# NYC Hurricane Service Referral Guide

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<th>Service</th>
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| Animal/Pet Care | American Society for the Prevention of Cruelty to Animals | • Pet supplies (food, litter, crates, etc.)  
• Free veterinary care  
• Spay/neuter services | Call: 212-876-7700, extension 4490  
Email: ceny@aspca.org |
| Animal Care Centers of NYC | | • Emergency food, litter, leashes, and crates | Call: 646-546-5434 |
| Birth Certificates | New York City Resources | • For people living in New York City who were born in Puerto Rico | Visit: on.nyc.gov/2z2udrW |
| Case Management, Information and Referrals | American Red Cross of Greater New York | • Mass care supplies  
• Safe & Well family reunification  
• FEMA Application Assistance | Call: 877-733-2767  
Address: 520 West 49th Street, New York, New York 10019;  
Hours: Mon – Fri, 9 AM to 4 PM |
| | Catholic Charities Community Services, Archdiocese of New York | • Serves Manhattan, Bronx, and lower Hudson Valley  
• Eviction prevention  
• After-school programs, youth employment, and dropout prevention programs  
• Immigrant and refugee programs  
• Education and rehabilitation programs for visually-impaired individuals | Visit: catholiccharitiesny.org/find-help  
Call: 888-744-7900  
Email: ccccontactus@archny.org |
| | Catholic Charities of Brooklyn and Queens | • Services for children, youth, adults, and seniors from a wide variety of programs including food pantries, case management offices, affordable housing programs, and workforce development programs | Call: 718-722-6001, Mon-Fri 9 AM to 6 PM  
• 191 Joralemon St, 1st Floor, Brooklyn, NY 11201  
Mon, Tues, Wed, Fri 9 AM to 4 PM, Thurs 9 AM to 12 PM  
• 440 Watkins Street (Entrance on Riverdale Ave.), Brooklyn, NY 11212; Mon 9 AM to 12 PM  
• 91-14 Merrick Blvd., 6th Floor, Jamaica, NY 11432; Tues 9 AM to 4 PM |
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<td>The Salvation Army of Greater New York</td>
<td>• Information and referrals to community resources</td>
<td>Call: (212) 337-7200</td>
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<td></td>
<td>Catholic Charities of Staten Island</td>
<td>• Services and supports for families in crisis</td>
<td>Call: 718-447-6330, extension 2892 Hours: Mon – Fri, 8 AM to 4 PM</td>
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<td>New York Disaster Interfaith Services</td>
<td>• Relocation/resettlement assistance • Referrals to human service agencies</td>
<td>Call: 347-941-1691 Email: <a href="mailto:LMejia@nydis.org">LMejia@nydis.org</a></td>
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<td>Child, Youth &amp; Pregnancy Services</td>
<td>Catholic Charities Community Services, Archdiocese of New York</td>
<td>• Serves Manhattan and Bronx • After-school programs • Youth employment programs • Dropout prevention programs • Immigrant/Citizenship services • Family support</td>
<td>Call: 888-744-7900</td>
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<tr>
<td></td>
<td>Catholic Charities of Brooklyn and Queens</td>
<td>• Youth employment programs</td>
<td>Call: 718-722-6001, Mon-Fri 9 AM to 6 PM • 191 Joralemon St, 1st Floor, Brooklyn, NY 11201 Mon, Tues, Wed, Fri 9 AM to 4 PM, Thurs 9 AM to 12 PM • 440 Watkins Street (Entrance on Riverdale Ave.), Brooklyn, NY 11212; Mon 9 AM to 12 PM • 91-14 Merrick Blvd., 6th Floor, Jamaica, NY 11432; Tues 9 AM to 4 PM</td>
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|         | Catholic Charities of Staten Island | - Day-care for children ages 2-3  
- Pre-school and infant care programs  
- Supplemental day habilitation and after-school program for children on the autism spectrum and with other disabilities | Daycare Center: 718-317-2849  
After-school Program: 718-317-2808 |
|         | Department of Youth and Community Development | - After-school programs, jobs and internships for youth  
- Immigrant services including citizenship, English for Speakers of Other Languages (ESOL)  
- Runaway and Homeless/Lesbian, Gay, Bisexual, and Transgender (LGBT) youth shelters, drop-in centers, and transitional independent living  
- Family support (including support for seniors, housing, healthy families, and fatherhood) | Call: 800-246-4646 |
|         | NYC Administration for Children's Services | - Infant care, information, and supplies (including safe sleep resources and infant formula)  
- Child care supplies  
- Services for children with special needs  
- Services for pregnant women  
- Child care enrollment  
- Referrals to community based organizations specializing in children's services | Call: 212-341-0940 or 347-860-4800  
Email: Raymond Torres at Raymond.Torres@acs.nyc.gov  
Child and Family Wellbeing Call Center: 212-835-7610 |
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| **Clothing, Home Goods, and Food Vouchers** | New York Disaster Interfaith Services | • Free, new clothing and home goods at NYDIS Evacuee Marketplace  
• Emergency vouchers for food and prescription medication  
• Move-in costs (e.g., security deposit, first month’s rent) and furniture assistance through the NYDIS administered Unmet Needs Roundtable | Address: Church of the Holy Agony  
179 East 101st Street between Lexington and 3rd Ave  
Call: 347-941-1691  
Call for Marketplace hours of operation and appointment. |
| **Disability Services, Supports and Resources** | Adapt Community Network: Techworks Program | • Loans and donations of assistive technology devices (e.g., wheelchairs and communication equipment) for people with permanent or temporary disabilities currently residing in NY  
• Training on assistive technology devices | Call: 718-436-7979  
Email: techworks@adaptcommunitynetwork.org |
| | Catholic Charities Community Services, Archdiocese of New York | • Serves Manhattan, Bronx, and lower Hudson Valley  
• Provides education and rehabilitation for visually-impaired individuals. | Call: 888-744-7900 |
| | Catholic Charities of Staten Island | • Residential services for adults with disabilities | Call: 718-317-2857  
Hours: Mon – Fri, 8 AM to 4 PM |
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|         | Mayor's Office for People with Disabilities | • Information on disability resources and disability-specific referrals | Phone: 212-788-2830: For ASL-Direct video conference service visit [nyc.gov/ASL](http://nyc.gov/ASL)  
Website: [www1.nyc.gov/site/mopd/resources/hurricane-disability.page](http://www1.nyc.gov/site/mopd/resources/hurricane-disability.page)  
Address: 100 Gold Street, 2nd Floor, New York, NY 10038 |
|         | NYC Department of Education (DOE) | • Enrollment for children ages 6 weeks to 21 years old  
• Information and services for students in temporary housing  
• Bilingual education programs and language support | Visit: [schools.nyc.gov/enrollment](http://schools.nyc.gov/enrollment)  
Call: 718-935-3500 |
| Education | City University of New York (CUNY) | • In-state/resident tuition rates at CUNY institutions for eligible undergraduate and graduate students from Puerto Rico or U.S. Virgin Islands  
• Application fee waiver on a case-by-case basis | For application to CUNY:  
• Undergraduates: [www.cuny.edu/apply](http://www.cuny.edu/apply)  
• Graduates: [www.cuny.edu/graduate](http://www.cuny.edu/graduate)  
To request application fee waiver, send name and application number to: [admissions@cuny.edu](mailto:admissions@cuny.edu)  
For admission questions:  
• Email: [admissions@cuny.edu](mailto:admissions@cuny.edu)  
• Call: 212-997-2869  
Address for CUNY Welcome Center: 560 W 181st St, New York, NY 10033 |
|         | Federal Emergency Management Agency (FEMA) | • Individual Assistance  
  ○ Application deadline March 20  
• Temporary Shelter Assistance (TSA) | Visit: [www.fema.gov/disaster/4339](http://www.fema.gov/disaster/4339)  
Call: 800-621-3362 |
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| **FEMA Application Assistance**    | American Red Cross of Greater New York | • Assistance completing application and checking on application status | Address: 520 West 49th Street, New York, New York 10019  
|                                    |                                         |                                                             | Hours: Mon – Fri, 9 AM to 4 PM                           |
|                                    |                                         |                                                             | Call: 877-733-2767                                       |
| **Financial Assistance**           | Buddhist Tzu Chi Foundation             | Required documents:  
• Plane boarding ticket/e-ticket  
• Photo ID and social security cards for each member of household | By appointment only please call: 718-888-0866  
Tues and Thurs from 11 AM to 3 PM (last appointment: 2/15/2018)  
Address: 137-77 Northern Blvd, Flushing, NY 11354 |
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| **Department of Social Services** | | • Benefit assistance  
• Employment services  
• Assistance purchasing furniture and other household goods to stabilize housing  
• Financial counseling | **Bronx**  
• ARCHNY: 2155 Blackrock Ave, Bronx, NY 10472; 718-414-1050  
• ARCHNY: 4377 Bronx Blvd, Bronx, NY 10466; 347-947-3920  
• Bronxworks: 1130 Grand Concourse, Bronx, NY 10456; 718-508-3100  
• Bronxworks: 630 Jackson Avenue, Bronx, NY 10455; 718-993-2032  
• HELP USA: 1122 Franklin Ave (entrance on 166th street) MOVING MARCH 2018; 917-801-4512  
• HELP USA: 1780 Grand Concourse, Bronx, NY 10457; 347-226-4540 | **Brooklyn**  
• CAMBA: 1958 Fulton St, Brooklyn, NY 11233; 718-408-5766 x37100  
• CCNS: 3060 Fulton Street, Brooklyn, NY 11208; 929-294-3036  
• RiseBoro: 90 Beaver Street, Brooklyn, NY 11206; 718-366-4300 | **Manhattan**  
• SUS: 2276 3rd Ave., New York, NY 10029; 718-366-4300 | **Queens**  
• CCNS: 161-10 Jamaica Avenue, 5th Floor, Jamaica, NY 11432; 718-674-1000 | **Staten Island**  
• CAMBA: 120 Stuyvesant Place Suite 143, 4th Floor, SI, NY 10301; 718-282-6473  
• CAMBA: 209 Bay Street, Staten Island, NY 10301; 718-226-0496 | **Food Assistance**  
• Catholic Charities Community Services, Archdiocese of New York  
• Serves Manhattan, Bronx, and lower Hudson Valley | Call: 888-744-7900 |
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| **Catholic Charities of Brooklyn and Queens** | • Emergency food assistance | Walk-in Centers:  
• 191 Joralemon St, 1st Floor, Brooklyn, NY 11201; Mon, Tues, Wed, Fri 9 AM to 4 PM, Thurs 9 AM to 12 PM  
• 440 Watkins Street, Brooklyn, NY 11212 (Entrance on Riverdale Ave.); Mon 9 AM to 12 PM  
• 91-14 Merrick Blvd., 6th Floor, Jamaica, NY 11432; Tues 9 AM to 4 PM  
Call: (718) 722-6001, Mon - Fri 9 AM to 6 PM |
| **Department of Social Services** | • Food stamps (SNAP)  
• Emergency food assistance | Bronx  
• ARCHNY: 2155 Blackrock Ave, Bronx, NY 10472; 718-414-1050  
• ARCHNY: 4377 Bronx Blvd, Bronx, NY 10466; 347-947-3920  
• Bronxworks: 1130 Grand Concourse, Bronx, NY 10456; 718-508-3100  
• Bronxworks: 630 Jackson Avenue, Bronx, NY 10455; 718-993-2032  
• HELP USA: 1122 Franklin Ave (entrance on 166th street) MOVING MARCH 2018; 917-801-4512  
• HELP USA: 1780 Grand Concourse, Bronx, NY 10457; 347-226-4540  
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• CAMBA: 1958 Fulton St. Brooklyn, NY 11233; 718-408-5766 x37100  
• CCNS: 3060 Fulton Street, Brooklyn, NY 11208; 929-294-3036  
• RiseBoro: 90 Beaver Street, Brooklyn, NY 11206; 718-366-4300  
Manhattan  
• SUS: 2276 3rd Ave., New York, NY 10029; 718-366-4300  
Queens  
• CCNS: 161-10 Jamaica Avenue, 5th Floor, Jamaica, NY 11432; 718-674-1000  
Staten Island  
• CAMBA: 120 Stuyvesant Place Suite 143, 4th Floor, SI, NY 10301; 718-282-6473  
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| **The Salvation Army Greater New York** | • Scheduled hot meals  
• Appointments to pick up pantry items | Call: 212-337-7200                                                                     |                                     |
| **American Red Cross of Greater New York** | • Referrals for physical and mental health | Address: 520 West 49th Street, New York, New York 10019  
Hours: Mon – Fri, 9 AM to 4 PM  
Call: 877-733-2767 |                                     |
| **Healthcare Referrals**        | **NYC Department of Health and Mental Hygiene**      | • Assistance scheduling low cost health care appointments  
• Prescription/medication assistance  
• Assistance in addressing urgent medical, vision, or dental, psychological and psychiatric needs  
• Primary care, mental health care and, in some cases, dental care  
• Referrals to a network of neighborhood services  
• Health and wellness classes, workshops and activities  
• Community space for individuals and groups to work and coordinate strategies that advance neighborhood health | The following Action Centers are open Monday to Friday from 8 AM to 8 PM, and Saturdays from 8 AM to 4 PM:  
• East Harlem Neighborhood Health Action Center  
158 East 115th Street, Manhattan  
• Brownsville Neighborhood Health Action Center  
259 Bristol Street, Brooklyn  
The following Action Center is open Monday to Friday from 8:30 AM to 5 PM. This location is not open on Saturdays:  
• Tremont Neighborhood Health Action Center  
1826 Arthur Avenue, Bronx |
<p>| <strong>Health Insurance Enrollment</strong> | <strong>Hispanic Federation</strong>      | • Medicaid and New York State of Health Marketplace application assistance | Call: 212-233-8955                   |
| <strong>Department of Social Services</strong> | • Medicaid enrollment | Call: 718-557-1399                                                                     |                                     |</p>
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| **Housing Assistance**                       | **Department Social Services** | • Homebase housing assistance  
• Financial counseling  
• Landlord and family mediation  
• Employment services  
• Referrals to community social services  
• Assistance purchasing furniture and other items that stabilize a doubled up housing option | **Bronx**  
• ARCHNY: 2155 Blackrock Ave, Bronx, NY 10472; 718-414-1050  
• ARCHNY: 4377 Bronx Blvd, Bronx, NY 10466; 347-947-3920  
• Bronxworks: 1130 Grand Concourse, Bronx, NY 10456; 718-508-3100  
• Bronxworks: 630 Jackson Avenue, Bronx, NY 10455; 718-993-2032  
• HELP USA: 1122 Franklin Ave (entrance on 166th street) MOVING MARCH 2018; 917-801-4512  
• HELP USA: 1780 Grand Concourse, Bronx, NY 10457; 347-226-4540  

**Brooklyn**  
• CAMBA: 1958 Fulton St. Brooklyn, NY 11233; 718-408-5766 x37100  
• CCNS: 3060 Fulton Street, Brooklyn, NY 11208; 929-294-3036  
• RiseBoro: 90 Beaver Street, Brooklyn, NY 11206; 718-366-4300  

**Manhattan**  
• SUS: 2276 3rd Ave., New York, NY 10029; 718-366-4300  

**Queens**  
• CCNS: 161-10 Jamaica Avenue, 5th Floor, Jamaica, NY 11432; 718-674-1000  

**Staten Island**  
• CAMBA: 120 Stuyvesant Place Suite 143, 4th Floor, SI, NY 10301; 718-282-6473  
• CAMBA: 209 Bay Street, Staten Island, NY 10301; 718-226-0496 |
| **Information on City Services**             | **Mayor’s Office of Immigrant Affairs (MOIA)** | • Provides information on City Agencies and services available to all residents | Call: 211-788-7654                                                                                                                                 |

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Last Updated: 2/06/2018

Information found in this document is also available by calling 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115)
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| Language Classes        | New York Public Library           | • Information on free English for Speakers of Other Languages (ESOL) classes, and programs and classes at local branches in Manhattan, Bronx, or Staten Island | Call: 917-ASK-NYPL (917-275-6975)  
Hours: Mon – Sat: 9 AM to 6 PM  
Visit: [www.nypl.org/events/classes/english](http://www.nypl.org/events/classes/english) |
|                         | Brooklyn Public Library           | • Information on free English for Speakers of Other Languages (ESOL) classes, and programs and classes at local branches in Brooklyn               | Call: 718-230-2100  
Visit: [www.bklynlibrary.org/calendar/list/*esol](http://www.bklynlibrary.org/calendar/list/*esol)                                                                 |
|                         | Queens Library                    | • Information on free English for Speakers of Other Languages (ESOL) classes, and programs and classes at local branches in Queens                 | Call: 718-990-0728  
Visit: [www.queenslibrary.org/events](http://www.queenslibrary.org/events)                                                                                                                                   |
|                         | Department of Education           | • Bilingual education programs and language support                                       | Call: 718-935-3500  
Visit: [schools.nyc.gov/enrollment](http://schools.nyc.gov/enrollment)                                                                                                                                             |
|                         | Department of Youth and Community Development | • English for Speakers of Other Languages (ESOL)                                            | Call: 800-246-4646  
Visit: [www1.nyc.gov/site/dycd/services/services.page](http://www1.nyc.gov/site/dycd/services/services.page)                                                                                      |
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| **Legal Assistance** | **Legal Services NYC** | • Advice on legal rights and options, assistance with appeals, and legal representation on issues listed  
• Legal assistance and appeals regarding FEMA benefits  
• Denials of disability benefits  
• Unemployment benefits  
• Food stamps (SNAP), public assistance, and Medicaid  
• Eviction  
• Custody, visitation, order of protection, divorce, and child support  
• Student debt  
• Bankruptcy  
• Education | Call: 917-661-4500 |
| **Library Services** | **New York Public Library** | • Access to computer/Wi-Fi/printers/copiers/ and materials available to borrow with library card | Visit: [www.nypl.org/](http://www.nypl.org/)  
Call: 917-ASK-NYPL (917-275-6975) |
| | **The Brooklyn Public Library** | • Access to computer/Wi-Fi/printers/copiers/and materials available to borrow with library card | Website [www.bklynlibrary.org/](http://www.bklynlibrary.org/)  
Call: 718-230-2100 |
| | **Queens Public Library** | • Access to computer/Wi-Fi/printers/copiers/ and materials available to borrow with library card | Visit: [www.queenslibrary.org/](http://www.queenslibrary.org/)  
Call: 718-990-0728 |
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| Mental Health | Mental Health Association of NYC | • 24/7, confidential and multilingual crisis support services for individuals and families struggling with emotional distress or other mental health concerns related to any natural or human-caused disaster  
• MHA-NYC administers the national Disaster Distress Helpline for SAMHSA, available to anyone in U.S., including territories  
• MHA-NYC operates NYC Well for the NYC DOHMH, available to anyone in New York City | 24 hour hotline: 888-NYC WELL (888-692-9355)  
• For Spanish press 3  
For more information + chat option Text "WELL" to 65173  
Disaster Distress Helpline (24/7 hotline): 800-985-5990  
• For Spanish, press 2  
• SMS text “TalkWithUs” to 66746  
• For Spanish text “Hablanos” to 66746  
Visit: disasterdistress.samhsa.gov |
| Medication Prescription Assistance | New York Disaster Interfaith Services | • Emergency assistance vouchers | Call: 347-941-1691  
Email: LMejia@nydis.org |
| | NYC Department of Health and Mental Health | • Prescription/medication assistance | The following Action Centers are open Monday to Friday from 8 AM to 8 PM, and Saturdays from 8 AM to 4 PM:  
• East Harlem Neighborhood Health Action Center  
158 East 115th Street, Manhattan  
• Brownsville Neighborhood Health Action Center  
259 Bristol Street, Brooklyn  
The following Action Center is open Monday to Friday from 8:30 AM to 5 PM. This location is not open on Saturdays:  
• Tremont Neighborhood Health Action Center  
1826 Arthur Avenue, Bronx |
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| **Phone and Internet** | **Federal Communications Commission – Lifeline Programs** | • Telephone and broadband services for eligible low-income subscribers | Visit: [www.lifelinesupport.org](http://www.lifelinesupport.org)  
| **Senior Citizen Resources** | **Catholic Charities of Staten Island** | • Assistance for maintaining relationships, functioning as independently as possible, and contributing their experience and wisdom in intergenerational programs | Call: 718-477-6330, extension 2892  
Hours: Mon – Fri, 8 AM to 4 PM |
| | **Department for the Aging** | • Health Insurance Information Counseling Assistance Program (HIICAP) (Medicare) (Ages 60+)  
• Homebound meals (Ages 60+)  
• Employment (Ages 55+)  
• Case Management (Ages 60+)  
• Senior Centers (Ages 60+)  
• Grandparent/Foster Grandparent resources (Ages 60+) | Phone: In New York City, dial 311 and ask for food (Ages 60+), Long Term Care (Case Management, Ages 60+), Health Insurance Information Counseling (HIICAP, 60+), Employment (Ages 55+), and Grand Parent Resources (Ages 60+).  
Website: [www1.nyc.gov/site/dfta/services/find-help.page](http://www1.nyc.gov/site/dfta/services/find-help.page) |
<p>| | <strong>Department of Youth and Community Development</strong> | • Family support (including seniors, housing, healthy families, fatherhood) | Call: 800-246-4646 |</p>
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| **Social Security Administration** | **Social Security Administration**     | • Apply for or update Social Security, Supplemental Security Income and Medicare Parts A (Hospital) and B (Medical)  
• For proof of income from Social Security  
• People who live or receive mail in Brooklyn, Manhattan, Queens or the Bronx and need a new or replacement Social Security Number card, go to a Social Security Card Center | Call: 800-772-1213, (TTY 800-325-0778)  
Visit: [www.socialsecurity.gov](http://www.socialsecurity.gov)  
Proof of income: [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount)  
Locations:  
• Bronx: 820 Concourse Village West, 2nd Floor, Bronx  
• Brooklyn: 154 Pierrepont Street, 6th Floor, Brooklyn  
• Manhattan: 123 William Street, 3rd Floor, New York  
• Queens: 155-10 Jamaica Avenue, 2nd floor, Jamaica |
| **Buddhist Tzu Chi Foundation** | **Buddhist Tzu Chi Foundation**         | • Spiritual care services                                                                                                                                                                                                 | By appointment only please call: 718-888-0866  
Tues and Thurs from 11am to 3pm (last appointment: 2/15/2018)  
Address: 137-77 Northern Blvd, Flushing, NY 11354 |
| **New York Disaster Interfaith Services** | **New York Disaster Interfaith Services** | • Emotional and spiritual care services available at the NYDIS Evacuee Marketplace                                                                                                                                   | Call: 347-941-1691  
Email: LMejia@nydis.org |
<p>| <strong>The Salvation Army Greater New York</strong> | <strong>The Salvation Army Greater New York</strong>   | • Emotional and spiritual care services                                                                                                                                                                                  | Call: 212-337-7200 |</p>
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| Veteran Services      | Department of Veteran’s Services                      | • VA benefits assistance  
• Information on legal services  
• Education benefits  
• City employment and veteran entrepreneurship information | Call: 212-416-5250 or 646-799-6958                                                  |
| Workforce Development | Catholic Charities of Brooklyn and Queens             | • Employment assistance                                                               | Call: 718-722-6001, Mon - Fri 9 AM to 6 PM  
Walk-in Centers:  
• 191 Joralemon St, 1st Floor, Brooklyn, NY 11201; Mon, Tues, Wed, Fri 9 AM to 4 PM, Thurs 9 AM to 12 PM  
• 440 Watkins Street, Brooklyn, NY 11212 (Entrance on Riverdale Ave.); Mon 9 AM to 12 PM  
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| **Small Business Services-Workforce Development** | • General information about Workforce1 Career Centers  
• Enrollment and intake services  
• Orientation to programs and services  
• 1:1 assessment and connection (referral) to programs and/or services  
• Training grants | **SBS Hub Centers:**  
• **Upper Manhattan Workforce1 Career Center**  
215 West 125th Street, 6th Floor  
• **Bronx Workforce1 Career Center**  
400 East Fordham Road  
• **Brooklyn Workforce1 Career Center**  
9 Bond Street, 5th Floor  
• **Queens Workforce1 Career Center**  
168-25 Jamaica Avenue, 2nd Floor  
• **Staten Island Workforce1 Career Center**  
120 Stuyvesant Place, 3rd Floor  
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