



**Hot Bread Kitchen Training Program
Community Resources
2018**

This resource book should be utilized as a supportive tool. New York City offers many services across levels of need that may be beneficial to you.

Please utilize this resource book for the various topics that are listed here, and remember you can contact Hot Bread Kitchen as an additional level of support as needed.

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HOT BREAD KITCHEN TEAM RESOURCES

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GENERAL RESOURCES

1. Access NYC:

ACCESS NYC is an online public screening tool that you can use to determine the City, State and Federal health and human service benefit programs such as childcare, food, housing, family services, health, etc. for which you are potentially eligible to enroll.

- WWW.NYC.GOV/ACCESSNYC

2. Human Resources Administration (HRA):

HRA programs can help New Yorkers with a variety of serious needs, such as food or cash assistance to help make ends meet, one-time emergency assistance to avoid eviction, services for the disabled or those living with HIV and AIDS, temporary shelter to escape domestic violence and much more.

- HRA Infoline at 718-557-1399
- HRA Adult Protective Services 212-630-1853
- HRA Child Support Helpline 888-208-4485
- HRA Domestic Violence & Emergency Intervention 800-621-4673
- HRA Emergency Food Assistance 866-888-8777
- HRA HIV/AIDS Services Administration 212-971-0626
- WWW.NYC.GOV/HRA

3. NYC 311:

NYC311 is available 24 hours a day, 7 days a week, 365 days a year and provides the public with quick, easy access to all New York City government services and information from questions about trash pickup to food assistance. Available in 175 languages.

- Deaf, hard of hearing, or speech-impaired, 212-NEW-YORK (212-639-9675) using a Video Relay Service (VRS), or at 212-504-4115 using TTY or Text Telephone.
- Text 311-692, Call 311 or 212-NEW-YORK (212-639-9675) from outside New York City
- <https://www1.nyc.gov/311/connect-with-us.page>

4. Legal Services NYC:

Legal Services NYC partners with community based organizations, elected officials, public agencies and the courts to maximize our effectiveness. Our work fights discrimination and helps break down barriers that trap low-income New Yorkers in poverty.

- 917-661-4500, (Monday through Friday from 10am– 4pm.) Any language.
- <http://www.legalservicesnyc.org/>

5. NYC Women's Resource Network Database:

The NYC Women's Resource Network is a free, user-friendly database of over 1,000 nonprofit organizations and governmental agencies that work to advance and benefit women and families in New York City. As a part of NYC Open Data, this website lists various organizations that are specific to the needs of women and families in one place making it easy to reach out to these organizations to get connected.

- <https://data.cityofnewyork.us/Social-Services/NYC-Women-s-Resource-Network-Database/pqg4-dm6b>

6. Health Information Tool for Empowerment (HITE) Site:

Online resource directory connecting New Yorkers with over 5,000 free and low-cost health and social services. Some service areas include education and employment, financial assistance, food assistance, health care and medicine, housing services, immigrant support, and mental health and substance use support.

- <https://hitesite.org/>

7. Message to Immigrant New Yorkers:

New York City's Mayor's Office of Immigrant Affairs released a resource guide for city services currently available to all New Yorkers. Topic areas include education, health care, child care, emergency food and shelter, public safety, and immigration legal help.

- <https://www1.nyc.gov/assets/immigrants/downloads/pdf/newsroom/11-17-2016-english.pdf>

8. Food Bank for New York City:

This website serves as a database for soup kitchens, food pantries, senior centers, SNAP enrollment centers, and free tax assistance centers that are located near you.

- <https://www.foodbanknyc.org/get-help/>

9. Street Smarts NYC:

This document provides a map of free meals in Manhattan with locations and hours of service. Additional resources are also listed on this map for access to food and meals throughout NYC.

- <http://www.nyc.gov/html/mancb7/downloads/pdf/UWS%20free%20meals.pdf>

HOUSING

1. BronxWorks:

Bronxworks helps individuals and families improve their economic and social well-being. From toddlers to seniors, we feed, shelter, teach, and support neighbors to build a stronger community.

- 718-731-3114
- www.bronxworks.org

2. NYC Housing Connect:

Both the NYC HPD and NYC HDC offer affordable housing options for low and middle-income rentals through a lottery system. NYC housing lotteries are funneled through NYC Housing Connect, an online portal for applying.

- <https://a806-housingconnect.nyc.gov/nyclottery/lottery.html#home>

3. JustFix.nyc:

JustFix.nyc is a website app for tenants to document landlord and repair issues they may be facing. Tenants can upload their case history with photographic evidence and status updates. There is also an option to send a certified letter to your landlord and housing coaches can connect you to resources in your area that may be able to help with your specific needs.

- 646-820-0349
- www.justfix.nyc

4. Eviction Free NYC:

Provides an early intervention opportunity to connect tenants with attorneys before they get to housing court. Tenants can go on their smartphone or computer and be guided through basic questions about their location, income eligibility, and type of court case to provide available legal service providers.

- www.evictionfreenyc.org

5. MyNYCHA App:

If you're a NYCHA resident, you can use the MyNYCHA to create, schedule, and manage work tickets via a desktop or mobile device. You can also use it to subscribe to alerts for outages in your development, view inspection appointments, view closed work tickets, and pay your rent.

- <https://my.nycha.info/MyNYCHA/#/login>

6. HomeBase:

Homebase will help you develop a personalized plan to overcome an immediate housing crisis and achieve housing stability. You may be eligible for Homebase services if you: are at imminent risk of entering the New York City shelter system, are low-income, and want to remain stably housed in your community. There are Homebase locations throughout the five boroughs.

- <https://www1.nyc.gov/site/hra/help/homebase-locations.page>

7. Catholic Charities:

Catholic Charities provides services to help with avoiding eviction, finding emergency shelter, and accessing affordable housing. Their website and find help section will not only link you to Catholic Charities resources, but other agencies and organizations as well that may be helpful.

- 888-744-7900
- <https://catholiccharitiesny.org/find-help/need-help-housing>

MENTAL HEALTH

1. NYC Well:

NYC Well is your connection to free, confidential mental health support. Speak to a counselor via phone, text or chat to get access to mental health and substance misuse services. Available in more than 200 languages.

- 1-888-692-9355 (24 hours a day/7 days a week)
- Text WELL to 65173
- <https://nycwell.cityofnewyork.us/en/get-help-now/>

2. LifeNet:

LifeNet is a free, confidential, multilingual, mental health and substance abuse information, referral, and crisis prevention hotline available to anyone at any time. Your call will be answered by a trained behavioral health professional.

- 1-800-LIFENET (24 hours a day/7 days a week)

3. The HOPE Center:

The HOPE Center has licensed clinicians who utilize evidenced based therapeutic modalities to support a variety of daily living challenges ranging from depression, anxiety, low self-esteem, trauma, to sexual abuse and domestic violence, as well as bereavement and family/marriage guidance.

- 347-778-7610 (By appointment only, Monday-Friday 12-6 and Saturday 12-5)
- <http://hopecenterharlem.org/contact/>

DOMESTIC ABUSE

1. NYC Domestic Violence Hotline:

Your local hotline can provide you with domestic violence resources in your community specific to the areas of support you may be looking for.

- 1-800-621-4673

2. New York State Coalition Against Domestic Violence Program Directory:

This directory lists various residential and nonresidential services in New York State by county, including shelters, safe homes, safe dwellings, telephone hotline assistance, information, referrals, counseling, advocacy, community education, and outreach services.

- <https://www.nyscadv.org/find-help/program-directory.html>

3. Safe Horizon:

Safe Horizon provides support, prevents violence, and promotes justice for victims of crime and abuse, their families and communities.

- 1-800-621-4673 (24 hour hotline)
- <https://www.safehorizon.org/>

4. Sanctuary for Families:

Sanctuary for Families advocates for survivors of domestic violence, sex trafficking, and related forms of gender violence.

- 1-212-349-6009 ext.221 (Monday-Friday 9am-5pm)
- <https://sanctuaryforfamilies.org/get-help/>

5. NYC Family Justice Centers:

New York City Family Justice Centers provide comprehensive civil legal, counseling and supportive services for survivors of domestic violence, elder abuse and sex trafficking. Services are free and confidential. All are welcome regardless of language, income, language spoken or immigration status. Spoken translation services are available at every location. No appointment is needed.

- Monday-Friday 9:00am-5:00pm
- <https://www1.nyc.gov/site/ocdv/programs/family-justice-centers.page>

6. New Destiny Housing:

New Destiny Housing works to end the cycle of violence for low-income families and individuals at risk of homelessness and domestic violence by connecting them to safe, permanent housing and services.

- 646-472-0262
- <https://www.newdestinyhousing.org/housing-help/>

7. Good Shepherd Services Safe Homes Project:

Good Shepherd Services Safe Homes Project works to provide a full array of services, which includes a hotline, counseling, safety-planning, as well as a 20-bed shelter for survivors and their children. They also provide targeted services for special populations, including Spanish-speakers, youth, and LGBTQ survivors of partner violence.

- 718- 499-2151(24 hours a day/7 days a week), English and Spanish
- <https://goodshepherds.org/program/safe-homes/>

8. Sakhi for South Asian Women:

Sakhi for South Asian Women exists to end violence against women. Sakhi uses an integrated approach that combines support and empowerment through service delivery, community engagement, advocacy, and policy initiatives.

- 212-868-6741
- <https://www.sakhi.org/domestic-violence-sexual-assault-services/>

9. Violence Intervention Program, Inc.:

Their mission is to lead Latina victims of domestic violence to safety, empower them to live free of violence and reach and sustain their full potential. They pursue their mission by raising community awareness, engaging in activism and providing culturally competent services.

- 1-800-664-5880 (24 hours a day/7 days a week)
- Bilingual Spanish/English
- <https://www.vipmujeres.org/get-help/>

10. OutSmart NYC:

OutSmart NYC is a collective of industry staff, patrons, clinic providers, educators, and activists organizing to prevent and end sexual violence in bars, restaurants, and nightclubs. OutSmart NYC works to prevent sexual violence before it happens, but they also work closely with programs that are dedicated to helping survivors of violence heal.

- <https://www.outsmartnyc.org/resources/>

SUBSTANCE USE

1. Substance Abuse and Mental Health Services Administration (SAMHSA):

This website provides a list of treatment facilities in the United States for those individuals seeking information for substance abuse/addiction and/or mental health issues.

- 1-800-662-4357 (24 hours a day/7 days a week)
- <https://www.findtreatment.samhsa.gov/>

2. Odyssey House:

Odyssey House helps New Yorkers in need overcome drug and alcohol abuse, improve their physical and mental health, and defeat homelessness. There are various outpatient, inpatient, and medication-assisted treatment.

- 866- 888-7880
- <https://odysseyhousenyc.org/recovery-program-services/>

3. New York State Office of Alcoholism and Substance Abuse Services:

The New York State Office of Alcoholism and Substance Abuse Services offers a directory in which individuals can search for prevention programs, treatment programs, as well as providers of clinical screening and assessments.

- <https://www.oasas.ny.gov/providerDirectory/index.cfm>

CHILDCARE

1. Eligibility for childcare voucher:

Eligibility for affordable or no cost early care and education programming is based on factors including why you require care, your family's income, and family size. To enroll in EarlyLearn NYC Head Start, families must meet income and age requirements, and in some cases have a valid reason for care.

- <https://www1.nyc.gov/site/acs/early-care/eligibility-wizard.page>

2. NYC Child Care Connect:

Database to search for childcare including camp, school-based, and pre-k programs.

- <https://a816-healthpsi.nyc.gov/ChildCare/SearchAction2.do>

3. NYC Child Care Resource and Referral Agencies (CCRRs):

If you are looking for child care, the CCRR in your county is a great place to start. They will ask you about the kind of care you are looking for, the ages of your children, the hours of care you need and other specifics such as any special needs your child might have. Based on that information, they will be able to give you a list of providers that most closely meet your needs.

- <https://ocfs.ny.gov/main/childcare/referralagencies.asp#officeList>

4. Head Start:

The Head Start program provides free child development activities and educational programs in the community for eligible children ages 3 and 4 and for their families. The program is available to eligible families through ACS-contracted EarlyLearn NYC programs. Use the ACCESS NYC tool to pre-screen to determine if you may be eligible for Head Start

- Department of Education Outreach Team 212-637-8000
- <https://access.nyc.gov/>

5. The New York City Department of Youth and Community Development:

The NYC Department of Youth and Community Development offers engaging high quality programs for young people in all five boroughs of New York City during the hours they are not in school. They offer sports, volunteering, and educational programs, and paid internships.

- <https://www1.nyc.gov/site/dycd/services/after-school.page>

6. YMCA-NYC After School Program:

The YMCA-NYC after school program focuses on learning enhancement, health and recreation, and building competence and confidence in children. The program runs every regular school day, from 3 p.m. to 6 p.m., in a supervised and structured environment, providing a safe after school alternative for children.

- <https://www.ymcanyc.org/association/preview/classes/yafterschool>

7. University Settlement:

University Settlement provides after-school programs emphasizing literacy and education, providing homework help, tutoring, and the opportunity to use reading and writing as tools for exploration, as well as: dance and music classes, drama, art and sports.

- <https://www.universitysettlement.org/us/programs/youth/after-school/>

8. The Children's Advocacy Project of NYC:

The Children's Advocacy Project (CAP) helps bridge the gap between the many quality social service agencies in the New York City area and the families that can benefit from services these agencies provide. Some areas include after school programs, camps, mentoring, counseling, early intervention programs, legal services, health care, etc.

- <http://cap4kids.org/newyorkcity/parent-handouts/after-school-camps-mentoring/>

9. Summer Camp Programs:

Summer camp programs are a great resource for families and children. There are many programs throughout the city with various interests for different age levels.

- <https://www1.nyc.gov/site/doh/health/health-topics/summer-camps.page>

10. Summer Meals:

During the summer, children can get free breakfast and lunch. Locations include schools, libraries, community pools, and NYCHA buildings. There are also food trucks at some beaches, parks, and playgrounds.

- <https://www.schools.nyc.gov/school-life/food/summer-meals>

11. WHEDco:

WHEDco works with families to help them explore options, determine their eligibility for subsidies, and provide orientation on how to select the right home-based caregiver for their needs. There is a listing of providers on their website as well as information on how to become trained and licensed.

- <https://whedco.org/home-based-childcare/>

12. Fordham Bedford Community Services:

The FBCS Childcare Network services children and families in the Bronx. They currently serve families located in the geographic areas of 10453, 10458, 10468, and 10467. Children must be between the ages of 6 weeks and 3 years old and must be ACS childcare subsidy eligible. Families must apply to become a part of the network.

- 917-801-2515
- http://www.fbcnet.org/index.php?option=com_content&view=article&id=55&Itemid=60

TRANSPORTATION

1. Google Maps:

Find local businesses, view maps and get driving directions in Google Maps. You can select which route you would like to take including subways and busses and which route you prefer if there are more than one option.

- <https://www.google.com/maps>

2. NYC MTA:

Information regarding scheduled service, mapping your route, and how to file a claim if there is an issue with your MetroCard.

- <http://www.mta.info/nyct>

3. NYC Fair Fare:

On June 11, 2018, Mayor de Blasio and NYC City Council Speaker Corey Johnson shook hands on a budget deal that includes full funding for #FairFares for FY19.

- <http://www.cssny.org/campaigns/entry/transit4all#>

FINANCIAL MANAGEMENT

1. Financial Empowerment Center:

The Financial Empowerment Center offers free one-on-one financial counseling to take control of your debt, deal with debt collectors, improve your credit, create a budget, open a bank account, start an emergency fund, save and plan for your future, etc. You can book an appointment on their website or via 311.

- [https://booknow-dca.appointment-plus.com/#/!](https://booknow-dca.appointment-plus.com/#/)

2. New York Legal Assistance Group Financial Counseling:

NYLAG's financial counselors and coaches offer free and confidential services to eligible clients who encounter short term financial crises and/or require long term financial planning.

- <http://www.nylag.org/units/financial-counseling>

3. Financial Planning Association:

Financial professionals, provided in part by the Financial Planning Association of NY, offer their expertise and will answer questions about any personal money matters that you might have. The Financial Planning Association provides free half hour sessions and are private and confidential.

- 800-322-4237
- <https://www.genbook.com/bookings/slot/reservation/30088127?category=87376814>

ENGLISH LANGUAGE LEARNERS (ELL)

1. New York Public Library:

The New York Public Library is a great resource to not only gather information and access the internet, but there are many classes and workshops that are geared towards English Language Learners. You can also get a free library card to access even more of these resources.

- <https://www.nypl.org/events/classes/english>

2. We Speak NYC:

We Speak NYC (formerly We Are New York) provides civic-focused instruction through videos, web and print materials, and free community classes in all five boroughs.

- <https://wespeaknyc.cityofnewyork.us/>

3. Riverside Language Program:

Riverside is the sole provider of free, full-time English classes for Speakers of Other Languages (ESOL) instruction in New York City. They have helped more than 30,000 immigrants from over 80 countries learn English rapidly, thereby accelerating their entry into the American workforce or their pursuit of a higher education.

- 212-662-3200
- <https://www.riversidelanguage.org/>

4. Rennert New York TESOL Center Free English Classes:

Rennert New York TESOL Center offers free English classes through its Teacher Training Program. This free class is open to everyone and is taught by teachers-in-training.

- http://www.rennert.com/tesol/free_classes.htm

5. COPE ESL English Class:

COPE welcomes newcomers regardless of their legal status and are centrally located in the heart of downtown Manhattan, with classes also available in Brooklyn.

- 212-809-5935
- <http://aioacs.org/>

6. Andrew Romay New Immigrant Center (ARNIC):

The Andrew Romay New Immigrant Center (ARNIC), offers a free one-year membership program that provides immigrants, refugees and asylum-seekers a home-like setting where they can improve their English fluency, learn about American culture, network and find professional development opportunities as they begin to build new lives in America. You can sign up to attend an orientation session and apply to be in the program.

- 212-818-1200 ext. 226
- <http://www.esuus.org/esu/programs/arnic/>

SELF-CARE

1. YMCA:

The YMCA offers various fitness programs and camps throughout NYC. There are multiple locations offering programs such as basketball, swimming, exercise classes, personal training etc. Free day passes and financial assistance is available.

- <https://www.ymcanyc.org/association/membership>

2. NYC Parks and Recreation:

NYC Parks and Recreation is New York City's principal provider of recreational and athletic activities and programs. They are home to free concerts, world-class sports events, and cultural festivals.

- <https://www.nycgovparks.org/>

3. IDNYC:

The IDNYC card is an accessible and secure document that enables residents to access City services and grant admission to City buildings, such as schools, can be presented as proof of identification for interacting with the police and is an accepted form of identification for opening a banking account at select financial institutions. The IDNYC also includes discounts on movie tickets, sporting events, prescription drugs, fitness and health centers, supermarkets, and New York City attractions.

- <https://www1.nyc.gov/site/idnyc/card/how-to-apply.page>

WORKPLACE RIGHTS

1. NYC Workers' Bill of Rights:

This document lists important information regarding your rights in the workplace in terms of time off, creating a safe and healthy work environment, etc.

- <https://www1.nyc.gov/assets/dca/downloads/pdf/workers/Workers-Bill-of-Rights.pdf>

2. NYC Commission on Human Rights Women's Rights:

The NYC Commission on Human Rights strives to ensure that women are able to live free from discrimination and harassment in their home, at work, and when enjoying public accommodations like restaurants and public transportation in New York City.

- 718-722-3131
- https://www1.nyc.gov/assets/cchr/downloads/pdf/publications/WomensRight_Brochure.pdf

CONTINUING EDUCATION

1. NYC Department of Education Adult Education (ages 21+):

The NYC Department of Education (Adult Education) provides over 800 classes for adults ages 21 and over, with classes both during the day and at night Monday-Saturday, with more than 175 sites throughout all boroughs in NYC.

- <https://www.schools.nyc.gov/enrollment/other-ways-to-graduate/adult-education>

2. TASC:

TASC Test Assessing Secondary Completion™ is a state-of-the-art and affordable national high school equivalency assessment. It assesses five subject areas including Reading, Writing, Mathematics, Science, and Social Studies. It measures examinees' levels of achievement relative to those of graduating high school seniors, as outlined by the College and Career Readiness standards.

- 888-282-0589 (7:00am-8:00pm)
- <https://tasctest.com/>

EDUCATIONAL TOOLS FOR PARENTS

1. NYC DOE Parents' Bill of Rights:

Parents have certain rights and responsibilities to foster active engagement between parents and schools. A partnership between parents and the educational community is a vital part of the success of a child's educational experience.

- <https://www.schools.nyc.gov/school-life/policies-for-all/parents-bill-of-rights>

2. Individualized Education Program:

The Individualized Education Program is a written document that is developed for each public school child who is eligible for special education. The Individualized Education Program is created through a team effort and reviewed at least once a year.

- <https://www.schools.nyc.gov/special-education/the-iep-process/the-iep>

3. NYC DOE Chancellor's Regulations:

The NYC Department of Education Chancellor's Regulations provides students and families with a list of policies and procedures for public education in NYC.

- <https://www.schools.nyc.gov/school-life/policies-for-all/chancellors-regulations>

LEGAL HELP

1. The Legal Aid Society:

The Legal Aid Society offers three practices including civil practice, criminal defense practice, and juvenile rights practice.

- 212-577-3300
- <https://www.legalaidnyc.org/helplines/>

2. New York City Bar Legal Referral Service:

The New York City Bar Legal Referral Service begins with a conversation with an attorney referral counselor who will listen to your case and determine if a referral to a lawyer is necessary.

- 212-626-7373 (Monday-Friday 8:30am-5:30pm)
- <https://www.nycbar.org/get-legal-help/our-services/request-a-lawyer/>

3. New York Legal Assistance Group (NYLAG):

The New York Legal Assistance Group uses the power of the law to help New Yorkers in need combat social and economic injustice. They address emerging and urgent legal needs with comprehensive, free civil legal services, impact litigation, policy advocacy, and community education.

- 212-613-5000
- <https://www.nylag.org/get-help>

4. New York Lawyers for the Public Interest:

The New York Lawyers for the Public Interest has four main project areas including Pro Bono Clearinghouse, The Disability Justice Program, The Health Justice Program, and the Environmental Justice Program. With the power of community lawyering and partnerships with the private bar, the New York Lawyers for the Public Interest works to support New Yorkers.

- 212-244-4664
- <http://www.nympi.org/factsheets-resources/>

LGBTQ

1. New York City Comptroller LGBTQ Guide:

The LGBTQ guide is a comprehensive directory of organizations and programs in New York City. Providing a list of community and health care facilities, counseling and support groups, a guide to public benefits and much more.

- http://comptroller.nyc.gov/wp-content/uploads/documents/LGBTQ_Guide_2017.pdf

2. The Center: The Lesbian, Gay, Bisexual, & Transgender Community Center:

The Center fosters a welcoming environment where everyone is celebrated for who they are.

They

offer a multitude of health and wellness programs, arts, entertainment and cultural events, wellness, parenthood and family support services.

- 212-620-7310
- <https://gaycenter.org/resources/>