

COMMUNITY ACTION AND HUMAN SERVICES DEPARTMENT (CAHSD)
THE OFFICE OF NEW AMERICANS

Connecting Miami-Dade County with support services to help you thrive.

RESOURCE GUIDE FOR NEWLY-ARRIVED IMMIGRANTS



IMMIGRATION LEGAL HELP

For legal immigration questions or free consultations, contact Miami-Dade's Office of New Americans at **305-636-1010** or schedule an appointment at bit.ly/CalebCenter.

Beware of immigration service providers who take advantage of their customers. Get help only from a trusted, licensed attorney or accredited representative. Contact the Florida Bar at **866-352-0707** and Miami-Dade's Consumer Mediation Center at consumer@miamidade.gov if you have been the victim of any illegal, improper, or questionable act, including unauthorized law practice, regarding immigration services.



KEEPING OUR COMMUNITIES SAFE

PUBLIC SAFETY

Miami-Dade Police will not detain you for reporting a crime. Call **911** if you are the victim of a crime or see something that concerns you. MDPD does not inquire about or report your immigration status. It does not arrest or detain immigrants unless there is a warrant. You do not have to discuss your immigration or citizenship status with the police or any other officials. Do not lie about your citizenship status or provide fake documents.



PROTECTIONS AGAINST DISCRIMINATION

All Miami-Dade residents have the right to be free from unlawful discrimination, retaliation, and harassment in the workplace, housing, and public places.

To file a complaint or learn more, visit miamidade.gov/global/humanresources/fair-employment/home.page



EMERGENCY FOOD AND SHELTER

Free food for those in need is available at locations across Miami-Dade. Call the Homeless Helpline at **1-877-994-4357** if in need of shelter.



IDENTIFICATION

The Miami Community ID is an identification card that helps Miami-Dade residents identify themselves to law enforcement, schools, banks, health centers, city departments, and social service agencies, and participate in the cultural and business life of the county when an ID is required. Visit miamiid.org to learn more.



EDUCATION

Enroll your children in school. Every child in Miami-Dade has a right to enroll in school, regardless of immigration status. You can enroll your child in school at any point during the school year.

Visit www.dadeschools.net to find your designated school.



CHILDCARE

Miami-Dade's Community Action and Human Services Department's Head Start program is an early childhood education and development program. The program focuses on the development of children from birth to 5 years of age. Head Start services are provided at no cost to families who qualify. Call **786-469-4622** or email headstartinfo@miamidade.gov.



HEALTHCARE

Low-cost emergency and non-emergency health care is available to all at public hospitals and clinics and at other affordable clinics.

Whether by phone, online or, in-person, Miami-Dade's Office of New Americans is here to assist and support all immigrants. Call us directly at 305-636-1010 from 9am-5pm, Tuesday to Thursday, or call 311 Monday through Friday from 7am-7pm and Saturday 8am-5pm.





IMPORTANT PHONE NUMBERS

Miami-Dade County Services	311	Poison Control Center	1-800-222-1222
Emergency: Police/Fire/Medical	911	Office of New Americans	305-636-1010
Police Non-Emergency	305-476-5423	Florida Immigrant Coalition Community Hotline	1-888-600-5762
Suicide Hotline	988	Jewish Community Services Community Hotline	211
Domestic Violence Hotline	800-799-7233	NALEO Citizenship Hotline	888-839-8682
Homeless Helpline	1-877-994-4357	Department of Children and Families	850-300-4323

MEDICAL SERVICES

In case of an emergency, dial 911. Below is a list of low-cost health centers. All hospitals, including privately owned, are required by law to treat a patient or transfer them to a public, state funded hospital.

UHI Community Care Clinic
For all locations, visit UHIcares.com

CHI of South Florida
For all locations, visit CHISouthFL.org

Jessie Trice Community Health Center
For all locations, visit jtchs.org

Miami Beach Community Health Center
For all locations, visit mymbchc.org

Care Resource Community Health Center
For all locations, visit careresource.org

FOOD PANTRIES

Homestead Soup Kitchen
105 SW 3rd Ave. Homestead, FL 33030
Mon., Wed., Fri. 12:00 PM – 1:30 PM

Food for Life Network – Food Bank
3510 Biscayne Blvd., Suite 209 Miami, FL 33137
(305) 576-3663, Mon.– Fri. 9:00 AM – 4:30 PM

Camillus House, Inc.
1603 NW 7th Ave. Miami, FL 33136
(305) 374-1065
Mon.-Fri., Showers & Food 6:00 AM

The True Deliverance Church of Christ
18300 SW 109th Ave. Miami, FL 33157
(305) 254-2163, Tues. and Thurs. 11am –1pm

Curly's House Hope Relief Food Bank
6025 N.W. 6 Court, Miami, Florida 33127
305-759-9805

Food and discounted items such as household, clothing, diapers, soap, deodorant, etc. are available.

LEGAL SERVICES

Catholic Legal Services of Miami
Courthouse Plaza, 28 W Flagler St,
Miami, FL 33130 (305) 373-1073, cclsmiami.org

Americans for Immigrant Justice
6355 NW 36th St, Virginia Gardens, FL 33166
(305) 573-1106, ajjustice.org Mon.-Fri. 9am-5pm

Miami-Dade's Office of New Americans
5400 NW 22nd Avenue, Miami, FL, 33142
(305) 636-1010, Tues.-Thurs.10am-2pm
miamidade.gov/newamericans

Legal Services of Greater Miami
4343 West Flagler Street, Suite 100,
Miami, Florida 33134
(305) 576-0080, legalservicesmiami.org

Church World Services
1924 NW 84 Avenue, Doral, FL 33126
(305) 774-6770, cwssouthflorida.org

Family Action Network Movement (FANM)
100 NE 84th Street, Miami, FL 33138
305-756-8050, fanm.org

EMERGENCY HOUSING

Most emergency housing shelters in Miami-Dade require you to first call the Homeless Helpline at 1-877-994-4357 and/or receive a referral for admittance.

Hermanos De La Calle
(786) 565-7827, info@hermanosdelacalle.org

Catholic Charities of the Archdiocese of Miami
1505 NE 26th Street, Wilton Manors, FL 33305
(305) 754-2444, info@ccadm.org

City of Miami Homeless Assistance Program
(305) 960-4980

Miami Beach Homeless Outreach
(877) 994-4357

Lotus House Women's Shelter
217 NW 15th St, Miami, FL 33136
(305) 438-0556, lotushouse.org

ADDITIONAL SERVICES

MDC Community Action & Human Services
Provides assistance to those experiencing a one-time crisis situation which interrupts their ability to pay utility bills, rent, mortgage or secure necessary food. The program also provides assistance for temporary shelter on a limited basis. For a full list of locations visit miamidade.gov

Jewish Community Services
12000 Biscayne Blvd., Suite 303,
Miami, FL 33181 (305) 576-6550, jcsfl.org

Miami-Dade Library System
101 W Flagler St, Miami, FL 33130
(305) 375-2665, mdpls.org

Catalyst Miami
(305) 576-5001, catalystmiami.org

Sant La Haitian Neighborhood Center
13450 W Dixie Hwy, North Miami, FL 33161
(305) 573-4871, santla.org



Miami-Dade County
Community Action and Human Services Department
Office of New Americans

5400 NW 22nd Ave, 3rd Floor, 33142
305-636-1010 or Call 311 miamidade.gov/SocialServices @CAHSDconnect #CAHSDconnect

To obtain this information in accessible format, please call Patricia Thomas at (786) 469-4740.



To empower individuals, families, and communities through the provision of comprehensive social services.