

Survivor Resources Guide

Domestic Violence Services and Advocacy

Agency Name	Service	Location Served	Contact Information
New York State Domestic and Sexual Violence Hotline	Crisis counseling, safety planning, assistance with finding DV shelter, information about resources, language assistance	New York State	800-942-6906:CALL 844-997-2121:TEXT https://www.resourceconnect.com/nysdvsachat/chat :CHAT
NYS Office of Children and Family Services	List of DV service providers by county	New York State	https://ocfs.ny.gov/programs/domestic-violence/providers.php
NY Project Hope: Coping with COVID	Emotional support helpline, educational materials, and referrals	New York State	1-844-863-9314 https://nyprojecthope.org/
Address Confidentiality Program (ACP)	The ACP provides eligible survivors with a substitute mailing address.	New York State	1-855-350-4595 https://dos.ny.gov/address-confidentiality
Urban Resource Institute, Urban Women's Safe Haven	Animal friendly DV shelter and services	NYC based, services New York State	646-588-0030 https://urinyc.org/
In Our Own Voices, Inc.	Focused on the LGBTQIA+ community. Ask a lawyer clinic, advocacy services, food and housing assistance and transportation services	New York State	518-432-4188 http://www.inourownvoices.org/programservices.html
Barrier Free Living NYC	DV services for survivors with developmental, physical, or intellectual disabilities	NYC based, services New York State	Secret Garden (counseling, support): 212-533-4358 Freedom House (domestic violence shelter): 212-400-6470 Domestic Violence hotline: 1-800-799-7233 1-800-787-3224 (TTY) https://www.bflnyc.org/
Family Justice Centers	Safety planning, case management, counseling, criminal justice and civil legal advocacy, and supportive services	Erie County Westchester NYC	Erie: (716) 558-SAFE (7233) Westchester: (914) 995-1880 Bronx 718-508-1220 Brooklyn 718-250-5111 Manhattan 212-602-2800 Queens 718-575-4545 Staten Island 718-697-4300 https://www.familyjusticecenter.org/
Safe Havens for Pets	Locate safe havens for pets of individuals who are experiencing DV	New York State	https://safehavensforpets.org/

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Sexual Assault Services and Advocacy

Agency Name	Service	Locations Served	Contact Information
New York State Coalition against Sexual Assault	Sexual assault and rape crisis services and resources	New York State	518-482-4222 https://www.nyscasa.org
Sexual Assault & Violence Response (SAVR)	Zip-code searchable listing of local resources for survivors of sexual assault, (College communities but for everyone in NY)	New York State	https://www.suny.edu/violence-response/
RAINN	National sexual assault hotline, carries out programs to prevent sexual violence, help survivors, and ensures perpetrators are brought to justice	National	800-656-HOPE (4673) https://www.rainn.org/
Pandora's Project	inclusive (non-crisis response) online forum for survivors of rape and sexual abuse, with a focus on LGBTQIA+ survivors	National	https://pandys.org/ https://pandys.org/about-sexual-assault/need-help-now/
The National Child Traumatic Stress Network	General information on Teen Sexual Assault	National	https://www.nctsn.org/

Crime Victims Services

Agency Name	Service	Locations Served	Contact Information
Office of Victim Services (OVS)	Offers compensation to an innocent victim of a crime related to personal injury, death and loss of essential personal property including moving expenses (up to \$2,500)	New York State	1-800-247-8035 https://ovs.ny.gov/victim-compensation
VINE/VINELink	Get notifications on custody information, criminal case updates and offender release information	New York State	1-888-VINE-4-NY (1-888-846-3469) https://www.vinelink.com/
SUNY SAVR (Sexual Assault and Violence Response)	Search engine to find resources and support or to help report a crime	New York State	http://www.suny.edu/violence-response/

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Court/Legal

Agency Name	Service	Locations Served	Contact Information
New York State Unified Court System	Provides essential justice services to the people of the State of New York.	New York State	question@nycourts.gov 1-800-COURTNY (1-800-268-7869)
SAVIN	Survivors can register to be notified when an Order of Protection has been served.	New York State	https://oopalert.ny.gov/oopalert/
Legal Aid	FREE service for civil legal aid to low-income New Yorkers	New York State	212-577-3300 – NYC https://legalaidnyc.org/ 833-628-0087 – Rest of State https://www.lasunny.org/
https://www.lawhelpny.org/	Helps low- and moderate-income people find free legal aid programs in their communities	New York State	https://www.lawhelpny.org/ email: info@nylawhelp.org

Housing

Agency Name	Service	Locations Served	Contact Information
NYS Office of Temporary and Disability Assistance (OTDA)	State issued list of housing providers by region	New York State	https://otda.ny.gov/programs/housing/providers/
NYS Division of Human Rights and Homes and Community renewal	Discrimination complains	New York State	1-888-392-3644 https://hcr.ny.gov/
NYS Homes and Community Renewal	Section 8 Voucher	New York State	https://hcr.ny.gov/section-8-housing-choice-voucher-hcv-program
NY Housing Search Through NY Homes and Community renewal	Housing search site. Renters search for FREE, landlords list rental housing for FREE	New York State	www.nyhousingsearch.gov
Supportive Housing Network of NY (SHNNY's website)	Housing providers	New York State	NYC - 646-619-9640 Albany - 518-465-3233 https://shnny.org/supportive-housing/looking-for-housing/other-housing-in-new-york-state
Public housing information	Find your local public housing authority	New York State	https://www.hud.gov/sites/dfiles/PIH/documents/PHA_Contact_Report_NY.pdf

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Health

Agency Name	Service	Locations Served	Contact Information
NYS Department of Health	Find your local department of Health	New York State	1-855-355-5777 https://www.health.ny.gov/contact/contact_information/
NY State of Health	Affordable health insurance	New York State	https://nystateofhealth.ny.gov/
Healthy Families in NY	Home visiting program that Helps families access resources and services, educate families on parenting and child development, connects families with medical providers, and assesses children for developmental delays.	New York State	https://www.health.ny.gov/contact/contact_information/
Nurse Family Partnership	Home visits, pregnancy support, advice and information for first-time moms-to-be	New York State	844-637-6667 https://www.nursefamilypartnership.org/

Basic Needs

Agency Name	Service	Locations Served	Contact Information
211	Get help finding food, transportation housing and locating other resources near you	New York State	Dial 211
311	Get help finding food, transportation housing and locating other resources near you	NYC, Buffalo, Rochester	Dial 311

Childcare

Agency Name	Service	Locations Served	Contact Information
NYS OCFS Division of Child Care Services	Child care look up for OCFS licensed services in NYS	New York State	Dial 211 https://www.ocfs.ny.gov/programs/child_care/looking/ccfs-search.php
Quality Stars NY	Find Early Childhood programs in your area Parenting Resources for early childcare	New York State	https://qualitystarsny.org/
NYC Child Care Connect	Find a licensed childcare program in your neighborhood	NYC Only	Dial 311 https://a816-healthpsi.nyc.gov/ChildCare/ChildCareList.do

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Financial Management

Agency Name	Service	Locations Served	Contact Information
New York State's Department of Financial Services (DFS)	File a complaint insurance companies, vacant properties, student loans, mortgages, bail, banking, lending, and other financial services	New York State	Call 711 1-800-942-6906 File a complaint https://www.dfs.ny.gov/complaint
NYS Department of Taxation Innocent Spousal Relief	Offers relief from some, or all, of the tax, interest	New York State	1-800-829-3676 https://www.irs.gov/pub/irs-pdf/f8857.pdf https://www.tax.ny.gov/pit/file/innocent_spo use.htm
NYS Attorney General	Check your credit score, place a fraud alert and dispute report	New York State	800-771-7755 www.ag.ny.gov
Federal Trade Commission	To file an identity theft complaint, find information on steps to take and to create an identity theft affidavit	New York State	877-438-4338 (TTY) 866-653-4261 www.identitytheft.gov
IRS: Innocent Spouse Relief	Possible relief of responsibility for paying tax, interest, and penalties if your spouse (or former spouse) improperly reported items or omitted items on your tax return	New York State	1-800-829-3676 https://www.irs.gov/pub/irs-pdf/f8857.pdf
Annual Credit Reports	FREE copies each year from each of the credit bureaus	New York State	877-322-8228 www.annualcreditreport.com
Credit Agencies	Access your credit report, check your credit score, Place a fraud alert, Dispute report	New York State	Equifax: 800-685-1111 www.equifax.com TransUnion: 800-888-4213 www.transunion.com Experian: 888-397-3742 www.experian.com Innovis: www.innovis.com
GreenPath financial wellness	Debt counseling	New York State	800-550-1961 https://www.greenpath.com/
InCharge Debt Solutions	Debt counseling	New York State	866-957-9866/ https://www.incharge.org/debt-relief/financial-help-domestic-violence-survivors/
Change Machine	Financial counseling debt counseling	New York State	646-810-4050 https://change-machine.org/

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Immigration/Legal

Agency Name	Service	Locations Served	Contact Information
Empire Justice Center	Technical assistance, policy advocacy for immigration	Albany, Rochester, Yonkers, and Long Island	Albany: 518-462-6831 Rochester: 585-454-4060 Yonkers: 914-595-0910 Long Island - 631-650-2306 https://empirejustice.org/
Her Justice	Immigration services and holistic assistance to abuse survivors	NYC only	716-562-8181 https://herjustice.org/
Office for New Americans	Naturalization and DACA assistance, federal immigration law and policies information and referrals, trainings	27 neighborhood-based Opportunity Centers throughout New York State	800-566-7636 https://dos.ny.gov/office-new-americans
International Institute of Buffalo	New Americans integration, survivor support, interpreting & translation, international exchanges and education	Western New York	716-883-1900 https://iibuffalo.org/

CPS/CW

Agency Name	Service	Locations Served	Contact Information
Office of Children and Family Services (OCFS)	To report suspected child abuse or maltreatment	New York State	1-800-342-3720 https://ocfs.ny.gov/programs/cps/
Prevent Child Abuse NY	Help with parenting guidance and assistance Find a parenting program	New York State	1-800-244-5373 https://www.preventchildabuseny.org/
Child Welfare Information Gateway	Child welfare resource list How do I file a complaint if I disagree with the local CPS agency's handling of my child(ren) case?	New York State	1-800-394-3366 https://www.childwelfare.gov/aboutus/find-help/#collapse3
Keeping Children Safe	Get help with child wellbeing and parenting	NYC	Dial 311 - Ask for Parent support https://www1.nyc.gov/site/acs/child-welfare/keeping-children-safe.page