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*New York's LEADING Union*

**PUTTING  
THE  
PIECES  
TOGETHER  
WHEN  
FACING A  
LAYOFF**

**LAYOFF SERVICES  
GUIDE**



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## **Layoff Services Guide**

We are experiencing a critical turning point in State and Local Government history. When one member of a Local loses his or her job, the whole Local loses a valuable member. Being part of CSEA means we care about our brothers and sisters.

If we are to remain strong, our strength lies in what we can do for our members. CSEA has developed this Guide to help members deal with the many difficult problems and concerns associated with a layoff.

CSEA's goal is to reach every member who will be laid-off with the assistance that is available and with the caring necessary to help make a difference. Use this Guide to help put the pieces together.

### **Your Union is a Resource**

**CSEA WORK Institute can provide ongoing support to help with retraining and reemployment.**

**Contact us at 1-866-478-5548**

**Look for other CSEA contact information at the end of this Guide.**

# Layoff Checklist

The following checklist is to assist you through the layoff process. It may be useful for coping with unemployment, maintaining the benefits available to you, and for finding new employment. The key points covered in the checklist are addressed at length in this Layoff Services Guide.

- File for Unemployment Insurance benefits by either calling 1-888-209-8124 or online at [www.labor.ny.gov](http://www.labor.ny.gov), (TDD/TTY : Hearing-impaired customers who have TDD equipment can call the RELAY CENTER at 1-800-662-1220 and provide the relay operator with the toll-free number for hearing-impaired applicants at 1-888-783-1370.)
- Send a Dues-Free Membership Application to CSEA in order to maintain eligibility for any optional insurances you may have through Pearl Carroll & Associates. (Call CSEA Membership at 1-800- 342-4146, ext. 1314 to request an application.)
- Find out about your health benefits. Talk with your Personnel Department or State employees contact the New York State Department of Civil Service Employee Benefits Division at 1-800-833-4344.
- Utilize your vision and dental plan benefits before they expire. Call the CSEA Employee Benefit Fund at (800) 323-2732 for more information.
- State employees contact the CMO at Career Mobility Office (CMO) if you need customized career counseling, career tools, resources, workshops, or retraining at: (518) 485-6199 or 1-800-553-1322.
- Local government employees and state employees contact your nearest One Stop Center for help with placement services, job counseling, resume preparation, retraining opportunities, information and referrals relating to a variety of other support services at <http://www.labor.state.ny.us/career-center-locator/>
- Obtain information at your nearest One Stop about training opportunities available to all dislocated workers. Ask about extended 599 benefits and dislocated worker programs.
- Eligible State employees apply for NYS & CSEA tuition benefits for up to one year following layoff at 1-800-253-4332.
- Develop a budget plan to successfully manage finances. Contact ClearPoint Credit Counseling Solutions at 1-877-877-1995. Contact creditors such as banks, utilities, phone companies, etc. to arrange deferred payment plans.

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# Section 1 – NYS Unemployment Insurance Benefit

## **How do I file for unemployment insurance benefits?**

New York State residents may apply for unemployment insurance (UI) benefits online at [www.labor.ny.gov](http://www.labor.ny.gov) by following the prompts to file a new claim.

You may also file a claim by calling the appropriate Telephone Claims Center at:

**1-888-209-8124** (TDD/TTY : Hearing-impaired customers who have TDD equipment can call the RELAY CENTER at 1-800-662-1220 and provide the relay operator with the toll-free number for hearing-impaired applicants at 1-888-783-1370.)

## **What information do I need to file my claim?**

- Your Social Security number.
- Your driver's license or Motor Vehicle ID card number, if you have one.
- Your mailing address and zip code.
- A telephone number where you can be contacted for additional information.
- Your alien registration card number, if you have one.
- The names and addresses of all employers for whom you've worked within the last 18 months, including those in another state.
- Your copies of forms SF8 and SF50, if you have had federal employment within the last 18 months.
- A copy of your most recent separation form DD 214, if you are an ex-service member claiming benefits based on your military service.

If you do not have all of the documents listed above, you may still file a claim. There may be some delay, however, in receiving your first payment.

## **Should I wait a week before filing my claim?**

No. File your claim during your first week of total or partial unemployment, which is any week in which you work less than four days and earn less than \$405 gross. To delay may cost you benefits. It is important to file promptly because your first week is an unpaid week referred to as the 'waiting period'.

**Please Remember! For assistance on ALL Unemployment Insurance matters, you MUST call: 1-888-209-8124**

## Section 2 – CSEA Dues-Free Membership For A Laid-Off Member

The purpose of dues-free membership is to allow members to continue their CSEA- sponsored insurance coverage while out of work. Dues-free members can also use the CSEA member's only section of the website.

**Call CSEA Membership at 1-800-342-4146 ext 1314 for an application or  
Email them at [emembership@cseainc.org](mailto:emembership@cseainc.org) \***

Upon CSEA's receipt of the form, the laid-off member will be granted Gratuitous Membership for the first year of unemployment. This status can then be changed to Associate Member if Pearl Carroll & Associates insurances are involved.

Dues-free membership also entitles you to go online and download free Civil Service Test Preparation material.



Dues-free membership does not protect a member's rights with respect to seeking or holding Union office, signing nominating petitions for potential candidates, voting in Union elections and voting on collective bargaining contracts.

**\*Please see *Appendix A* at the end of this guide for an Application For Dues-Free Associate Membership.**

## Section 3 – Health and Retirement Benefits

### ***Health Insurance Coverage - State Employees***

#### **Coverage under Preferred List Provisions Following a Layoff**

If your name is placed on a New York State Department of Civil Service Preferred List for re-employment, you may continue your health insurance coverage under Preferred List provisions. You may continue coverage for up to one year from the date your health insurance in active employee status ends or until you are re-employed in a benefits-eligible position by a NYSHIP employer, whichever occurs first.

If you are not eligible to have your name placed on a Preferred List for re-employment, you may continue health insurance coverage under Preferred List provisions if:

- You are in the noncompetitive class with tenure under Section 75 of the Civil Service Law OR
- Your appointment was permanent. (You are not eligible if your appointment was a provisional or temporary appointment or you are an exempt class employee separated from State service.)

You pay only the employee share of the premium for health insurance coverage under Preferred List provisions.

While you are in Preferred List status, your health insurance premium will be billed on a monthly basis instead of the biweekly premium that was deducted from your paycheck. Contact your agency Health Benefits Administrator for the current Preferred List health insurance monthly premium rates.

#### **If you are not eligible under preferred list provisions or when preferred list coverage ends**

**If you are not eligible for Preferred List health insurance coverage or if your year of coverage under Preferred List provisions ends, you may be eligible to continue coverage:**

- as a retiree, as a vestee, under a direct-pay conversion contract –OR–
- temporarily under COBRA and State continuation of coverage laws

See your NYSHIP General Information Book for information on continuing health insurance in any of these categories; there are deadlines and other requirements. Be sure to talk with your agency Health Benefits Administrator about continuing your health insurance.

#### **If you will be leaving the payroll, plan for your health insurance payments.**

If you leave the payroll, the New York State Department of Civil Service Employee Benefits Division will bill you each month for your health insurance. Your first bill will cover a retroactive payment (beginning with the period your employment status changed) and an advance payment for the next month. **Please be prepared for this larger than usual bill.**

**If you still have questions, call the New York State Department of Civil Service Employee Benefits Division at 518-457-5754 (Albany area), or 1-800-833-4344 (U.S., Canada, Puerto Rico, Virgin Islands).**



## **Health Insurance Coverage - Local Government Employees**

Because of the numerous jurisdictional classifications (competitive class, non-competitive class, labor class) governing Local Government employees, several factors will determine if Preferred List provisions are available. In the event of a layoff, Local Government employees should contact their agency personnel office to determine if Preferred List rights are available and how your health insurance is affected.

### **For CSEA Local Government Employees covered under NYSHIP (Empire Plan)**

#### **Abolition of position and Preferred List**

If your Participating Agency offers Preferred List coverage, you are required to pay only the employee's share of the premium, if any, during this time. Check with your agency Health Benefits Administrator for information about possible changes in your health insurance benefits.

If your job is abolished, ask if your employer offers coverage under Preferred List provisions. If so, and if your name has been placed on a Preferred List, you may continue your health insurance coverage for up to one year (or less) or until you are re-employed by a public or private employer, whichever occurs first. Ask your agency Health Benefits Administrator about the length of the coverage period.

#### **Coverage continues**

If you are not eligible to be placed on Preferred List for re-employment but are separated from service because your position was abolished, you may be permitted to continue your coverage under Preferred List provisions if your employer offers coverage under Preferred List provisions. If your appointment was a permanent appointment, you are eligible to continue health insurance coverage under Preferred List provisions.

You may also be eligible to continue coverage as a retiree, as a vestee or through a direct-pay conversion contract. Be sure to check with your agency Health Benefits Administrator to see if you qualify under those options.

#### **COBRA extends coverage**

When your Preferred List coverage ends, you and your dependents may be eligible to continue coverage under either the New York State Continuation of Coverage Law or COBRA (Federal Continuation of Coverage Law).

### **For CSEA Local Government Employees NOT covered under NYSHIP (Empire Plan)**

**You should contact your agency Health Benefits Administrator for specific details of the rules of your employer regarding health insurance continuation.**

## ***COBRA Rights – State or Local Government Employees***

The Consolidated Omnibus Budget Reconciliation Act (COBRA) allows employees and their families the opportunity for a temporary extension of health care coverage at group rates in certain instances where coverage under the program would otherwise end. The health care benefits you may continue are the same benefits you receive as an active employee enrolled in the New York State Health Insurance Program (NYSHIP). There is also no change in benefits when your dependent enrolls in COBRA.

### **Qualifying Events for COBRA**

**For Employees:** If you are an active employee enrolled in NYSHIP, you have a right to choose this continuation coverage if you lose your group health care coverage because of a reduction in your hours of employment or the termination of employment.

**For Spouses/Domestic Partner:** The spouse or domestic partner of an active employee covered by NYSHIP has the right to choose continuation coverage if the spouse's or partner's coverage under NYSHIP is lost for any of the following reasons: the death of the employee; termination of the employee's employment; reduction in employee's hours of employment; divorce or legal separation, or termination of domestic partnership (Spouse does not automatically lose coverage in NYSHIP if legally separated from employee. However, if legally separated and the employee chooses to discontinue the spouse's dependent coverage under NYSHIP, the spouse is eligible to continue coverage under COBRA); employee is a COBRA enrollee and becomes entitled to receive Medicare benefits.

**For Dependent Children:** A dependent child of an employee covered by NYSHIP has the right to continuation coverage if coverage under NYSHIP is lost for any of the following reasons: the dependent ceases to be an eligible "dependent child" under NYSHIP; the termination of a parent's employment; a reduction in hours of a parent's employment with New York State; parents' divorce or legal separation. (Note: Under NYSHIP, a dependent child does not automatically lose coverage because of parents' legal separation); a parent who is a COBRA enrollee becomes entitled to receive Medicare benefits; or the death of a parent.

An employee or dependent electing to continue coverage must pay the employer the FULL share of the required premium on a monthly basis. Employers may add an additional 2% to the premium to cover administrative costs. You must notify your employer in writing that you wish to continue coverage under COBRA within 60 days of the qualifying event. Failure to make premium payments on a timely manner can result in your loss of coverage.

**For additional information, please contact your former employer. COBRA information can be found by visiting [www.dol.gov/COBRA](http://www.dol.gov/COBRA).**

## ***CSEA Employee Benefit Fund COBRA Rights – Dental and Vision Benefits***

### **State or Local Government Employees**

If you become ineligible for CSEA Employee Benefit Fund coverage because of retirement, termination, layoff, leave without pay or a reduction in hours, you may have certain rights to continue Plan coverage through COBRA.

Following the termination of a member's employment status, the member is covered for 28 days after the last day worked. Unless a terminated employee elects the COBRA option, the eligibility will be ended after this 28 day period. COBRA refers to the Consolidated Omnibus Reconciliation Act of 1986, a federal regulation that gives you the right to continue benefits for a period of 36 months in the event of a change in a member's employment status. In the event of the death of the member, divorce, legal separation, or a child losing dependency status, a dependent could receive up to 36 months of coverage. Because the member is no longer working for New York State, the benefits must be paid for by the employee on a direct pay basis, either monthly or quarterly.

Once EBF's system shows a member's termination date, the member will receive a COBRA application and is provided 60 days to file it with the EBF.

**If you have any questions, you should contact the COBRA Unit at  
(800) 323-2732 or (518) 782-1500.**

Please Note: There are separate provisions in your local CSEA contract agreement with regard to your eligibility for health insurance. In relation to COBRA, the CSEA EBF administers only dental and vision benefits.

## ***NY State of Health The Official Health Plan Marketplace/Medicaid Programs***

### **Individuals & Families**

Beginning January 1, 2014, you and your family will have many new health insurance options available through the Individual Marketplace. You can quickly compare health plan options and apply for assistance that could lower the cost of health coverage.

**Individuals and families may also qualify for free or low-cost coverage from Medicaid or Child Health Plus through the Marketplace.** Anyone who needs health coverage can apply.

To apply go to: <https://nystateofhealth.ny.gov/> or call: 1-855-355-5777

### **Create an Account**

You can create an account online through the NYS of Health website listed above. Once you provide an email address and some information about yourself, you'll get an email invitation to the Marketplace site and can get started! You can also call the Marketplace or get help in your community to set up an account.

When you apply, you will need to provide information about each member of your family, including demographics, any health insurance you or your family already has, and your income, if you want help paying for health coverage.

### **Choose a health insurance plan**

You will choose a health plan for yourself and your family members. The Marketplace will show you the health plans available to you, the benefits covered by the plans, the doctors and facilities that participate in the plan network, and the cost of enrolling in the plan. You can pick plans for yourself and all of your eligible family members whether they qualify for Medicaid, Child Health Plus, or a plan offered through the Marketplace.

### **What kind of assistance is available?**

In the Marketplace, you can apply for help to lower the cost of your health coverage. You may qualify for new tax credits to help pay for your monthly health insurance premiums. For example, in 2014 you may qualify for tax credits if you are an individual earning up to \$45,900 a year or a family of four earning up to \$94,200 a year. You may also be eligible for assistance to help pay for copays, deductibles, and other out-of-pocket costs.

**In-Person Assistors (IPA's)/Navigators** are also available to provide in-person enrollment assistance to individuals and families who would like help applying for health insurance through the Marketplace.

You can visit <http://info.nystateofhealth.ny.gov/IPANavigatorSiteLocations> to find an IPA/Navigator in your area.

### **Child Health Plus**

Starting January 1, 2014, you can apply for Child Health Plus coverage through the New York State of Health Marketplace. Paper, fax, or email applications for Child Health Plus are no longer accepted by Child Health Plus Health Plans as of December 31, 2013.

New York State has a health insurance plan for kids, called Child Health Plus. Depending on your family's income, your child may be eligible to join either Children's Medicaid or Child Health Plus. Both Children's Medicaid and Child Health Plus are available through dozens of providers throughout the state.

You can call this toll free number: 1-800-698-4KIDS (1-800-698-4543), and ask about Child Health Plus and Children's Medicaid. If you are hearing impaired call the TTY number, 1-877-898-5849.

### **What is Medicaid?**

Medicaid is a program for New Yorkers who can't afford to pay for medical care.

You may be covered by Medicaid if:

You have high medical bills, receive Supplemental Security Income (SSI), or

You meet certain financial requirements.

For further information concerning Medicaid please visit the Department of Health web site at: [www.health.ny.gov/health\\_care/medicaid](http://www.health.ny.gov/health_care/medicaid). Contact your local department of social services for more information.

Please see *Appendix C* at the end of this guide for a comprehensive list of Local Social Services Departments.

## ***NYS and Local Retirement / NYS Teachers Retirement***

### **NYS and Local Retirement**

The NYS and Local Retirement System is an excellent source of information on retirement planning and the benefits, implications and complications of membership in the NYS system. On their website you can find helpful publications, benefit calculators, and other resources intended to help you better understand the system and what it can do for you.

Find out more at their website

[www.osc.state.ny.us/retire](http://www.osc.state.ny.us/retire)

or call

866-805-0990 (statewide)

518-474-7736 (Albany area)

### **NYS Teachers' Retirement**

New York State Teachers' Retirement System (NYSTRS) provides retirement, disability and death benefits to eligible New York State public school teachers and administrators.

Find out more at their website

[www.nystrs.org](http://www.nystrs.org)

or call

(800) 348-7298 (statewide)

(518) 447-2900 (Albany area)

Using the extension listed below

#### **Active Members**

- General information: Ext. 6250
- To request an estimate of your retirement benefit: Ext. 6020
- To schedule an appointment in Albany or at a video conference site: Ext. 6100
- For questions about prior service: Ext. 6030
- To request a loan application, or check the status of an application or a balance: Ext. 6250.
- For other questions about a loan: Ext. 6080
- To withdraw your membership: Ext. 6090
- To report an active member's death: Ext. 6110

#### **Retirees**

- General information: Ext. 6150
- For questions about direct deposit of your retirement benefit: Ext. 6230
- For questions regarding earnings after retirement: Ext. 6150
- To report a lost check: Ext. 6160
- For tax and withholding information: Ext. 6120
- To report a retiree's death: Ext. 6140

## Section 4 - Reemployment and Training

### ***NYS and Local Government Civil Service Agencies***

#### **Career Mobility Office (CMO) for State Workers**

The Career Mobility Office (CMO) provides current New York State employees with a variety of services including:

- Customized career counseling
- Career tools, resources, and workshops
- Assistance to help them stay continuously employed in the face of organizational changes

The CMO manages all mandatory reemployment lists: Agency Reduction Transfer List (ARTL), Preferred List and Reemployment Roster. These lists are implemented when an agency is experiencing a Reduction-In-Force (RIF) or a closure. As needed, the CMO will meet with agency personnel to discuss each of the lists and how they are to be used.

The CMO will also meet with the at-risk employees to discuss their options related to the mandatory reemployment lists and will provide assistance to employees in finding alternative employment opportunities.

**If you need any assistance with retraining or reemployment contact the CMO at:**

**(518) 485-6199 OR 1-800-553-1322**

**[careermobility@cs.state.ny.us](mailto:careermobility@cs.state.ny.us)**

**[www.careermobilityoffice.cs.ny.gov](http://www.careermobilityoffice.cs.ny.gov)**

#### **Municipal Civil Service Agencies for Local Government**

Positions in local government fall under the jurisdiction of the Municipal Civil Service Commission or Personnel Officer responsible for administering the merit system in local government. With the exception of certain listed cities and suburban towns, each county is responsible for administering civil service functions for itself and all civil divisions within it including cities, towns, villages, school districts, BOCES and special districts. If the city or town is not listed, you should contact the county civil service agency.

**You can find links to municipal civil services agencies at:**

**[www.cs.ny.gov](http://www.cs.ny.gov)**

**Please see *Appendix B* at the end of this guide for a comprehensive Municipal Civil Service Agencies list.**

## ***NYS & CSEA Partnership Tuition Benefit Program***

### **Who is Eligible?**

**If you are a CSEA-represented NYS employee** at worksites within the State's Executive Branch you continue to be eligible for Partnership benefits for one year following lay-off if you have not been rehired in a permanent CSEA-represented State position and are on a Civil Service Preferred List.

### **Why use a Tuition Benefit?**

The Tuition Benefits Program can help employees:

- obtain a college degree
- qualify for a promotion or career advancement
- update job skills or start a new career direction

### **What can a benefit be used for?**

Eligible employees can apply for Tuition Vouchers, Tuition Reimbursement, Credit-by-Examination Fee Reimbursement and Certification & Licensure Fee Reimbursement from the Partnership.

### **Educational Advisement**

Educational Advisement offers individual and confidential counseling services over the telephone to employees in the areas of professional development, educational planning, financial aid, and non-traditional approaches to further education.

### **Contact the Partnership**

**1-800-253-4332**

**[advisors@nyscseapartnership.org](mailto:advisors@nyscseapartnership.org)**

**[www.nyscseapartnership.org](http://www.nyscseapartnership.org)**



## ***NYS Department of Labor One Stop Centers***

Services in New York State are provided through the One-Stop System. Within this system, there are One-Stop Career Centers – one physical location that houses a variety of employment service providers – and a network of affiliated sites.

A listing of One-Stop Career Centers can be found on the Workforce Development web site at: [www.labor.ny.gov/career-center-locator/](http://www.labor.ny.gov/career-center-locator/)

### **What can I expect to find at a One-Stop Center?**

One-Stop Centers have Resource Rooms that are equipped with computers and reference materials to aid in career decision-making and job seeking. Knowledgeable staff are available to assist in using the Resource Room, doing an advanced job search, developing an employment plan (including the development of a resume), and identifying funding for training, if needed.

**Section 599** is a provision in the Unemployment Insurance Law that makes it possible for unemployment recipients to receive benefits while attending a training course or program. When training has been approved under this provision, unemployment recipients are excused from the requirement to look for work, and may be eligible for additional weeks of benefits when funding is available. One-Stop Center staff will assist you in developing a training program and with the application filing process.

### **What other services are available to a dislocated worker at the One-Stop Center?**

If you are unable to obtain employment through the core services available in the Resource Room, the following services would also be available:

- Comprehensive and specialized assessments of skills and service needs of the dislocated worker;
- Development of Individual Employment Plan;
- Group counseling;
- Individual counseling and career planning;
- Case management for participants seeking training services; and,
- Short-term prevocational services.

**Please see *Appendix C* at the end of this guide for a comprehensive One Stop list.**

### **Job Search Resources**

Career Builder  
[www.careerbuilder.com](http://www.careerbuilder.com)

Indeed  
[www.indeed.com](http://www.indeed.com)

Monster  
[www.monster.com](http://www.monster.com)

## Section 5 - Other Support Services

### **County Departments of Social Services Information (SNAP-HEAP)**

New York State is divided into fifty-eight local social services districts. The five boroughs of New York City comprise one district. Outside of New York City each district corresponds to one of the fifty-seven counties that make up the remainder of the state. County Departments of Social Services (DSS) provide or administer the full range of publicly funded social services and cash assistance programs.

**For more information go to [www.otda.ny.gov/programs/](http://www.otda.ny.gov/programs/)**

#### **The following services are all available at the County Departments of Social Services: Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)**

SNAP helps people and families buy the food they need for good health. You apply for benefits by completing a State application form. Benefits are provided on an electronic card that is used like an ATM card and accepted at most grocery stores.

**To apply for benefits, or for information about the Supplemental Nutrition Assistance Program, contact: Upstate 1-800-342-3009.**

**For further information concerning Supplemental Nutrition Assistance Program (SNAP) please visit their web site at:  
[www.otda.ny.gov/programs/snap/](http://www.otda.ny.gov/programs/snap/)**

#### **Home Energy Assistance Program (HEAP)**

HEAP is a federally funded program that issues heating benefits to supplement a household's annual energy cost. HEAP also offers an emergency benefit for households in a heat or heat related energy emergency. HEAP also offers a furnace repair and/or replacement benefit for households with inoperable heating equipment.

You may apply for HEAP in person at the local social services office (County DSS) in the county in which you reside.

**For further information on HEAP go to: [www.otda.ny.gov/programs/heap/](http://www.otda.ny.gov/programs/heap/)  
or call the NYS HEAP Hotline at 1-800-342-3009**

**Please see *Appendix D* at the end of this guide for a comprehensive County DSS list.**

## **2-1-1 Help Line**

2-1-1 connects people in need to agencies and other organizations that can help them. These groups specialize in providing emergency food, shelter and clothing and crisis counseling. They can help with substance abuse issues, employment, financial and legal issues, physical and mental health needs, and more. When you call 2-1-1, you will speak with someone who can help you find the information you need. The call will be free and confidential.

**2-1-1 ADIRONDACKS (NEW YORK)**  
211 Call 2-1-1 from service area  
(888) 774-0289 Alternative Number  
2-1-1 information and referral service for the following counties in New York: Clinton, Essex and Franklin

**2-1-1 AT 3-1-1 NYC (NEW YORK)**  
211 Call 2-1-1 from service area  
(212) 639-9675 Alternative Number  
2-1-1 services are available in the New York City Region, which includes Bronx, Kings (Brooklyn), New York (Manhattan), Queens, and Richmond (Staten Island) counties.

**2-1-1 FINGER LAKES REGION (NEW YORK)**  
211 Call 2-1-1 from service area  
(585) 275-5151 Alternative Number  
(877) 356-9211 Alternative Number  
2-1-1 information, referral and crisis intervention/suicide hotline service for the following New York counties: Cayuga, Livingston, Monroe, Ontario, Seneca, and Wayne. Serves as the hub site for the 2-1-1 Finger Lakes Region, working with two partner sites (2-1-1 Helpline and 2-1-1 Tompkins - see separate listings) to provide information & referral services to a 12 county region in the Finger Lakes (Allegany, Cayuga, Chemung, Livingston, Monroe, Ontario, Seneca, Schuyler, Steuben, Tompkins, Wayne and Yates Counties).  
2-1-1/LIFE LINE answers all after-hours, weekend and holiday calls for the region.

**2-1-1 HELPLINE (NEW YORK)**  
211 Call 2-1-1 from service area  
(800) 346-2211 Alternative Number  
2-1-1 information and referral service for the following counties in New York: Allegany, Chemung, Schuyler, Steuben, and Yates.

**2-1-1 HUDSON VALLEY (NEW YORK)**  
211 Call 2-1-1 from service area  
(800) 899-1479 Alternative Number  
(914) 993-3700 Alternative Number  
2-1-1 information and referral for the following counties in New York: Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester.

**2-1-1 LONG ISLAND (NEW YORK)**  
211 Call 2-1-1 from service area  
(888) 774-7633 Alternative Number 2-1-1 information and referral service for the following counties in New York: Nassau and Suffolk.

**2-1-1 NORTHEAST REGION (NEW YORK)**  
211 Call 2-1-1 from service area  
(888) 366-3211 Alternative Number  
(518) 694-8900 Alternative Number  
2-1-1 information and referral services for the following counties in New York: Albany, Columbia, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, and Washington

**2-1-1 SUSQUEHANNA RIVER REGION (NEW YORK)**  
211 Call 2-1-1 from service area  
(800) 901-2180 Alternative Number  
(800) 227-5353 Alternative Number  
2-1-1 information and referral service for the following counties in New York: Broome and Tioga. First Call For Help Information & Referral in Chenango County - maintains information for Delaware & Otsego Counties

**2-1-1 TOMPKINS/CORTLAND (NEW YORK)**  
211 Call 2-1-1 from service area  
(607) 272-9331 Alternative Number  
(877) 211-8667 Alternative Number  
2-1-1 information and referral service for the following counties in New York: Cortland and Tompkins

**2-1-1 WESTERN NEW YORK**  
211 Call 2-1-1 from service area  
(888) 696-9211 Alternative Number  
2-1-1 information and referral service for the following counties in New York: Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming.

**For further information about 211 go to: [www.211.org](http://www.211.org).**

## **ClearPoint Credit Counseling Solutions**

ClearPoint Credit Counseling Solutions has nine centrally located branch offices throughout upstate New York. Contact information is listed below.

Numerous satellite counseling centers are also available for those living outside the immediate vicinity of our branch offices. Satellite offices and their hours of operation are listed below under their affiliated branches. Contact the affiliated branch office for an appointment or information about ClearPoint Credit Counseling Solutions satellite offices.

**If you live outside of the areas listed below, please contact Customer Service at 1-877-877-1995 for assistance.**

### **Albany**

Consumer Credit Counseling Service  
of the Capital Region and Hudson Valley  
2 Computer Drive West Albany, NY 12205  
*Local Tel: (518) 438-3710*

### **ClearPoint's Syracuse**

5794 Widewaters Parkway  
Syracuse, NY 13214  
*Local Tel: (315) 445-8960*

### **Binghamton**

Consumer Credit Counseling Service  
of the Central Southern Tier  
The Metro Center  
49 Court Street Binghamton, NY 13901  
*Local Tel: (607) 773-4772*

### **Watertown**

Consumer Credit Counseling Service  
of the North Country  
215 Washington Street Suite 005  
Watertown, NY 13601  
*Local Tel: (315) 786-2861*

### **Cornell University**

Cornell University  
130 Day Hall Ithaca, NY 14853  
(Satellite Office: Open second  
Monday of every month.)

**For further information concerning ClearPoint Credit Counseling Solutions agency  
please visit their web site at  
[www.clearpointcreditcounselingsolutions.org/office-locations/#new-york](http://www.clearpointcreditcounselingsolutions.org/office-locations/#new-york)**

# Personal Budget Calculator

Budget Amount	Monthly	Yearly	Discretionary Expenses:	Monthly	Yearly
<b>Income:</b>	X 12		Credit Card Bills		
Your Primary Income			Credit Card Bills		
Your Spouse's Income			Credit Card Bills		
Child Support or Alimony			Credit Card Bills		
Social Security Income			Auto Loan (s)		
Disability Income			Gasoline		
Pension Income			Cable or Satellite TV		
Investment Income			Mobile Phone (s)		
Real Estate Investment Income			Home Improvement		
Business Income			Home Security		
Other Income			Garden Supplies		
<b>Total Income</b>		\$	Entertainment (not dining out)		
<b>Necessary Expenses:</b>			Travel & Vacation		
Payroll Taxes			Pets, Pet Care and Pet Food		
Other income deductions			Clothing (above what's needed)		
Rent or Mortgage			Internet Access		
2nd Mortgage or Equity Loan			Computer Costs		
Property Taxes			Gym membership		
Child Support or Alimony Payments			Beer & Alcohol		
Water			Cigarettes & Tobacco		
Garbage			Other		
Gas & Electric			Other		
Auto Insurance			Other		
Auto repairs			Other		
Food & Groceries (not dining out)			<b>Total Discretionary Expenses</b>	\$	\$
Clothing (necessary)					
Telephone (not mobile phone)			<b>Investment Assets:</b>		
Home or Renters Insurance			401K, 403B deposits		
Healthcare or Insurance Costs			IRA deposits		
Dental Care or Insurance Costs			Employee Stock Plans		
Life Insurance Costs			Brokerage Deposits		\$
Student Loans			Other		
Home Repairs			<b>Total Investment Assets</b>	<b>Monthly</b>	<b>Yearly</b>
Home supplies					
Dry cleaning			<b>Results:</b>		
Laundry			Total Income		
Investment Real Estate Expenses			Necessary Expenses Subtract	\$	\$
Business Income Expenses			Discretionary Expenses Subtract		
Child & Baby Expenses			Amount remaining to save or invest		
Other dependent expenses					
<b>Total Necessary Expenses</b>		\$			

## ***Employee Assistance Program***

Times of change are very stressful for everyone concerned-employees facing layoffs as well as those not directly affected. The Employee Assistance Program (EAP) is a service to help employees and their families cope with challenges in their lives.

### **State Employees**

Specially trained EAP Coordinators provide information, problem assessment, and if needed, referrals to community resources to help employees address a broad range of issues including anxiety, depression, financial concerns, relationship problems, substance abuse, parenting, and more. EAP services are confidential, voluntary, and at no cost to the employee.

**To learn more about the New York State Employee Assistance Program or to contact an EAP Coordinator visit [www.worklife.ny.gov/eap](http://www.worklife.ny.gov/eap) or call 800-822-0244.**

### **Local Government Employees**

Some municipal agencies have Employee Assistance Programs that can provide employees with assessment and referral for alcohol and substance abuse, family issues, financial counseling, health and wellness, mental health services, stress management, and other services to help employees and families cope with difficult situations in their lives.

**You will need to contact your Human Resources Office to learn if you have EAP services available at your agency.**

## **Appendix A: CSEA Dues-Free Membership Application**

CSEA, INC.  
Local 1000/AFSCMF/AFL-CIO  
143 Washington Avenue, Albany, NY 12210

### Application For Dues Free Associate Membership For A Laid-Off Member

I certify that as a member in good standing, I \_\_\_\_\_, have been  
(Print Full Name)

laid off from my employment as of \_\_\_\_\_ and I have been placed on a preferred list for  
(Date)

rehire for \_\_\_\_\_ by my employer. The first year, I will be placed on dues  
(Job Title)

free membership and after the first year, I will become an Associate Member at the cost of \$ 52.00 per year.

It should be noted that CSEA membership is a requirement to continue participation in the CSEA voluntary insurance programs. While you are laid off, you must make arrangements to direct pay your insurance premiums to keep your insurance coverage in force. Please call the CSEA Insurance Department at 1-800-342-4146, ext. 1337 to make these arrangements.

Please be advised you **MUST** contact the Employee Benefit Fund at 1-800-323-2732, for further information regarding your benefits.

I will notify the Membership Department of CSEA the date I return to work and will furnish CSEA with the name of my employer and my work address.

DATE: \_\_\_\_\_

SIGNATURE OF MEMBER: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

AREA CODE & HOME PHONE: \_\_\_\_\_

EMPLOYED BY: \_\_\_\_\_

CSEA ID NUMBER: \_\_\_\_\_

Should you have any questions, please call Membership at 1-800-342-4146, ext. 1314

When completed, please fax to (518) 465-2382 or mail this form to:

CSEA, Inc.  
Membership Department  
143 Washington Avenue  
Albany, NY 12210

## Appendix B: Municipal Civil Service Agencies Contact Information

Cities, Towns, Others		Counties	
<i>Albany Municipal Civil Service Commission</i>	(518) 434-5049	<i>Albany County Department of Civil Service</i>	(518) 447-7770
<i>Amsterdam City Civil Service Commission</i>	(518) 841-4362	<i>Allegany County Human Resources- Civil Service Department</i>	(585) 268-9212
<i>Auburn City Civil Service Commission</i>	(315) 255-4141	<i>Broome County Department of Personnel</i>	(607) 778-2222
<i>Binghamton City Civil Service Commission</i>	(607) 772-7008	<i>Cattaraugus County Civil Service Commission</i>	(716) 938-9111
<i>Buffalo City Department of Human Resources</i>	(716) 851-5900	<i>Cayuga County Civil Service Commission</i>	(315) 253-1284
<i>Cohoes City Civil Service Commission</i>	(518) 233-2132	<i>Chautauqua County Department of Human Resources</i>	(716) 753-4237
<i>Corning City Civil Service Commission</i>	(607) 962-0340	<i>Chenango County Personnel/ Civil Service Office</i>	(607) 337-1470
<i>Fulton Municipal Civil Service Commission - Glen Cove City of</i>	(315) 593-2222 (516) 676-4814	<i>Clinton County Department of Personnel</i>	(518) 565-4676
<i>Ithaca City Civil Service Commission</i>	(607) 274-6539	<i>Columbia County Civil Service Commission</i>	(518) 828-6622
<i>Kingston City Civil Service Commission</i>	(845) 334-3921	<i>Cortland County Personnel/Civil Service Department</i>	(607) 753-5076
<i>Lackawanna City Civil Service Commission</i>	(716) 827-6467	<i>Delaware County Personnel Office</i>	(607) 746-2318
<i>Lockport City Civil Service Commission</i>	(716) 439-6659	<i>Dutchess County Personnel Department</i>	(845) 486-2169
<i>Long Beach City Civil Service Commission</i>	(516) 705-7214	<i>Erie County Department of Personnel</i>	(716) 858-8484
<i>Mechanicville City Civil Service Commission</i>	(518) 664-8331	<i>Essex County Department of Personnel</i>	(518) 873-3361
<i>Middletown City Civil Service Commission</i>	(845) 346-4106	<i>Franklin County Personnel Office</i>	(518) 481-1676
<i>Mount Vernon City Civil Service Commission</i>	(914) 665-2357	<i>Fulton County Personnel Department</i>	(518) 736-5574
<i>New Rochelle City Civil Service Commission</i>	(914) 654-2172	<i>Genesee County Personnel Department</i>	(585) 344-2550
<i>Newburgh City Civil Service Commission</i>	(845) 569-7340	<i>Greene County Civil Service Commission</i>	(518) 719-3253
<i>Niagara Falls City Civil Service Commission</i>	(716) 286-4430	<i>Hamilton County Personnel</i>	(518) 548-6375
<i>Norwich City Civil Service Commission</i>	(607) 334-1235	<i>Herkimer County Personnel Department</i>	(315) 867-1115
<i>Ogdensburg City Civil Service Commission</i>	(315) 393-3540	<i>Jefferson County Department of Human Resources</i>	(315) 785-3147
<i>Oneida City Civil Service Commission</i>	(315) 363-1561	<i>Lewis County Civil Service Commission</i>	(315) 376-5349
<i>Oneonta City Civil Service Commission</i>	(607) 432-0670	<i>Livingston County Personnel Office</i>	(585) 243-7570
<i>Oswego City Department of Personnel</i>	(315) 342-8159	<i>Madison County Personnel Department</i>	(315) 366-2341
<i>Port Jervis City Civil Service Commission</i>	(845) 858-4052	<i>Monroe County Department of Human Resources</i>	(585) 753-1700
<i>Rensselaer City Civil Service Commission</i>	(518) 462-0419	<i>Montgomery County Personnel Department</i>	(518) 853-8368
<i>Rochester City Civil Service Commission</i>	(585) 428-7115	<i>Nassau County Civil Service Commission - Niagara County Civil Service</i>	(516) 572-1882 (716) 438-4071
<i>Rome City Civil Service Commission</i>	(315) 339-7609	<i>Oneida County Department of Personnel</i>	(315) 798-5726
<i>Salamanca City Civil Service Commission</i>	(716) 945-4250	<i>Onondaga County Department of Personnel</i>	(315) 435-3537
<i>Saratoga Springs City Civil Service Commission</i>	(518) 587-7098	<i>Ontario County Department of Human Resources</i>	(585) 396-4465
<i>Sherrill City Personnel Office</i>	(315) 363-2440	<i>Orange County Department of Personnel</i>	(845) 291-2707
<i>Tonawanda City Civil Service Commission</i>	(716) 695-8626	<i>Orleans County Department of Personnel</i>	(585) 589-3108
<i>Troy City Civil Service Commission</i>	(518) 279-7123	<i>Oswego County Department of Personnel</i>	(315) 349-8367
<i>Utica City Civil Service Commission</i>	(315) 792-0225	<i>Otsego County Personnel Department</i>	(607) 547-4239
<i>Watertown City Civil Service Commission</i>	(315) 785-7733	<i>Putnam County Personnel Department</i>	(845) 808-1650
<i>Watervliet City Civil Service Commission</i>	(518) 270-3800	<i>Rensselaer County Civil Service Commission</i>	(518) 270-2943
<i>White Plains City Department of Personnel</i>	(914) 422-1257	<i>Rockland County Department of Personnel</i>	(845) 638-5200
<i>Yonkers City Civil Service Commission</i>	(914) 377-6092	<i>Saratoga County Department of Personnel</i>	(518) 885-2225
<b>Region</b>		<i>Schenectady County Civil Service Commission</i>	(518) 388-4233
<i>Chemung/ Elmira Regional Civil Service Commission</i>	(607) 737-2918	<i>Schoharie County Department of Personnel</i>	(518) 295-8374
<b>Town</b>		<i>Schuyler County Civil Service Department</i>	(607) 535-8190
<i>Colonie Town of, Civil Service Department</i>	(518) 783-2721	<i>Seneca County Personnel Office</i>	(315) 539-1712
<i>Hempstead Town of, Civil Service Commission</i>	(516) 489-5000	<i>St. Lawrence County Central Services Department</i>	(315) 379-2210
<i>CUNY</i>	(212) 541-0185	<i>Steuben County Department of Personnel</i>	(607) 664-2345
<b>Other</b>		<i>Suffolk County Department of Civil Service</i>	(631) 853-5500
<i>NYC Dept of Citywide Administrative Services</i>	(212) 669-7000	<i>Sullivan County Personnel Department</i>	(845) 807-0485
<i>New York City School Construction Authority</i>	(718) 472-8155	<i>Tioga County Personnel Office</i>	(607) 687-8207
<i>The City University of New York (CUNY), Office of Human Resources Management</i>	(212) 541-0185	<i>Tompkins County Personnel Office</i>	(607) 274-5526
		<i>Ulster County Personnel Department</i>	(845) 340-3550
		<i>Warren County Department of Personnel</i>	(518) 761-6440
		<i>Washington County Personnel Office</i>	(518) 746-2250
		<i>Wayne County Personnel Department - Westchester County Department of Human Resources</i>	(315) 946-7483 (914) 995-2101
		<i>Wyoming County Civil Service Commission</i>	(585) 786-8830
		<i>Yates County Personnel Department</i>	(315) 536-5112



## **Appendix C: NYS Department of Labor One Stop Contact Information**

**Albany**-Career Central  
175 Central Ave  
Albany, NY 12206  
P: (518) 462-7600 X162

**Allegany**-Cattaraugus-Allegany  
Counties-Allegany County  
Employment and Training Center  
7 Wells Ln, Belmont, NY 14813  
P: (585) 268.9237

**Bronx**-New York City  
Workforce 1 Career Center  
400 East Fordham Rd 8th Fl  
Bronx, NY 10455  
P: (718) 960-2458

**Bronx**-New York City  
Bronx Hunt Point  
1029 E 163rd St 3rd Fl  
Bronx, NY 10459  
P: (347) 854-0582

**Broome**-Broome-Tioga  
Workforce New York  
171 Front St  
Binghamton, NY 13905  
P: (607) 778-2136

**Chautauqua**-Chautauqua Works  
407 Central Ave  
Dunkirk, NY 14048  
P: (716) 366-9015

**Cattaraugus**-  
Cattaraugus One Stop  
175 North Union St, Ste 4  
Olean, NY 14760  
P: (716) 373-1880

**Cayuga**-Cayuga-Cortland  
Counties Cayuga Works  
Career Center  
199 Franklin St, Suite 204  
Auburn, NY 13021  
P: (315) 253-1590

**Chautauqua**-Chautauqua County  
Chautauqua Works  
407 Central Ave  
Dunkirk, NY 14048  
P: (716) 366-9015

**Chautauqua**-Chautauqua County  
Jamestown Career Center  
23 E. 3rd St

Jamestown, NY 14701  
P: (716) 661-9553

**Chemung**-Chemung-Schuylers-  
Steuben Counties  
Elmira Career Center  
Chemung/Schuylers/Steuben  
Workforce Development  
318 Madsion Ave,  
Elmira, NY 14901  
P: (607) 733-7131

**Chenango**-Chenango-Delaware-  
Otsego Counties CDO Workforce  
1 Ohara Drive  
Norwich, NY 13815  
P: (607) 334-2201 X128

**Clinton**-North Country  
OneWorkSource  
194 US Oval  
Plattsburgh, NY 12903  
P: (518) 561-0430  
Toll Free: (866) 967-5768

**Columbia**  
Columbia Greene Counties  
Columbia /Greene  
Community College  
4400 Route 23, Hudson, NY 12534  
P: (518) 828-4181 X5510

**Cortland**  
Cayuga-Cortland Counties  
Cortland Works Career Center  
99 Main St, Cortland, NY 13045  
P: (607) 756-7585

**Delaware**-Chenango-Delaware-  
Otsego Counties  
CDO Workforce  
1 Gallant Ave, Delhi, NY 13753  
P: (607) 746-7477

**Delaware**-Chenango-Delaware-  
Otsego Counties  
CDO Workforce  
21 Liberty St, Sidney, NY 13838  
P: (607) 561-7550

**Dutchess**-Dutchess County  
Dutchess Works  
233 Main St  
Poughkeepsie, NY 12601  
P: (845) 473-9000 X143

**Erie**-Erie County  
Buffalo Employment  
& Training Center  
77 Goodell St, Buffalo, NY 14203  
P: (716) 856-5627

**Erie**- Erie Community College  
One-Stop Center  
3176 Abbott Rd  
Orchard Park, NY 14127  
P: (716) 270-4444

**Erie**-Erie County  
Williamsville One Stop Center  
4175 Transit Rd, Transitown Plaza  
Williamsville, NY 14221  
P: (716) 634-9081

**Erie**-Erie County  
Buffalo One Stop Center  
284 Main St, Buffalo, NY 14202  
P: (716) 851-2600

**Essex**-Elizabethtown  
One Work Source Center  
103 Hand Ave, Suite 1  
P.O. Box 607  
Elizabethtown, NY 12932  
P: (518) 873-2341  
Toll Free: (800) 675-2668

**Franklin**-North Country  
Malone One Work Source Center  
158 Finney Boulevard  
Malone, NY 12953  
P: (518) 481-5755

**Fulton**  
Fulton-Montgomery-Schoharie  
Gloversville Workforce Solutions  
43-47 North Main Street  
Gloversville, NY 12078  
P: (518) 725-6473

**Genesee**-Genesee-Livingston-  
Orleans-Wyoming Counties  
Genesee County Career Center  
587 East Main St  
Suite 100 Eastown Plaza  
Batavia, NY 14020  
P: (585) 344-2042

**Herkimer**-Herkimer-Madison-  
Oneida · Working Solutions  
One-Stop Career Center  
320 N. Prospect St

Herkimer, NY 13350  
P: (315) 867-1400

**Jefferson**-Jefferson-Lewis  
The Work Place  
1000 Coffeen St  
Watertown, NY 13601  
P: (315) 782-9252

**Kings**-New York City  
Brooklyn Workforce 1  
Career Center  
9 Bond St, 5th Fl  
Between Livingston & Fulton Sts  
Brooklyn, NY 11201  
P: (718) 246-5219

**Kings**-NYC  
NYS Dept of Labor MetroTech  
Workforce 1 Career Center  
250 Schermerhorn St  
Brooklyn, NY 11201  
P: (718) 780-9200

**Lewis**-Jefferson-Lewis  
The Work Place  
5274 Outer Stowe St  
Lowville, NY 13367  
P: (315) 376-5800

**Livingston**-Genesee-Livingston-  
Orleans-Wyoming Counties  
Livingston County Office  
Workforce Development  
6 Court St, Room 105  
Geneseo, NY 14454  
P: (585) 243-7047

**Madison** County  
Herkimer-Madison-Oneida  
Working Solutions  
Working Solutions Career Center  
1006 Oneida Plaza Drive  
Oneida, NY 13421  
P: (315) 363-2400

**Monroe**- RochesterWorks!  
Welfare-to-Work Center  
Department of Social Services  
691 St. Paul St  
Rochester, NY 14605  
P: (585) 753.5656

**Monroe**- Rochester Works!  
Career Center  
276 Waring Ave, Rochester, NY  
14609  
P: (585) 266-7760

**Monroe**- Rochester Works!  
Career Center  
255 North Goodman St  
Rochester, NY 14607  
P: (585) 258-3500

**Montgomery**-Fulton-  
Montgomery-Schoharie  
Amsterdam Workforce Solutions  
2620 Riverfront Center  
Amsterdam, NY 12010  
P: (518) 842-3676 X3037

**Nassau**-Hempstead/  
City of Long Beach  
Hempstead Works Career Center  
Hempstead Executive Plaza 50  
Clinton St, Suite 400  
Hempstead, NY 11550  
P: (516) 485-5000

**Nassau**-Oyster Bay Consortium  
Hicksville Career Center  
301 W. Old Country Rd  
Hicksville, NY 11801  
P: (516) 934-8532

**Nassau**-Oyster Bay Consortium  
Massapequa Employment Center  
977 Hicksville Rd  
Massapequa, NY 11758  
P: (516) 797-4560

**New York**-NYC  
NYS Department of Labor  
Lower Manhattan  
Workforce1 Career Center  
1 Hudson Square, 75 Varick St  
New York, NY 10013  
P: (212) 775-3771

**New York**-NYC  
NYC Workforce 1 Career Center  
215 West 125th St 6th Fl  
Between 7th & 8th Aves  
New York, NY 10027  
P: (917) 493-7200

**Niagara**-Niagara County  
Trott ACCESS Center  
Niagara County E&T, 1001 11th St  
Niagara Falls, NY 14301  
P: (716) 278-8281

**Niagara**-Niagara County  
Lockport WorksourceOne Center  
81 Walnut St, Lockport, NY 14094  
P: (716) 433-6766

**Oneida**-Herkimer-Madison-Oneida  
Working Solutions  
One-Stop Career Center  
NYS Office Building, Suite 202  
207 Genesee St, 2nd Fl  
Utica, NY 13501  
P: (315) 793-2229

**Oneida**-Herkimer-Madison-Oneida  
Rome Working Solutions  
300 West Dominick St Ste1  
Rome, NY 13440  
P: (315) 356-0662

**Onondaga**-Onondaga County  
CNY Works  
443 North Franklin St  
Lower Level  
Syracuse, NY 13204  
P: (315) 473-8250

**Ontario**-Ontario-Seneca-Wayne-  
Yates Counties  
Finger Lakes Works - Geneva  
70 Elizabeth Blackwell St  
Geneva, NY 14456  
P: (315) 789-1771

**Ontario**-Ontario-Seneca-Wayne-  
Yates Counties  
Finger Lakes Works – Ontario  
3010 County Complex Drive  
Canandaigua, NY 14424  
P: (585) 396-4020

**Orange**-Orange County  
Orange Works Career Center  
The Maple Building 3 Washington  
Center 4th Fl  
Newburgh, NY 12550  
P: (845) 568-5090

**Orange-Orange County**  
Orange Works Career Center  
Fulton Plaza  
33 Fulton St., 2nd Fl  
Middletown, NY 10940  
P: (845) 346-1100

**Orange-Orange County**  
Orange Works Career Center  
Hunt Building, 123 Pike St  
Port Jervis, NY 12771  
P: (845) 858-1464

**Orleans-Genesee-Livingston-  
Orleans-Wyoming Counties**  
Orleans Center for  
Workforce Development  
458 West Ave, Suite 3  
Albion, NY 14411  
P: (585) 589-5335

**Oswego-Oswego County**  
Oswego Workforce New York  
200 N. 2nd St  
Fulton, NY 13069  
P: (315) 591-9000

**Otsego-Chenango-Delaware-  
Otsego Counties**  
Chenango / Delaware / Otsego  
Local Workforce Investment Area  
CDO Workforce 12 Dietz St  
Oneonta, NY 13820  
P: (607) 432-4800 X115

**Putnam-Westchester**  
Balance/Putnam  
Westchester / Putnam 1 Stop  
110 Old Rte. 6, Building 3  
Carmel, NY 10512  
P: (845) 808-1651

**Queens-New York City**  
Queens One-Stop Career Center  
168-25 Jamaica Ave, 2nd Fl  
Jamaica, NY 11432  
P: (718) 557-6755

**Queens-New York City**  
NYS Department of Labor  
Flushing Workforce 1  
Career Center  
138-60 Barclay Ave, 2nd Fl  
Flushing, NY 11355

P: (718) 321-6307

**Rensselaer-Capital Region**  
Rensselaer County Career Center  
1600 7th Ave, 4th Fl  
Troy, NY 12180  
P: (518) 270-2860

**Richmond-New York City**  
Staten Island Workforce 1  
Career Center  
120 Stuyvesant Plaza, 3rd Fl  
Staten Island, NY 10301  
P: (718) 285-8404

**Rockland-Rockland County**  
Tomorrows Workplace  
One Perlman Dr  
Spring Valley, NY 10977  
P: (845) 356-5100

**St Lawrence-**  
St. Lawrence Career Center  
80 State Highway 310, Suite 8  
Canton, NY 13617-1498  
P: (315) 386-3276

**St Lawrence-St. Lawrence**  
One-Stop Career Center  
35 Glenn St, Massena, NY 13662  
P: (315) 769-3596

**St Lawrence-St. Lawrence**  
One-Stop Career Center  
1020 Park St  
Ogdensburg, NY 13669  
P: (315) 393-4600

**Saratoga-Saratoga-Warren-  
Washington Counties**  
Saratoga County  
Employment & Training  
152 West High St  
Ballston Spa, NY 12020  
P: (518) 884-4170

**Schenectady-Capital Region**  
Schenectady Job Training Agency  
797 Broadway  
Schenectady, NY 12305  
P: (518) 344-2735

**Schoharie-Fulton-**  
Montgomery-Schoharie  
Cobleskill Workforce Solutions

795 East Main St Suite 4  
Cobleskill, NY 12043  
P: (518) 234-4254

**Schuyler-Chemung-  
Schuyler-Steuben Counties**  
Montour Falls Career Center  
Chemung/Schuyler/Steuben  
Workforce Development  
323 Owego St  
Montour Falls, NY 14865  
P: (607) 776-2125

**Seneca-Ontario-Seneca-  
Wayne-Yates Counties**  
Finger Lakes Works – Seneca  
1 DiPronio Drive  
Waterloo, NY 13165  
P: (315) 539-1905

**Steuben-Chemung-Schuyler-  
Steuben Counties**  
Corning Career Center  
Chemung/Schuyler/Steuben  
Workforce Development  
20 Denison Parkway West  
Suite 102  
Corning, NY 14830  
P: (607) 937-8337

**Steuben-Chemung-Schuyler-  
Steuben Counties**  
Hornell Career Center  
Chemung/Schuyler/Steuben  
Workforce Development  
107 Broadway  
Hornell, NY 14843  
P: (607) 324-8388

**Steuben-Chemung-Schuyler-  
Steuben Counties**  
Bath Career Center  
Chemung/Schuyler/Steuben  
Workforce Development  
117 East Steuben St  
Bath, NY 14810  
P: (607) 776-7712

**Suffolk-Suffolk County**  
The One-Stop Employment Center  
Suffolk County Dept of Labor  
725 Veterans Memorial Highway  
Hauppauge, NY 11788  
P: (631) 853-6600

**Suffolk**-Suffolk County  
Suffolk County Dept of Labor  
Suffolk Works  
Employment Program  
395 Oser Ave  
Hauppauge, NY 11788  
P: (631) 853-3877

**Suffolk**-Suffolk County  
NYS Dept of Labor  
160 South Ocean Ave  
Patchogue, NY 11772  
P: (631) 687-4818

**Sullivan**-Sullivan County  
Sullivan Works One-Stop Center  
50 North St, Monticello, NY 12701  
P: (845) 794-3340

**Tioga**-Broome-Tioga Counties  
Tioga Employment Center  
1062 State Route 38, PO Box 108  
Owego, NY 13827  
P: (607) 687-8500

**Tompkins**-Tompkins County  
Tompkins Workforce New York  
Career Center  
Center Ithaca, Suite 241  
171 East State St  
Ithaca, NY 14850  
P: (607) 272-7570

**Ulster**-Ulster County  
Ulster County One-Stop Center  
601 Development Court Ulster Ave  
Kingston, NY 12401

P: (845) 338-4696

**Warren**-Saratoga-Warren  
Washington Counties  
Career Center of  
Warren County  
Northway Plaza  
Queensbury, NY 12804  
P: (518) 743-0925

**Washington**-Saratoga-Warren-  
Washington Counties  
One-Stop of Washington County  
383 Broadway  
Fort Edward, NY 12828  
P: (518) 746-2390

**Wayne**-Ontario-Seneca-  
Wayne-Yates Counties  
Finger Lakes Works Career Center  
1519 Nye Rd, Suite 601  
Lyons, NY 14489  
P: (315) 946-7270

**Westchester**-Westchester  
Balance / Putnam  
Westchester County Employment  
Center  
120 Bloomingdale Rd  
White Plains, NY 10605  
P: (914) 995-3910

**Westchester**-Westchester  
Balance / Putnam  
Peekskill Employment Center  
201 James St  
Peekskill, NY 10566

P: (914) 737-3490

**Westchester**-Yonkers  
Yonkers Employment Center  
20 South Broadway  
12th Fl, Yonkers, NY 10701  
P: (914) 963-1730

**Westchester**-Westchester  
Balance/Putnam  
Mt. Vernon Employment Center  
100 East First St  
Mt. Vernon, NY 10550  
P: (914) 813-6555

**Wyoming**-Genesee-Livingston-  
Orleans-Wyoming Counties  
Warsaw One Stop  
448 North Main St, Warsaw, NY  
14569  
P: (585) 786-3145

**Wyoming**-Genesee-Livingston-  
Orleans-Wyoming Counties  
Wyoming County Community  
Action  
6470 Route 20A, Perry, NY 14530  
P: (585) 237-2600

**Yates**-Ontario-Seneca-  
Wayne-Yates Counties  
Finger Lakes Works – Yates  
417 Liberty St, Suite 2021  
Penn Yan, NY 14527  
P: (315) 536-5140

## **Appendix D: Local (County) Social Services Department Center Information**

### **Albany County DSS**

162 Washington Ave · Albany, NY 12210 · (518) 447-7300  
[www.albanycounty.com/dss/](http://www.albanycounty.com/dss/)

### **Allegany County DSS**

County Office Building  
7 Court St · Belmont, NY 14813-1077 · (585) 268-9622  
[www.alleganyco.com/btn\\_dss/templates/fw\\_layout.htm](http://www.alleganyco.com/btn_dss/templates/fw_layout.htm)

### **Broome County DSS**

36-42 Main St · Binghamton, NY 13905-3199 · (607) 778-8850  
[www.gobroomecounty.com/dss/](http://www.gobroomecounty.com/dss/)

### **Cattaraugus County DSS**

1 Leo Moss Drive, Suite 6010 · Olean, NY 14760-1158  
(716) 373-8065  
[www.co.cattaraugus.ny.us/social-services/social-services](http://www.co.cattaraugus.ny.us/social-services/social-services)

### **Cayuga County DSS**

County Office Building · 160 Genesee St, 2nd Floor  
Auburn, NY 13021-3433 · (315) 253-1451  
<http://www.cayugacounty.us/LivingWorking/HumanServices/Medicaid.aspx>

### **Chautauqua County DSS**

Hall R. Clothier Building · Mayville, NY 14757 · (716) 753-4421  
<http://www.co.chautauqua.ny.us/101/Service>

### **Chemung County DSS**

Human Resource Center  
425 Pennsylvania Ave · Elmira, NY 14902 · (607) 737-5309  
[www.chemungcounty.com/index.asp?pageId=266](http://www.chemungcounty.com/index.asp?pageId=266)

### **Chenango County DSS**

5 Court St · Norwich, NY 13815 · (607) 337-1500  
[www.ccdss.peppytech.com/](http://www.ccdss.peppytech.com/)

### **Clinton County DSS**

13 Durkee St · Plattsburgh, NY 12901-2911 · (518) 565-3300  
[www.clintoncountygov.com/Departments/DepartmentOfSocialServices/SocialServicesHomePage.html](http://www.clintoncountygov.com/Departments/DepartmentOfSocialServices/SocialServicesHomePage.html)

### **Columbia County DSS**

25 Railroad Ave · P.O. Box 458 · Hudson, NY 12534  
(518) 828-9411  
[www.columbiagreennetworks.org/partners7.html](http://www.columbiagreennetworks.org/partners7.html)

### **Cortland County DSS**

County Office Building  
60 Central Ave · Cortland, NY 13045-5590 · (607) 753-5248  
[www.cortland-co.org/dss/](http://www.cortland-co.org/dss/)

### **Delaware County DSS**

111 Main St · P.O. Box 469 · Delhi, NY 13753-1265 · (607) 832-5300  
[www.co.delaware.ny.us/departments/dss/dss.htm](http://www.co.delaware.ny.us/departments/dss/dss.htm)

### **Dutchess County DSS**

60 Market St · Poughkeepsie, NY 12601-3299 · (845) 486-3000  
[www.co.dutchess.ny.us/CountyGov/Departments/SocialServices/SSIndex.htm](http://www.co.dutchess.ny.us/CountyGov/Departments/SocialServices/SSIndex.htm)

### **Erie County DSS**

Rath County Office Building · 95 Franklin St, 8th Floor  
Buffalo, NY 14202-3959 · (716) 858-8000  
[www.erie.gov/depts/socialservices/](http://www.erie.gov/depts/socialservices/)

### **Essex County DSS**

7551 Court St · PO Box 217 · Elizabethtown, NY 12932  
(518) 873-3441  
[www.co.essex.ny.us/DSS.asp](http://www.co.essex.ny.us/DSS.asp)

### **Franklin County DSS**

355 West Main St, Suite 331 · Malone, NY 12953 · (518) 481-1873  
[www.franklincony.org/content/Departments/View/25?](http://www.franklincony.org/content/Departments/View/25?)

### **Fulton County DSS**

4 Daisy Lane · P.O. Box 549 · Johnstown, NY 12095  
(518) 736-5640  
[www.fultoncountyny.gov/index.php?word=departments/socialservices.php](http://www.fultoncountyny.gov/index.php?word=departments/socialservices.php)

### **Genesee County DSS**

5130 East Main St, Suite #3 · Batavia, NY 14020-3497  
(585) 344-2580  
[www.co.genesee.ny.us/departments/socialservices/index.html](http://www.co.genesee.ny.us/departments/socialservices/index.html)

### **Greene County DSS**

411 Main St · P.O. Box 528 · Catskill, NY 12414-1716  
(518) 719-3700  
[www.greenegovernment.com/departments/social-services/](http://www.greenegovernment.com/departments/social-services/)

### **Hamilton County DSS**

79 White Birch Lane · P.O. Box 725  
Indian Lake, NY 12842-0725 · (518) 648-6131  
[www.hamiltoncounty.com/county-government/departments-services#SocialServicesDepartment](http://www.hamiltoncounty.com/county-government/departments-services#SocialServicesDepartment)

### **Herkimer County DSS**

301 North Washington St, Site 2110 · Herkimer, NY 13350  
(315) 867-1291  
[www.herkimercounty.org/content/Departments/View/10](http://www.herkimercounty.org/content/Departments/View/10)

### **Jefferson County DSS**

Human Services Building  
250 Arsenal St · Watertown, NY 13601 · (315) 782-9030  
[www.co.jefferson.ny.us/index.aspx?page=115](http://www.co.jefferson.ny.us/index.aspx?page=115)

### **Lewis County DSS**

Outer Stowe St · P.O. Box 193 · Lowville, NY 13367  
(315) 376-5400  
[www.lewiscountyny.org/content/Departments/View/30?](http://www.lewiscountyny.org/content/Departments/View/30?)

### **Livingston County DSS**

3 Murray Hill Drive · Mt. Morris, NY 14510-1699  
(585) 243-7300  
[www.co.livingston.state.ny.us/dss.htm](http://www.co.livingston.state.ny.us/dss.htm)

### **Madison County DSS**

Madison County Complex, Building 1 · 133 North Court St  
P.O. Box 637 · Wampsville, NY 13163 · (315) 366-2211  
[www.madisoncounty.ny.gov/social-services/assistance-programs](http://www.madisoncounty.ny.gov/social-services/assistance-programs)

### **Monroe County DSS**

111 Westfall Road, Room 660 · Rochester, NY 14620-4686  
585 753-6298  
[www.monroecounty.gov/hs-index.php](http://www.monroecounty.gov/hs-index.php)

### **Montgomery County DSS**

County Office Building · P.O. Box 745 · Fonda, NY 12068  
(518) 853-4646

### **Nassau County DSS**

60 Charles Lindbergh Blvd · Uniondale, NY 11553-3656  
(516) 227-7474  
[www.nassaucountyny.gov/agencies/dss/DSSHome.htm](http://www.nassaucountyny.gov/agencies/dss/DSSHome.htm)

### **New York City Human Resources**

**Administration/Department of Social Services**  
180 Water St, 25th Fl · New York, NY 10038 ·  
Info: (718) 557-1399 · Outside NYC: (718) 557-1399  
[www.nyc.gov/html/hra/html/home/home.shtml](http://www.nyc.gov/html/hra/html/home/home.shtml)

### **Niagara County DSS**

20 East Ave · P.O. Box 506  
Lockport, NY 14095-0506 · (716) 439-7600  
[www.niagaracounty.com/socialservices/Home.aspx](http://www.niagaracounty.com/socialservices/Home.aspx)

**Oneida County DSS**

County Office Building · 800 Park Ave · Utica, NY 13501-2981  
(315) 798-5700

[www.ocgov.net/oneida/socialservices](http://www.ocgov.net/oneida/socialservices)

**Onondaga County DSS**

Onondaga County Civic Center  
421 Montgomery St · Syracuse, NY 13202-2923 ·  
(315) 435-2985

[www.ongov.net/dss/](http://www.ongov.net/dss/)

**Ontario County DSS**

3010 County Complex Drive · Canandaigua, NY 14424-1296  
(585) 396-4060 or Toll Free (877) 814-6907

[www.co.ontario.ny.us/social\\_services/](http://www.co.ontario.ny.us/social_services/)

**Orange County DSS**

11 Quarry Road, Box Z · Goshen, NY 10924-0678  
(845) 291-4000

[www.co.orange.ny.us/content/124/1374/default.aspx](http://www.co.orange.ny.us/content/124/1374/default.aspx)

**Orleans County DSS**

14016 Route 31 West · Albion, NY 14411-9365  
(585) 589-7000

[www.orleansny.com/Departments/ResidentServices/DepartmentofSocialServices/tabid/150/Default.aspx](http://www.orleansny.com/Departments/ResidentServices/DepartmentofSocialServices/tabid/150/Default.aspx)

**Oswego County DSS**

100 Spring St · Mexico, NY 13114 · (315) 963-5000

[www.co.oswego.ny.us/dss/](http://www.co.oswego.ny.us/dss/)

**Otsego County DSS**

County Office Building · 197 Main St  
Cooperstown, NY 13326-1196 · (607) 547-4355

[www.otsegocounty.com/depts/dss/](http://www.otsegocounty.com/depts/dss/)

**Putnam County DSS**

110 Old Route 6 A40 · Carmel, NY 10512 · (845) 808-1500

[www.putnamcountyny.com/socialservices/](http://www.putnamcountyny.com/socialservices/)

**Rensselaer County DSS**

127 Bloomingrove Drive · Troy, NY 12180-8403  
(518) 833-6000

[www.rensco.com/departments\\_socialservices.asp](http://www.rensco.com/departments_socialservices.asp)

**Rockland County DSS**

Building L · Sanatorium Road · Pomona, NY 10970  
(845) 364-2000

[www.rocklandgov.com/departments/social-services/](http://www.rocklandgov.com/departments/social-services/)

**Saint Regis Mohawk Tribe Human Services Division**

412 State Route 37 · Akwesasne, NY 13655 · (518) 358-2272

[www.srmt-nsn.gov/divisions/departments\\_of\\_social\\_services/](http://www.srmt-nsn.gov/divisions/departments_of_social_services/)

**Saratoga County DSS**

152 West High St · Ballston Spa, NY 12020 · (518) 884-4140

[http://www.saratogacountyny.gov/?page\\_id=1573](http://www.saratogacountyny.gov/?page_id=1573)

**Schenectady County DSS**

797 Broadway · Schenectady, NY 12305 · (518) 388-4470

[www.schenectadycounty.com/FullStory.aspx?m=35&amid=459](http://www.schenectadycounty.com/FullStory.aspx?m=35&amid=459)

**Schoharie County DSS**

County Office Building, 2nd Floor · PO Box 687  
284 Main St Schoharie, NY 12157 · (518) 295-8334

[www.schohariecounty-](http://www.schohariecounty-nv.gov/CountyWebSite/SocialServices/socialservicesoffice.html)

[ny.gov/CountyWebSite/SocialServices/socialservicesoffice.html](http://www.schohariecounty-nv.gov/CountyWebSite/SocialServices/socialservicesoffice.html)

**Schuyler County DSS**

323 Owego St · Unit 3 · Montour Falls, NY 14865  
(607) 535-8303

[www.schuylercounty.us/dss.htm](http://www.schuylercounty.us/dss.htm)

**Seneca County DSS**

1 DiPronio Drive · P.O. Box 690 · Waterloo, NY 13165-0690  
(315) 539-1800

[www.co.seneca.ny.us/dpt-divhumserv-temporary-assist.php](http://www.co.seneca.ny.us/dpt-divhumserv-temporary-assist.php)

**Steuben County DSS**

3 East Pulteney Square · Bath, NY 14810 · (607) 776-7611

[www.steubency.org/Pages.asp?PGID=44](http://www.steubency.org/Pages.asp?PGID=44)

**St. Lawrence County DSS**

Harold B. Smith County Office Building  
6 Judson St · Canton, NY 13617-1197 · (315) 379-2111

[www.co.st-lawrence.ny.us/Social\\_Services/SLCSS.htm](http://www.co.st-lawrence.ny.us/Social_Services/SLCSS.htm)

**Suffolk County DSS**

P.O. Box 18100 · Hauppauge, NY 11788-8900  
(631) 854-9700

[www.suffolkcountyny.gov/Departments/SocialServices.aspx](http://www.suffolkcountyny.gov/Departments/SocialServices.aspx)

**Suffolk County DSS**

Mary Gordon Building · 3085 Veterans Memorial Highway  
Ronkonkoma NY 11779 · (631) 854-9935

[www.suffolkcountyny.gov/Departments/SocialServices.aspx](http://www.suffolkcountyny.gov/Departments/SocialServices.aspx)

**Sullivan County DSS**

16 Community Lane · P.O. Box 231 · Liberty, NY 12754  
(845) 292-0100

[www.co.sullivan.ny.us/index.asp?orgid=513&sID](http://www.co.sullivan.ny.us/index.asp?orgid=513&sID)

**Tioga County DSS**

1062 State Route 38 · P.O. Box 240

Owego, NY 13827 · (607) 687-8300

[www.tiogacountyny.com/departments/social-services.html](http://www.tiogacountyny.com/departments/social-services.html)

**Tompkins County DSS**

320 West State St · Ithaca, NY 14850 · (607) 274-5252

[www.tompkins-co.org/departments/detail.aspx?DeptID=41](http://www.tompkins-co.org/departments/detail.aspx?DeptID=41)

**Ulster County DSS**

1061 Development Court · Kingston, NY 12401-1959

(845) 334-5000

[www.co.ulster.ny.us/resources/socservices.html](http://www.co.ulster.ny.us/resources/socservices.html)

**Warren County DSS**

Warren Co. Municipal Center · 1340 State Route 9

Lake George, NY 12845-9803 · (518) 761-6300

[www.warrencountyny.gov/socserv/](http://www.warrencountyny.gov/socserv/)

**Washington County DSS**

Municipal Building · 383 Broadway

Fort Edward, NY 12828 · (518) 746-2300

[www.co.washington.ny.us/Departments/Dss/dss.htm](http://www.co.washington.ny.us/Departments/Dss/dss.htm)

**Wayne County DSS**

77 Water St · P.O. Box 10 · Lyons, NY 14489-0010

(315) 946-4881

[www.co.wayne.ny.us/departments/dss/dss.htm](http://www.co.wayne.ny.us/departments/dss/dss.htm)

**Westchester County DSS**

County Office Building #2 · 112 East Post Road, 5th Floor

White Plains, NY 10601-5113 · (914) 995-5000

<http://socialservices.westchestergov.com/>

**Wyoming County DSS**

466 North Main St · Warsaw, NY 14569-1080

(716) 786-8900

[www.wyomingco.net/socialservices/main.html](http://www.wyomingco.net/socialservices/main.html)

**Yates County DSS**

County Office Building · 417 Liberty St, Suite 2122

Penn Yan, NY 14527-1118 · (315) 536-5183

[www.yatescounty.org/upload/12/dss/contact.htm](http://www.yatescounty.org/upload/12/dss/contact.htm)

# Important CSEA Contact Information

**CSEA Website [www.cseanyny.org](http://www.cseanyny.org)**

CSEA HEADQUARTERS .....	<b>518-257-1000</b> .....	<b>800-342-4146</b>
REGION 1 .....	<b>631-462-0030</b>	
REGION 2 .....	<b>212-406-2156</b>	
REGION 3 .....	<b>845-831-1000</b> .....	<b>800-757-2732</b>
REGION 4 .....	<b>518-785-4400</b> .....	<b>800-874-7344</b>
REGION 5 .....	<b>315-433-0050</b> .....	<b>800-559-9775</b>
REGION 6 .....	<b>716-691-6555</b> .....	<b>866-568-7734</b>

## CSEA HEALTH BENEFITS DEPARTMENT

1 Lear Jet Lane, Latham, NY 12110 ..... 518-785-4774 ..... 800-286-5242

## NYS & CSEA PARTNERSHIP FOR EDUCATION AND TRAINING

Tuition Benefits Program (for state employees only) ..... 800-253-4332

## CSEA EMPLOYEE BENEFIT FUND

1 Lear Jet Lane, Latham, NY 12110 ..... 518-782-1500 ..... 800-323-2732

## CSEA MEMBER BENEFITS DEPARTMENT

1 Lear Jet Lane, Latham, NY 12110 ..... 518-257-1327 ..... 800-342-4146

## PEARL CARROLL & ASSOCIATES

### CSEA Security Life Plan, Hospital Income

Insurance Plan & Family Protection Plan ..... 877-847-2732

Auto Insurance and Homeowner/Renters Insurance ..... 800-833-4657

VIP Pet Insurance ..... 866-880-4721

Customer Service/Policy Questions ..... 800-833-9041

CSEA Disability Income Insurance Claims ..... 877-847-2732

CSEA Long Term Health Care Program ..... 877-847-2732

Retirement Counseling Service ..... 877-847-2732

Critical Illness ..... 877-847-2732

## LEGAL SERVICES PROGRAM

Legal services Plan (for personal Matters) ..... 800-342-4146

Workers Comp. /SS Disability/Personal Injury ..... 800-342-4146

## NEW YORK STATE & LOCAL RETIREMENT SYSTEM (public employees only)

110 State Street., Albany, NY 12244

General Membership Info (outside Capital District area) ..... 866-805-0990

General Membership Info (inside Capital District area) ..... 518-474-7736

Member Registration Inquiries ..... 518-474-3524

Member Accounts ..... 518-474-2987

Loans ..... 518-474-4608

**CSEA WORK INSTITUTE 518-782-4427 / 866-478-5548 [workinst@cseainc.org](mailto:workinst@cseainc.org)**