



Local 1000 AFSCME, AFL-CIO

PUTTING THE PIECES TOGETHER WHEN FACING A LAYOFF



LAYOFF SERVICES GUIDE

For Private Sector Employees

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cseany.org



Layoff Services Guide

We are experiencing a critical turning point in 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, (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 Insurance. (Call CSEA Membership at 1-800- 342-4146 to request an application.)
- ✓ Find out about your health benefits, talk with your Personnel Department.
- ✓ 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. Find yours at <https://labor.ny.gov/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.
- ✓ Contact the Union Plus Consumer Credit Counseling Service for a free budget analysis session for union members. It also includes debt management plans with no set up fee and reimbursement of all first year fees after successfully completing 12 months of the plan (union members only). Request a session online or call experienced credit counselors at 1-877-833-1745.

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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 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 other states.
- Employer registration number or Federal Employer Identification Number (FEIN) [found on your W-2]
- 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 \$504 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.

**Call CSEA Membership at 1-800-342-4146 for an application or
Email them at 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 Insurance policies are involved.

Dues-free members can also use members-only resources on the CSEA website, such as free online training and Civil Service Test Preparation materials.



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 or [download it here](#).**

Section 3 – Health and Retirement Benefits

COBRA Rights

The Consolidated Omnibus Budget Reconciliation Act (COBRA) requires most group health plans to provide a temporary continuation of group health coverage for a limited time of 18 or 36 months. The length of time for which continuation coverage must be made available depends on the qualifying event that caused loss of coverage.

COBRA requires continuation coverage to be offered to covered employees, their spouses, and their dependent children when group health coverage would otherwise be lost due to certain specific events. Those events include the death of a covered employee, termination or reduction in the hours of a covered employee's employment for reasons other than gross misconduct, divorce or legal separation from a covered employee, a covered employee's becoming entitled to Medicare, and a child's loss of dependent status (and therefore coverage) under the plan.

An employee or dependent electing to continue coverage must pay the employer 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 in a timely manner can result in your loss of coverage.

While COBRA continuation coverage must be offered, it lasts only for a limited period of time.

Qualifying Events

“Qualifying events” are events that cause an individual to lose his or her health group health coverage. The type of qualifying event determines who the qualified beneficiaries are for that event and the period of time that a plan must offer continuation coverage.

The following are qualifying events for a covered employee if they cause the covered employee to lose coverage:

- Termination of the employee's employment for any reason other than “gross misconduct”; or
- Reduction in the number of hours of employment.

The following are qualifying events for the spouse and dependent child of a covered employee if they cause the spouse or dependent child to lose coverage:

- Termination of the covered employee's employment for any reason other than “gross misconduct”;
- Reduction in the hours worked by the covered employee;
- Covered employee becomes entitled to Medicare;
- Divorce or legal separation of the spouse from the covered employee; or
- Death of the covered employee.

In addition to the above, the following is a qualifying event for a dependent child of a covered employee if it causes the child to lose coverage:

- Loss of “dependent child” status under the plan rules. Under the Affordable Care Act, plans that offer coverage to children on their parents' plan must make the coverage available until the adult child reaches the age of 26.

FOR ADDITIONAL INFORMATION REGARDING CONTINUING COVERAGE UNDER
COBRA, PLEASE CONTACT YOUR FORMER EMPLOYER.

Additional COBRA information can be found by visiting www.dol.gov/COBRA

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

Individuals & Families

You and your family 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: www.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, the Essential Plan, or a Qualified Health Plan through NY State of Health.

What kind of assistance is available?

In the Marketplace, you can apply for help to lower the cost of your health coverage. Depending on your income and number of household members, you may qualify for tax credits to help pay for your monthly health insurance premiums. 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 <https://info.nystateofhealth.ny.gov/IPANavigatorSiteLocations> to find an IPA/Navigator in your area.

Child Health Plus

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. You can apply for Child Health Plus coverage through the New York State of Health Marketplace.

For information concerning Child Health Plus or Children's Medicaid go to:

https://www.health.ny.gov/health_care/child_health_plus/.

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. Contact your local department of social services for more information.

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

Section 4 - Reemployment and Training

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 tool that will help you find a One-Stop Career Center in your area 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 Career 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

Indeed
www.indeed.com

Monster
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

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**

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 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: Monroe, Cayuga, Livingston, 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 13 county region in the Finger Lakes (Allegany, Cayuga, Chemung, Cortland, 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 AT 3-1-1 NYC (NEW YORK)

211 Call 3-1-1 from service area
(212) 639-9675 Alternative Number
TTD/TTY (212) 504-4115
Skype video relay service connections also possible.
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 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
2-1-1 information and referral service for the following counties in New York: Broome, Tioga, Chenango, Delaware & Otsego

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.

Union Plus Credit Counseling

Certified, experienced consumer credit counseling advisors listen to you and your needs, then help you develop a plan of action for debt repayment that you can follow to help eliminate your debt. Labor union families can turn to Union Plus Credit Counseling through the non-profit Money Management International (MMI).

Budget Analysis and Credit Counseling

You can get a FREE consumer credit counseling session, budget analysis and money management advice to get back on the road to financial recovery. Complete a confidential request for consumer credit counseling online or call 877-833-1745 — available 24/7.

Your Free Session Covers:

- **Complete financial review**, including budget analysis and credit management counseling.
- **Assistance in budgeting** or advice on sources of additional income.
- **Advice** on how to work with creditors
- **An Action Plan** that summarizes your financial situation, provides a budget and timeline for reaching your debt management and repayment goals, and restates action items.
- **Referral to a social service organization** in your area, if appropriate.
- **Referral to Union Plus Legal Service** or Union Plus Mortgage Assistance program, if appropriate.

Who is eligible?

- Dues-paying labor union members of participating unions
- Retired labor union members
- Spouse, domestic partners, and children (age 18+) may be included. (Not eligible for monthly DMP fee rebate but will get the reduced set up fee.)
- Widows/widowers of union members
- Union Plus credit cardholders

Debt Management Plan (DMP)

After the initial credit counseling session, if you need additional assistance to eliminate debt, your counselor will develop a customized debt management plan (DMP) for you. With the Union Plus Debt Management Plan (DMP) grant, you don't need to pay any of the DMP set-up fees. Union members who complete one year on a DMP are also eligible to apply for reimbursement of the monthly fees.

A DMP allows you to make one simple monthly payment to MMI, and authorizes MMI to pay each of your creditors on your behalf based on the debt repayment plan terms negotiated with them. MMI also works with creditors to stop collection, waive or reduce interest charges, and eliminate finance charge or late fees, wherever possible.



Union Plus Credit Counseling through the non-profit, Money Management International (MMI)

Personal Budget Calculator

Budget Amount	Monthly	Yearly	Discretionary Expenses:	Monthly	Yearly
Income:	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		
Total Income		\$	Entertainment (not dining out)		
Necessary Expenses:			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)			Total Discretionary Expenses	\$	\$
Clothing (necessary)					
Telephone (not mobile phone)			Investment Assets:		
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			Total Investment Assets	Monthly	Yearly
Home supplies					
Dry cleaning			Results:		
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					
Total Necessary Expenses		\$			

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.

Some contracts 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.

CSEA, INC.
LOCAL 1000/AFSCME/AFL-CIO
143 WASHINGTON AVENUE, ALBANY, NY 12210

APPLICATION FOR DUES FREE /ASSOCIATE MEMBERSHIP FOR LAID OFF MEMBERS

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.

Please call the following numbers to make direct billing arrangements for insurance premium payments:

- > **CSEA Employee Benefit Fund -- Dental and/or Vision benefits -- 1-800-323-2732**
- > **CSEA Member Solutions Center – Insurance Dept. -- Voluntary Term Life Insurance -- 1-800-342-4146**
- > **Pearl Insurance – All other Voluntary Insurance -- 1-800-697-2732**

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

Please provide us with your home email address: _____, so we can provide you with the latest information during your lay-off.

DATE: _____

SIGNATURE OF MEMBER: _____

HOME ADDRESS: _____

CITY, STATE & ZIP: _____

AREA CODE & HOME PHONE: _____

EMPLOYED BY: _____

MEM ID # OR LAST 4 OF SS#: _____

Should you have any questions, please call Membership Records – 1-800-342-4146.

When completed, please fax to (518-465-2382), email to membership@cseainc.org or mail this form to:

CSEA, Inc.
Member Solutions Center
143 Washington Avenue
Albany, New York 12210

Appendix B: NYS Department of Labor One Stop Contact Information

Albany- Career Central
175 Central Avenue
Albany, NY 12206
P: (518) 462-7600 X116

Allegany-
Allegany County
Employment and Training Center
7 Wells Ln, Belmont, NY 14813
P: (585) 268.9240

Bronx-New York City
Workforce 1 Career Center
400 East Fordham Rd., 8th Fl.
Bronx, NY 10458
P: (718) 960-2458

Bronx-New York City
Bronx Hunts Point
1029 E 163rd St. 3rd Fl.
Bronx, NY 10459
P: (718) 542-6777

Broome-Broome-Tioga
Workforce New York
601-635 Harry L. Dr., Ste 56
Johnson City, NY 13790
P: (607) 778-2136

Cattaraugus-
Cattaraugus Career Center
175 North Union St., Ste. 4
Olean, NY 14760
P: (716) 373-1880

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

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

Chautauqua-Chautauqua County
Jamestown Career Center
4 E. 3rd Street
Jamestown, NY 14701
P: (716) 661-9553

Chemung-Chemung-Schuylers-
Steuben Counties
Elmira Career Center
Chemung/Schuylers/Steuben
Workforce Development
318 Madison Avenue
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-Clinton County
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 Rte. 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 Courthouse Sq. Ste. 3
Delhi, NY 13753
P: (607) 832-5777

Delaware-Chenango-Delaware-
Otsego Counties
CDO Workforce
21 Liberty St., Sidney, NY 13838
P: (607) 832-5776

Dutchess-Dutchess County
Dutchess Career Center
191 Main Street
Poughkeepsie, NY 12601
P: (845) 473-9000

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

Erie- Erie Community College
Career Center
Gleasner Hall, Room 166
6205 Main Street
Williamsville, NY 14221
P: (716) 270-4444

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

Erie-Erie County
Buffalo Career Center
284 Main St., Buffalo, NY 14202
P: (716) 851-2600

Essex- Elizabethtown
One Work Source Center
7572 Court St., Ste. 2
Elizabethtown, NY 12932
P: (518) 873-3207
Toll Free: (800) 675-2668

Franklin- Franklin County
Malone One Work Source Center
158 Finney Boulevard
Malone, NY 12953
P: (518) 481-5755 X3017
Toll Free: (877) 410-5751

Franklin – Franklin County
Saranac Lake Career Center
33 Petrova Avenue
Saranac Lake, NY 12983
P: 518-891-2065

Fulton
Fulton-Montgomery-Schoharie Counties
Gloversville Workforce Solutions
43-47 North Main Street
Gloversville, NY 12078
P: (518) 234-4254

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

Herkimer-Herkimer-Madison-Oneida · Working Solutions
One-Stop Career Center
320 N. Prospect Street
Herkimer, NY 13350
P: (315) 867-1400

Jefferson-Jefferson-Lewis
The Work Place
1000 Coffeen Street
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-New York City
NYS Dept of Labor
Workforce 1 Career Center
250 Schermerhorn Street
Brooklyn, NY 11201
P: (718) 780-9200

Lewis-Jefferson-Lewis
The Work Place
5274 Outer Stowe Street
P.O. Box 193
Lowville, NY 13367
P: (315) 376-5800

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

Madison-Madison County
Herkimer-Madison-Oneida

Working Solutions
Working Solutions Career Center
133 N. Court Street
Wampsville, NY 13163
P: (315) 363-2400

Monroe- Rochester Works!
Welfare-to-Work Center
Department of Social Services
691 St. Paul Street
Rochester, NY 14605
P: (585) 753-5656

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

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

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

Nassau-Hempstead
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 Road
Hicksville, NY 11801
P: (516) 934-8578

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

New York-New York City
Midtown Workforce 1

Career Center
1250 Broadway, Ste. 810
At 32nd St. between 5th & 6th Ave
New York, NY 10001
P: (646) 358-4747

New York- New York City
NYC Workforce 1 Career Center
215 West 125th St., 6th Fl.
Between 7th & 8th Aves
New York, NY 10027
P: (917) 493-7054

New York- New York City
Rockaway Workforce1 Career Center
57-17 Shore Front Pkwy
Arverne, NY 11692
P: (347) 926-4376

New York – New York City
NYS Dept. of Labor
Lower Manhattan Workforce1
Career Center
75 Varick Street
New York, NY 10013
P: (212) 775-3771

New York – New York City
Sandy Recovery Workforce1
1906 Mermaid Ave., 2nd Fl.
Brooklyn, NY 11224
P: (646) 927-6093

New York – New York City
Workforce1 Healthcare
Career Center
14 Wall Street, 17th Fl.
New York, NY 10005
P: (347) 926-4370

Niagara-Niagara County
Niagara's WorkSourceOne
One Stop Career Center
1001 11th Street
Niagara Falls, NY 14301
P: (716) 278-8108

Niagara-Niagara County
Lockport WorkSourceOne Center
272 S. Transit Street
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. Ste.1
Rome, NY 13440
P: (315) 356-0662

Onondaga-Onondaga County
CNY Works
960 James Street
Syracuse, NY 13203
P: (315) 473-8250

Ontario-Ontario-Seneca-Wayne-
Yates Counties
Finger Lakes Works – Geneva
795 Canandaigua Road
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 Floor
Newburgh, NY 12550
P: (845) 568-5090

Orange-Orange County
Orange Works Career Center
18 Seward Avenue
Middletown, NY 10940
P: (845) 360-0340

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 Street
Fulton, NY 13069
P: (315) 591-9000

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

Putnam-Putnam County
Westchester-Putnam Career Center
110 Old Rte. 6, Building 3
Carmel, NY 10512
P: (845) 808-1651 X46600

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

Queens-New York City
Flushing Workforce1
Career Center
138-60 Barclay Ave., 2nd Fl.
Flushing, NY 11355
P: (718) 321-6307

Queens - New York City
Long Island City Workforce1
Career Center
38-81 13th Street
Long Island City, NY 11101
P: (718) 784-0877

Queens – New York City
Flushing Workforce1 Career Center
41-17 Main Street, 3rd Fl.
Flushing, NY 11355

P: (718) 412-0926

Rensselaer- 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) 285-8463

Richmond – New York City
Staten Island South Shore
Workforce1 Career Center
3845 Richmond Ave., 2nd Fl.
Staten Island, NY 10301
P: (347) 308-5018

Rockland-Rockland County
Career Center
37 West Broad Street
Haverstraw, NY 10927
P: (845) 406-6450

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

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

St. Lawrence-
Ogdensburg Career Center
1031 Paterson Street
Ogdensburg, NY 13669
P: (315) 393-4600

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

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

Schoharie-Fulton-
Montgomery-Schoharie
Cobleskill Workforce Solutions
795 East Main Street, Ste. 4
Cobleskill, NY 12043
P: (518) 725-6473

Schuyler-Chemung-
Schuyler-Steuben Counties
Montour Falls Career Center
Chemung/Schuyler/Steuben
Workforce Development
323 Owego Street
Montour Falls, NY 14865
P: (607) 535-6840

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
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 Employment Center at
Suffolk County Dept. of Labor
725 Veterans Memorial Highway
Hauppauge, NY 11788
P: (631) 853-6600

Suffolk-Suffolk County
Workforce New York Career Center
160 South Ocean Ave
Patchogue, NY 11772
P: (631) 687-4800

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

Sullivan-Sullivan County
Sullivan Works Career Center
50 North St., Monticello, NY 12701
P: (845) 794-3340

Tioga-Broome-Tioga Counties
Tioga Employment Center
1062 State Route 38, P.O. 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 X129

Ulster-Ulster County
Ulster County Career Center
521 Boices Lane
Kingston, NY 12401
P: (845) 443-8066

Warren – Warren
Washington Counties
Warren County
Career Center
333 Glen Street, Ste. 300
Glens Falls, NY 12801
P: (518) 743-0925

Washington- Washington County
L.E.A.P.
383 Broadway
Fort Edward, NY 12828
P: (518) 746-2390

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

Westchester-White Plains
White Plains Career Center
120 Bloomingdale Road
White Plains, NY 10605
P: (914) 995-3910

Westchester-Westchester County
Peekskill Employment Center
201 South James Street
Peekskill, NY 10566
P: (914) 737-3490

Westchester- Yonkers
Yonkers Employment Center
28 Wells Avenue, Bldg. 3, 4th Fl.
Yonkers, NY 10701
P: (914) 461-9077

Westchester-Westchester County
M. Vernon Employment Center
130 Mt. Vernon Avenue, 1st Fl.
Mt. Vernon, NY 10550
P: (914) 813-6555

Wyoming-Genesee-Livingston-
Orleans-Wyoming Counties
Warsaw Career Center
448 North Main Street
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 C: Local Social Services Department Center Information

Albany County DSS

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

Allegany County DSS

County Office Building
7 Court St · Belmont, NY 14813-1077 · (585) 268-9622
www.alleganyco.com/departments/social-services/

Broome County DSS

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

Cattaraugus County DSS

1 Leo Moss Drive, Suite 6010 · Olean, NY 14760-1158 (716)
373-8065

cattco.org/social-services/social-services

Cayuga County DSS

County Office Building · 160 Genesee St, 2nd Floor
Auburn, NY 13021-3433 · (315) 253-1011
www.cayugacounty.us/260/Social-Services

Chautauqua County DSS

Hall R. Clothier Building
Mayville, NY 14757 · (716) 753-4590
chqgov.com/humansocial-services/humansocial-services

Chemung County DSS

Human Resource Center
425 Pennsylvania Ave · Elmira, NY 14902 · (607) 737-5302
www.chemungcountyny.gov/departments/s_z_departments/social_services/index.php

Chenango County DSS

5 Court St · Norwich, NY 13815 · (607) 337-1500
www.chenangodss.org/

Clinton County DSS

13 Durkee St · Plattsburgh, NY 12901-2911 · (518) 565-3300
www.clintoncountygov.com/dss

Columbia County DSS

25 Railroad Ave · P.O. Box 458 · Hudson, NY 12534
(518) 828-9411
sites.google.com/a/columbiacountyny.com/col-co-department-of-social-services/

Cortland County DSS

County Office Building
60 Central Ave · Cortland, NY 13045-5590 · (607) 753-5320
www.cortland-co.org/149/Social-Services

Delaware County DSS

111 Main St Suite 4 · P.O. Box 469 · Delhi, NY 13753-1265
(607)832-5300
www.co.delaware.ny.us/departments/dss/dss.htm

Dutchess County DSS

60 Market St · Poughkeepsie, NY 12601-3299 · (845) 486-3000
www.dutchessny.gov/Departments/Community-Family-Services/Community-and-Family-Services.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/

Essex County DSS

7551 Court St · PO Box 217 · Elizabethtown, NY 12932 (518)
873-3441
www.co.essex.ny.us/wp/department-of-social-services/

Franklin County DSS

184 Finney Blvd · Malone, NY 12953 (518) 481-6770
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/fulton-county-department-social-services

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

Greene County DSS

411 Main St · P.O. Box 528 · Catskill, NY 12414-1716
(518) 719-3700
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/health-human-services/social-services

Herkimer County DSS

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

Jefferson County DSS

Human Services Building
250 Arsenal St · Watertown, NY 13601 · (315) 785-3000
co.jefferson.ny.us/SocialServices

Lewis County DSS

5274 Outer Stowe St · P.O. Box 193 · Lowville, NY 13367
(315) 376-5400
www.lewiscounty.org/dss

Livingston County DSS

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

Madison County DSS

Madison County Complex, Building 1 · 133 N Court St
P.O. Box 637 · Wampsville, NY 13163 ·
(315) 366-2211

www.madisoncounty.ny.gov/233/Social-Services%20

Monroe County DSS

111 Westfall Road, Room 660 · Rochester, NY 14620-4686
(585) 753-6998
www.monroecounty.gov/hs-index.php

Montgomery County DSS

County Office Building · P.O. Box 745 ·
Fonda, NY 12068 (518) 853-4646
www.co.montgomery.ny.us/web/sites/departments/socialservices/default.asp

Nassau County DSS

60 Charles Lindbergh Blvd ·
Uniondale, NY 11553-3656 (516) 227-8519
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

Niagara County DSS

20 East Ave · P.O. Box 506
Lockport, NY 14095-0506 · (716) 278-8400
www.niagaracounty.com/socialservices/

Oneida County DSS

County Office Building · 800 Park Ave
· Utica, NY 13501-2981 (315) 798-5700
www.ocgov.net/oneida/socialservices

Onondaga County DSS

John H. Mulroy Civic Center
421 Montgomery St · Syracuse, NY 13202-2923 ·
(315) 435-2985
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/

Orange County DSS

11 Quarry Road, Box Z
Goshen, NY 10924-0678
(845) 291-4000
www.orangecountyny.gov/680/Social-Services

Orleans County DSS

14016 Route 31 West · Albion, NY 14411-9365
(585) 589-7000
orleanscountyny.com/departments/social-services/

Oswego County DSS

100 Spring St PO Box 1320 · Mexico, NY 13114
(315) 963-5000
www.oswegocounty.com/departments/human_services/social_services/index.php

Otsego County DSS

County Office Building · 197 Main St
Cooperstown, NY 13326-1196 ·
(607) 547-4355
www.otsegocounty.com/departments/social_services/

Putnam County DSS

110 Old Route 6 A40 · Carmel, NY 10512 · (845) 808-1500
www.putnamcountyny.com/social-services/

Rensselaer County DSS

547 River St · Troy, NY 12180-8403 · (518) 266-7800
www.rensco.com/departments/social-services/

Rockland County DSS

Building L · 50 Sanatorium Road · Pomona, NY
10970 (845) 364-2000
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/department_of_social_services

Saratoga County DSS

152 West High St · Ballston Spa, NY 12020 ·
(518) 884-4140
www.saratogacountyny.gov/departments/social-services

Schenectady County DSS

797 Broadway · Schenectady, NY 12305 · (518) 388-4470
www.schenectadycounty.com/dss

Schoharie County DSS

County Office Building, 2nd Floor · PO Box 687
284 Main St Schoharie, NY 12157
(518) 295-8334
www4.schohariecounty-ny.gov/departments/social-services/

Schuyler County DSS

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

Steuben County DSS

3 East Pulteney Square · Bath, NY 14810 · (607) 664-2000
www.steubencony.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.stlawco.org/Departments/SocialServices/%20

Suffolk County DSS

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

Sullivan County DSS

16 Community Lane · P.O. Box 231 · Liberty, NY 12754
(845) 292-0100
sullivanny.us/Departments/familyservices

Tioga County DSS

1062 State Route 38 · P.O. Box 240
Owego, NY 13827 · (607) 687-8300
www.tiogacountyny.com/departments/social-services

Tompkins County DSS

320 West State St · Ithaca, NY. 14850 · (607) 274-5680
tompkinscountyny.gov/dss

Ulster County DSS

1061 Development Court · Kingston, NY 12401-1959
(845) 334-5000
ulstercountyny.gov/social-services

Warren County DSS

Warren Co. Municipal Center · 1340 State Route 9
Lake George, NY 12845-9803 · (518) 761-6300
www.warrencountyny.gov/socserv/

Washington County DSS

Municipal Bldg · 383 Broadway Bldg B
Fort Edward, NY 12828 · (518) 746-2300
washingtoncountyny.gov/517/Social-Services

Wayne County DSS

77 Water St · P.O. Box 10 · Lyons, NY 14489-
0010 (315) 946-4881
web.co.wayne.ny.us/index.php/wayne-county-social-services-department/

Westchester County DSS

85 Court Street White Plains, NY 10601-5113 · (914)
995-3333
socialservices.westchestergov.com/

Wyoming County DSS

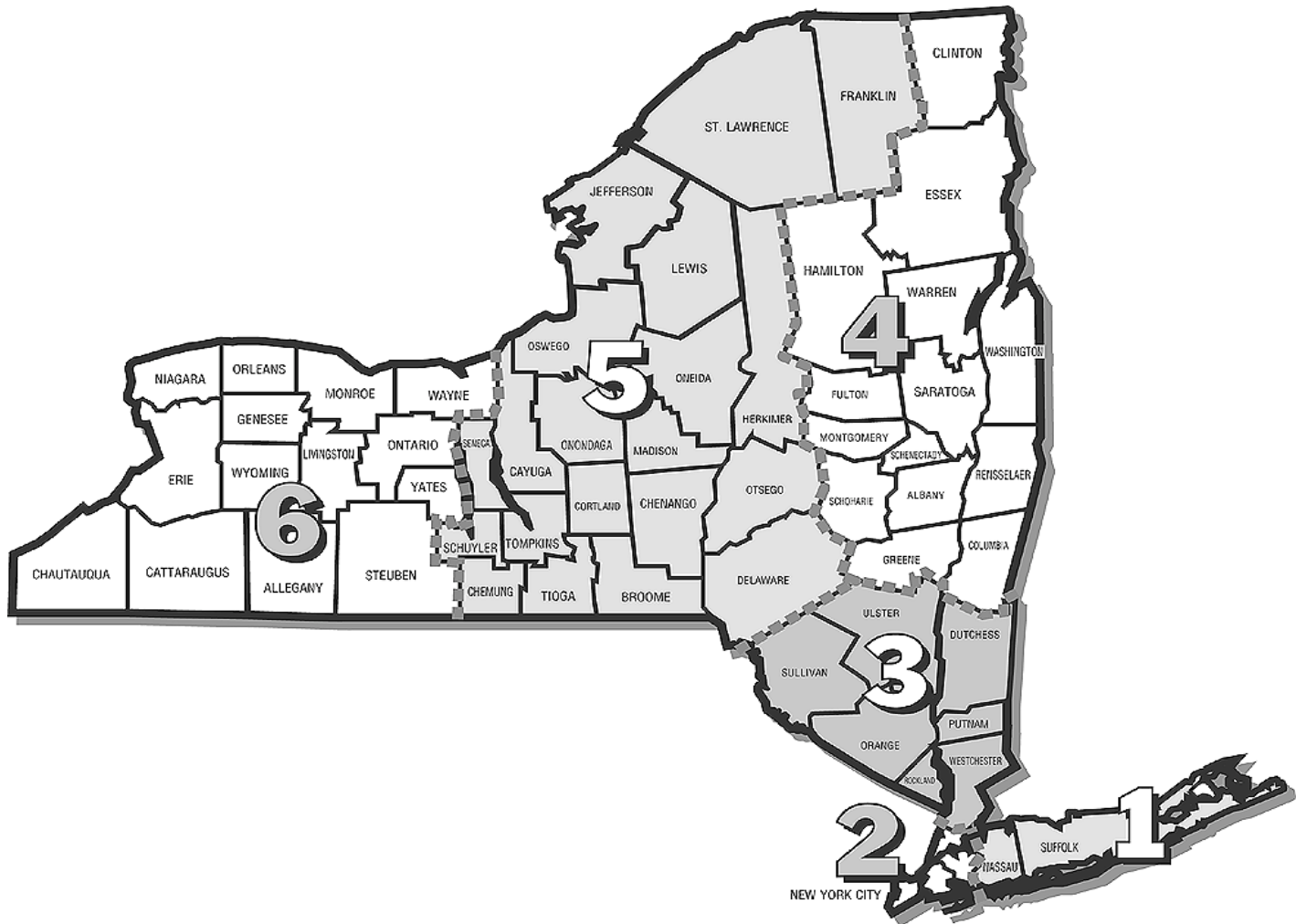
466 North Main St · Warsaw, NY 14569-1080
(716) 786-8900
www.wyomingco.net/205/Social-Services

Yates County DSS

County Office Building · 417 Liberty St, Suite 2122
Penn Yan, NY 14527-1118 · (315) 536-5183
www.yatescounty.org/317/Social-Services

CSEA REGIONS

Location of counties in each Region



Important CSEA Contact Information

CSEA Website www.cseany.org

CSEA HEADQUARTERS	518-257-1000	800-342-4146
REGION 1	631-462-0030	
REGION 2	212-406-2156	
REGION 3	845-831-1000	800-757-2732
REGION 4	518-782-4400	800-874-7344
REGION 5	315-433-0050	800-559-7975
REGION 6	716-691-6555	866-568-7734

CSEA HEALTH BENEFITS	518-785-4774	800-286-5242
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CSEA MEMBERSHIP DEPARTMENT		800-342-4146
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PEARL INSURANCE

CSEA Security Life Plan, Hospital Income Insurance Plan & Family Protection Plan	877-847-2732
Auto Insurance and Homeowner/Renters Insurance	800-833-4657
VPI 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

CSEA WORK INSTITUTE 518-782-4427 / 866-478-5548 workinst@cseainc.org

