

Customer Needs Referral Guide - Rome

1. Finding a Job	Working Solutions Resource Room-356-0662. Temporary Agencies, Newspapers, Networking, Job Fairs, College Placement Offices, Internet	
2. Transferable skills	Transferable Skills Workshop, Zone Workshop - 356-0662. Self directed use of Job Zone in the Resource Room.	
3. Resume writing or critique	Resume Workshop, Resume Lab-356-0662. directed use of Resource Room: software, books, DVDs.	Self
4. Employment applications	Resume Workshop-356-0662.	
5. Interviewing skills	Interview Tips Workshop-356-0662. Self Directed use of Resource Room: Internet, books. DVDs.	
6. Job keeping skills	Employment Counselor appointment-356-0662	
7. Job market & employers	Appointment with Working Solutions staff-356-0662. On-Line: www.labor.state.ny.us, www.indeed.com, www.simplyhired.com, www.workforcenewyork.com.	
8. Debit card & UI information	Debit Cards on-line: www.myaccount.chase.com. By phone: 1-877-221-1634. UI: On line: www.labor.state.ny.us. UI by phone: 1-888-209-8124. certify for weekly benefits call:1-888-581-5812.	To
9. Youth employment & training	Career Links Program for disabled youth 16-25 - 738-7303. OC Youth bureau-798-5027 Oneida Co. Summer Youth & College Internship programs-798-5908	
10. Services to Veterans	Sandra Wilkerson 356-0662, Oneida Co Veterans' Assistance-336-4270	
11. GED, Literacy & ESL	Refugee Center-738-1083, BOCES Adult Learning Center - 334-8000, Connect-334-8003, Job Corps-478-5529, MVCC-334-7700 or 339-3470	Project
12. Short Term training	Working Solutions-356-0662, MVCC -334-7718, Rome BOCES-334-8000. w/disabilities, VESID-793-2536, Title V Older Worker Program-797-4642 Employment Resource Center-793-9700	People Woman's
13. OJT/CRT	Working Solutions - 356-0662. VESID (for individuals with disabilities) 793-2536	
14. Discrimination	NYS Division of Human Rights - 518-474-2705. NYS DOL Labor Standards - 518-457-2730	
15. Public Assistance	Oneida Co Dept of Social Services:	
16. Food Assistance	Oneida Co DSs/Food Stamps-336-7411. Rome food Bank-336-4260. Co. Food Bank-339-5640. Welcome Hall/Rescue Mission-337-2516.	Oneida
17. Paying Bills/Budgeting	Consumer Credit Counseling -337-8386 Cornell Cooperative Extension-736-3394. Assistance-339-5640 Rental Assistance - 339-5640	Heat
18. Finding a new job after injury or illness	NYS Disability-793-2220, Workers Comp-798-5688, VESID-793-2536, Medicaid-336-7411, Mental Health-798-5903, MV Council on Alcoholism-768-1361. RCIL:797-4642	OC
19. Keeping disability benefits	RCIL Benefits Planner- 797-4642 x324, VESID-793-2536, Social Security Disability- 797-7614, Oneida Co. Social Services-338-0241	
20. Health insurance	Child Health Plus and Family Health Plus:Fidelis -1-888-343-3547, Excellus BC/BS-1-800-338-499, MV Perinatal Network -732-4657, United Health Care of Upstate NY- 1-800 339-5380 Medicaid: Oneida Co Dept of Social Services-798-5632, COBRA: USDOL - 212-399-5191	
21. Child Care	Mid-York Child Care Coordinating Council - 339-8450, Oneida Co DSS-798-5974/266-6192. DWAC - 793-2754.	
22. Transportation assistance	Centro Bus Pass Program, Working Solutions: MaryEllen Dalton - 356-0662. Co. Dept of Social Services Bus Pass/Gas Card - 338-0241	Oneida
23. Homeless assistance	Jobs & Hope/Jeff Shulkin-797-7354, Salvation Army-336-4260, Homeless Youth -339-4960	Runaway &
24. Drug and/or alcohol issues	Mohawk Valley Council on Alcoholism & Addiction-768-1363. AA-337-5160. Community Recovery Center - 334-4701	
25. Legal Assistance	Legal Aid Society of Mid-New York-732-2134. Mohawk Valley Community Action (eviction)-339-5640	
26. Criminal history	Legal Aid Society of Mid-New York-732-2134 NYS Division of Human Rights- (518) 474-2705 2nd Chance Program Coordinator: Doshine Jenkins-731-3435, Re- entry Task Force: Doshine Jenkins-731-3435.	
27. Clothing	Salvation Army-336-4260, Rescue Mission-337-2515, and Hope, Jeff Shulkin for Homeless, 797-7384. Women's Employment & Resource Center, clothing for interview/work -793-9700 (for women only)	Jobs
28. Coping with stress	Family Services -336-3090, Mohawk Valley Community Action-339-5640	
29. Getting along with people	Family Services -336-3090, Peacemaker Program-724-1718	
30. Existing pensions info	USDOL:Pensions & Welfare Benefits - 202-219-8776	