

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/

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.

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/

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/ 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/ or call the NYS HEAP Hotline at 1-800-342-3009

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 other 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

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.

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

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.nvstrs.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