

# COMMUNITY-BASED ORGANIZATION

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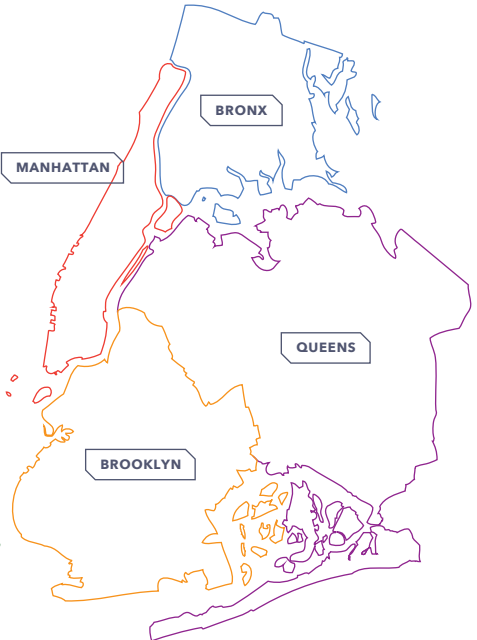
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**To address the complex needs and safety concerns of domestic violence survivors and their families, New York City's Human Resources Administration funds community-based organizations located throughout the five boroughs to provide free services that support people's efforts to live safe, independent, and empowered lives.**

This guide describes the HRA-funded community-based services available to domestic violence survivors and provides an overview of the nine agencies that offer these services.

These services include crisis intervention, case management and advocacy, counseling, support groups, housing assistance, and economic empowerment. Some agencies also provide legal services such as help with obtaining orders of protection, securing a U-Visa, and navigating divorce and child support proceedings, and services specifically for child and adolescent witnesses of domestic violence. Other services (although not funded by HRA) are also offered at these agencies.

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## Case Management/Advocacy

Every individual seeking services at a domestic violence survivor agency is provided with a case manager who helps develop a service plan to work toward their goals. Case managers help coordinate long-term assistance as well as crisis intervention. Crisis intervention usually includes immediate counseling, safety planning, and assistance in finding and accessing outside resources that might be beneficial. Individuals receiving long-term assistance might participate in support groups and counseling sessions, make use of legal counsel, or receive economic and housing advocacy. The number and intensity of services that a person receives are always completely voluntary, and participation is confidential.

## Counseling

For individuals seeking a safe place to share and process their experiences, individual and group counseling services are available. Counselors are sensitive to individuals' experiences of trauma and are guided by what a person feels comfortable talking about. Many of the agencies offer counseling services for adults, youth, and children. If more intensive psychiatric services are needed, advocates and social workers can connect individuals to outside mental health providers and resources. Individuals can also receive support in a group setting, where domestic violence survivors can connect with others in similar situations to share their experiences. Support groups can help participants strengthen their support networks and provide an additional source of emotional support.

## Housing Assistance

For those in need of help finding or maintaining stable housing, advocates at every organization are available to guide individuals attempting to access affordable housing. In particular, housing advocates can explain housing options, provide information on city housing programs, assist individuals in finding apartments, and advocate on their behalf to brokers and landlords. With the aid of housing advocates, individuals have been able to leave unsafe living situations and shelter for safe, comfortable, and affordable homes.

## Economic Empowerment

To ensure that survivors have financial safety and stability, each agency provides economic and financial empowerment services. Economic advocates provide education on finances and banking, aid individuals in acquiring public benefits, help pull and repair credit reports, and provide assistance in obtaining employment. Such services allow individuals to start independent savings accounts, repay their debts, and go back to school.

## Legal Services

Individuals seeking assistance with legal needs will find skilled advocates prepared to help them with a range of legal issues, including acquiring an order of protection, addressing custody and visitation issues, and working through divorce proceedings. Many of the agencies in this booklet also have in-house attorneys who can provide legal representation and counsel to individuals. Benefiting from the work of legal advocates and lawyers, individuals have obtained U.S. citizenship, retained parental rights, and gained legal separation and protection from their abuser.



## BARRIER FREE LIVING

**Barrier Free Living (BFL) is the leading domestic violence service provider in New York City for people living with disabilities, whether they are physical, cognitive, sensory**

**(D/deaf, Hard of Hearing and/or blind), or psychiatric in nature.**

**The Secret Garden program offers trauma-focused counseling provided by licensed masters and clinical level social workers.**

**They also provide specialized case management including safety planning, individual counseling, occupational therapy, and advocacy with institutions that range from the criminal justice system to the medical field. Additionally, BFL has support groups and offers life skills workshops that are tailored to each person's specific needs and abilities that support them in leading dignified lives free from abuse.**

## SPECIALTIES

**Occupational Therapy:** BFL has trained occupational therapists available to assist survivors with a variety of physical, mental, emotional and/or developmental disabilities to help survivors build life skills and find adaptive solutions and resources necessary for independent living. Such life skills include community mobility, home management, development of coping skills, and stress management.

Occupational therapists work with survivors to determine manageable concrete goals and to work towards achieving these goals.

**Economic Advocacy:** BFL offers economic advocacy services, in group settings and one-on-one with advocates, that focus on job readiness, money management, and building financial skills. Advocates tailor services to individuals' needs and experiences so that they are relevant and useful to everyone who participates.

## CONTACT

BFL can be reached through multiple phone numbers, including a hotline, a video phone, and through the State Relay Service for clients with hearing loss, or by connecting with one of BFL's advocates through a Family Justice Center. **Services are available in English, Spanish, ASL, and a language line is utilized as needed for other languages.** Anyone connecting with BFL for the first time can expect to learn more about the services BFL provides and how BFL can assist them.

**Hotline Number:** 212-533-4358

**Video Phone Number:**  
646-807-4020

**Deaf Services hotline:**  
646-807-4013

### **Hearing Loss Phone Number:**

Use State Relay Service at 711 or 800-421-1200

**Hours and Location:** Citywide, with a main office in Manhattan and a presence in four of the FJC's

- **BFL Manhattan Office:**  
Monday-Friday 9AM-5PM
- **Brooklyn FJC:**  
Monday 9AM-5PM
- **Queens FJC:**  
Tuesday 9AM-5PM
- **Manhattan FJC:**  
Wednesday-Thursday  
9AM-5PM
- **Staten Island FJC:**  
As needed Monday-Friday  
9AM-5PM

### **Family Justice Center:**

Call 311 to be connected to a nearby center



## HELP R.O.A.D.S

**HELP R.O.A.D.S provides services to domestic violence survivors and child witnesses throughout Brooklyn. Services include crisis intervention, individual and group counseling, support groups, advocacy services, parenting classes, and other skills-based classes that incorporate financial advocacy and career coaching. HELP R.O.A.D.S also has extensive services available for child witnesses of domestic violence. Working in collaboration with many organizations throughout the City, HELP R.O.A.D.S assists individuals in meeting their housing, public benefits, legal, and other needs so that survivors can become and remain independent.**

### SPECIALTIES

**Parenting Classes:** HELP R.O.A.D.S is a leader in providing survivor-determined parenting classes. These classes provide information on parenting skills and techniques that incorporate information on domestic violence, and budgeting.

**Child Services:** Services for children at HELP R.O.A.D.S focus on building bonds between parents and children in a safe space. The counseling offered to children focuses on the violence that they have witnessed and incorporates innovative methods, such as play therapy, to best meet their developmental needs.

### CONTACT

The crisis hotline at HELP R.O.A.D.S is a safe space where people can ask about domestic violence, learn about services offered, and discuss their options. Anyone that calls can give as much personal information as they want or can remain anonymous if they prefer. Once an individual feels comfortable coming into a HELP R.O.A.D.S office, advocates will work with them to plan what services they will receive, according to their needs and wishes. **Located in Brooklyn and at the Brooklyn Family Justice Center, HELP R.O.A.D.S offers services in English and Spanish.**

**Hotline Number:** 718-922-7980

**Hours & Location:** Serves the borough of Brooklyn

- **Brooklyn Office:** Monday-Friday 9AM-5PM
- **Brooklyn FJC:** Monday-Friday 9AM-5PM

**Family Justice Center:** Call 311 to be connected to a nearby center



## WOMANKIND

**Womankind uses the multidimensionality**

**of our Asian heritage to work alongside survivors of gender-based violence as they build a path to healing. We are working tirelessly to create a future where we rise above violence and our communities can innovate towards collective well-being, restoration, and social justice.**

**We provide a variety of individual supportive counseling, case management, advocacy and group services to all survivors of gender-based violence across the lifespan (children, adults and older adults).**

### SPECIALTIES

#### **Immigration Legal Services & Advocacy with Family Law:**

An in-house immigration attorney supports survivors of domestic violence (DV), human trafficking (HT), and/or sexual violence (SV) in finding immigration relief. The team works closely with advocates so that survivors' concerns and needs are addressed as they provide legal services. Womankind has partnerships with other organizations providing other civil legal services, such as assistance with custody, divorce, and obtaining orders of protection. These organizations hold legal clinics at Womankind sites to provide consultation and/or representation for survivors.

**Children, Youth and Family Services:** WK provides various age appropriate services for children and youth who may have witnessed DV, HT and/or SV and other forms of gendered violence. There are parenting support and parenting groups, individual and group counseling services, such as:

- Drawing And Truth: a mentoring program for youth ages 13 to 18 who have experienced or witnessed interpersonal violence.
- The Youth Empowerment Project: a social justice and leadership development group that aims to empower teens (ages 14-18).
- The Asian Youth Program: a mentoring program for children ages 6 to 12 who have witnessed violence or been directly impacted by violence.
- Communication, Arts and Play: a joint Parent-Child group for guardians & children ages 6yrs-12yrs.

**Pathways to Healing Programs:** offers wellness groups with a wide range of activities that are culturally nuanced and trauma informed, such as acupuncture, yoga, qi gong, and arts and crafts making, in order to build a network of people that support each other in healing collectively.

**Pathways to Empowerment (P2E):** works with the nexus of housing and economic empowerment, and benefits and entitlements, to partner with survivors to build self-sufficiency that is multi-layered and self-defined.

**Later in Life Program:** This program focuses on survivors who are 50 and older. Advocates provide comprehensive services that respond to the particular needs of the survivors, including advocacy to attain safe and mobility-sensitive housing that respect the survivors' desires to continue to live independently.

- Project EngAging: Movement and art-based workshops focused on active aging.
- Community Ambassadors: is a cohort of community members that build skills and knowledge to conduct outreach and community education around gender-based violence in their communities.

## CONTACT

To get connected to Womankind:

- 1) Helpline (voice, text and chat): Womankind has a 24/7 multilingual hotline that can be accessed in English or one of 18 different languages and dialects including Korean, Japanese, Hindi, Vietnamese, Spanish, Urdu, Tagalog, Bengali, and multiple Chinese dialects.
- 2) Walk-In: Individuals are welcome to visit a community office in Brooklyn, Manhattan, or Queens without an appointment. Staff are also available at Family Justice Centers in Brooklyn, Manhattan, and Queens.

### 24/7 Multilingual Hotline

#### Number:

1-888-888-7702 (voice)  
1-929-207-5907 (English Text)  
1-929-207-5901 (Chinese Text)

**Hours & Location:** serves the boroughs of Queens, Brooklyn and Manhattan

#### Queens Community Office:

86-26 Broadway, 2nd Fl  
Elmhurst, NY 11373  
Monday-Friday 9AM-7PM,  
Saturday 9AM-5PM

#### Manhattan Community Office:

9 Mott street, suite 200  
New York, NY, 10013  
Monday-Friday 9AM-5PM,  
Tuesday 9AM-7PM

#### Brooklyn Community Office:

341 39th street, suite 402  
Brooklyn, NY, 11232  
Monday 9AM-7PM,  
Tuesday-Friday 9AM-5PM

#### Family Justice Center:

Call 311 to be connected to a nearby center



## NEW YORK CITY ANTI-VIOLENCE PROJECT

**The New York City Anti-Violence Project (AVP) envisions a world in which all lesbian, gay, bisexual, transgender, queer (LGBTQ), and HIV-affected people are safe, respected, and live free from violence. AVP's mission is to empower LGBTQ and HIV-affected communities and allies to end all forms of violence through organizing and education, and support survivors through counseling and advocacy. AVP provides free and confidential assistance to LGBTQ and HIV-affected people who have experienced all forms of violence at ten intake sites across all five boroughs of New York City. AVP is the only LGBTQ-specific rape crisis center in New York State and is the provider of LGBTQ culturally-specific non-residential services to survivors of intimate partner violence in New York City.**

## SPECIALTIES

**Support Groups:** AVP provides diverse group programming, including distinct support groups for hate violence, sexual violence (SV) and intimate partner violence (IPV) survivors. All support groups feature a supportive and focused curriculum to move people from trauma to healing, and are culturally specific, designed for the unique needs and experiences of LGBTQ and HIV-affected survivors of violence.

**Advocacy:** AVP also provides advocacy services such as accompaniment to police precincts, prosecutors' offices, hospitals, and mainstream IPV and SV organizations, as well as providing "Know Your Rights" information to survivors, writing advocacy letters, and connecting survivors to AVP's Legal Services, as appropriate.

**Legal Services Program:** Aims to increase access to legal services, thereby increasing safety for LGBTQ survivors of all forms of violence, including IPV and SV. Holistic legal services are offered on issues such as orders of protection, child support, child custody, legal separation/divorce or dissolution, immigration matters, financial matters, housing matters, and representation as complaining witnesses in Criminal Court.

**Community Organizing & Public Advocacy:** works with LGBTQ and HIV-affected survivors to do community safety work that includes Upstander Intervention Trainings, Community Safety Planning for LGBTQ events, and rapid incident response to anti-LGBTQ violence. Organizing and advocacy training include the six-month long Trans and Gender Non-Conforming Leadership Academy and the ongoing Community Action Committee, a leadership space in which survivors come together to identify issues of concern to them and strategies to address those issues.

## CONTACT

AVP operates a **free bilingual (English/Spanish), 24-hour, 365-day-a-year crisis intervention hotline** where individuals can call to report an incidence of violence, talk with someone about trauma they may have experienced, or learn about the services that AVP provides. AVP additionally welcomes survivors at walk-in hours at all of their ten intake sites across the five boroughs, including at all established Family Justice

Centers, as well as community-based organizations serving LGBTQ and HIV-affected people. Violent incidents, either experienced or witnessed, can also be reported online at <http://avp.org/get-help/report-violence>, either anonymously, or if you leave safe contact information, a counselor will reach out to you.

**24-Hour English-Spanish Hotline Number:** 212-714-1141

**Phone:** Monday – Friday 10AM-6PM

### Hours & Location:

**Manhattan Office:** 116 Nassau Street, 3rd Floor, NYC 10038

**Regular Hours:** Monday – Friday 10AM-6PM

**Walk-in Hours:** Monday – Friday 10AM-3PM

- **Manhattan FJC:** Wednesday 10AM-6PM
- **Bronx FJC:** Monday 10AM-6PM
- **Queens FJC:** Monday 9AM-5PM
- **Brooklyn FJC:** Wednesday 10AM-6PM
- **Staten Island FJC:** Friday 10AM-6PM

**Family Justice Center:** Call 311 to be connected to a nearby center





## SANCTUARY FOR FAMILIES

**Sanctuary for Families (SFF) provides holistic services for survivors of domestic violence, sex trafficking, and other forms of gender-based**

**violence. Through individualized case management, crisis intervention, counseling, legal services, and economic stability services and emergency financial assistance, SFF helps survivors to attain safety and empowerment. SFF also has a variety of services available to children and youth who have been exposed to domestic violence, including counseling, play therapy, and dyadic/family therapy.**

### SPECIALTIES

**Legal Services:** Located in Family Justice Centers and Sanctuary's main Manhattan office, SFF's legal advice, advocacy and representation covers family law issues (obtaining an order of protection, gaining custody and visitation rights, and resolving child support issues), immigration legal remedies, housing and public benefits. Housing and economic advocacy are frequently integrated into legal services to provide a comprehensive approach to realizing each person's goals.

**Adult Counseling Services:** SFF's adult counseling program provides short-term individual and group counseling in various languages and an array of therapeutic and supportive services in a safe and confidential environment to adult survivors of gender-based violence. Their clinical staff includes licensed social workers practiced in evidenced-based trauma-focused therapies who provide one-on-one short-term psycho-educational and domestic violence counseling for survivors of violence.

**Economic Advocacy:** SFF offers one-on-one economic services through their clinical program to help abuse survivors achieve economic stability and mobility through the provision of career-oriented professional development, helping individuals on their job search, providing credit counseling, and assisting with identity theft issues.

**Child and Youth Services:** Children and youth have access to counseling services, support groups, and a variety of other educational and recreational activities that provide safe places for child witnesses of domestic violence to learn and grow. In the Children's Center (run by SFF at the Bronx FJC), children have the opportunity to engage in various activities, including play therapy, while their caretaker receives other services at the agency. Joint parent-child trauma counseling is also available. Students receive homework help and SAT tutoring, in addition to learning about job readiness and participating in fun activities.

### CONTACT

Sanctuary for Families is located in the Family Justice Centers throughout New York City. Interested individuals can get in touch with SFF through their hotline, through the use of the NYC Language Line (which provides translation and interpretation services), or in person at one of the Family Justice Centers. For those seeking legal assistance, SFF has a separate legal services number. Individuals who wish to access services at a Family Justice Center without an appointment are always welcome and will be able to meet with a case manager and receive services that day. **Services at SFF are offered in English, Spanish, and many other languages spoken by immigrant New Yorkers. Language Line is also available offering simultaneous interpretation in languages not spoken by SFF staff.**

**Hotline Number:** 1-212-349-6009 x221

**Legal Services Number:** 1-212-349-6009 x246

**Hours & Location:** Primarily serving Manhattan and the Bronx

- **Bronx and Manhattan FJC:** Monday-Friday 9AM-5PM
- **Bronx and Manhattan FJC Legal Services:**  
Monday-Friday 9AM-5PM

**Family Justice Center:** Call 311 to be connected to a nearby center



SEAMEN'S SOCIETY FOR CHILDREN AND FAMILIES

**Seamen's Society for Children and Families operates the Safe Passage domestic violence intervention program in Staten Island. Safe Passage offers crisis intervention, counseling, court accompaniment, housing advocacy, and support groups. Seamen's also provides counseling services for child witnesses of domestic violence.**

### SPECIALTIES

**Child Services:** Skilled therapists provide trauma informed therapeutic counseling services to children who have been exposed to domestic violence through the Child and Adolescent Service (CAS) program. By working with and involving parents, guardians, and caseworkers in the process, therapists ensure that all of the child's needs are met.

**Advocacy:** Case managers at Seamen's provide advocacy in various areas including legal and housing. They also assist individuals involved in the court system. Staff guide individuals through legal processes, such as obtaining orders of protection and legally separating from abusers. Case managers provide assistance with housing needs and help navigate housing programs.

**Counseling, Support Groups, and Education:** Individual counseling services and support groups are available to people working with Seamen's who want to talk about their experiences in a confidential and supportive atmosphere. Education on the dynamics of domestic violence, managing stress, and avoiding traumatic triggers are explored through these services, aiding individuals in healing and building supportive relationships.

## CONTACT

To hear more about Seamen's services, they can be reached through their hotline or office number. Upon contacting Seamen's, survivors will have the opportunity to determine with a case manager how services best fit their needs and expectations and make a safety plan. **Services are available in English and Spanish.**

**Hotline Number:** 718-447-7740 x4792

**Phone Number:** 718-447-7740 x4787

**Hours & Location:** Serves the borough of Staten Island

- **Staten Island:** Monday-Friday 9AM-4:45PM



**RISING GROUND - STEPS TO END FAMILY VIOLENCE**

**STEPS to End Family Violence (STEPS) was founded by the legendary Sr. Mary Nerney in**

**1986. STEPS offers a variety of innovative, trauma-informed, anti-oppressive programming focused on the prevention of intimate partner violence (IPV); advocacy and healing for survivors and children impacted by abusive partner behavior; training and education intended to increase awareness of the epidemic of gender-based violence; as well as advocacy and activist efforts designed to transform the rhetoric and institutions that sustain such violence. While STEPS provides holistic support to all survivors of IPV, they are especially skilled at supporting survivors who have been arrested for their efforts to survive or resist their abusive partner's violence, currently and formerly incarcerated survivors, survivors who have also experienced trafficking, immigrant survivors, and adolescent survivors.**

## SPECIALTIES

**Counseling:** STEPS offers intensive therapeutic counseling for survivors across the lifespan in individual and group settings. Survivors' individualized and self-defined needs are integrated into counseling sessions to provide comprehensive advocacy to survivors and their families.

**Support Groups:** STEPS offers multiple support groups in which survivors can talk about their shared experiences. Those groups include one for formerly incarcerated survivors, another for survivors who are parents, two on-going, open format groups (offered in English and Spanish) and short-term, curriculum-based support groups that are facilitated both in the community and at Rikers Island.

**Child and Youth Services:** Children impacted by abusive partner behavior (ages 0 to 18), and their protective caretaker, will have access to evidence-based therapeutic support that honors the relationship between the caregiver and the child. Youth ranging from (ages 12 to 24) - especially those whose parents have been involved in the criminal legal system - can receive counseling services, emotional support, and help preparing for the future.

**Advocacy and Case Management Services:** staff have extensive familiarity with resources and agencies that support survivors of IPV and are skillful at aiding survivors navigate the complex criminal legal, family court, public assistance, education, and a myriad of other systems that survivors interact with.

## CONTACT

Survivors interested in seeking services from STEPS can reach them through their helpline. During a call to the helpline, callers can learn more about STEPS' services (**offered in both English and Spanish**), and how those services can meet their needs. Callers should expect authenticity and transparent communication from staff members. While the main STEPS office is located in East Harlem, STEPS provides services to survivors throughout New York City.

**Helpline Number:** 877-STEPS-94 (877-783-7794)

**Hours and Location:** Primarily serving Manhattan in their main office and at the Manhattan FJC

- **Manhattan Office:** Monday-Friday 9AM-6:30PM
- **Manhattan FJC:** Tuesday-Friday 9AM-5PM

**Family Justice Center:** Call 311 to be connected to a nearby center

**URBAN JUSTICE CENTER -  
DOMESTIC VIOLENCE PROJECT**

**The Urban Justice Center's Domestic Violence Project (DVP) considers intimate partner violence, regardless of gender, sexual identity, religion, immigration, or**

**other status, to be a human rights violation. DVP's mission is to help survivors of intimate partner violence and their children live free of violence and abuse by marshalling collaborative legal and advocacy services to promote justice, vigorously defend, and protect survivors' rights.**

**SPECIALTIES**

**Legal Services:** attorneys provide free legal representation to individuals throughout NYC in Family, Integrated Domestic Violence and Immigration Courts. Family law attorneys help survivors obtain orders of protection, child custody/visitation, and child/spousal support; and provide counsel and advocacy for uncontested divorces, child protective services investigations, and the criminal justice system. Immigration attorneys provide representation on VAWA self-petitions, Battered Spouse Waivers, Asylum, U and T non-immigrant visas, Naturalization, Adjustment of Status, Special Immigrant Juvenile Status (SIJS), and removal defense. DVP's legal team also provides free legal clinics across NYC to offer confidential legal consultations to survivors in their communities.

**Advocacy:** Often working hand in hand with the legal team, DVP's advocates offer a vast range of services constantly growing to meet clients' changing needs. Services include: safety planning; immediate and longer-term crisis counseling; support groups focused on empowerment and stress reduction; case management; housing advocacy, assistance, and shelter placement; public benefits application assistance; financial literacy services; court accompaniment; and referrals and technical assistance.

**CONTACT**

Individuals can contact the Domestic Violence Project through their warmline or at any of the Family Justice Centers. Individuals will have the opportunity to learn more about the services offered at DVP and how these services can fit their needs. **Services are available in English, Spanish, French, Mandarin, and Russian. The NYC Language Line and ASL interpreters are also available.**

- **Hotline Number:** 1-833-321-4387
- **Hours & Location:** Serving all five boroughs in NYC with an on-site presence at the various Family Justice Centers.
- **Family Justice Center:** Call 311 to be connected to a nearby center



## VIOLENCE INTERVENTION PROGRAM, INC.

**The Violence Intervention Program (VIP) collaborates with Latina/o/x communities to end gender-based violence. Created as a grassroots response to intimate partner**

**violence and sexual assault, VIP has always centered survivors in its leadership and has worked to create a community of staff that reflects the rich national, ethnic, and racial diversity of the communities it serves. VIP operates three community-based social service programs, two residential shelters, Rapid Re-Housing and Home+ programs to prevent homelessness, a live-operated Helpline, as well as innovative economic justice, sexual violence, and child and adolescent programs. In addition, VIP's robust Community Engagement Program serves as a bridge to services for community members who may never otherwise seek assistance.**

### SPECIALTIES

**Bronx Community Program:** provides comprehensive crisis intervention and self-empowerment counseling in individual and group settings to survivors of gender-based violence. Through psychoeducational DV counseling sessions, clients learn skills and information to gain financial, emotional, psychological, and physical freedom. Onsite supportive services include trauma-informed case assessments, case management, and advocacy related to criminal legal, social welfare, housing, immigration, and other related systems. In addition, this Program offers comprehensive housing assistance and support.

**Economic Justice Program (EJP):** provides culturally-specific services to support participants in strengthening their socioeconomic well-being and achieving long-term stability. EJP provides participants with small grants, economic education, and informational and financial opportunities to break cycles of violence and poverty regardless of immigration status, trauma, or language barriers. Our team supports survivors to create alternative streams of income; provides startup costs for entrepreneurial, vocational, or educational aspirations; and ongoing development of cleaning workers cooperative launched last year. EJP facilitates workshops on financial education and business development, financial trauma, and labor/immigrant rights; and provides individual financial/business coaching and case management, all rooted within a framework of racial, social, economic, and gender justice and a regenerative solidarity economy.

### CONTACT

Individuals can learn more about the services offered and receive assistance, such as shelter and counseling appointment screenings, along with other resources, by contacting VIP's helpline. The helpline is the first point of contact for anyone seeking services and assistance from VIP.

- **Hotline Number:**  
1-800-664-5880 operated Monday through Friday 9 AM - 11 PM and 9 AM - 5 PM on holidays.
- **Hours & Location:** VIP has locations in Manhattan, Bronx, and Queens and is also present at the Family Justice Centers in Manhattan, Bronx, and Queens.

**Family Justice Center:** Call 311 to be connected to a nearby center



# Service Locations

	BRONX	MH.	QUEENS	BK.	SI.
BARRIER FREE LIVING		★ FJC	FJC	FJC	FJC
HELP ROADS				★ FJC	
WOMANKIND		FJC CO	FJC CO	FJC CO	
NYC AVP	FJC	★ FJC	FJC	FJC	FJC
SANCTUARY FOR FAMILIES	FJC ⚖️	FJC ⚖️			
SEAMEN'S SOCIETY					★
STEPS		★ FJC			
UJC-DVP	FJC ⚖️	★ FJC	FJC	FJC CO	FJC ⚖️
VIP	FJC CO	★ FJC	FJC CO		

★ MAIN OFFICE    CO COMMUNITY OFFICE  
FJC FAMILY JUSTICE CENTER    ⚖️ LEGAL CLINIC



NYCHRA



HRANYC



NYCHRA



NYCHRA