J. Ryan McMahon II, County Executive

Sarah G. Merrick, Commissioner

WELCOME TO THE DEPARTMENT OF SOCIAL SERVICES - ECONOMIC SECURITY



J. Ryan McMahon II, County Executive

Sarah G. Merrick, Commissioner

BIENVENIDO AL DEPARTMENTO DE SERVICIOS SOCIALES DEL CONDADO DE ONONDAGA - SEGURIDAD ECONOMICA





OUR HOURS

8AM-4PM Monday-Friday

VISIT

onondaga.gov/dss

CALL

(315) 435-2700

One Number for All DSS Services

315-435-2700



This is safe.
This is official.
This is DSS.

ONONDAGA COUNTY DSS-ES

Onondaga County
Social Services

We Value Your Feedback

Take our DSS phone survey and share your experience.

Have you recently called Onondaga County DSS? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.



TAKE A SURVEY

In order to serve you and keep things safe for you and our staff,

PLEASE:

- Do not use your cell phone while with a worker
- Treat others the way you would like to be treated
- Keep the waiting area the way you found it
- Do not record any audio, take pictures, or videos

ONONDAGA COUNTY
SOCIAL SERVICES - ECONOMIC SECURITY



ONONDAGA COUNTY DSS-ES

One Number for All DSS Services

315-435-2700

We've made it easier to reach us. All DSS phone numbers now connect through **315-435-2700.** This is our official system, and we're here to help.



You'll Hear 'EVA'

When you call, you may hear a voice. That's our new department wide phone system helping guide your call.

Stay On the Line

Please stay on the line. We'll help connect you to the right department.

This is Safe.

This is safe. This is official. This is DSS.

ONONDAGA COUNTY
SOCIAL SERVICES - ECONOMIC SECURITY

The mission of the Department of Social Services-Economic Security is to **accurately** and **efficiently administer economic support** and services to county residents in a **respectful manner** where each person is treated fairly. Our staff is responsible for following state and federal guidelines for delivering appropriate assistance. The delivery of services will be conducted in a **safe** and **supportive environment** for members of our staff and the public.

Our goal is to help people achieve their highest level of independence by providing quality service in a timely, efficient and dignified manner.



ONONDAGA COUNTY DSS-ES

AVOID COMING IN THE CIVIC CENTER

USE YOUR PHONE TO SUBMIT PAPERWORK!

You can use your phone with the app **NYDOCSUBMIT** to submit paperwork for:
Eligibility Verification for SNAP, HEAP and TA including:

- **Identity Verification** such as
  - Birth Certificate
  - Social Security Card
  - Drivers license
- **Income Verification** such as
  - Paystubs
  - Shelter Expense like lease or rent receipts
  - Verification of medical or daycare expenses and utility bills.



Download *NYDOCSUBMIT* Today!

Download on the App Store

GET IT ON Google Play

The app is available free on Google Play or in the Apple App store.

DO YOU HAVE A DISABILITY?

NEED HELP WITH PAPERWORK OR INFORMATION?

Under *the Americans with Disabilities Act,* Onondaga County can assist you.





Please notify the front desk if you need assistance. Ask your worker - We are here to help you!

DSS-ES Unit Civil Rights Program Representative

Stacy Lippert (Name)	TA Intake (Unit)
Civic Center (Address)	#7393 (Phone Number)

FOR ADDITIONAL INFO

Contact DSS-ES ADA Coordinator Paula Mallory Engel

Phone: (315) 634-0504

Email: PaulaEngel@ongov.net

ONONDAGA COUNTY
SOCIAL SERVICES - ECONOMIC SECURITY

Follow us for DSS-ES updates, tips, and more!

Onondaga County Department of Social Services-Economic Security

@OnondagaCountyDSS

@OnondagaCountyDSS

FREE DIAPERS

Sign Up Today

Scan the QR Code
to sign in to your account to register for free diapers!!

Free Diapers. Real Help.
Sign Up Today.



WHY ENROLL?

- ITS 100% FREE
- IT HELPS SAVE YOU MONEY
- ITS QUICK AND EASY
- ITS ONE LESS THING TO WORRY ABOUT

SCAN THE QR CODE TO ENROLL IN FREE DIAPERS

New Here?
Please contact
FreeDiapers@dfa.state.ny.us!



ongovhealth
Onondaga County
Health Department
Substance Use
Initiatives

Got Narcan?

An opioid overdose can happen to anyone.

Save a life. Get trained.

How you can get trained:

- Zoom
- In person
- Our online training

End overdose now.
Call or text (315) 418-5365 for Narcan, test strips, and peer support.

NYDocSubmit

It's as easy as **1-2-3!**

1. Take a Photo of a Document

2. Enter Identifying Information

3. Upload the Document

Now available for download on Google™ Play and the Apple™ App Store.

For a list of social services programs and counties that are currently participating, please see the description in the app store.



NEW YORK STATE

Pub-5126 (Rev. 09/18)

NYDocSubmit

¡Es tan fácil como **1-2-3!**

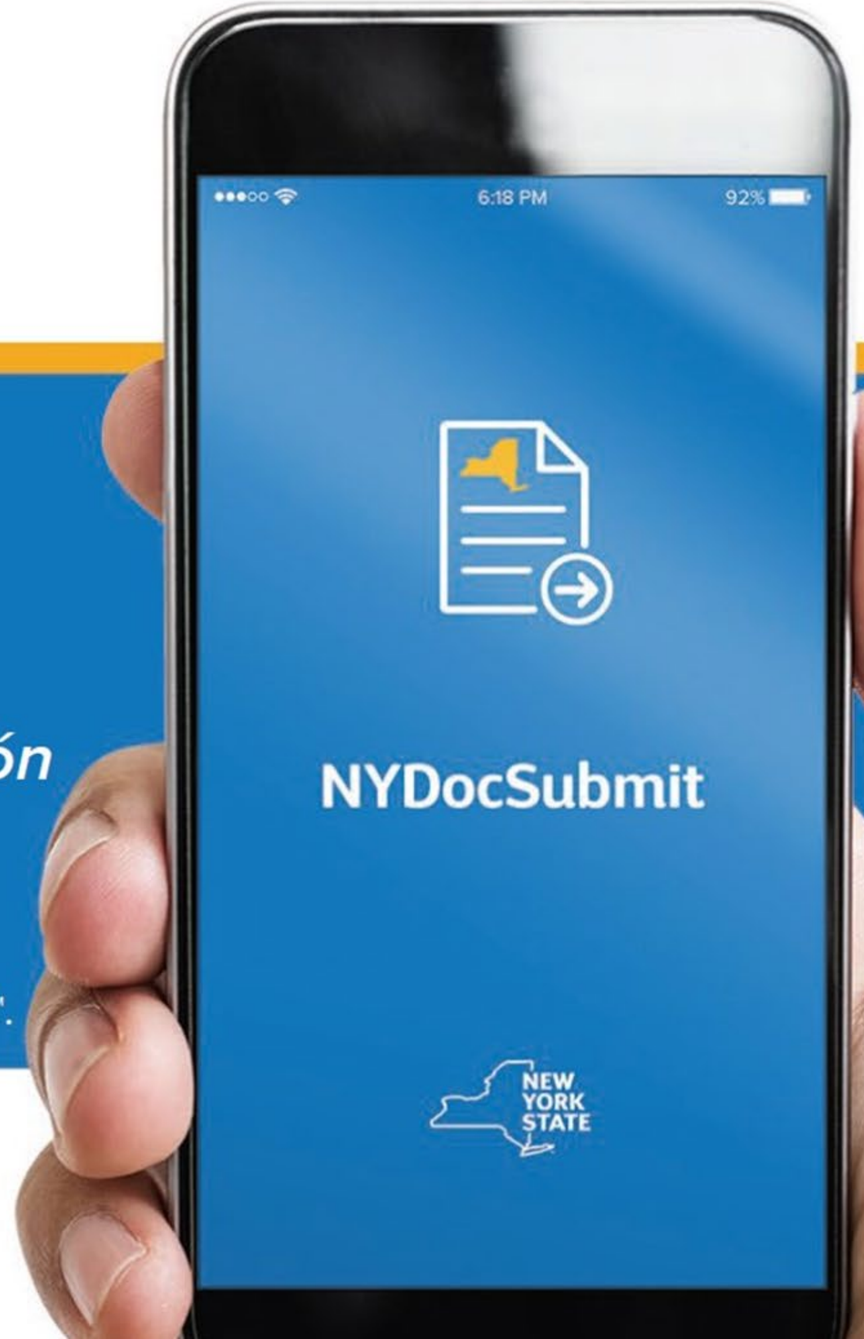
1. Tómele una foto al documento

2. Ingrese la información de identificación

3. Suba el documento

Ahora se puede descargar de Google™ Play y la tienda de aplicaciones Apple™.

Si desea una lista de los programas de servicios sociales y condados participantes, consulte la descripción en la sección de tienda de aplicaciones.



NEW YORK STATE

Pub-5126-SP (Rev. 09/18)

WE'RE HIRING

Do you find helping others to be rewarding?
Do you like meeting new people?
Do you want great benefits?

DSS-ES IS THE PLACE FOR YOU!



APPLY TODAY!

Onondaga County Department of Social Services-Economic Security

@OnondagaCountyDSS

@OnondagaCountyDSS

NEW YORK STATE | Office of Temporary and Disability Assistance

We value your feedback

Take the public benefits survey and share your experience.

If you receive or have applied for public benefits in New York State, we want to hear about your experiences, including challenges you may have faced.

New Yorkers are invited to fill out a brief, anonymous survey by December 31, 2026.

TAKE A SURVEY

HEARS Family Line

Help • Empower • Advocate
Reassure • Support



The HEARS Family Line assists parents, families and individuals by providing information to callers on resources to meet their needs in their communities. Caring specialists guide families to services including food pantries, clothing closets, housing assistance, medical and behavioral health care services, parenting education, child care and more.

Línea Familiar HEARS

Ayudar • Empoderar • Abogar
Tranquilizar • Apoyar



La Línea Familiar HEARS ayuda a padres, madres, familias e individuos a obtener información sobre una variedad de recursos para satisfacer sus necesidades en sus comunidades. Representantes atentos guían a familias hacia servicios que incluyen información sobre acceso a despensas de alimentos, ropa gratuita, asistencia con vivienda, servicios de atención médica y de salud conductual, educación para padres, cuidado infantil y mucho más.

خط HEARS للأسرة

المساعدة (H) • التمكين (E) • الدفاع (A)
الطمأنة (R) • الدعم (S)



خط HEARS للأسرة يساعد أولياء الأمر والأسر والأفراد من خلال تزويد المتصلين بمعلومات عن الموارد المتاحة لتلبية احتياجاتهم في مجتمعاتهم. يتولى ممثلو الرعاية توجيه الأسر إلى الخدمات ويشمل ذلك الطعام والملابس والمسكن وخدمات الرعاية الصحية الطبية والسلوكية وتوعية أولياء الأمر ورعاية الأطفال.

1-888-55-HEARS
(1-888-554-3277)

SNAP CHANGES BEGINNING MARCH 1

WHO IT AFFECTS?

What is an ABAWD?

- ABAWD stands for Able Bodied Adults Without Dependents.

New Work Rule (ABAWD)

Adults ages 18–64 without a child under 14 must work, train, or volunteer **80 hours per month** to keep SNAP longer than 3 months.

Who's Affected? (New Rules)

People applying for SNAP benefits on or after November 1 will follow the new ABAWD (Able Bodied Adults Without Dependents) work rules.

Who's NOT Affected? (Old Rules)

- Current SNAP recipients who are considered ABAWDs will stay under the old rules until:
  - Their next recertification, or
  - Their status changes

Why the Change?

Recent federal legislation has established new rules for SNAP eligibility for ABAWDs. Be sure to look for these changes in the upcoming months.

What You Need to Know

- If you're 18–64 without kids under 14, you'll need to meet the 80 hours/month rule.
- If you're a parent with kids under 14, this does not apply to you.
- If you're not a U.S. citizen, check with us to see if you qualify.



Group	Do New Rules Apply?	What It Means
Adults 18-64 with **no kids under 14**	YES	Must work/train/volunteer 80 hours per month after 3 months (Applicants applying on or after November 1 or at recertification.)
Parents with a **child under 14**	NO	Exempt from new work rules
Homeless, Veterans, Foster Youth (18+)	YES	No longer exempt - must meet work rules

otda.ny.gov/programs/snap/

SCAN ME
to learn more about OTDAs SNAP Work Requirements

SCAN ME
to watch a video explaining the new changes!

Are you working but having a hard time making ends meet?

WorkPaysNY

There are benefits and supports for working New Yorkers that you may be losing out on!

Check your eligibility for a wide range of work supports at:

myBenefits.ny.gov

It's quick, easy and confidential!

For more information, call

1-800-342-3009

NEW YORK STATE OF OPPORTUNITY. | Office of Temporary and Disability Assistance



¿Trabaja pero se le dificulta llegar a fin de mes?

TrabajarPaga NY
(WorkPaysNY)

Existen subsidios y apoyos de los cuales usted quizás no esté tomando ventaja.

Verifique si reúne los requisitos para una amplia gama de apoyos laborales en:

myBenefits.ny.gov

Es rápido, fácil y confidencial

Si desea más información, marque el:

1-800-342-3009

NEW YORK STATE OF OPPORTUNITY. Office of Temporary and Disability Assistance

Mayor Seguridad Económica

- Subsidio de Energía Para Ewl Hogar (HEAP)
- Seguro de Salud Gratis o a Bajo Costo
- Cuidado de Niños
- Subsidio de Alimentación y Nutrición
- Créditos Tributarios y Preparación Gratis de Planillas de Impuestos
- Salarios



Onondaga County Department of Adult & Long-Term Care Services

(315) 435 - 3355

www.ongov.net/adult

421 Montgomery Street
10th Floor
Syracuse, NY 13202







Office for Aging

- Information & Assistance
- Nutrition Services
- Caregiver Services
- Community Service Programs
- Health Promotion
- HEAP
- EISEP
- HIICAP

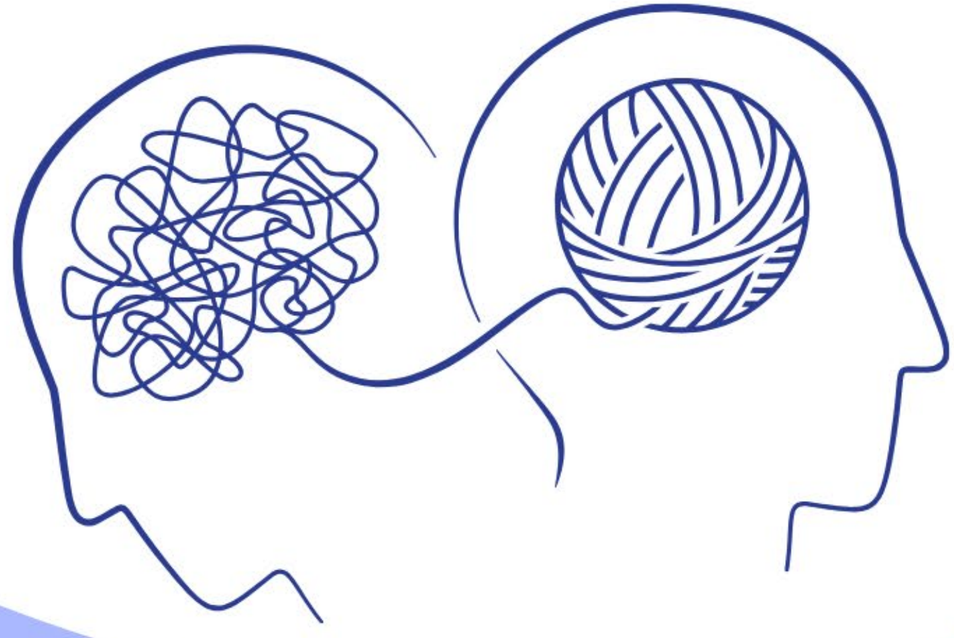
(315) 435-2362

www.ongov.net/aging

MENTAL HEALTH SERVICES

(315) 435-3355

www.ongov.net/mentalhealth



Hey Parents...

Child Care Just Got *MORE* Affordable.

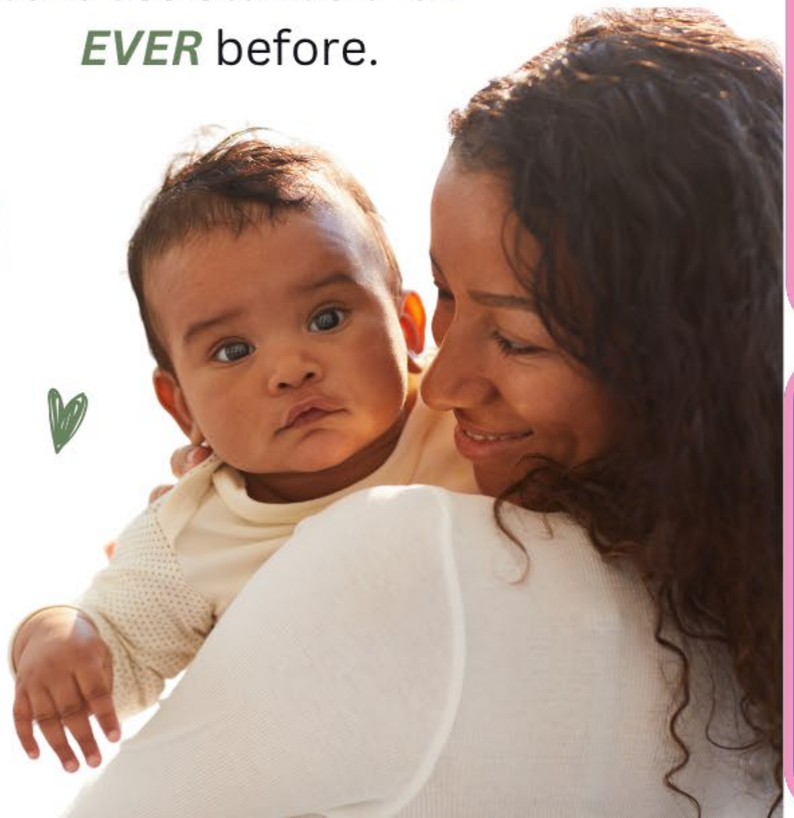
CHILD CARE
SOCIAL SERVICES - ECONOMIC SECURITY

earlychildhoodalliance ONONDAGA

Family Size	Family Income	Weekly Family Cost
2	$79,214	$11.00
3	$97,853	$13.50
4	$116,492	$16.00
5	$135,131	$18.50
6	$153,770	$21.00

For example, a family size of four (two parents/two children or one parent/three children) with a family income of $116,492 would only pay $16.00 a week for one or more children in care.

More families are now eligible for child care assistance than ***EVER*** before.



See if You're Eligible

Scan the QR code to see if you're eligible.

hs.ocfs.ny.gov/CCAPeligibility/

Contact Local DSS

For more information:
Call (315) 435-2700
Visit childcare.onondaga.gov

Need Help Finding Care?

Child Care Solutions can assist you in finding child care that best meets your needs.

(315) 446-1220 ext. 303
parenthelp@childcaresolutions.org
www.childcaresolutionscny.org

VOLUNTEER LAWYERS PROJECT OF CNY, INC.

FREE LEGAL HELP FOR LOW-INCOME RENTERS

EVICTION • RENTERS' RIGHTS • HOUSING QUALITY



- Support for those facing eviction
- Help for those having difficulties with a landlord
- Information about renters' rights and responsibilities

Contact VLP's Eviction Prevention Team:

Start an Online Intake:
vlpcny.org/intake

Email:
housing@vlpcny.org

Call:
(315)-807-0043



What does Child Support Services do?

Assists custodial parents and their children to locate absent parents, establish parentage, obtain support for their children, and enforce the terms of Family Court's orders of support.

CHILD SUPPORT

SOCIAL SERVICES - ECONOMIC SECURITY

Hours: 8AM - 4PM
Monday - Friday

Call: 1-88-208-4485

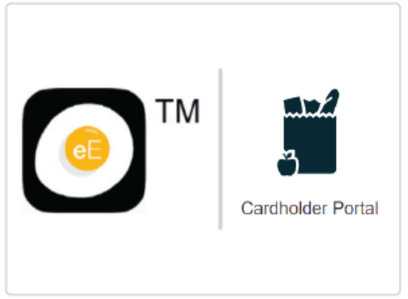
Visit: childsupport.ny.gov

Safeguard Your Card

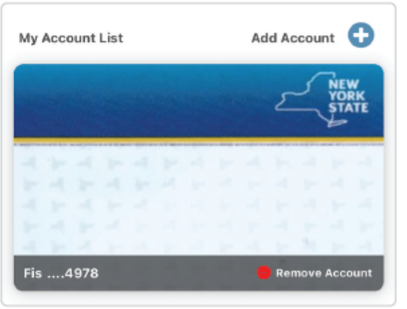
New EBT Freeze Card Feature is Available

Use the new freeze card feature to help secure your Electronic Benefit Transfer (EBT) card and protect your benefits from scam-related theft. You can freeze your EBT card when it is not in use and then unfreeze the card to make a purchase. Freezing your card is easy. Follow these four simple steps:

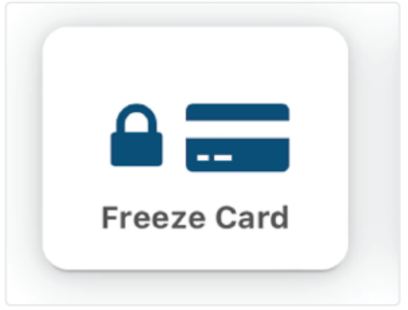
1. Download or open the **ebtEDGE** app on your mobile device or go to the cardholder portal on **ebtEDGE.com**.



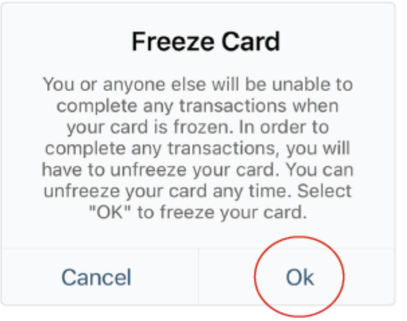
2. Securely log in to your account and tap "**Freeze Card**" under "**Account Services**."



3. Select "**Freeze Card**."



4. A Freeze Card confirmation message will appear. Select "**OK**" to confirm.



Freezing your EBT card will block all purchases, balance inquiries, and transactions. Whenever you go shopping, use the ebtEDGE app to unfreeze your card and freeze it again after you check out. You can also use the ebtEDGE app, or go to **ebtEDGE.com**, to block online or out-of-state transactions.

For more ways to protect your benefits, visit:
otda.ny.gov/ebtscam

NEW YORK STATE OF OPPORTUNITY. | **Office of Temporary and Disability Assistance**

Pub-5261 • REV (08/24)



Near Westside Peacemaking Project

Have a conflict with someone?
Disagreement with your neighbor?
Trouble with a family member?

LET YOUR VOICE BE HEARD.

Call the Peacemaking Center:
(315) 266-4350

601 Tully St
Syracuse, NY 13204

EARLY CHILDHOOD EDUCATION PROGRAMS ARE NOW ENROLLING FAMILIES!

THE SALVATION ARMY

FUN, HEALTHY, SAFE, LEARNING ENVIRONMENT FOR YOUR CHILDREN

- HIGH QUALITY PROGRAMMING
- TWO DOWNTOWN LOCATIONS
- 6 WEEKS TO 3 YEARS OLD

CONTACT US FOR ELIGIBILITY

315-479-1324

Hola Padres...

El cuidado de niños ahora es más asequible.

CHILD CARE
SOCIAL SERVICES - ECONOMIC SECURITY

eca early childhood alliance ONONDAGA

Tamaño de la familia	Ingreso familiar	Costo familiar semanal
2	$79,214	$11.00
3	$97,853	$13.50
4	$116,492	$16.00
5	$135,131	$18.50
6	$153,770	$21.00

Por ejemplo, una familia de cuatro miembros (dos padres/dos hijos o un padre/tres hijos) con un ingreso de $116,492 y solo pagaría $16 a la semana por uno o más niños en cuidado infantil.

Más familias que nunca son elegibles para recibir asistencia para el cuidado infantil.



Verifique si es elegible

Escanee el código QR para ver si es elegible.

hs.ocfs.ny.gov/CCAPeligibility/

Comuníquese con el DSS local.

Para más información:
Lláme (315) 435-2700
Visita childcare.onondaga.gov

¿Necesita ayuda para encontrar cuidado de niños?

Las soluciones de cuidado infantil pueden ayudarle a encontrar el cuidado infantil que mejor se adapte a sus necesidades.

(315) 446-1220 ext. 303
parenthelp@childcaresolutions.org
www.childcaresolutionscny.org

SERVICES:

Hospital-based Withdrawal Management

Inpatient Rehabilitation

Structured Outpatient

Outpatient Rehabilitation

Specialty Services

Opioid Treatment

HOW TO LEARN MORE:

2775 Erie Boulevard East,
Syracuse, NY 13224

Call: (315) 4708304

Email: ellenfriedman@crouse.org

Visit: crouse.org/addiction

CROUSE HEALTH
Addiction Treatment Services

SYRACUSE
SUNY UCAWD



Learn More to Earn More

The Syracuse EOC offers no-cost Day and Evening classes helping you:

- Learn English
- Earn a High School Equivalency Diploma
- Learn a vocational skill leading to a new or better job opportunity
- Computer improvement skills to include a no-cost Microsoft Office Certification
- Rosetta Stone for up to 29 languages

APPLICATIONS ARE AVAILABLE AT

SUNY EOC, 100 NEW ST. ROOM 200 MONDAY-FRIDAY 8:30AM-4:30PM

Call Tobacco-Free CNY for Information on Smoke-Free Housing Policies

You have a right to be concerned when unwanted smoke is drifting into your home from smoking neighbors.

(315) 435-3280



NEED HELP NOW?

Open Access is open 24/7 providing screenings, assessments, & referrals for substance use and mental health disorders.

Call: **315-471-1564**

Walk-In: 329 North Salina Street

Visit: www.helio.health

Helio Health®

Where hope meets healing

Helio Health Services

- Helio Health Detox and Inpatient Rehabilitation
- Certified Community Behavioral Health Clinic -Outpatient
- Child and Adolescent Clinic
- Opioid Treatment Programs
- Residential Services for Substance Use and/or Mental Health Disorders
- Permanent Housing/Affordable Housing
- Recovery Center

THINKING ABOUT SUBSTANCE USE TREATMENT?

We can send a peer to help you access care.

Call: **315-401-4288**

ONONDAGA COUNTY DSS-ES

AVOID COMING IN THE CIVIC CENTER

USE YOUR PHONE TO SUBMIT PAPERWORK!

You can use your phone with the app **NYDOCSUBMIT** to submit paperwork for:
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- **Identity Verification** such as
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  - Social Security Card
  - Drivers license
- **Income Verification** such as
  - Paystubs
  - Shelter Expense like lease or rent receipts
  - Verification of medical or daycare expenses and utility bills.



Download *NYDOCSUBMIT* Today!

Download on the App Store

GET IT ON Google Play

The app is available free on Google Play or in the Apple App store.

TA Employment

The Temporary Assistance (TA) Employment Program, formerly known as "*JobsPlus!*," assists TA and SNAP applicants and recipients overcome employment barriers.

(315) 435-2700

Located on 4KOB/COB.



Is WIC For You?

Are you pregnant or breastfeeding?

Do you have a child under age five?

WIC may be for you!

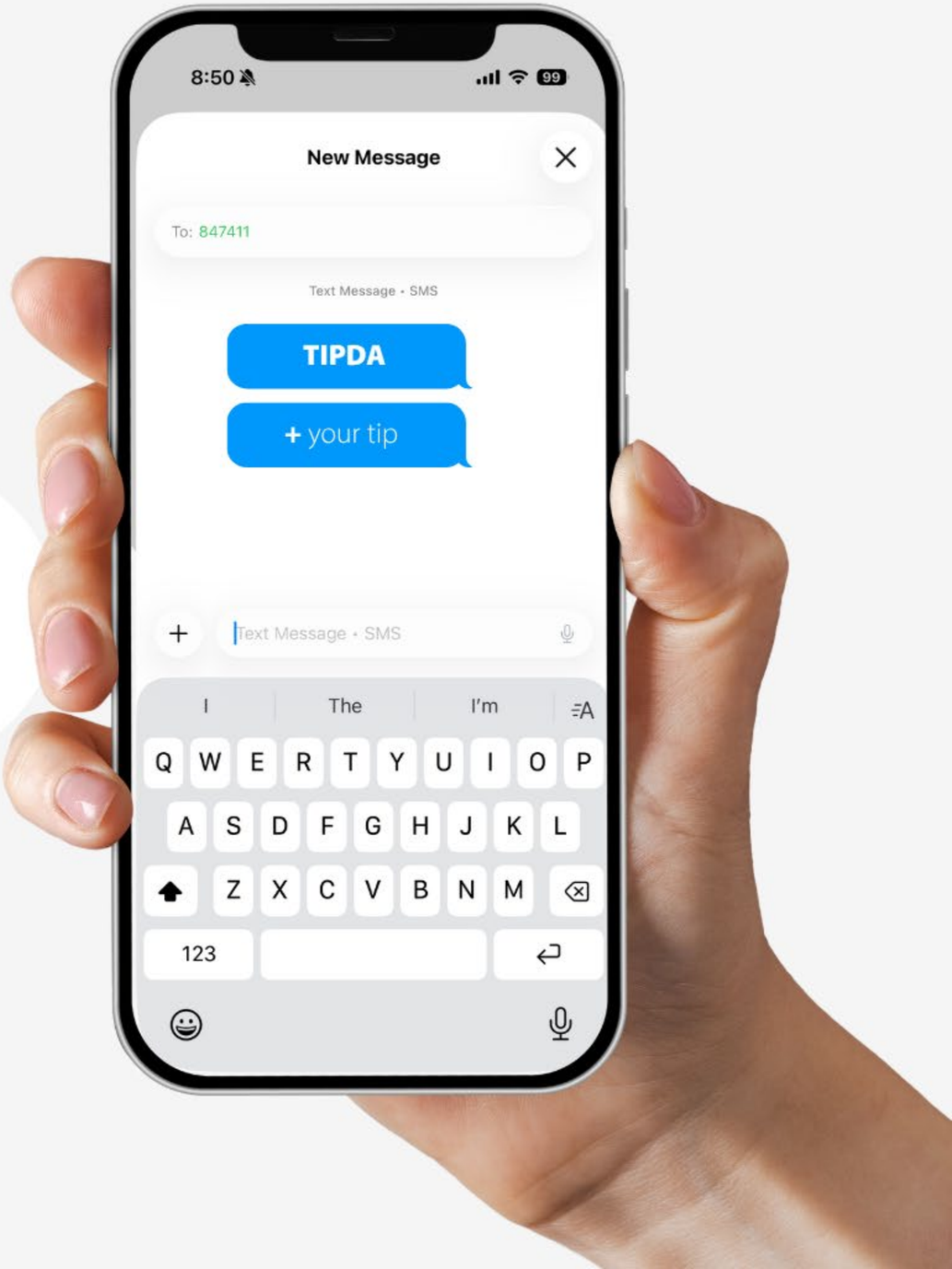


WIC can help you get the food you need when you need it most!

Call 315-435-3304 to learn more

TEXT anonymous tips about crimes or suspicious activity in your community

ENVÍE mensajes de texto con información anónima sobre delitos o actividades sospechosas en su comunidad



Meet EVA

Our Friendly DSS-ES Phone Assistant!

EVA is our new automated phone system that helps route your call quickly and get you the information you need — without the wait!

When you get a call from EVA, it's not a scam — it's Onondaga County DSS-ES reaching out with important updates about your case or benefits.

Try Now! Call 315-435-2700

Call (315) 435 – 2700 TODAY!

Don't hang up!
I'm here to help you!



Answering common questions

Providing program updates

Guiding you to the right department

QUICK TIPS

Tip: If you hear EVA, stay on the line and listen — she's learning to make things easier for everyone!

Onondaga County
Social Services

We Value Your Feedback

Take our DSS phone survey and share your experience.

Have you recently called Onondaga County DSS? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.



TAKE A SURVEY



HELP ME GROW
ONONDAGA

CALL 2-1-1 AND ASK FOR HELP ME GROW

PARENTS HAVE QUESTIONS. WE HAVE ANSWERS.

FAIR HEARINGS

SOCIAL SERVICES - ECONOMIC SECURITY

TO REQUEST A PUBLIC ASSISTANCE, SNAP, HEAP, MEDICAID, OR DAYCARE FAIR HEARING:

1 (800) 342-3334

(518) 473-6735

otda.ny.gov/hearings/request/

New York State Office of Temporary and
Disability Assistance
Office of Administrative Hearings
P.O. Box 1930
Albany, NY 12201-1930

For more information or additional Fair Hearing options, visit: otda.ny.gov/hearings

InterFaith works
Affirm Dignity

FREE

CITIZENSHIP AND NATURALIZATION SERVICES!





OUR DOJ ACCREDITED REPRESENTATIVES ASSIST YOU TO CAREFULLY:

- Fill out and submit the N-400 application
- Gather the required documents and respond to requests for evidence
- Guide you through the citizenship and naturalization process
- And much more!

For more information call or email

Bethany Wicks: (315) 449-3552 ext. 234; bwicks@ifwcny.org

Interfaith Works of CNY, 1010 James St. Syracuse, NY, 13203

www.interfaithworkscny.org

FREE CLASSES FOR CITIZENSHIP

InterFaith works
Affirm Dignity

IN-PERSON:

Monday & Tuesday
5:30 pm - 7:30 pm

Tuesday & Thursday
12:00 pm - 2:00 pm

ONLINE:

Monday & Wednesday
12:00 pm - 2:00 pm

CLASSES WILL BE HELD AT

INTERFAITH WORKS
1010 James Street
Syracuse, NY 13203

You must have a green card and basic English skills.

FOR MORE INFORMATION, CONTACT
KEVIN LUCAS
klucas@ifwcny.org
315.449.3552 x245



988
SUICIDE & CRISIS LIFELINE

If you or someone you know needs support now, call or text **988** or chat **988lifeline.org**

PEP22-08-03-006



988
LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS

Si tú o alguien que conoces necesita apoyo, llama al **988** (servicio en español) o envía un texto al **988** o chat vía **988lifeline.org** (en inglés).

PEP22-08-03-008

Hey Parents...

Child Care Just Got *MORE* Affordable.

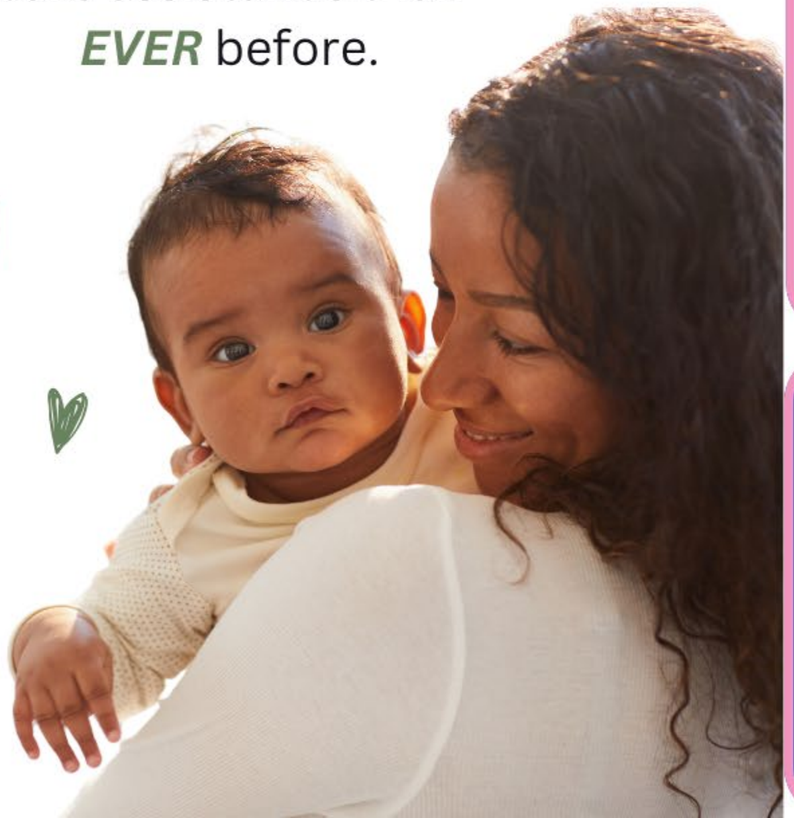
CHILD CARE
SOCIAL SERVICES - ECONOMIC SECURITY

earlychildhoodalliance ONONDAGA

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(315) 446-1220 ext. 303
parenthelp@childcaresolutions.org
www.childcaresolutionscny.org

EMERGENCY BROADBAND BENEFIT PROGRAM

A Federal Communications Commission program that provides a temporary discount on monthly broadband bills for qualifying households.

IF YOUR HOUSEHOLD IS ELIGIBLE, YOU CAN RECEIVE:

- **Monthly Benefit:** Up to a $50/month discount on your broadband service and associated equipment rentals
- **Enhanced Tribal Benefit:** Up to a $75/month discount if your household is on qualifying Tribal lands
- **One-time Device Discount:** Up to $100 for a laptop, tablet, or desktop computer (with a co-payment of more than $10 but less than $50) where available



Only one monthly service discount and one device discount is allowed per household. The program rules recognize there may be more than one eligible household at the same address.

To learn about eligibility and application options, visit GetEmergencyBroadband.org.

Universal Service Administrative Co.

FCC

EMERGENCY BROADBAND SUPPORT CENTER
(833) 511-0311 | 9 am-9 pm ET
7 DAYS PER WEEK | EBBHelp@usac.org

See if you're eligible today by visiting

GetEmergencyBroadband.org



HELP

Drugs, Alcohol, Gambling

Call or Text



1-877-8-HOPENY

1-877-846-7369

Text: HOPENY (467369)

There is hope and help.

24/7

FREE.

CONFIDENTIAL.

NEW YORK STATE

oasas.ny.gov/hopeline

ANZA AYUDA

las drogas, el alcohol y las apuestas

Llame o envíe un mensaje de texto al



1-877-8-HOPENY

1-877-846-7369

Texto: HOPENY (467369)

Existe esperanza y ayuda.

24/7

GRATUITO.

CONFIDENCIAL.

NEW YORK STATE

oasas.ny.gov/hopeline

One Number for All DSS Services

315-435-2700



This is safe.
This is official.
This is DSS.

ONONDAGA COUNTY DSS-ES



MEDICAID
SOCIAL SERVICES-ECONOMIC SECURITY

Nursing Home Care

For individuals who are seeking help in paying for nursing home or long-term home health care services.

Hours: 8AM - 4PM
Monday - Friday

Visit ongov.net/dss/medicalassistance
& select 'Medicaid Nursing Home Care.'

If you have a change in address or are planning to have a change in address, please contact us at (315) 435- 2928.

Hours: 8AM - 4PM
Monday - Friday

Visit ongov.net/dss/medicalassistance
& select 'Medicaid Community.'



MEDICAID
SOCIAL SERVICES-ECONOMIC SECURITY

Community

Offers Public Health Insurance Programs

If you have a change in address or are planning to have a change in address, please contact us at (315) 435- 2928.

Looking for internet services?

To learn more
Visit: fcc.gov/acp
call: 877-384-2575



AFFORDABLE CONNECTIVITY PROGRAM

WHAT IS IT?

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The benefit provides:

- Up to $30/month discount for internet service;
- Up to $75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to $100 for a laptop, desktop computer, or tablet purchased through a participating provider.

TWO STEPS TO ENROLL

1

Go to **ACPBenefit.org** to submit an application or print out a mail-in application.

2

Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative

Hola Padres...

El cuidado de niños ahora es más asequible.

CHILD CARE
SOCIAL SERVICES - ECONOMIC SECURITY

eca early childhood alliance ONONDAGA

Tamaño de la familia	Ingreso familiar	Costo familiar semanal
2	$79,214	$11.00
3	$97,853	$13.50
4	$116,492	$16.00
5	$135,131	$18.50
6	$153,770	$21.00

Por ejemplo, una familia de cuatro miembros (dos padres/dos hijos o un padre/tres hijos) con un ingreso de $116,492 y solo pagaría $16 a la semana por uno o más niños en cuidado infantil.

Más familias que nunca son elegibles para recibir asistencia para el cuidado infantil.



Verifique si es elegible

Escanee el código QR para ver si es elegible.

hs.ocfs.ny.gov/CCAPeligibility/

Comuníquese con el DSS local.

Para más información:
Lláme (315) 435-2700
Visita childcare.onondaga.gov

¿Necesita ayuda para encontrar cuidado de niños?

Las soluciones de cuidado infantil pueden ayudarle a encontrar el cuidado infantil que mejor se adapte a sus necesidades.

(315) 446-1220 ext. 303
parenthelp@childcaresolutions.org
www.childcaresolutionscny.org



CHILDREN DON'T COME WITH A MANUAL. HOME VISITORS CAN HELP.

CONTACT HEALTHY FAMILIES ONONDAGA AT

(315) 435-2000

NYS B5

Prevent Child Abuse New York

NEW YORK STATE | Council on Children and Families

healthy families

eca early childhood alliance ONONDAGA

TALK READ SING TALKING IS TEACHING.ORG

This project is supported by the Preschool Development Grant Birth through Five Initiative (PDGB5), Grant Number 90TP005902, from the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. Its contents are solely the responsibility of Prevent Child Abuse New York and do not necessarily represent the official views of ACF.

DO YOU HAVE A DISABILITY?

NEED HELP WITH PAPERWORK OR INFORMATION?

Under *the Americans with Disabilities Act,* Onondaga County can assist you.





Please notify the front desk if you need assistance. Ask your worker - We are here to help you!

DSS-ES Unit Civil Rights Program Representative

Stacy Lippert (Name)	TA Intake (Unit)
Civic Center (Address)	#7393 (Phone Number)

FOR ADDITIONAL INFO

Contact DSS-ES ADA Coordinator Paula Mallory Engel

Phone: (315) 634-0504

Email: PaulaEngel@ongov.net

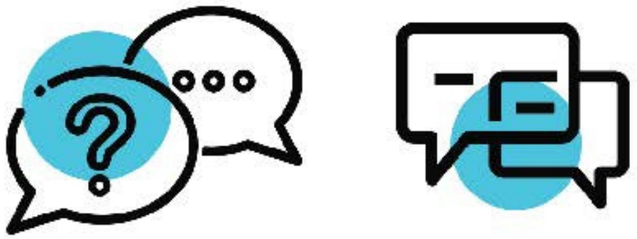
You are not alone

988
SUICIDE & CRISIS LIFELINE

There is hope



Talk with us.



If you or someone you know needs support now, call or text **988** or chat **988lifeline.org**

PEP22-08-03-004

SYRACUSE SURGE

BRIDGE TO MANUFACTURING CAREERS

This program helps prepare you to earn a degree in the Manufacturing field at Onondaga Community College or other training programs and increases your access to in-demand jobs.

- ***Do you want a career that will better you and your family's future?***
- ***Are you interested in learning about jobs in manufacturing?***
- ***Do you like to work with your hands?***
- ***Are you interested in problem solving and like to take things apart and put them back together?***
- ***Have you ever considered attending Onondaga Community College?***

Take a short survey to find out if the Bridge is right for you.

Once you complete the survey, our navigator will reach out to you.

onp·int FOR COLLEGE
Transforming lives, transforming communities.

CEO CENTERSTATE CORPORATION FOR ECONOMIC OPPORTUNITY

WESTCOTT COMMUNITY CENTER

North Side Learning Center

SYRACUSE eoc SUNY UCAWD

ONONDAGA COMMUNITY COLLEGE

Blueprint15

Interested in owning a home?



Check out the Homeownership Program!

To learn more and see if you're eligible, please visit:

ongov.net/cd/homeOwnership.html



NYDocSubmit

It's as easy as **1-2-3!**

1. Take a Photo of a Document

2. Enter Identifying Information

3. Upload the Document

Now available for download on Google™ Play and the Apple™ App Store.

For a list of social services programs and counties that are currently participating, please see the description in the app store.



NEW YORK STATE

Pub-5126 (Rev. 09/18)

NYDocSubmit

¡Es tan fácil como **1-2-3!**

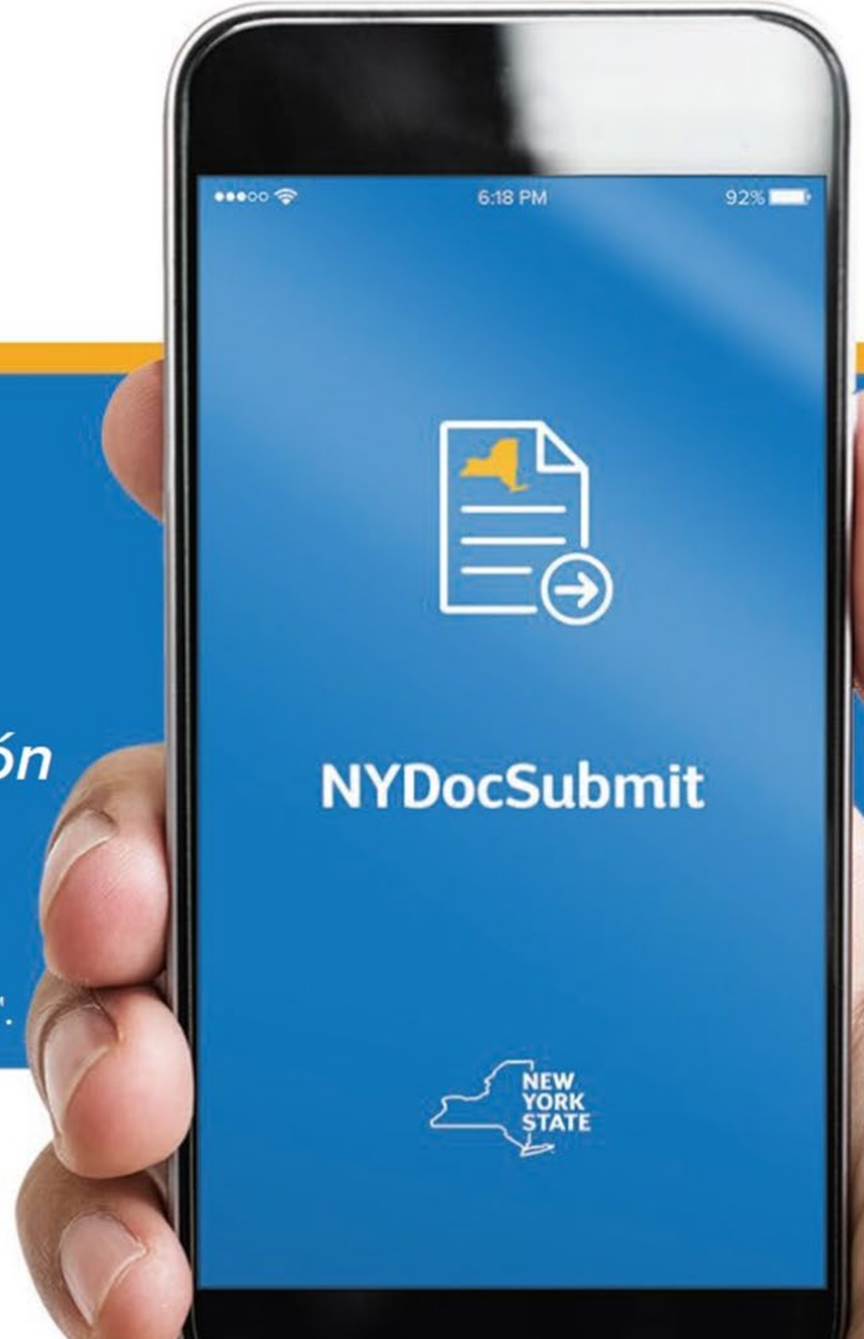
1. Tómele una foto al documento

2. Ingrese la información de identificación

3. Suba el documento

Ahora se puede descargar de Google™ Play y la tienda de aplicaciones Apple™.

Si desea una lista de los programas de servicios sociales y condados participantes, consulte la descripción en la sección de tienda de aplicaciones.



NEW YORK STATE

Pub-5126-SP (Rev. 09/18)

Meet EVA

Our Friendly DSS-ES Phone Assistant!

EVA is our new automated phone system that helps route your call quickly and get you the information you need — without the wait!

When you get a call from EVA, it's not a scam — it's Onondaga County DSS-ES reaching out with important updates about your case or benefits.

Try Now! Call 315-435-2700

Call (315) 435 – 2700 TODAY!

Don't hang up!
I'm here to help you!



Answering common questions

Providing program updates

Guiding you to the right department

QUICK TIPS

Tip: If you hear EVA, stay on the line and listen — she's learning to make things easier for everyone!

Onondaga County
Social Services

We Value Your Feedback

Take our DSS phone survey and share your experience.

Have you recently called Onondaga County DSS? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.



TAKE A SURVEY

Onondaga County
Social Services



We Value Your Feedback

Take our TA Interview phone survey and share your experience.

Have you recently received a call from Onondaga County DSS Temporary Assistance? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.

TAKE A SURVEY

ONONDAGA COUNTY DSS-ES







GET A FREE NON-DRIVER ID

If you receive Public Assistance (PA), SNAP, or Medical Assistance, you may qualify for a free New York State Non-Driver ID. To apply, you must visit a DMV office or apply by mail (online applications are not allowed) and provide proof that your benefits are active.

Accepted proofs include:

- A CNS notice showing approved or active benefits
- A WMS Budget Screen printout with your EBT/CBIC card
- NYC: Budget Letter from ACCESS HRA
- Outside NYC: MyBenefits Budget Sheet printed from mybenefits.ny.gov

Bring original documents to DMV or send photocopies if applying by mail

Look Before You Rent

An online tool to learn more about rental properties in Syracuse



CHECK IF A PROPERTY:

- Has Open Code Violations
- Is Unfit or Vacant
- Has a Current Rental Certificate

Use your mobile device to scan the QR code or visit goto.syr.gov/look-before-you-rent

CITY OF SYRACUSE, MAYOR BEN WALSH

SNAP CHANGES BEGINNING MARCH 1

WHO IT AFFECTS?

What is an ABAWD?

- ABAWD stands for Able Bodied Adults Without Dependents.

New Work Rule (ABAWD)

Adults ages 18–64 without a child under 14 must work, train, or volunteer **80 hours per month** to keep SNAP longer than 3 months.

Who's Affected? (New Rules)

People applying for SNAP benefits on or after November 1 will follow the new ABAWD (Able Bodied Adults Without Dependents) work rules.

Who's NOT Affected? (Old Rules)

- Current SNAP recipients who are considered ABAWDs will stay under the old rules until:
  - Their next recertification, or
  - Their status changes

Why the Change?

Recent federal legislation has established new rules for SNAP eligibility for ABAWDs. Be sure to look for these changes in the upcoming months.

What You Need to Know

- If you're 18–64 without kids under 14, you'll need to meet the 80 hours/month rule.
- If you're a parent with kids under 14, this does not apply to you.
- If you're not a U.S. citizen, check with us to see if you qualify.



Group	Do New Rules Apply?	What It Means
Adults 18-64 with **no kids under 14**	YES	Must work/train/volunteer 80 hours per month after 3 months (Applicants applying on or after November 1 or at recertification.)
Parents with a **child under 14**	NO	Exempt from new work rules
Homeless, Veterans, Foster Youth (18+)	YES	No longer exempt - must meet work rules

otda.ny.gov/programs/snap/

SCAN ME
to learn more about OTDAs SNAP Work Requirements

SCAN ME
to watch a video explaining the new changes!

BE A BRAIN BUILDER. TALK, READ & SING EVERY DAY!









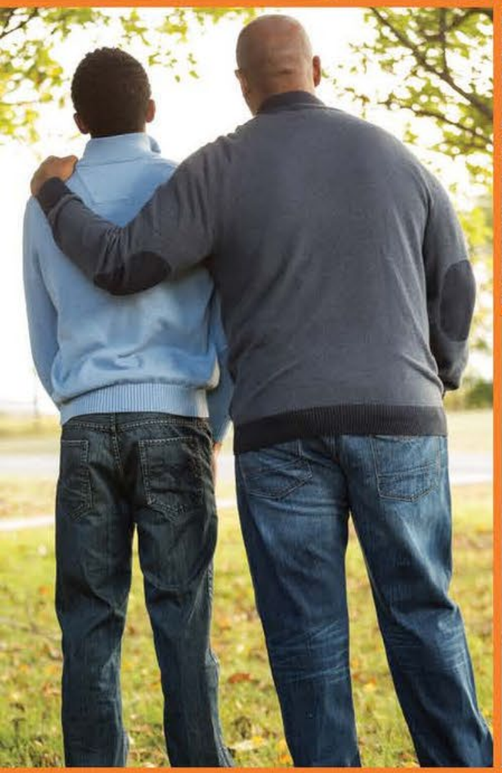
TALK, READ, SING ONONDAGA

TALK READ SING

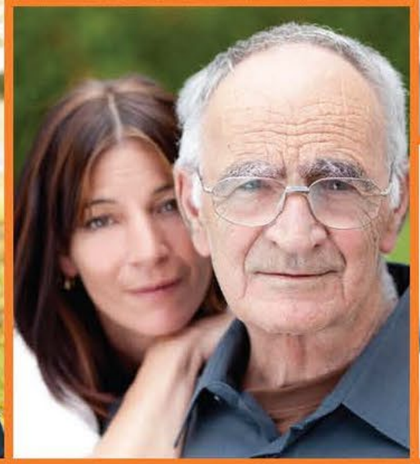
TALKING IS TEACHING.ORG








Let's Talk About It.

You matter.

Let's talk about it.

The CONTACT Hotline

Counseling, crisis, suicide hotline

315-251-0600

In Cayuga County: 877-400-8740

Visit: contactsyracuse.org
for more information!

CONTACT Community Services
Advocate. Counsel. Teach.

DO YOU SUSPECT FRAUD?

Contact our Investigations Unit!

(315) 435-2700



All calls are ***confidential***



TeleCare is a FREE telephone reassurance program that offers a daily connection and supports caregiving services already in place by providing friendly calls to seniors and those with disability.

The TeleCare program aims to reduce isolation, loneliness, and depression and help people remain independent in their homes. TeleCare offers:

- Emotional support and a friendly check-in
- Medication reminders
- Well-being checks
- Temporary support upon hospital discharge

TeleCare calls are made 365 days a year!

How to Learn More

Call: (315)-218-1915

Visit: ContactSyracuse.org/Telecare

Email: TeleCare@ ContactSyracuse.org

TeleCare

Reassurance is a Phone Call Away

BUILD THEIR BRAINS ON THE GO!



Keep your child entertained and learning on the go with free read-aloud books. Visit **bit.ly/readonthego**.

TALK READ SING

TALKING IS TEACHING.ORG



ongovhealth
Onondaga County
Health Department
Substance Use
Initiatives

Got Narcan?

An opioid overdose can happen to anyone.

Save a life. Get trained.

How you can get trained:

- Zoom
- In person
- Our online training

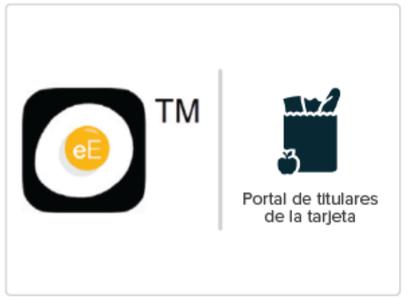
End overdose now.
Call or text (315) 418-5365 for Narcan, test strips, and peer support.

Proteja su tarjeta

Está disponible la nueva función para congelar la tarjeta EBT

Utilice la nueva función que le permite congelar la tarjeta de Transferencia Electrónica de Beneficios (EBT, por sus siglas en inglés) y proteger sus beneficios contra estafas por medios electrónicos. Puede congelar la tarjeta EBT cuando no la usa y luego descongelarla para hacer compras. Es fácil congelar la tarjeta. Siga estos cuatro sencillos pasos:

1. Descargue o abra la aplicación **ebtEDGE** en su dispositivo móvil o ingrese al portal de titulares de tarjetas en **ebtEDGE.com**.



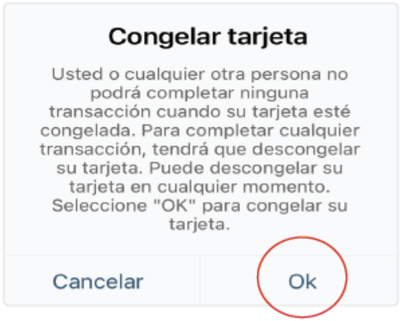
2. Inicie sesión de forma segura en su cuenta y pulse **Freeze Card** (Congelar tarjeta) en **Account Services** (Servicios de la cuenta).



3. Seleccione **Freeze Card** (Congelar tarjeta).



4. Aparecerá un mensaje pidiéndole que confirme si desea congelar la tarjeta. Seleccione **OK**.



Cuando congela la tarjeta EBT, se bloquean todas las compras, consultas de saldo y transacciones. Cuando vaya a comprar, utilice la aplicación ebtEDGE para descongelar la tarjeta y vuelva a congelarla una vez que haya pagado. También puede usar la aplicación ebtEDGE o ingresar a **ebtEDGE.com** para bloquear las transacciones en Internet o en otros estados.

Para consultar otras formas de proteger sus beneficios, visite: **es.otda.ny.gov/ebtscam**

NEW YORK STATE OF OPPORTUNITY. | **Office of Temporary and Disability Assistance**

Pub-5261 SP • REV (07/24)



Cancer Doesn't Wait
Get Screened

No Health Insurance?

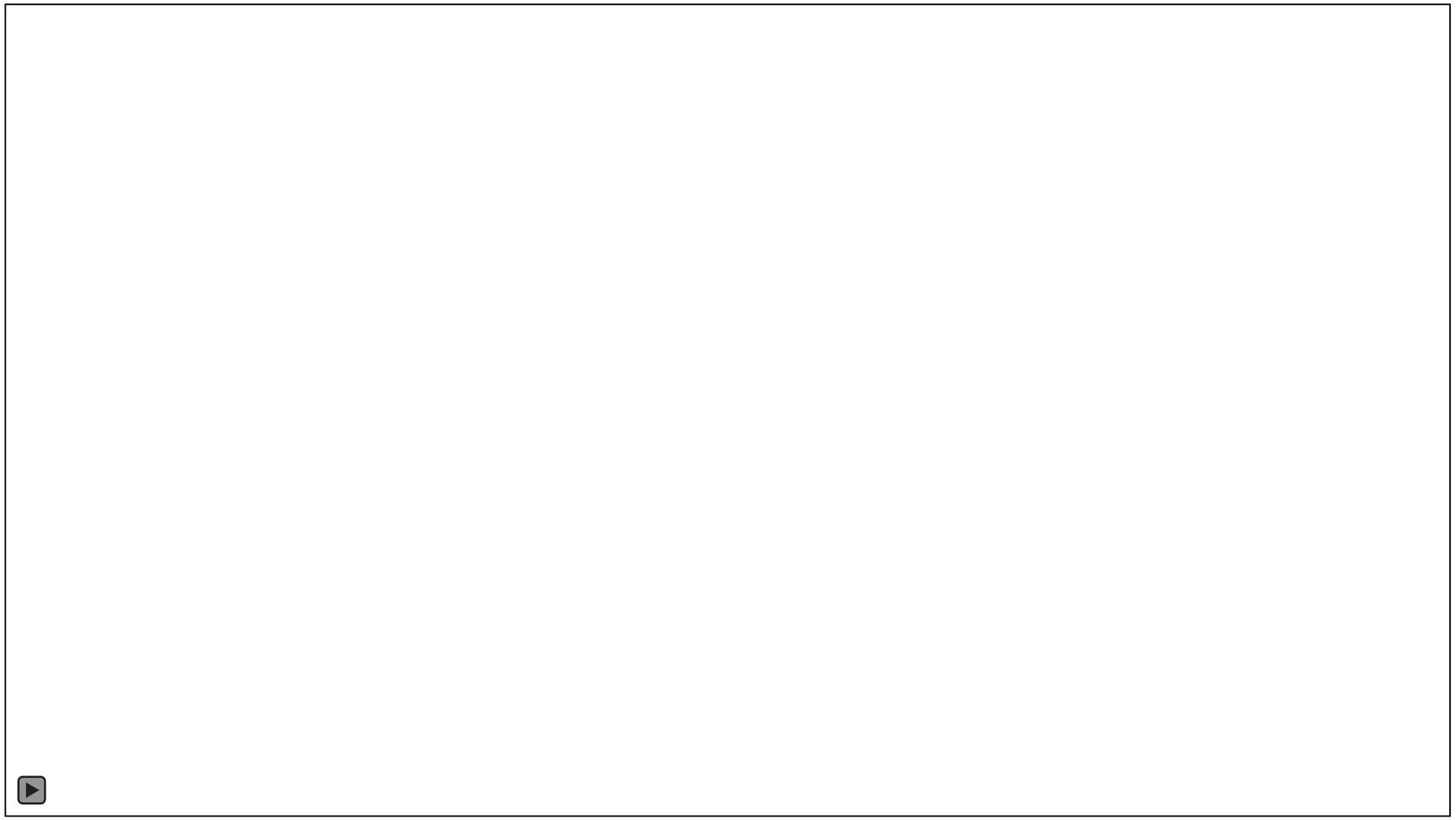
Call about FREE Cancer Screenings for Breast, Cervical (PAP & HPV), and Colon Cancer.

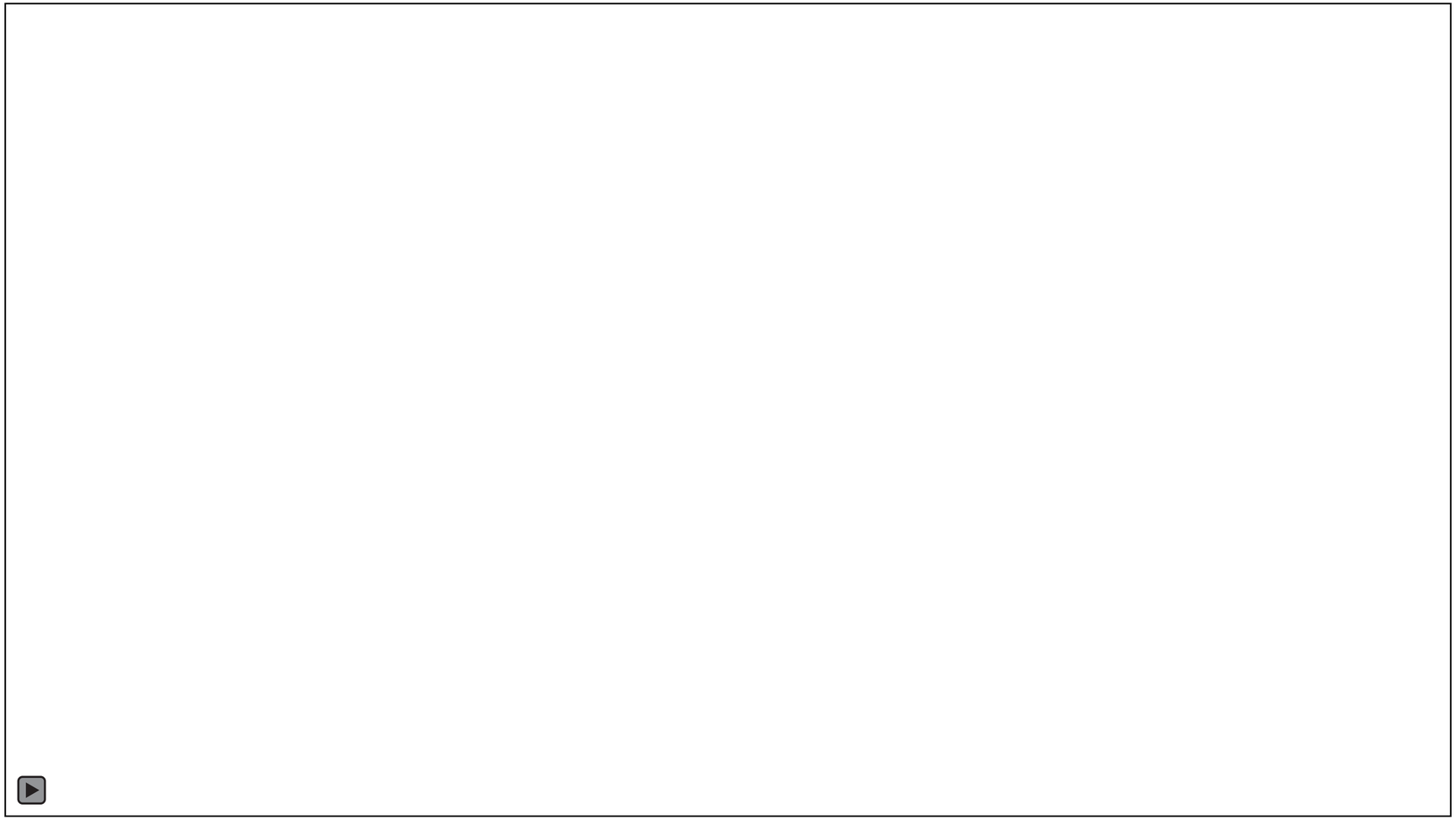
315-435-3653

Onondaga County
Cancer Services Program
Your partner for cancer screening, support and information

This program is supported with funds from the State of New York

ongovhealth
Onondaga County Health Department
ongov.net/health · facebook.com/ongovhealth





Hey Parents...

Child Care Just Got *MORE* Affordable.

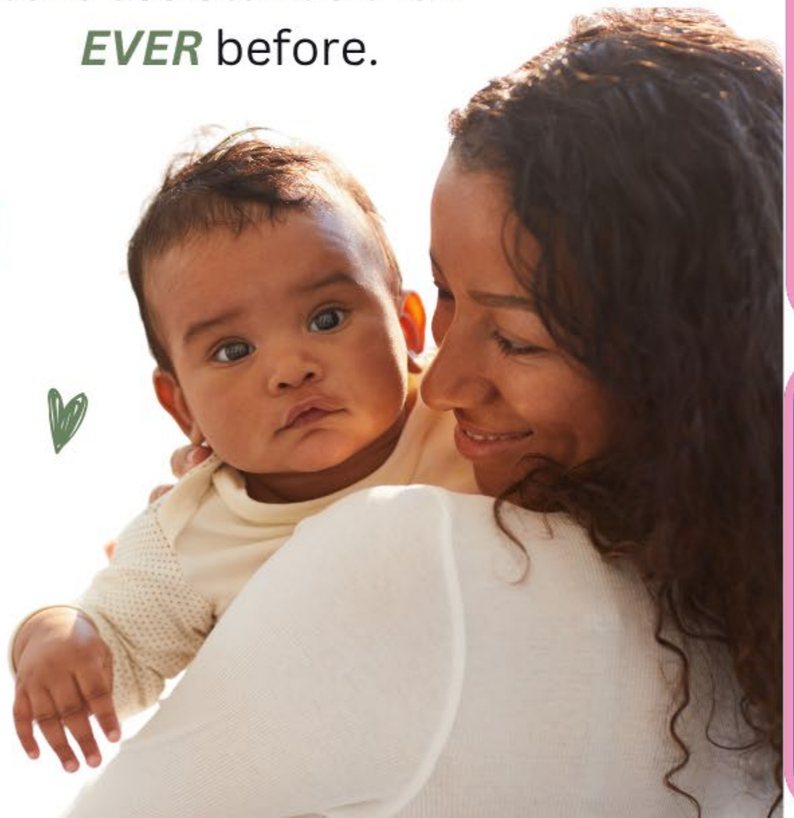
CHILD CARE
SOCIAL SERVICES - ECONOMIC SECURITY

earlychildhoodalliance ONONDAGA

Family Size	Family Income	Weekly Family Cost
2	$79,214	$11.00
3	$97,853	$13.50
4	$116,492	$16.00
5	$135,131	$18.50
6	$153,770	$21.00

For example, a family size of four (two parents/two children or one parent/three children) with a family income of $116,492 would only pay $16.00 a week for one or more children in care.

More families are now eligible for child care assistance than ***EVER*** before.



See if You're Eligible

Scan the QR code to see if you're eligible.

hs.ocfs.ny.gov/CCAPeligibility/

Contact Local DSS

For more information:
Call (315) 435-2700
Visit childcare.onondaga.gov

Need Help Finding Care?

Child Care Solutions can assist you in finding child care that best meets your needs.

(315) 446-1220 ext. 303
parenthelp@childcaresolutions.org
www.childcaresolutionscny.org

Breastmilk Is Healthy for Your Baby



Benefits:

- Nutrients to help babies grow
- Easily digested and absorbed
- Lower risk for infections and diseases

BFFNY

Breastfeeding, Chestfeeding, Lactation Friendly, New York

ONONDAGA COUNTY DSS-ES

AVOID COMING IN THE CIVIC CENTER

USE YOUR PHONE TO SUBMIT PAPERWORK!

You can use your phone with the app **NYDOCSUBMIT** to submit paperwork for:
Eligibility Verification for SNAP, HEAP and TA including:

- **Identity Verification** such as
  - Birth Certificate
  - Social Security Card
  - Drivers license
- **Income Verification** such as
  - Paystubs
  - Shelter Expense like lease or rent receipts
  - Verification of medical or daycare expenses and utility bills.



Download *NYDOCSUBMIT* Today!

Download on the App Store

GET IT ON Google Play

The app is available free on Google Play or in the Apple App store.



Have you moved in the last three years?

Ensure your mailing address, email, and phone number are correct in your @NYStateofHealth account so you receive important health coverage updates, including when to renew your health insurance. Log into your account at nystateofhealth.ny.gov today.

For help, call 1-855-355-5777 or speak with a Certified Enrollment Assistor.

ONONDAGA COUNTY
SOCIAL SERVICES - ECONOMIC SECURITY

FREE DIAPERS

Sign Up Today

Scan the QR Code
to sign in to your account to register for free diapers!!

Free Diapers. Real Help.
Sign Up Today.



WHY ENROLL?

- ITS 100% FREE
- IT HELPS SAVE YOU MONEY
- ITS QUICK AND EASY
- ITS ONE LESS THING TO WORRY ABOUT

SCAN THE QR CODE TO ENROLL IN FREE DIAPERS

New Here?
Please contact
FreeDiapers@dfa.state.ny.us!



Receive important @NYStateofHealth updates right on your phone! Signing up for texts is an easy way to ensure you don’t miss important info, including when to renew your health insurance.

on.ny.gov/34gwwcr

nystateofhealth.ny.gov

nystateofhealth
The Official Health Plan Marketplace

Do you have a court date coming up?
Worried about appearing in court virtually?

THE 5TH JUDICIAL DISTRICT VIRTUAL COURT ACCESS PROGRAM CAN HELP!

- Get help appearing in Court by computer at a private location near you.
- Accessible locations for people of all abilities are available.



TO SCHEDULE AN APPOINTMENT, PLEASE CALL: (315) 671-4699
OR EMAIL: 5THVIRTUALCOURTACCESS@NYCOURTS.GOV
FOR MORE INFORMATION, VISIT:
HTTP://WW2.NYCOURTS.GOV/5JDVIRTUALCOURTACCESS

The Virtual Court Access Program is a partnership with the 5th Judicial District Courts, Community Based Organizations, and Houses of Worship with the goal of providing locations where community members can appear in court via computer when needed.

SCAN FOR MORE INFO:

PAID TRAININGS

LOOKING FOR A PAID TRAINING OPPORTUNITY TO LEARN NEW SKILLS AND ADVANCE YOUR CAREER?

- 3- or 4-week paid trainings for careers in clean, safe, and high-tech work environments
- Careers for anyone who enjoy working with robots
- Entry-level positions with opportunity for growth into jobs like those at Micron
- A good fit for job seekers who enjoy working with their hands and problem-solving
- Starting wages from $16-$22/hour
- Success Coach provides 1-on-1 coaching, resource referrals, and financial assistance with barriers such as transportation and childcare.



For more information, contact Susan Breidenich:

315.400.2311

susanb@westcottcc.org

Scan the QR Code for more info

Syracuse Financial Empowerment Center

Free One-on-One Financial Counseling

How we can support you



Work with our counselors to:

- Manage your money, check your credit, and set up a spending plan
- Open a safe and affordable bank account
- Contact your lenders about your debt, including student loans
- Develop a strategy to reduce your debt or lower payments
- Access emergency government resources

Syracuse Financial Empowerment Center

Free One-on-One Financial Counseling

Cómo podemos ayudarlo



Trabaje con nuestros asesores para:

- Administrar su dinero, verificar su crédito y crear un plan de gastos
- Abrir una cuenta bancaria segura y asequible
- Comunicarse con sus prestadores sobre su deuda, incluyendo los préstamos para estudiantes
- Desarrollar una estrategia para reducir su deuda o hacer pagos más bajos
- Acceder a recursos gubernamentales de emergencia



"I was having a very tough time with my finances and I was struggling to pay things on time. Now, I have created savings for different things. I have learned a lot, and the FEC has made a huge difference in my life!"

Carlos G.
Syracuse FEC Client

Get FREE financial counseling in-person, over Zoom, or by phone.

Book an Appointment today:

www.syr.gov/Syracuse-FEC

(315) 474-1939 x 5

WANT TO SAVE FOR A CAR?

The Syracuse Financial Empowerment Center can help you develop a plan to achieve your goal!



Make an appointment today!

Free Cancer Screenings

for those without health insurance

- Breast Exams
- Mammograms
- Pap and HPV Tests
- Colorectal Tests

Breast and Cervical:
Age 40 and older

Colorectal:
Age 45 and older



Call Today! (315) 435-3653

Screenings are done at private doctor offices

Onondaga County
Cancer Services Program
Your partner for cancer screening, support and information

ongovhealth
Onondaga County
Health Department

This project is supported with
funds from the State of New York

Let's Talk About Home Visiting Benefits

Strengthens Parenting Skills!



Children don't come with a manual. Home visitors provide assistance with and answer questions about things like breastfeeding support (i.e. connecting to a lactation specialist) and safe sleep practices.

Connection with Community Resources!



Home visitors connect families with organizations in the community and direct resources, such as nutrition information (SNAP/WIC), mental health supports, early intervention (EI) service health insurance information, and basic need/ educational supplies such as diapers, formula toys, and books.

Mindful of Racial Inequities!



Home visitors acknowledge and honor lived experience, including those who face injustices based on race and from other parts of your identity. Programs are committed to removing those obstacles and home visitors can help families navigate through their barriers.

An advocate, a partner, a friend!



Parenting is one tough job. Home visitors understand the importance of partnership and are trained to support YOU!

Inclusive!

You are the expert of your own life. Home visiting connects you to a larger, inclusive community where you belong and your voice matters.



Nurture Child Development!



NEW YORK STATE OF OPPORTUNITY. Office of Temporary and Disability Assistance

NEW YORK STATE OF OPPORTUNITY. Council on Children and Families

TALK READ SING TALKING IS TEACHING.ORG

InterFaith works
Affirm Dignity

FREE

CITIZENSHIP AND NATURALIZATION SERVICES!





OUR DOJ ACCREDITED REPRESENTATIVES ASSIST YOU TO CAREFULLY:

- Fill out and submit the N-400 application
- Gather the required documents and respond to requests for evidence
- Guide you through the citizenship and naturalization process
- And much more!

For more information call or email

Bethany Wicks: (315) 449-3552 ext. 234; bwicks@ifwcny.org

Interfaith Works of CNY, 1010 James St. Syracuse, NY, 13203

www.interfaithworkscny.org

FREE CLASSES FOR CITIZENSHIP

InterFaith works
Affirm Dignity

IN-PERSON:

Monday & Tuesday
5:30 pm - 7:30 pm

Tuesday & Thursday
12:00 pm - 2:00 pm

ONLINE:

Monday & Wednesday
12:00 pm - 2:00 pm

CLASSES WILL BE HELD AT

INTERFAITH WORKS
1010 James Street
Syracuse, NY 13203

You must have a green card and basic English skills.

FOR MORE INFORMATION, CONTACT
KEVIN LUCAS
klucas@ifwcny.org
315.449.3552 x245

One Number for All DSS Services

315-435-2700



This is safe.
This is official.
This is DSS.

ONONDAGA COUNTY DSS-ES

Onondaga County
Social Services

We Value Your Feedback

Take our DSS phone survey and share your experience.

Have you recently called Onondaga County DSS? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.



TAKE A SURVEY

Hola Padres...

El cuidado de niños ahora es más asequible.

CHILD CARE
SOCIAL SERVICES - ECONOMIC SECURITY

eca early childhood alliance ONONDAGA

Tamaño de la familia	Ingreso familiar	Costo familiar semanal
2	$79,214	$11.00
3	$97,853	$13.50
4	$116,492	$16.00
5	$135,131	$18.50
6	$153,770	$21.00

Por ejemplo, una familia de cuatro miembros (dos padres/dos hijos o un padre/tres hijos) con un ingreso de $116,492 y solo pagaría $16 a la semana por uno o más niños en cuidado infantil.

Más familias que nunca son elegibles para recibir asistencia para el cuidado infantil.



Verifique si es elegible

Escanee el código QR para ver si es elegible.

hs.ocfs.ny.gov/CCAPeligibility/

Comuníquese con el DSS local.

Para más información:
Lláme (315) 435-2700
Visita childcare.onondaga.gov

¿Necesita ayuda para encontrar cuidado de niños?

Las soluciones de cuidado infantil pueden ayudarle a encontrar el cuidado infantil que mejor se adapte a sus necesidades.

(315) 446-1220 ext. 303
parenthelp@childcaresolutions.org
www.childcaresolutionscny.org

STRETCH YOUR FOOD DOLLARS

Get more fruits & vegetables when you use your NY SNAP EBT CARD at farmers

GET MORE FRUITS & VEGGIES

Field & Fork Network

For food help contact the toll-free New York State Food Assistance Program Hotline:
1-800-342-3009

How It WORKS

1. **BRING YOUR NYS SNAP EBT CARD** to the farmers market office or info booth before you shop.
2. **BUY SNAP-ELIGIBLE FOODS** at the market with your NYS Snap EBT Card dollars.
3. **WE'LL MATCH WHAT YOU SPEND** with free Double Up Food Bucks – up to $20, every market day.

INFO BOOTH

NEW YORK GROWN

YOU SPEND $2 » **WE MATCH $2**

Use them right away or later on to buy **FRESH FRUITS & VEGETABLES** grown in New York.





For a list of participating farmers markets visit:

DOUBLE UP FOOD BUCKS™

Doubleupnys.con

SCAN ME!

ESTIRE SU DINERO PARA ALIMENTOS

Compre más frutas y verduras al usar su tarjeta de NYS SNAP EBT en los mercados de es

Consuma más frutas y verduras

Field & Fork Network



DOUBLE UP FOOD BUCKS™

Doubleupnys.com

Si n ecesita ayuda respect a los alimwntos, llame al teléfono de New York State Food Assistance Program al:

1-800-342-3009

SCAN ME!

Para encontrar un lugar participante cercano a Ud. visite:

NEW YORK STATE | Office of Temporary and Disability Assistance

We value your feedback

Take the public benefits survey and share your experience.

If you receive or have applied for public benefits in New York State, we want to hear about your experiences, including challenges you may have faced.

New Yorkers are invited to fill out a brief, anonymous survey by December 31, 2026.

TAKE A SURVEY

HEARS Family Line

Help • Empower • Advocate
Reassure • Support



The HEARS Family Line assists parents, families and individuals by providing information to callers on resources to meet their needs in their communities. Caring specialists guide families to services including food pantries, clothing closets, housing assistance, medical and behavioral health care services, parenting education, child care and more.

1-888-55-HEARS
(1-888-554-3277)

Specialists are available to help
Monday through Friday from 8:30 a.m.-8:00 p.m.
Phone interpretation is available for most languages.
HEARS flyers are available for download in 12 languages
at **https://ocfs.ny.gov/programs/cwcs/hears.php**

NEW YORK STATE | **Office of Children and Family Services**

English

خط HEARS للأسرة

المساعدة (H) • التمكين (E) • الدفاع (A)
الطمأنة (R) • الدعم (S)



خط HEARS للأسرة يساعد أولياء الأمر والأسر والأفراد من خلال تزويد المتصلين بمعلومات عن الموارد المتاحة لتلبية احتياجاتهم في مجتمعاتهم. يتولى ممثلو الرعاية توجيه الأسر إلى الخدمات ويشمل ذلك الطعام والملابس والمسكن وخدمات الرعاية الصحية الطبية والسلوكية وتوعية أولياء الأمر ورعاية الأطفال.

1-888-55-HEARS
(1-888-554-3277)

يتولى المختصون تقديم المساعدة
من الاثنين إلى الجمعة - من الساعة 8:30 صباحًا حتى 8:00 مساءً.
تتوفر خدمة الترجمة عبر الهاتف لمعظم اللغات. كتيبات HEARS متاحة للتنزيل في 12 لغة عبر
https://ocfs.ny.gov/programs/cwcs/hears.php

NEW YORK STATE | Office of Children and Family Services

Arabic/العربية

Línea Familiar HEARS

Ayudar • Empoderar • Abogar
Tranquilizar • Apoyar



La Línea Familiar HEARS ayuda a padres, madres, familias e individuos a obtener información sobre una variedad de recursos para satisfacer sus necesidades en sus comunidades. Representantes atentos guían a familias hacia servicios que incluyen información sobre acceso a despensas de alimentos, ropa gratuita, asistencia con vivienda, servicios de atención médica y de salud conductual, educación para padres, cuidado infantil y mucho más.

1-888-55-HEARS
(1-888-554-3277)

Especialistas están disponibles
Lunes – Viernes: 8:30 a.m. - 8:00 p.m.
Interpretación por teléfono está disponible en varios idiomas. Los volantes de la Línea Familiar HEARS pueden descargarse en 12 idiomas en
https://ocfs.ny.gov/programs/cwcs/hears.php

NEW YORK STATE | Oficina de Servicios para Niños y Familias

Spanish/Español

HEARS Family Line

Help • Empower • Advocate
Reassure • Support



The HEARS Family Line assists parents, families and individuals by providing information to callers on resources to meet their needs in their communities. Caring specialists guide families to services including food pantries, clothing closets, housing assistance, medical and behavioral health care services, parenting education, child care and more.

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NEW YORK STATE | **Office of Children and Family Services**

English

Comience a trabajar

Aumente sus ingresos

Conserve sus subsidios

Ahora puede empezar un nuevo trabajo sin perder sus subsidios de Asistencia Pública durante seis meses.

Usted conserva lo que percibe en su trabajo y no se reducirá su Asistencia Pública durante seis meses consecutivos.*

Para habilitar, sus ingresos no deben superar el 200% del nivel federal de pobreza correspondiente al tamaño de su grupo familiar.

¿Recibe Asistencia Pública? Trabajar tiene sus propios beneficios

Familia de tres — No trabajan†



$1,541
al mes

$18,492
al año

(No es apta para recibir el Crédito Tributario por Ingresos del Trabajo)

Familia de tres — Trabajan†



$2,776
al mes

$33,312
+
$8,857
Crédito Tributario por Ingresos del Trabajo
* Sobre la base de familias que viven fuera de la Ciudad de Nueva York
=
$42,169
total al año

† Sobre la base de una semana laboral de 30 horas a $16.00 la hora.
† Dependiendo de dónde viva y de sus circunstancias particulares, los montos de los subsidios de Asistencia Pública y de SNAP podrían variar.
* Los grupos familiares que viven en la Ciudad de Nueva York reciben un EITC de $9,879.

Beneficios adicionales de trabajar

La experiencia y competencias laborales le ayudan a conseguir un mejor empleo

Aporta al Seguro Social para poder cobrar una jubilación

Reúne los requisitos de los créditos tributarios federales y estatales y aumenta sus ingresos

Cuando los beneficiarios ganan lo suficiente y ya no reciben Asistencia Pública, podrían recibir **al menos**:

- **12 meses de Medicaid**
- **12 meses de asistencia para cuidado de niños**
- **5 meses de SNAP**

¿Sabía usted que...?

También podría reunir los requisitos para recibir asistencia para el cuidado de niños. Para obtener más información, visite **ocfs.ny.gov/CCAP**.

Pub-5118-SP (05/26)

Informe sobre sus ingresos

Es importante que le informe a la persona a cargo de su caso que usted está ganando dinero de un trabajo en un plazo de 10 días a partir de que recibe su primer cheque de pago. El no hacerlo puede tener como consecuencia la emisión de un pago en exceso, el cual usted debe reintegrar.

Además, debe presentar un comprobante de que tiene un trabajo, tales como una carta de su empleador o un talón de pago, con el fin de verificar cuántas horas trabaja, la tarifa de pago y la fecha en que comenzó a trabajar.

Servicios de apoyo



¿Necesita ayuda con los gastos relacionados con el trabajo? Usted podría ser una persona apta para recibir:

- asistencia para gastos de cuidado de niños
- asistencia para transporte
- otros gastos relacionados con el trabajo, tales como uniforme, equipos, herramientas o cuotas de licencia

Pub-5120-SP (05/26)

¿Cómo afecta el trabajo a la Asistencia Pública?



Ya está trabajando. ¿Y ahora qué?

Cuando empieza a trabajar, el dinero que percibe normalmente no afectará el monto de Asistencia Pública que recibe hasta el mes siguiente.

Aún así, conseguir un trabajo no significa necesariamente que usted dejará de recibir Asistencia Pública de inmediato.

Funciona así:

Una parte de la remuneración total que percibe en su trabajo no se toma en cuenta cuando se determina que usted reúne los requisitos para continuar recibiendo Asistencia Pública. Eso quiere decir que, hasta cierto punto, las nuevas ganancias no reducen los subsidios.

Un porcentaje de su ingreso bruto mensual, actualmente el 65 %, no se cuenta y el monto restante se reduce en $150. Este monto se usa para determinar cuánto seguirá recibiendo en Asistencia Pública. Si este es su primer trabajo mientras recibe Asistencia Pública, es posible que pueda conservar todas sus ganancias, y sus subsidios seguirán siendo los mismos durante un período de seis meses consecutivos contando a partir del primer día en su nuevo trabajo.*

* Este es un beneficio único y solo se aplica a Asistencia Pública. Si usted también recibe subsidios de SNAP, se considerarán los ingresos que percibe en su empleo y los que recibe por el subsidio de Asistencia Pública, para determinar los subsidios de SNAP. Por lo tanto, los subsidios de SNAP disminuirán o se suspenderán. Para calificar, sus ingresos no deben superar el 200 % del nivel federal de pobreza correspondiente al tamaño de su grupo familiar.

Aprenda, cobre y conserve sus subsidios



Aprender nuevas habilidades puede ayudarle a conseguir un mejor trabajo.



Si le pagan como pasante, aprendiz o practicante, el monto que usted perciba no se le descontará de su subsidio de Asistencia Pública.



Obtenga capacitación valiosa, conserve lo que percibe y no se le reducirá su Asistencia Pública.*



Para habilitar, sus ingresos no deben superar el 200% del nivel federal de pobreza correspondiente al tamaño de su grupo familiar.

Start a job

Increase your income

Keep your benefits

Now you can start a new job without losing your Public Assistance benefits for six months.

You keep what you earn at your job, and your Public Assistance won't go down for six consecutive months.*

To qualify, your earnings can't be higher than 200% of the Federal Poverty Level for your household size.

On Public Assistance? Working has its own benefits

Family of Three — Not Working†



$1,541
per month

Family of Three — Working†



$2,776
per month

† Based on a 30-hour workweek at $16.00 per hour.
† Depending on where you live, and your specific circumstances, the amount of your Public Assistance benefit and your SNAP benefit may be different.
* For households within New York City, EITC is $9,879.

$18,492
per year
(Not eligible for Earned Income Tax Credits)

$33,312
+
$8,857
Earned Income Tax Credits
*based on households outside New York City
=
$42,169
total per year

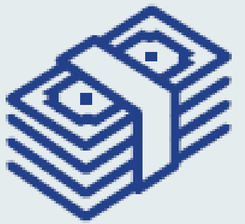
Additional Benefits of Working



Work history combined with skills can lead to a better job



Pay into Social Security to qualify for retirement benefits



Qualify for Federal and State tax credits to boost income

When recipients earn enough to no longer receive Public Assistance, they still may qualify for **at least**:



12 months of Medicaid



12 months of Child Care Assistance



5 months of SNAP

Did you know?

You may also qualify for childcare assistance. For more information please visit **ocfs.ny.gov/CCAP**.



Pub-5118 (05/25)

Learn, earn, and keep your benefits



Learning new skills can help you get a better job.



Now, if you get paid as an intern, apprentice, or trainee, what you earn won't be counted against your Public Assistance benefit.



Get valuable training, keep what you earn, and your Public Assistance won't go down.*



To qualify, your earnings can't be higher than 200% of the Federal Poverty Level for your household size.

How does working affect Public Assistance?



You have a job. Now what?

When you start working, the money you earn usually won't affect how much you receive in Public Assistance until the following month.

Even then, getting a job does not necessarily mean you stop receiving Public Assistance right away.

Here's how it works

A portion of what you earn from your job is not counted when determining eligibility for continued Public Assistance. This means new earnings may not result in reduced benefits.

A percentage of your monthly gross income, currently 64%, is not counted, and the remaining amount is reduced by $150. This amount is used in determining how much you will continue to receive in Public Assistance. If this is your first job while receiving Public Assistance, you may be able to keep all of your earnings and your benefits will remain the same for six consecutive months of your new employment.*

*This is a one-time benefit and only applies to Public Assistance. If you also receive SNAP benefits, your income from both your employment and your Public Assistance benefit will still be counted to determine your SNAP benefits. Therefore, your SNAP benefits will go down or stop. To qualify, your earnings cannot be higher than 200% of the Poverty Level for your household size.

Report your earnings

It's important that you tell your caseworker that you are earning money from a job within 10 days of getting your first paycheck. Not doing so can result in a benefit overpayment, which you must repay.

You also must provide proof that you have a job, such as a letter from your employer or a pay stub to verify how many hours you work, your rate of pay and when you started working.

Supportive services



Need help with expenses related to your job? You may be eligible for:

- Child care assistance
- Transportation assistance
- Other work-related costs like uniforms, equipment, tools or licensing fees

Pub-5120 (05/25)



Does your child need a lead test?

A blood test is the only way to tell how much lead is in a child's body!

All children should be tested for lead at age 1 and age 2!

SCAN ME

(315) 435-3271

LeadFreeKids@ongov.net

ongovhealth
Onondaga County
Health Department

Lead Poisoning
Prevention Program



Protect yourself from EBT Skimming

NEW YORK STATE OF OPPORTUNITY. | Office of Temporary and Disability Assistance

To get a new EBT card and change your PIN call the EBT helpline: 888-328-6399

For more information visit: otda.ny.gov/SNAP

- Inspect the card machine/ATM for any overlay that may hide parts of the machine.
- Inspect the machine for glue marks, or damaged or loose parts, and be cautious of hidden cameras.
- Shield the PIN pad with your hand. Change your PIN frequently and do not share it. Check your EBT account regularly for unauthorized charges.



Protéjase de la clonación (Skimming) de tarjetas EBT

NEW YORK STATE OF OPPORTUNITY. | Office of Temporary and Disability Assistance

Si desea obtener una nueva tarjeta EBT y cambiar su PIN. llame a la línea de ayuda de EBT al: 888-328-6399

Si desa más informactión ingrese al sitio web: otda.ny.gov/SNAP

- Inspeccione la máquina de tarjetas/cajero automático en busca de alguna cubierta que pueda esconder partes de la máquina.
- Inspeccione la máquina en busca de marcas de pagemento o piezas dañadas o sueltas, y tenga cuidado con las cámaras ocultas.
- Cubra con la mano el teclado del PIN. Cambie su PIN con frecuencia y no lo comparta. Revise su cuenta EBT regularmente para detectar cargos no autorizados.



EBT Scam Alert

Protect your Benefits

- Inspect the card reading machine before you use it.
- Cover the PIN pad with your hand.
- Choose a PIN that is difficult to guess and change it frequently.
- Lock your EBT card when not in use.
- Monitor your EBT account regularly.

If your benefits have been stolen, call the EBT Customer Service Helpline immediately to deactivate your card: **1-888-328-6399**

If you believe a skimming device is in use, alert the store manager and contact the police. Do not swipe your card.

For more information: otda.ny.gov/EBTscam

NEW YORK STATE OF OPPORTUNITY. | Office of Temporary and Disability Assistance



If you have **Medicaid**, you can **get paid care** from someone you know and trust.

FreedomCare

Click this QR code to see if you are eligible

Funded by Medicaid, FreedomCare allows New Yorkers to choose who provides their care – the caregiver gets paid *instantly* after their shift.

Creating Hope, Transforming Lives

Catholic Charities of Onondaga County

Lullaby League

Partners for a Healthy Baby
4 Week Infant Care Class

Join other moms-to-be for an in-person, 4 week class. Participants may bring a support person. Snacks are provided, and guests receive basic baby items. Case Management is offered at the time of enrollment.

Weekly 2 Hour Sessions

Classes begin on the **first Tuesday** and end on the **last Tuesday** of **every month**

Week 1

Overview of pregnancy, nutrition, self-care, and ways to manage stress

Week 2

Caring for baby during the first weeks and beyond, bonding and attachment, diapering, bathing, choosing a pediatrician, and well-baby visits

Week 3

Feeding options, breast feeding, bottle feeding, solids and home safety. Lead poisoning prevention and clean up tips are discussed.

Week 4

The Birth - what to expect before, during, and after, including baby blues, and post-partum depression.

Location

Catholic Charities of Onondaga County
1654 W Onondaga ST. (Ground Floor)

No Fee

For more information or to register, please contact:

Marie Vazquez

: **mvazquez@ccoc.us**

: **315.475.9844 ext. 18**

ongovhealth Onondaga County Health Department | Healthy Families Division Syracuse Healthy Start

ongov.net/health - facebook.com/ongovhealth

One Number for All DSS Services

315-435-2700



This is safe.
This is official.
This is DSS.

ONONDAGA COUNTY DSS-ES

Onondaga County
Social Services



We Value Your Feedback

Take our TA Interview phone survey and share your experience.

Have you recently received a call from Onondaga County DSS Temporary Assistance? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.

TAKE A SURVEY

Don't just...

"Get Over it."

The old sayings don't help when you're overwhelmed and not sure where to turn.



Take the first step to address your mental health needs before you reach a crisis point.

The 211 and 988 hotlines will connect you with professionals who are trained to listen and recommend helpful resources. Your primary care doctor can also provide support and resources for symptoms of emotional distress.

The majority of people who seek support are able to recover from mental health challenges and live more satisfying lives.

There's hope!

All support is confidential:

211

988 SUICIDE & CRISIS LIFELINE

Call, text or chat 211 for non-crisis support

VOLUNTEER LAWYERS PROJECT OF CNY, INC.

HOUSING RIGHTS LEGAL HELP CLINIC

EVERY TUESDAY & THURSDAY
9:30 AM - 11:00 AM
SYRACUSE CITY COURT
OUTSIDE PART 1, BASEMENT LEVEL

- **ADVICE & COUNSEL**
- **DRAFT ANSWERS AND COUNTER CLAIM: COURT FILINGS**
- **14 DAY ADJOURNMENT, IF NOT REPRESENTED**
- **MOTION TO SHOW CAUSE; ASKING FOR YOUR CASE TO BE REHEARD**



QUESTIONS?
315-807-0043

Hey Parents...

Child Care Just Got *MORE* Affordable.

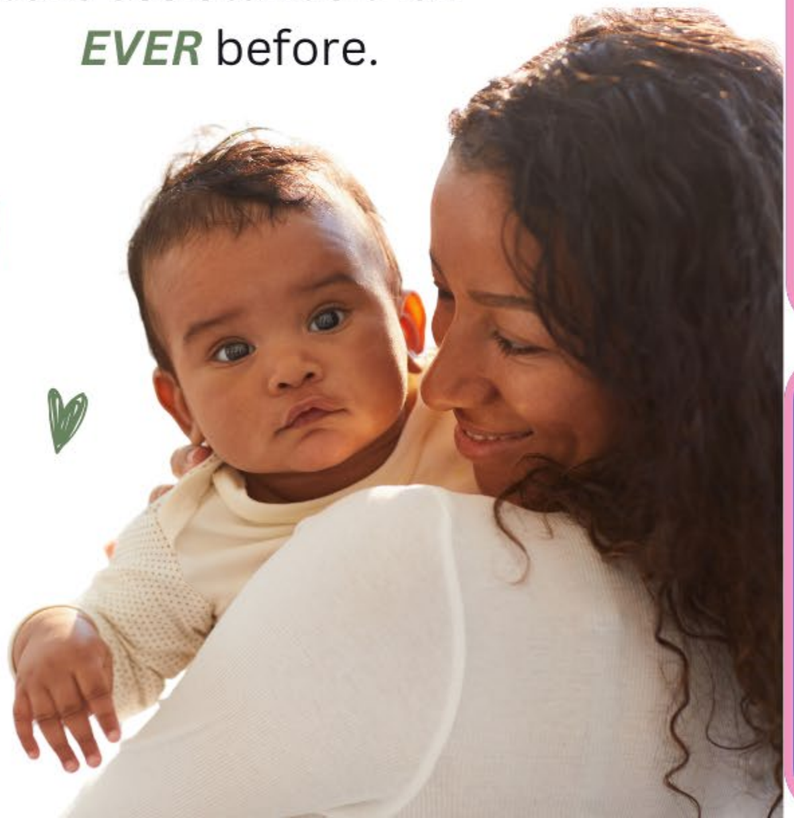
CHILD CARE
SOCIAL SERVICES - ECONOMIC SECURITY

earlychildhoodalliance ONONDAGA

Family Size	Family Income	Weekly Family Cost
2	$79,214	$11.00
3	$97,853	$13.50
4	$116,492	$16.00
5	$135,131	$18.50
6	$153,770	$21.00

For example, a family size of four (two parents/two children or one parent/three children) with a family income of $116,492 would only pay $16.00 a week for one or more children in care.

More families are now eligible for child care assistance than ***EVER*** before.



See if You're Eligible

Scan the QR code to see if you're eligible.

hs.ocfs.ny.gov/CCAPeligibility/

Contact Local DSS

For more information:
Call (315) 435-2700
Visit childcare.onondaga.gov

Need Help Finding Care?

Child Care Solutions can assist you in finding child care that best meets your needs.

(315) 446-1220 ext. 303
parenthelp@childcaresolutions.org
www.childcaresolutionscny.org



Let's champion breastfeeding as a public health success story, ensuring that every child has access to its life-changing benefits.

ongovhealth
Onondaga County
Health Department

Healthy Families Division
Syracuse Healthy Start

Follow the ABCs of Safe Sleep



Baby should sleep

Alone

On their

Back

In a safe

Crib

In a

Smoke-Free Home

health.ny.gov/safesleep

NEW YORK STATE | Office of Children and Family Services

Make sure everyone caring for your baby follows these tips!

Siga las ABC del sueño seguro



El bebé debe dormir

Solo

Recueste al bebé

Sobre su espalda

Coloque al bebé en una

Cuna

En un

Casa sin humo

health.ny.gov/safesleep

NEW YORK STATE | Office of Children and Family Services

¡Asegúrese de que todas las personas que cuidan a su bebé sigan estas sugerencias!

Are you working but having a hard time making ends meet?

WorkPaysNY

There are benefits and supports for working New Yorkers that you may be losing out on!

Check your eligibility for a wide range of work supports at:

myBenefits.ny.gov

it's quick, easy and confidential!

For more information, call

1-800-342-3009

NEW YORK STATE OF OPPORTUNITY | Office of Temporary and Disability Assistance



- Home Energy Assistance
- Free or Low-Cost Health Insurance
- Child Care
- Food and Nutritional Benefits
- Tax Credits & Free Income Prep
- Wages



¿Trabaja pero se le dificulta llegar a fin de mes?



TrabajarPaga NY

(WorkPaysNY)

Existen subsidios y apoyos de los cuales usted quizás no esté tomando ventaja.

Verifique si reúne los requisitos para una amplia gama de apoyos laborales en:

myBenefits.ny.gov

Es rápido, fácil y confidencial

Si desea más información, marque el:

1-800-342-3009

NEW YORK STATE OF OPPORTUNITY | Office of Temporary and Disability Assistance

- de Energía para Ewl Hogar (HEAP)
- Seguro de Salud Gratis o de a bajo Costo
- Cuidado de niños
- Subsídio de Alimentacion y Nutrición
- Créditos Tributarios y preparación Gratis de Planillas de Impuestos
- Salarios

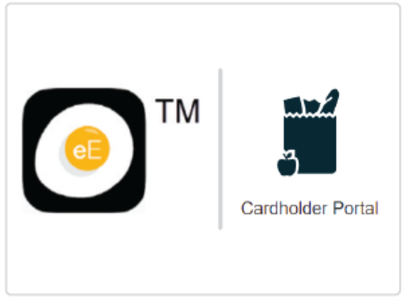


Safeguard Your Card

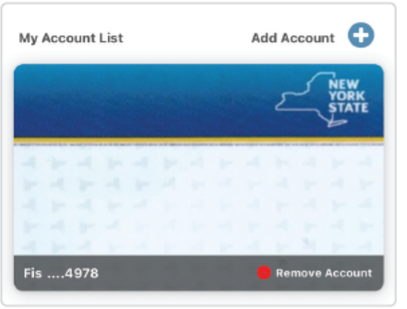
New EBT Freeze Card Feature is Available

Use the new freeze card feature to help secure your Electronic Benefit Transfer (EBT) card and protect your benefits from scam-related theft. You can freeze your EBT card when it is not in use and then unfreeze the card to make a purchase. Freezing your card is easy. Follow these four simple steps:

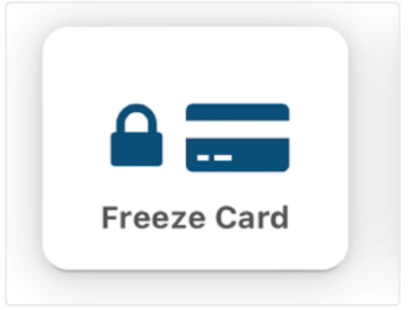
1. Download or open the **ebtEDGE** app on your mobile device or go to the cardholder portal on **ebtEDGE.com**.



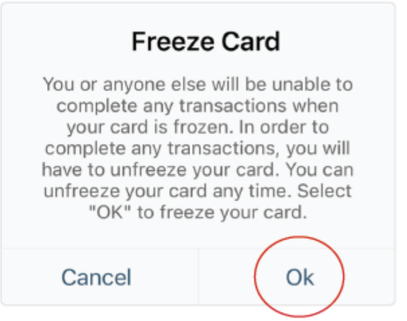
2. Securely log in to your account and tap "**Freeze Card**" under "**Account Services**."



3. Select "**Freeze Card**."



4. A Freeze Card confirmation message will appear. Select "**OK**" to confirm.



Freezing your EBT card will block all purchases, balance inquiries, and transactions. Whenever you go shopping, use the ebtEDGE app to unfreeze your card and freeze it again after you check out. You can also use the ebtEDGE app, or go to **ebtEDGE.com**, to block online or out-of-state transactions.

For more ways to protect your benefits, visit:
otda.ny.gov/ebtscam

NEW YORK STATE OF OPPORTUNITY. | **Office of Temporary and Disability Assistance**

Pub-5261 • REV (08/24)



Samaritan Center

NO ONE GOES HUNGRY

Beginning **October 14, 2024**, Samaritan Center is changing it's meal hours!

New Hours will be:

Breakfast:

Monday through Friday

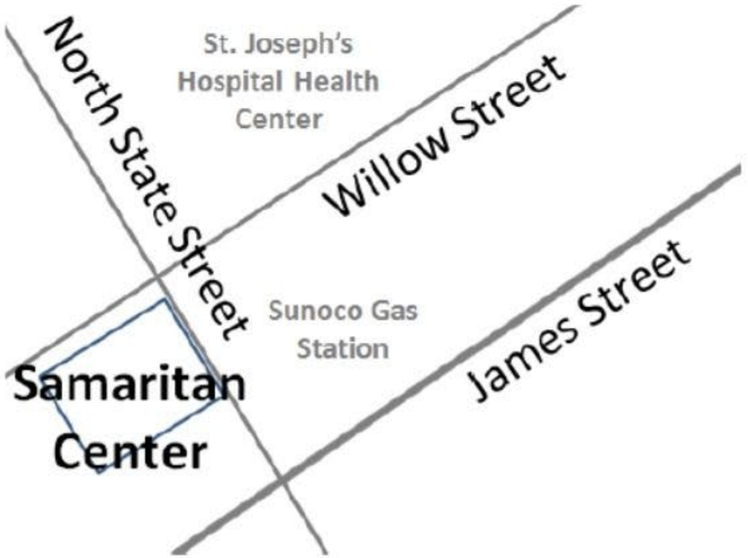
6:30 - 8:30 AM

Dinner:

7 Days per Week

(including holidays)

1:00 - 2:30 PM



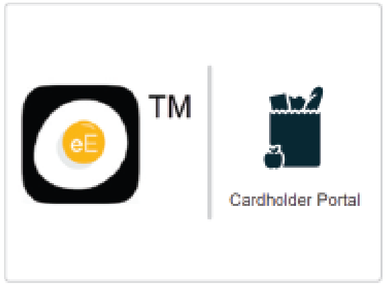
The Samaritan Center, 215 North State Street, at the corner of State and Willow

Safeguard Your Card

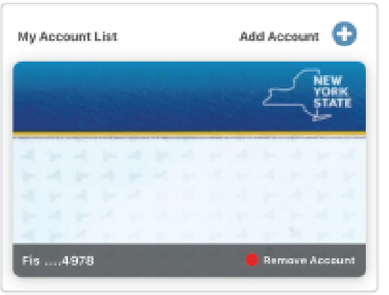
New EBT Freeze Card Feature is Available

Use the new freeze card feature to help secure your Electronic Benefit Transfer (EBT) card and protect your benefits from scam-related theft. You can freeze your EBT card when it is not in use and then unfreeze the card to make a purchase. Freezing your card is easy. Follow these four simple steps:

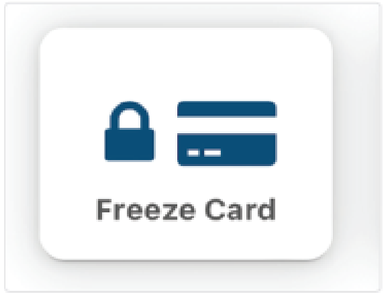
1. Download or open the **ebtEDGE** app on your mobile device or go to the cardholder portal on **ebtEDGE.com**.



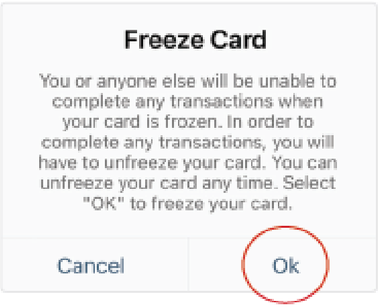
2. Securely log in to your account and tap **"Freeze Card"** under **"Account Services."**



3. Select **"Freeze Card."**



4. A Freeze Card confirmation message will appear. Select **"OK"** to confirm.



Freezing your EBT card will block all purchases, balance inquiries, and transactions. Whenever you go shopping, use the ebtEDGE app to unfreeze your card and freeze it again after you check out. You can also use the ebtEDGE app, or go to **ebtEDGE.com**, to block online or out-of-state transactions.

For more ways to protect your benefits, visit: **otda.ny.gov/ebtscam**

NEW YORK STATE OF OPPORTUNITY. | Office of Temporary and Disability Assistance

Pub-5261 • REV (08/24)

Proteja su tarjeta

Está disponible la nueva función para congelar la tarjeta EBT

Utilice la nueva función que le permite congelar la tarjeta de Transferencia Electrónica de Beneficios (EBT, por sus siglas en inglés) y proteger sus beneficios contra estafas por medios electrónicos. Puede congelar la tarjeta EBT cuando no la usa y luego descongelarla para hacer compras. Es fácil congelar la tarjeta. Siga estos cuatro sencillos pasos:

1. Descargue o abra la aplicación **ebtEDGE** en su dispositivo móvil o ingrese al portal de titulares de tarjetas en **ebtEDGE.com**.



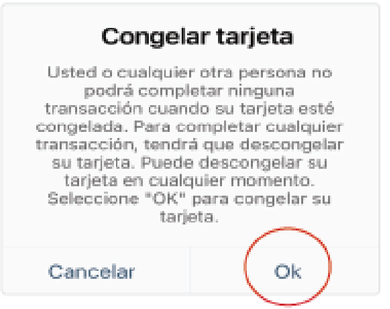
2. Inicie sesión de forma segura en su cuenta y pulse **Freeze Card** (Congelar tarjeta) en **Account Services** (Servicios de la cuenta).



3. Seleccione **Freeze Card** (Congelar tarjeta).



4. Aparecerá un mensaje pidiéndole que confirme si desea congelar la tarjeta. Seleccione **OK**.



Cuando congela la tarjeta EBT, se bloquean todas las compras, consultas de saldo y transacciones. Cuando vaya a comprar, utilice la aplicación ebtEDGE para descongelar la tarjeta y vuelva a congelarla una vez que haya pagado. También puede usar la aplicación ebtEDGE o ingresar a **ebtEDGE.com** para bloquear las transacciones en Internet o en otros estados.

Para consultar otras formas de proteger sus beneficios, visite: **es.otda.ny.gov/ebtscam**

NEW YORK STATE OF OPPORTUNITY. | Office of Temporary and Disability Assistance

Pub-5261 SP • REV (07/24)

AT AGES 1 AND 2, TESTING FOR LEAD IS WHAT TO DO!



ongovhealth
Onondaga County Health Department

Lead Poisoning Prevention Program



PARENTS MAKE YOUR VOICE HEARD

ARE YOU A PARENT OR CAREGIVER OF A CHILD UNDER 6?
LIVE IN ONONDAGA COUNTY?

WE WANT TO HEAR FROM YOU

ABOUT THE NEEDS AND WELL-BEING OF CHILDREN IN OUR COMMUNITY AND ADULTS IN THEIR LIVES.

SCAN THE QR CODE AND RECIEVE A $5 GIFT CARD

www.rapidsurveyproject.com

$10 SURVEY

early childhood alliance ONONDAGA

Stanford | Center on Early Childhood

NEW YORK STATE | Office of Temporary and Disability Assistance

We value your feedback

Take the public benefits survey and share your experience.

If you receive or have applied for public benefits in New York State, we want to hear about your experiences, including challenges you may have faced.

New Yorkers are invited to fill out a brief, anonymous survey by December 31, 2026.

TAKE A SURVEY

ONONDAGA COUNTY DSS-ES

AVOID COMING IN THE CIVIC CENTER

USE YOUR PHONE TO SUBMIT PAPERWORK!

You can use your phone with the app **NYDOCSUBMIT** to submit paperwork for:
Eligibility Verification for SNAP, HEAP and TA including:

- **Identity Verification** such as
  - Birth Certificate
  - Social Security Card
  - Drivers license
- **Income Verification** such as
  - Paystubs
  - Shelter Expense like lease or rent receipts
  - Verification of medical or daycare expenses and utility bills.



Download *NYDOCSUBMIT* Today!

Download on the App Store

GET IT ON Google Play

The app is available free on Google Play or in the Apple App store.

ONONDAGA COUNTY
SOCIAL SERVICES - ECONOMIC SECURITY

IMPORTANT ANNOUNCEMENT

Translate Live is now available! Translate Live is a real-time language translation tool designed to help you communicate clearly and confidently, no matter what language you speak. It supports over 120 languages through text and speech translation.



HOW IT WORKS

1. **Start the Session:** Staff will open Translate Live on their device.
2. **Choose a Language:** Select your preferred language from the menu.
3. **Type or Speak:** Communicate through text or voice translation.
4. **Get Support:** Staff will see your translated message and respond in real time!

****ASK FOR TRANSLATE LIVE! ****

ONONDAGA COUNTY
SOCIAL SERVICES - ECONOMIC SECURITY

ANUNCIO IMPORTANTE

¡Traducir en vivo ya está disponible! Translate Live es una herramienta de traducción de idiomas en tiempo real diseñada para ayudarte a comunicarte con claridad y confianza, sin importar el idioma que hables. Es compatible con más de 120 idiomas a través de la traducción de texto y voz.



CÓMO FUNCIONA

1. **Iniciar la sesión:** El personal abrirá Translate Live en su dispositivo.
2. **Elija un idioma:** seleccione su idioma preferido en el menú.
3. **Escribe o habla:** Comunícate a través de texto o traducción de voz.
4. **Obtenga soporte:** ¡El personal verá su mensaje traducido y responderá en tiempo real!

**** Pide una traducción en vivo ****

SOCIAL SECURITY ADMINISTRATION



All SSA Offices are transitioning to an Appointment Only Servicing Model.

Effective **Monday, November 18, 2024**, ANY requests for a new or replacement Social Security card will be handled by appointment only.

Effective **Monday, December 9, 2024**, ALL visits to Social Security for ANY PURPOSE will require an appointment.

Please visit *www.ssa.gov* to begin the application process for a replacement Social Security card or call 1-800-772-1213 for assistance with scheduling an appointment.

SYRACUSE EOC TUTORING LAB

FREE TUTORING SERVICES for ADULTS

Servies Provided:

- High School Equivalency/ GED prep
- English for Speakers of Other Languages (ESOL)
- TEAS Exam Prep
- College Prep
- Improve ANY academic skills

SUNY SYRACUSE EOC
224 Harrison St (7th Floor)
Syracuse, NY 13202

CONTACT US!
eoctutoring@morrisville.edu
315-472-0130 x 3116

ALL TUTORING IS COST FREE!

All Skill Levels Welcome!

Operating Hours:

Monday, Tuesday, Wednesday, Thursday
1pm-6pm

CLOSED FRIDAY!

SYRACUSE EOC ATTAIN LAB

SYRACUSE EOC attain POWERED BY SUNY UCAWD

FREE TECHNOLOGY & CAREER TRAINING

ACADEMIC

- General Education Diploma Training (GED)
- GED Practice Exams
- Rosetta Stone for Language Learning
- TABE Test Preparation
- TEAS Nursing Entrance Exam Test Preparation

CAREER & TECHNICAL

- Marketing, Business & Customer Service
- Health Science/Medical Terminology
- Finance/Accounting
- Cybersecurity
- MANY MORE!

DIGITAL LITERACY & JOB READINESS

- Career Exploration
- Typing & Computer Basics
- Introduction to Microsoft Office
- Resumes & Cover Letters
- Interviewing Skills
- IC3 Digital Literacy Certification

MICROSOFT TRAINING & CERTIFICATION

- Microsoft Office Specialist
  - Word, Excel, Outlook, PowerPoint & Access
- Microsoft Certified Fundamentals (Azure)

INTUIT QUICKBOOKS CERTIFICATION

ALL TRAINING IS COST FREE!

Remote Learning Available

All Skill Levels Welcome!

Scan Code to Apply:

www.syr.sunyattain.org

HOURS:
M-F
8am-4pm

SUNY SYRACUSE EOC
224 Harrison St (7th Floor)
Syracuse, NY 13202

CONTACT US!
Cody Maggi
315-565-3711(call or text)
maggicj@morrisville.edu

RosettaStone®

SYRACUSE EOC ATTAIN LAB

Who can benefit from this training?

- ESOL students and all adult learners interested in developing core language skills

What type of lessons are included?

- Vocabulary
- Grammar & Writing
- Listening & Reading
- Speaking

Benefits of learning through Rosetta Stone?

- Self-Paced Lessons
- Mobile App Available

Languages Available?

Arabic	Chinese	Japanese
German	Dutch	Korean
Greek	English	Persian (Farsi)
Hebrew	Filipino	Polish
Arabic	Irish	Spanish
Hindi	Italian	Portuguese
Russian	Swedish	Turkish

FREE LANGUAGE LEARNING SOFTWARE

25 Languages Available!

All Skill Levels Welcome!

Scan Code to Apply:

SUNY SYRACUSE EOC
224 Harrison St (7th Floor)
Syracuse, NY 13202

CONTACT US!
Cody Maggi
315-565-3711 (call or text)
maggicj@morrisville.edu

www.syr.sunyattain.org

SYRACUSE EOC attain

ATI TEAS 7

NURSING ENTRANCE EXAM PREP PROGRAM



SUNY EOC
224 Harrison St. (7th Floor)
Syracuse, NY 13202
SCAN TO APPLY!

EXAM PREP INCLUDES:

READING TOPICS
- Paragraph Comprehension
- Vocabulary Building

ENGLISH TOPICS
- Grammar & Mechanics
- Sentence Structure

SCIENCE TOPICS
- Biology
- Anatomy
- Chemistry

MATH TOPICS
- Rational Numbers
- Ratio & Proportion
- Algebra
- Measurement & Data

COST FREE!

SELF-PACED PROGRAM!

REMOTE LEARNING AVAILABLE!

TUTORING LAB SUPPORT!

CODY MAGGI

315-565-3711 (call/text) maggicj@morrisville.edu

Catholic Charities
DIOCESE OF SYRACUSE
Onondaga County

FREE ENGLISH AND CITIZENSHIP CLASSES



ENGLISH CLASSES

1. Monday - Thursday 09:30 AM - 11:30 AM - Intermediate
2. Tuesday - Friday 09:30 AM - 11:30 AM - Beginner
3. Monday - Thursday 01:00 PM - 03:00 PM - Zoom (from home)
4. Monday - Thursday 03:30 PM - 05:30 PM - Intermediate

CITIZENSHIP CLASS

1. Saturdays 10:00 AM - 12:00 PM

CYO, 527 N Salina St, Syracuse NY

To enroll, contact: 315-412-2625; sshomansurova@ccoc.us

Look Before You Rent

An online tool to learn more about rental properties in Syracuse



CHECK IF A PROPERTY:

- Has Open Code Violations
- Is Unfit or Vacant
- Has a Current Rental Certificate

Use your mobile device to scan the QR code or visit goto.syr.gov/look-before-you-rent

CITY OF SYRACUSE, MAYOR BEN WALSH

How to Use Look Before You Rent

1 Begin Search

Visit goto.syr.gov/look-before-you-rent. Click or tap outside the pop-up box to begin your search.

2 Find a Property

Search by address or neighborhood to find a property.

3 Select Property

Click on the property outline to view the property's status on Rental Registry, Certificate of Compliance, and code violations.

4 View Additional Neighborhood Information

Click on the 'Map Layers' Icon  to select and view neighborhood information including vacant properties, bicycle and bus routes, bus stops, schools, and parks.

Visit syr.gov/look-before-you-rent for further instructions, definitions, and resources.

3 simple steps
to finding your new plan for 2026



1 Explore

What plans and benefits are available to you in 2026?

- To review plan details and access helpful decision tools, videos, and other resources, visit: **ExcellusBCBS.com/PlanInfo**

2 Evaluate

What are your needs and options for the upcoming year?

- Compare your options side-by-side
- Consider how it may differ from your current coverage
- Understand what out-of-pocket costs you can expect in 2026

3 Enroll

Using your preferred method, enroll in the best plan for you!

- Use our easy tool to enroll yourself online: **ExcellusBCBS.com/PlanInfo**
- If you work with a broker, contact them for helpful enrollment guidance
- Give us a call, and we'll get you enrolled over the phone: **1-877-406-4822 (TTY 711)** October 1 through March 31: 8 a.m. to 8 p.m., seven days a week

Scan this QR code with the camera on your smart phone to get started today.

*** Ask a staff member for a helpful enrollment checklist to help get organized**



Excellus MEDICARE

Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association. Excellus BlueCross BlueShield is an HMO and a PPO plan with a Medicare contract. Enrollment in Excellus BlueCross BlueShield depends on contract renewal.

Y0028_11345a_M B-9048/21561-25MEDM



Breastfeeding Café

Free breast(chest)feeding support and connection

First Wednesday of the Month
10:30 a.m. - 12 p.m. (noon)
Lunch will be provided

1010 James Street,
Syracuse, NY 13203

(315)744-6922
Ask us about transportation

Sign up here

REACH CNY

LAZOS DE LECHE

Un Grupo de Apoyo a la Lactancia en Español

¿Por qué unirse a nosotros?

"Más que leche: creando lazos de apoyo, amor y comunidad."

¡Ven a conectarte con futuras y nuevas familias!

Cada Tercer Viernes del Mes

10 AM - 11 AM

Westside Family Resource Center

200 Wyoming St
Syracuse, NY 13204

¿Preguntas?

¡Llámanos! (315) 800 - 9906

PEACE INC
EMPOWERING PEOPLE TO THRIVE | EST. 1968

BFFNY







MILK BONDS

A Spanish Breast(chest)feeding Support Group

Why Join Us?

"More than milk: Creating bonds of support, love, and community."

Come connect with expecting and new families!

Every Third Friday of the Month

10 AM - 11 AM

Westside Family Resource Center

200 Wyoming St
Syracuse, NY 13204

Questions?

Call us! (315) 800 - 9906

PEACE INC
EMPOWERING PEOPLE TO THRIVE | EST. 1968

BFFNY







Department of State
Office for New Americans



KNOW YOUR RESOURCES

KNOW YOUR RIGHTS

Resources are available to everyone, including immigrants:

dos.ny.gov/know-your-rights

New Americans Hotline:

1-800-566-7636

Monday – Friday, 9 AM – 8 PM EST

MULTI-LINGUAL AND ANONYMOUS

To share information regarding federal government action in New York State:

ag.ny.gov/federal-actions-form

11/25

Department of State
Office for New Americans



CONOZCA SUS RECURSOS

CONOZCA SUS DERECHOS

Hay recursos disponibles para todos, incluidos los inmigrantes:

es.dos.ny.gov/know-your-rights

Línea directa nuevos americanos:

1-800-566-7636

De lunes a viernes, 9 AM – 8 PM Tiempo del Este

MULTILINGÜE Y ANÓNIMO

Para compartir información sobre acciones del gobierno federal en el estado de Nueva York:

es.ag.ny.gov/federal-actions-form

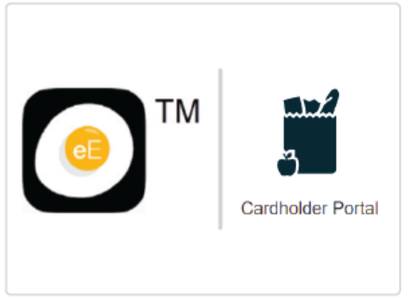
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Safeguard Your Card

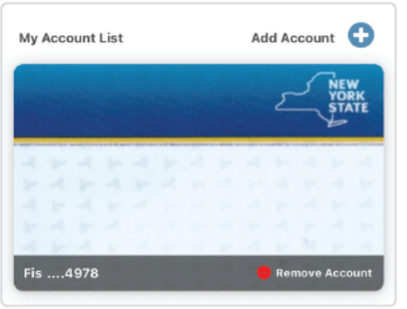
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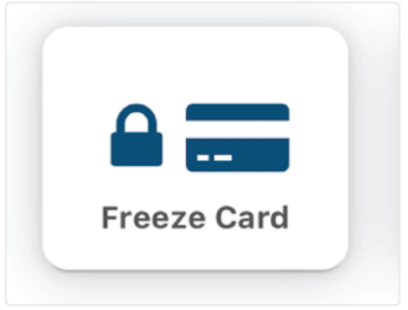
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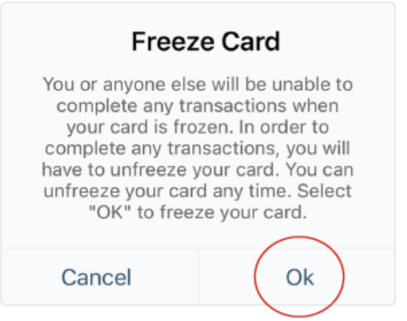
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3. Select "**Freeze Card**."



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For more ways to protect your benefits, visit:
otda.ny.gov/ebtscam

NEW YORK STATE OF OPPORTUNITY. | **Office of Temporary and Disability Assistance**

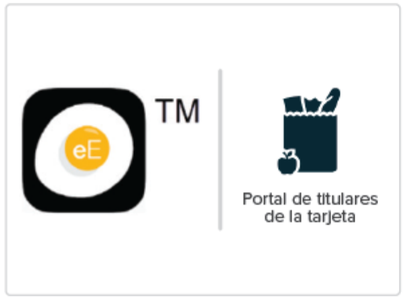
Pub-5261 • REV (08/24)

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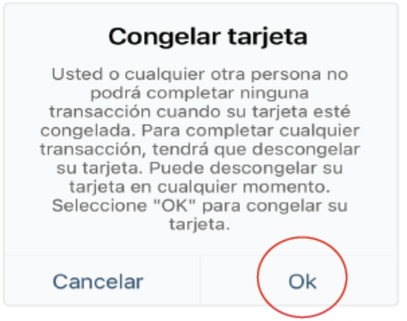
2. Inicie sesión de forma segura en su cuenta y pulse **Freeze Card** (Congelar tarjeta) en **Account Services** (Servicios de la cuenta).



3. Seleccione **Freeze Card** (Congelar tarjeta).



4. Aparecerá un mensaje pidiéndole que confirme si desea congelar la tarjeta. Seleccione **OK**.



Cuando congela la tarjeta EBT, se bloquean todas las compras, consultas de saldo y transacciones. Cuando vaya a comprar, utilice la aplicación ebtEDGE para descongelar la tarjeta y vuelva a congelarla una vez que haya pagado. También puede usar la aplicación ebtEDGE o ingresar a **ebtEDGE.com** para bloquear las transacciones en Internet o en otros estados.

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NEW YORK STATE OF OPPORTUNITY. | **Office of Temporary and Disability Assistance**

Pub-5261 SP • REV (07/24)

ONONDAGA COUNTY DSS-ES



Need Help Paying for **Phone** or **Internet?**

You may qualify for a **monthly discount** through the **Lifeline Program.**

Visit www.usac.org/lifeline

SYRACUSE SURGE

BRIDGE TO MANUFACTURING CAREERS

This program helps prepare you to earn a degree in the Manufacturing field at Onondaga Community College or other training programs and increases your access to in-demand jobs.

- ***Do you want a career that will better you and your family's future?***
- ***Are you interested in learning about jobs in manufacturing?***
- ***Do you like to work with your hands?***
- ***Are you interested in problem solving and like to take things apart and put them back together?***
- ***Have you ever considered attending Onondaga Community College?***

Take a short survey to find out if the Bridge is right for you.

Once you complete the survey, our navigator will reach out to you.

onp·int FOR COLLEGE
Transforming lives, transforming communities.

CEO CENTERSTATE CORPORATION FOR ECONOMIC OPPORTUNITY

WESTCOTT COMMUNITY CENTER

North Side Learning Center

SYRACUSE eoc SUNY UCAWD

ONONDAGA COMMUNITY COLLEGE

Blueprint15

InterFaith works
Affirm Dignity

FREE

CITIZENSHIP AND NATURALIZATION SERVICES!





OUR DOJ ACCREDITED REPRESENTATIVES ASSIST YOU TO CAREFULLY:

- Fill out and submit the N-400 application
- Gather the required documents and respond to requests for evidence
- Guide you through the citizenship and naturalization process
- And much more!

For more information call or email

Bethany Wicks: (315) 449-3552 ext. 234; bwicks@ifwcny.org

Interfaith Works of CNY, 1010 James St. Syracuse, NY, 13203

www.interfaithworkscny.org

FREE CLASSES FOR CITIZENSHIP

InterFaith works
Affirm Dignity

IN-PERSON:

Monday & Tuesday
5:30 pm - 7:30 pm

Tuesday & Thursday
12:00 pm - 2:00 pm

ONLINE:

Monday & Wednesday
12:00 pm - 2:00 pm

CLASSES WILL BE HELD AT

INTERFAITH WORKS
1010 James Street
Syracuse, NY 13203

You must have a green card and basic English skills.

FOR MORE INFORMATION, CONTACT
KEVIN LUCAS
klucas@ifwcny.org
315.449.3552 x245

CNY WORKS

all things jobs

CONSTRUCTION CAREERS INFO SESSIONS

STARTING MARCH 31ST

For community members

CNY Works • EVERY TUESDAY 12:30-1:30
960 James Street, Syracuse





Learn about construction and trades opportunities in Central New York and how to get connected.

Local partners are working together to help community members learn how to access construction job opportunities in Central New York. **No prior experience is required.**

During the sessions, you will learn about:

- Job opportunities and qualifications for regional construction projects, including Micron and I-81
- Step-by-step guidance on how to join a local construction union.
- Benefits of union membership.
- Available training programs and apprenticeship opportunities.
- Resume writing and interview strategies.

Representatives from Micron, Gilbane, and the Building Trades will be present at the CNY WORKS March 31st event

Due to limited space, pre-registration is strongly encouraged. Walk-ins will be accepted if space is available. Click HERE or scan the QR code below to reserve your spot today!

syracuse build
first source hiring
supported by CENTERSTATE

Questions?
Danielle Szabo
dszabo@centerstateceo.com
216-551-7114

ONONDAGA COUNTY DSS-ES

AVOID COMING IN THE CIVIC CENTER

USE YOUR PHONE TO SUBMIT PAPERWORK!

You can use your phone with the app **NYDOCSUBMIT** to submit paperwork for:
Eligibility Verification for SNAP, HEAP and TA including:

- **Identity Verification** such as
  - Birth Certificate
  - Social Security Card
  - Drivers license
- **Income Verification** such as
  - Paystubs
  - Shelter Expense like lease or rent receipts
  - Verification of medical or daycare expenses and utility bills.



Download *NYDOCSUBMIT* Today!

Download on the App Store

GET IT ON Google Play

The app is available free on Google Play or in the Apple App store.

DO YOU HAVE A DISABILITY?

NEED HELP WITH PAPERWORK OR INFORMATION?

Under *the Americans with Disabilities Act,* Onondaga County can assist you.





Please notify the front desk if you need assistance. Ask your worker - We are here to help you!

DSS-ES Unit Civil Rights Program Representative

Stacy Lippert (Name)	TA Intake (Unit)
Civic Center (Address)	#7393 (Phone Number)

FOR ADDITIONAL INFO

Contact DSS-ES ADA Coordinator Paula Mallory Engel

Phone: (315) 634-0504

Email: PaulaEngel@ongov.net

One Number for All DSS Services

315-435-2700



This is safe.
This is official.
This is DSS.

ONONDAGA COUNTY DSS-ES

Onondaga County
Social Services

We Value Your Feedback

Take our DSS phone survey and share your experience.

Have you recently called Onondaga County DSS? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.



TAKE A SURVEY

Onondaga County
Social Services



We Value Your Feedback

Take our TA Interview phone survey and share your experience.

Have you recently received a call from Onondaga County DSS Temporary Assistance? We want to know if you were able to get the information or help you needed and how easy our phone system was to use.

Your feedback helps us understand what is working well and where we can make improvements.

TAKE A SURVEY

Onondaga County Health Department

Substance Use Initiatives

Prevention

Harm Reduction

Education

Support



ongovhealth Onondaga County Health Department | Substance Use Initiatives

OUR PRIORITIES

- Preventing fatal overdose
- Education, prevention, and public outreach
- Person-centered support services to assist people in making positive changes in their lives
- Improving access to care
- Increasing access to harm reduction services
- Improving data coordination
- Stigma reduction

CONTACT US

John H. Mulroy Civic Center
421 Montgomery Street
Syracuse, NY 13202
315.435.7930

Harm Reduction and Syringe Pickup Request Line: 315.418.5365
Call/Text for Narcan & Test Strips

Substance Use Crisis Response & Outreach:
315.317.1567 M-F, 8:30-7:00pm

SubstanceUseProgram@ongov.net
https://onondaga.gov/health-opioids/

Scan here to access our online naloxone training!

Learn to recognize the signs of an overdose and administer naloxone.

You could save a life!

https://onondaga.gov/health-opioids/naloxone-training/

HEARS Family Line

Help • Empower • Advocate
Reassure • Support



The HEARS Family Line assists parents, families and individuals by providing information to callers on resources to meet their needs in their communities. Caring specialists guide families to services including food pantries, clothing closets, housing assistance, medical and behavioral health care services, parenting education, child care and more.

1-888-55-HEARS
(1-888-554-3277)

Specialists are available to help
Monday through Friday from 8:30 a.m.-8:00 p.m.
Phone interpretation is available for most languages.
HEARS flyers are available for download in 12 languages
at **https://ocfs.ny.gov/programs/cwcs/hears.php**

NEW YORK STATE | **Office of Children and Family Services**

English

خط HEARS للأسرة

المساعدة (H) • التمكين (E) • الدفاع (A)
الطمأنة (R) • الدعم (S)



خط HEARS للأسرة يساعد أولياء الأمر والأسر والأفراد من خلال تزويد المتصلين بمعلومات عن الموارد المتاحة لتلبية احتياجاتهم في مجتمعاتهم. يتولى ممثلو الرعاية توجيه الأسر إلى الخدمات ويشمل ذلك الطعام والملابس والمسكن وخدمات الرعاية الصحية الطبية والسلوكية وتوعية أولياء الأمر ورعاية الأطفال.

1-888-55-HEARS
(1-888-554-3277)

يتولى المختصون تقديم المساعدة
من الاثنين إلى الجمعة - من الساعة 8:30 صباحًا حتى 8:00 مساءً.
تتوفر خدمة الترجمة عبر الهاتف لمعظم اللغات. كتيبات HEARS متاحة للتنزيل في 12 لغة عبر
https://ocfs.ny.gov/programs/cwcs/hears.php

NEW YORK STATE | Office of Children and Family Services

Arabic/العربية

Línea Familiar HEARS

Ayudar • Empoderar • Abogar
Tranquilizar • Apoyar



La Línea Familiar HEARS ayuda a padres, madres, familias e individuos a obtener información sobre una variedad de recursos para satisfacer sus necesidades en sus comunidades. Representantes atentos guían a familias hacia servicios que incluyen información sobre acceso a despensas de alimentos, ropa gratuita, asistencia con vivienda, servicios de atención médica y de salud conductual, educación para padres, cuidado infantil y mucho más.

1-888-55-HEARS
(1-888-554-3277)

Especialistas están disponibles
Lunes – Viernes: 8:30 a.m. - 8:00 p.m.
Interpretación por teléfono está disponible en varios idiomas. Los volantes de la Línea Familiar HEARS pueden descargarse en 12 idiomas en
https://ocfs.ny.gov/programs/cwcs/hears.php

NEW YORK STATE | Oficina de Servicios para Niños y Familias

Spanish/Español

Looking for a JOB?



RESUME AND COVER LETTER HELP

CAREER ADVANCEMENT

CONNECT WITH EDUCATIONAL AND TRAINING PROGRAMS

JOB SEARCH ASSISTANCE

Email: Dmoore@snccsyr.org
Call: (315) 480-5114

NEW YORK STATE | Office of Temporary and Disability Assistance

We value your feedback

Take the public benefits survey and share your experience.

If you receive or have applied for public benefits in New York State, we want to hear about your experiences, including challenges you may have faced.

New Yorkers are invited to fill out a brief, anonymous survey by December 31, 2026.

TAKE A SURVEY



WHAT DOES THE **CHILD CARE ASSISTANCE PROGRAM (CCAP)** MEAN FOR YOUR FAMILY?

The New York State Office of Children and Family Services Division of Child Care Services wants to hear YOUR story!

Child care is more than a service – it's a foundation for family stability and opportunity. We want to learn how access to child care and CCAP has helped your family.

We invite you to participate in our Listening to Families initiative by taking a short, voluntary survey. The survey will focus on family experiences and outcomes, NOT complaints about child care providers or requests for financial assistance.

Stories collected through this initiative will be used to help illustrate the impact of CCAP on children, families and communities.

For more information and to access the survey, please scan the following QR code:

NEW YORK STATE | Office of Children and Family Services



¿QUÉ SIGNIFICA EL PROGRAMA DE ASISTENCIA PARA EL CUIDADO INFANTIL (CCAP) PARA SU FAMILIA?

¡La División de Servicios de Cuidado Infantil de la Oficina de Servicios para Niños y Familias del Estado de Nueva York quiere conocer SU historia!

El cuidado infantil es más que un servicio: es un pilar para la estabilidad y las oportunidades de la familia. Queremos saber cómo el acceso al cuidado infantil y al CCAP ha ayudado a su familia.

Le invitamos a participar en nuestra iniciativa "Escuchando a las familias" respondiendo a una breve encuesta voluntaria. La encuesta se centrará en las experiencias y los resultados de las familias, NO en quejas sobre los proveedores de cuidado infantil ni en solicitudes de asistencia económica.

Las historias recopiladas a través de esta iniciativa servirán para ilustrar el impacto de CCAP en los niños, las familias y las comunidades.

Para obtener más información y acceder a la encuesta, por favor escanee el siguiente código QR:

Escuchando a las familias: Lo que el Programa de Asistencia para el Cuidado Infantil hace posible.

NEW YORK STATE | Oficina de Servicios para Niños y Familias

WIC Helps Families

Call us today to see if you qualify for healthy WIC foods!



It's Easy to Apply!

Text or call (315) 435-3304

or scan the QR Code

Translation services available

WIC WOMEN, INFANTS, & CHILDREN

ongovhealth
Onondaga County Health Department

ENROLL TODAY

REFUGEE ASSISTANCE PROGRAM AT

BOB'S SCHOOL

IMRPOVE YOUR ENGLISH WITH US!

What we offer:

- Morning, Afternoon, & Evening Classes
- Free for any ESL learner age 21+
- Engaging and experienced teachers for Levels 1 - 6
- Special 6-week classes offered like DMV Learner's Permit class, Job skill class, and more
- Employment Specialists Office available

Syracuse City School District

516 Prospect Avenue
Syracuse, NY 13214

315-435-5801

Welcome to

Family Literacy

Let's Learn English Together!

Starting Monday, September 28th, 2026



This class will provide:

- Materials to practice English at home with your child
- A craft to make together
- Practical English phrases to use in everyday settings

A class for parents and their birth to pre-school aged children

Monday-Thursday from 9am-11am

Refugee Assistance Program at Bob's School

516 Prospect Avenue

SYRACUSE CITY SCHOOL DISTRICT

Early Childhood Program
Pre-K

PRE-K BILINGÜE EN SEYMOUR



MATRICULA ABIERTA

3 AÑOS (NIÑO (A) DEBE TENER 3 AÑOS ANTES DE 12/1/26

Donde comienzan los cimientos sólidos...

- Programa de Educación Bilingüe (anteriormente programa MANOS)
- Personal experimentados y atentos
- Actividades creativas y curriculo basado en el juego.
- Entorno seguro y estimulante
- Aprendizaje divertido y atractivo





108 Shonnard Street
Siracusa, Nueva York 13204

PLAZAS LIMITADAS DISPONIBLES

INSCRÍBETE HOY

315 435-4276 opción 5

Prekregistration@scsd.us

SYRACUSE CITY SCHOOL DISTRICT

Early Childhood Program
Pre-K

BILINGUAL PRESCHOOL AT SEYMOUR



3 YEAR OLD BY 12/1/26 OPEN ENROLLMENT

Where Strong Foundations Begin..

- Bilingual Education Program former MANOS program
- Experienced & Caring Teaching staff
- Creative Activities & Play-Based Curriculum
- Safe & Nurturing Environment
- Fun & Engaging Learning





108 Shonnard Street
Syracuse, NY 13204

LIMITED SEATS AVAILABLE

ENROLL TODAY

315 435-4276 opt 5

Prekregistration@scsd.us

REUNIÓN PÚBLICA SOBRE EL CUIDADO INFANTIL UNIVERSAL DEL ESTADO DE NUEVA YORK

¡ÚNETE A NOSOTROS!



¡Únase a la Oficina de Servicios para Niños y Familias del Estado de Nueva York, Child Care Solutions y Early Childhood Alliance para hablar sobre el camino de Nueva York hacia el cuidado infantil universal!

Jueves 1 de octubre de 2026

6:00 PM

Soluciones para el cuidado infantil
11101 Erie Blvd East; Suite 100,
Syracuse, NY 13210

¡Regístrate aquí!

Familias, proveedores de cuidado infantil y demás partes interesadas: ¡Ayuden a dar forma al futuro del cuidado infantil en el estado de Nueva York!

NEW YORK STATE | Office of Children and Family Services

CHILD CARE SOLUTIONS
navigating the way to high quality child care

ocfs.ny.gov

NYS UNIVERSAL CHILD CARE TOWN HALL

JOIN US!



Join the NYS Office of Children and Family Services, Child Care Solutions, and the Early Childhood Alliance as we discuss NY's Pathway to Universal Child Care!

Thursday Oct. 1, 2026

6:00PM

Child Care Solutions
11101 Erie Blvd East; Suite 100,
Syracuse, NY 13210

Register here!

Families, child care providers, and stakeholders- Help shape the future of child care in New York State!

NEW YORK STATE | Office of Children and Family Services

CHILD CARE SOLUTIONS
navigating the way to high quality child care

ocfs.ny.gov

GED CLASSES

FREE



Class location:

Westcott Community Center
826 Euclid Ave
Syracuse, NY 13210

Mondays 5:00pm - 8:00pm

To find out more and enroll:
Call SCSD Adult Ed at 315.435.4115
or come to a session.

ENGLISH FOR NEW LEARNERS

RISE
REFUGEE & IMMIGRANT SELF-EMPOWERMENT

SCHEDULE FOR 2026

Building language skills. Creating opportunities.
Empowering new beginnings.

IN-PERSON ENGLISH LESSONS

SYRACUSE NE COMMUNITY CENTER
716 Hawley Avenue
Syracuse, NY 13203

MONDAYS & WEDNESDAYS
11:00 AM – 1:00 PM

ONLINE ENGLISH LESSONS

Pre-Intermediate & Intermediate for Mixed Group

TUESDAYS & THURSDAYS
7:00 PM – 8:15 PM



FOR MORE INFORMATION:
RAJENDRA SHARMA (ROBIN)
ENL COORDINATOR
rajendra@refugeeandimmigrant.org
901-351-4530
www.refugeeandimmigrant.org

SOUTHSIDE OFFICE
302 Burt St.
Syracuse, NY 13202

MAIN OFFICE
404 Oak Street
Syracuse, NY 13203

BUFFALO OFFICE
412 Niagara Street
Buffalo, NY 14201

Empowering learners. Strengthening communities. Building a better future.

October is Breast Cancer Awarness Month!

Call about FREE Mammograms

for women 40 and older without health insurance



315.435.3653

Onondaga County
Cancer Services Program
Your partner for cancer screening, support and information

onondaga.gov/health

onondagahealth
Onondaga County
Health Department

Distance Learning at Bob's School



Flexible Class Times (AM or PM)

Meet with your instructor and complete work at home. Available with Teacher Joanna (AM) and Teacher Lejla (PM)



Targeted Individual or Small Group Language Instruction

Students will engage in targeted language instruction in a smaller setting, allowing for one on one practice and improvement.

Direct Your Future

Teachers will provide lessons and material according to your level. Move at your own pace and direct your learning.



Available for students Level 3 and above. Talk with Teacher Lejla or Teacher Joanna for more information and enrollment.

AFTERNOON SPECIALS

AT REFUGEE ASSISTANCE PROGRAM

Monday - Thursday
2:15 - 3:30pm
Space offered bring & eat lunch; snacks provided

BEGINNER ESL



Teacher Matt
Students in English levels 1 and 2
Continue beginner ESL class in the afternoon!

ENGLISH DMV



Teacher Rozlynn
Students in English level 2 - 6+
Study driving in the United States

WORK SUCCESS



Teacher Adam
Students in English levels 2 - 6+
Practice job interviews, work skills, and resume writing

CONVERSATION SEMINAR



Teacher Heather
Students in English levels 3 - 6+
Practice everyday conversations & pronunciation

ARTISAN PATHWAYS



Teacher Chyloe
Open to all English levels
Learn, create, and sell artisan goods

ESL WORKFORCE READINESS CLASS

READY, SET, WORK!



Are you looking for a job?
Want to be a better employee?
Need help to write a resume?
Join our work readiness class to prepare for upcoming Syracuse Opportunities Fair

WHAT YOU'LL LEARN:

- Interview skills & practice
- Resume and cover letter writing
- Work place culture & language

Register for this 6-week class today!
Monday - Thursday
2:15 - 3:30pm
Refugee Assistance Program
516 Prospect Ave
Class starts Monday September 28

SCSD Literacy Zones | JUBILEE HOMES | ZAKAT FOUNDATION of AMERICA

QUESTIONS? EMAIL EDENG@SCSD.US OR CALL 315-480-9191

Welcome to

Family Literacy

Let's Learn English Together!

Starting Monday, September 28th, 2026



This class will provide:

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A class for parents and their birth to pre-school aged children

Monday-Thursday from 9am-11am

Refugee Assistance Program at Bob's School

516 Prospect Avenue

SYRACUSE CITY SCHOOL DISTRICT

Custodial Maintenance Program at West Side Learning Center



SIGN UP TODAY!

- No cost
- Hands-on training
- Support for English Learners
- Resume help
- Job search support
- Small group setting

Classes October 5 - December 3 M-Th 12:30-3

West Side Learning Center – 422 Gifford St – 315-435-4013

WEST SIDE LEARNING CENTER

FALL SCHEDULE 2026



SEPTEMBER 9

CLASSES START!

OUR PROGRAMS:

- 8:30am-12pm (Monday - Friday)
  ESL Levels 1-6
- 12:30-3:00 pm (Monday-Thursda)
  ESL Levels 1-6

Fall: 9/14-10/29
Teaching Assistant Pathway 12:30-3



Enroll today for FALL

315-435-4013

422 Gifford Street

WALK IN TESTING HOURS

Knowing your status means you are in control of your sexual health!

Drop into the Sexual Wellness Center during our walk-in testing hours and get tested today!

The Sexual Wellness Center
Room 80 | Basement Level | (315) 435-3236



ongovhealth
Onondaga County
Health Department

Sexual Wellness Center
ONONDAGA COUNTY HEALTH DEPARTMENT

SAFE SPACE
Sexual Wellness Center

Are your kids up to date on their vaccines?

Don’t Miss the Bus!

Make sure your child’s vaccines are up to date BEFORE school starts!



Call your health care provider today!

No insurance?
Call the Onondaga County Health Department at (315) 435-2074

ongovhealth Onondaga County Health Department | Bureau of Disease Control Immunization Program

Onondaga County Immunization Coalition



ongovhealth
Onondaga County
Health Department
Substance Use
Initiatives

Got Narcan?

An opioid overdose can happen to anyone.

Save a life. Get trained.

How you can get trained:

- Zoom
- In person
- Our online training

End overdose now.
Call or text (315) 418-5365 for Narcan, test strips, and peer support.

Let's Get in Touch



Are you pregnant, parenting, or planning a family?

We are here to help!

Our goal is to help moms have healthy babies, and help families give their babies a healthy start!

ongovhealth
Onondaga County
Health Department

Healthy Families Division
Syracuse Healthy Start


Shop Fresh,
Support Local
Farmers Markets in Onondaga County
CHSC
Creating Healthy Schools & Communities

FIGHT THE BITE!

Tips to avoid mosquito and tick-borne diseases:

- **Cover up:** Wear long sleeves and pants.
- **Repel:** Use EPA-approved insect repellents when outdoors (never use on infants under 2 months old)
- **Ditch standing water:** Get rid of standing water around your home to stop mosquitoes from breeding
- **Check and remove:** Inspect for ticks and remove them promptly.
- **Maintain surroundings:** Keep yards clean and trimmed.





ongovhealth
Onondaga County
Health Department

Scan to Learn More

