

NAVIGATING 311

we
speak
NYC



When is **trash collected**? What about recycling?

There's a **leak** in my apartment, and my landlord isn't fixing it! How can I find affordable housing?

Bed bugs! Help!!

Have a question? Call **311!** 311 can connect you with different kinds of city services. Listen to what these birds learned

311 gives you quick and easy access to all New York City government services and information.

Need assistance with **heat and utility bills**? Ask for HEAP (Home Energy Assistance Program)!

I need a copy of my child's **birth certificate!**

What are my options for **health insurance**?

Ask for Food Help to get **free, healthy food** today at food pantries and community kitchens!

For **public benefits**, ask for Access NYC!

Looking for free **English language learning classes**? Ask for We Speak NYC!

Ask to connect with the Department of Consumer and Worker Protection (DCWP) to learn your **rights as a worker** in New York City!

Need free, confidential **mental health support**? Ask for NYC Well!

Need free, safe **immigration legal help**? Ask for Action NYC!

Where can I find a free **High School Equivalency program**?

Is today a **school holiday**?

Looking for free, full-day and high-quality **pre-kindergarten programs**? Ask for Universal Pre-K!

Who is the **Parent Coordinator** at my child's school?