

Challenging Times: A Services and Contact Update from Immigrant and Refugee Services During the Covid-19 Outbreak



Consistent with Catholic Charities Community Services operations, our work with immigrants and refugees for the foreseeable future has shifted remotely but remains in place. Each of our departments, Immigration Legal, Special Projects, Unaccompanied Children, Hotline Services, International Center, and Refugee Resettlement, have engaged staff, existing clients, and prospective clients in particular and appropriate ways to continue to meet needs during these very difficult and challenging times. Follow up is being conducted by phone/video.

- **Immigration Legal Services:** For those in NYC, Immigration Legal Services staff can be contacted by e-mail at: immigration.services@archny.org. For those in the Lower Hudson Valley and Westchester, please call 845-288-2662.
 - **ActionNYC in Schools:** For students and parents in NYC public schools, please call 646-481-2361 and leave your name and phone #.
 - **Immigration Court Helpdesk:** For individuals with future dates before the New York Immigration Court, please call 315-690-4831 and leave your name, A#, and phone #.

- **General Information, Updates and Referrals:** In New York City, call 311 and say “ActionNYC” or call 1-800-354-0365 from 9 am to 6 pm. For the rest of New York State, call 800-566-7636 from 9 am to 8 pm, Monday through Friday.

- **Custodians of unaccompanied minors:** Call 1-888-996-3848 from 9 am to 8 pm, Monday through Friday, for telephonic orientations and other information.

- **Children in removal proceedings:** Call [347-450-5491](tel:347-450-5491) for an appointment with Terra Firma, our medical-legal partnership with Montefiore Hospital.

- **Refugee Resettlement:** Please email: Refugee.Resettlement@archny.org or leave a voicemail at 212-419-3764.

- **English and Citizenship Instruction:** Catholic Charities’ International Center currently offers 25 weekly ESOL classes, from high beginner to advanced levels, and a 10-week ESOL/Citizenship every three months online. For more information visit our website (<https://www.newintlcenter.org/>) or class calendar (<http://bitly.com/icopenclasses>), or call/text 917.751.5460.