Blvd)  
(718) 461-1616

**Middle Village**

72-31 Metropolitan Avenue  
Middle Village, NY 11379  
(718) 326-1390

**Mitchell-Linden**

31-32 Union Street  
Flushing, NY 11354  
(718) 539-2330

**North Forest Park**

98-27 Metropolitan Avenue  
Forest Hills, NY 11375  
(718) 261-5512

**North Hills**

57-04 Marathon Parkway  
Little Neck, NY 11362  
(718) 225-3550

**Ozone Park**

92-24 Rockaway Boulevard  
Ozone Park, NY 11417  
(718) 845-3127

**Peninsula**

92-25 Rockaway Beach Boulevard  
Rockaway Beach, NY 11693  
(718) 634-1110  
\*Adult Learning Center.

**Pomonok**

158-21 Jewel Avenue  
Flushing, NY 11365  
(718) 591-4343

**Poppenhusen**

121-23 14 Avenue  
College Point, NY 11356  
(718) 359-1102

**Queens Library for Teens**

2002 Cornaga Ave  
Far Rockaway, NY 11691  
(718) 471-2573

**Queens Village**

94-11 217 Street  
Queens Village, NY 11428  
(718) 776-6800

**Queensboro Hill**

60-05 Main Street  
Flushing, NY 11355  
(718) 359-8332

**Queensbridge**

***Now a Family Literacy Center***  
10-43 41 Ave., LIC, NY 11101  
By appt. only  
(718) 937-6266

**Ravenswood**

***Now a Family Literacy Center***

35-32 21 St., LIC, NY 11106

By appt. only  
(718) 990-0882

**Rego Park**

91-41 63 Drive  
Rego Park, NY 11374  
(718) 459-5140

**Richmond Hill**

118-14 Hillside Avenue  
Richmond Hill, NY 11418  
(718) 849-7150

**Ridgewood**

20-12 Madison Street  
Ridgewood, NY 11385  
(718) 821-4770

**Rochdale Village**

169-09 137 Avenue  
Jamaica, NY 11434  
(718) 723-4440

**Rosedale**

144-20 243 Street  
Rosedale, NY 11422  
(718) 528 8490

**Seaside**

116-15 Rockaway Beach Boulevard  
Rockaway Park, NY 11694  
(718) 634-1876

**South Hollis**

204-01 Hollis Avenue  
South Hollis, NY 11412  
(718) 465-6779

**South Jamaica**

108-41 Guy R. Brewer Boulevard  
Jamaica, NY 11433  
(718) 739-4088

**South Ozone Park**

128-16 Rockaway Boulevard  
South Ozone Park, NY 11420  
(718) 529-1660

**St. Albans**

191-05 Linden Boulevard  
St. Albans, NY 11412  
(718) 528-8196

**Steinway**

21-45 31 Street  
Long Island City, NY 11105  
(718) 728-1965

**Sunnyside**

43-06 Greenpoint Avenue  
Long Island City, NY 11104  
(718) 784-3033

**Whitestone**

151-10 14 Road  
Whitestone, NY 11357  
(718) 767-8010

**Windsor Park**

79-50 Bell Boulevard  
Bayside, NY 11364  
(718) 468-8300

**Woodhaven**

85-41 Forest Parkway  
Woodhaven, NY 11421  
(718) 849-1010

**Woodside**

54-22 Skillman Avenue  
Woodside, NY 11377  
(718) 429-4700







# Queens Library

**For information on services  
provided to the formerly incarcerated**

## **Contact**

**Queens Library Reentry**

**Phone:** 718-990-5104

**Email:** [reentry@queenslibrary.org](mailto:reentry@queenslibrary.org)