

NYS COMMISSION FOR THE BLIND (NYSCB)

**HANDBOOK
FOR
VOCATIONAL
REHABILITATION
SERVICES**

January 2016

New York State Office of Children and Family Services

COMMISSION FOR THE BLIND

**HANDBOOK FOR VOCATIONAL
REHABILITATION SERVICES**

Copies of this handbook are also available upon request in Spanish or Braille, on cassette tape or computer disk, or via e-mail. You may obtain your copy by contacting NYSCB at:

NYSCB Handbook

New York State Office of Children & Family Services

Commission for the Blind

52 Washington Street

South Building, Room 201

Rensselaer, New York 12144

Phone: (518) 474-6812

FAX: (518) 486-5819

TDD: (518) 474-7501

FOREWORD

The NYSCB Handbook for Vocational Rehabilitation Services will familiarize you with the New York State Commission for the Blind Vocational Rehabilitation Program. The vocational rehabilitation program can provide you, as a legally blind individual in New York State, with assistance in achieving your goals as an independent, participating member of the community.

NYSCB also administers other programs for individuals who are legally blind and who are not pursuing a vocational goal. To find out about programs for children or older adults, please contact your local NYSCB District Office.

NYSCB Goal

NYSCB's goal is for legally blind individuals to live independently, pursue meaningful employment, and enjoy full integration into the mainstream of society.

NYSCB Mission

NYSCB's mission is to enhance employability, maximize independence, and assist in the development of the capacities and strengths of people who are legally blind.

TABLE OF CONTENTS

What is the Commission for the Blind (NYSCB) Vocational Rehabilitation (VR) Program?	1
How Do You Apply for NYSCB VR Services?.....	1
How Do You Become Eligible for VR Services?	2
What Is an Individualized Plan for Employment (IPE)?.....	3
What VR Services Does NYSCB Provide?	6
How Can You Make the Best Use of NYSCB Services?...	7
What Is the NYSCB Record of Service?	8
How Is Information Kept Confidential and What Is the Personal Privacy Protection Law?	9
When Does Involvement With NYSCB End?	12
Dispute Resolution and Consumer Appeals	12
What Are Your Rights and Responsibilities in the VR Process?	16
Appendix A: NYSCB District Offices	18
Appendix B: Client Assistance Program (CAP).....	21
Appendix C: Business Enterprise Program (BEP)	22
Resources: Ticket to Work Program; Benefits Advisement; Independent Living Center Services.....	24

WHAT IS THE COMMISSION FOR THE BLIND VOCATIONAL REHABILITATION (VR) PROGRAM?

The Commission for the Blind (NYSCB), as part of the New York State Office of Children and Family Services, provides direct services to individuals who are legally blind through district offices located throughout the state. NYSCB provides vocational rehabilitation services for eligible individuals to achieve an employment goal. The goal of vocational rehabilitation services is to enable you to become employed in a job that matches your abilities, interests, and preferences. A range of occupations and employment settings are possible, including professional careers, skilled labor, self-employment, business enterprise, supported employment, and homemaking. NYSCB places particular emphasis on your full involvement in identifying your employment goal and developing a plan to achieve your goal.

HOW DO YOU APPLY FOR NYSCB VR SERVICES?

You can apply for services by obtaining an application from the forms tab on the NYSCB website at <http://visionloss.ny.gov> or from one of the NYSCB district offices listed in Appendix A. Complete the application and submit it to the district office. If you require assistance completing the application, contact your local NYSCB office or local Client Assistance Program (CAP) (see Appendix B). An initial interview will then be scheduled with a NYSCB Vocational Rehabilitation (VR) Counselor or representative. You can also be referred by a school, a doctor, a private

agency serving individuals who are blind or other community, health or social services organization.

Additional background information, such as medical reports, school records or work history, may be needed during the application process. Recent medical reports that verify your disability can be useful and may be requested. If these are not available, NYSCB will assist you in obtaining this information. This information is not necessary at the time of your application but may be needed later to determine your eligibility.

HOW DO YOU BECOME ELIGIBLE FOR VR SERVICES?

Once an application has been completed and an interview has taken place with a NYSCB counselor, your eligibility for vocational rehabilitation services is determined. Eligibility is based on two conditions:

- (1) You have a disability (legal blindness) that results in a substantial impediment to employment. It is presumed that vocational rehabilitation services will help you achieve an employment outcome.
- (2) You require vocational rehabilitation services in order to prepare for, enter, engage in or retain gainful employment.

To determine eligibility for services, a NYSCB counselor needs existing medical records or information from the Social Security Administration that verifies your disability. Medical exams may need to be scheduled if existing reports

are not available. These exams can be paid for by NYSCB.

If you are legally blind, NYSCB is the agency that can provide vocational rehabilitation services, even if you have other disabling conditions. If you are not legally blind, but have other disabilities, you can apply for vocational rehabilitation services through the NYS Education Department, Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR).

If you are eligible for NYSCB services, a NYSCB VR counselor will meet with you to develop a vocational goal and a plan for services known as the Individualized Plan for Employment (IPE). If you are not eligible, you will be notified by NYSCB in an accessible format. If you disagree with the determination that you are ineligible for services, you may appeal that decision. (See pages 12-16 for information regarding appeals).

WHAT IS AN INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)?

The Individualized Plan for Employment (IPE) is a written plan which describes your employment goal and the steps you will take to achieve your goal. The IPE is developed in accordance with your interests and abilities. It reflects your choices in identifying an employment goal and the services to be provided to enable you to reach that goal. It may be helpful to learn more about vocational rehabilitation services and different types of employment and about your own capabilities before your plan is written. Your NYSCB counselor will help you find resources that help you do this.

Your IPE will be developed on a form provided by NYSCB. Before your plan can begin, it needs to be reviewed and approved by your NYSCB counselor and supervisory staff. After your IPE is approved, you will receive a copy in your preferred format. You and your counselor will then begin to implement your IPE. While you are working toward completion of your plan, you must remain eligible to receive NYSCB services; funding must be available to support your plan activities; and the plan must remain consistent with current NYSCB policy and procedures.

How to develop your IPE

There are several options for getting help to develop your IPE:

- A professionally trained vocational rehabilitation counselor employed by NYSCB can help you to choose an employment goal and can assist you in developing all or part of your IPE. The NYSCB counselor will also assist you in completing the IPE form.
- You can request help from any resource you identify, such as:
 - a relative or friend,
 - an organization or agency that helps people with disabilities,
 - staff at a one-stop employment center,
 - a school teacher or a counselor,
 - a representative of the Client Assistance Program.
 - you can work on developing your IPE on your own.

Information that needs to be included in your IPE:

- your employment goal - the job you plan to have when you have finished your training
- the services you will need to reach your employment goal and how long it will take to finish services and reach your goal
- who will provide the services you need
- how progress toward your goal will be measured
- how long it will take you to achieve your goal
- your responsibilities in carrying out your plan

Your rights and responsibilities in carrying out your IPE are listed on the form and will be reviewed with you by your NYSCB counselor. Information about your rights and responsibilities in the vocational rehabilitation process is located on pages 16 -17 of this handbook.

You and your NYSCB counselor will review your IPE each year. Your plan can also be revised or reviewed at other times during the year. Any change must be approved by you and your NYSCB counselor. Please keep your counselor informed of any changes in your life that may affect your plan.

What if NYSCB does not approve your IPE?

It is possible that you and your NYSCB counselor may disagree about your IPE. If you have a disagreement that you cannot resolve with your counselor, you can access the NYSCB Appeals Process described in this handbook.

WHAT VR SERVICES DOES NYSCB PROVIDE?

NYSCB will provide services needed to assist you in reaching your employment goal. NYSCB will provide vocational rehabilitation counseling and guidance while you are developing your IPE and while you are receiving services. Most people also receive placement services, services designed to help you with your job search.

While NYSCB can pay for most services, there are some services that cannot be paid for if your income is above a specified level. Your NYSCB counselor will give you more information about this. If services that are based on your ability to pay are listed on your IPE, you will need to provide your NYSCB counselor with financial information in order to determine who will pay for those services.

The following vocational rehabilitation services may be available to you as part of your IPE when necessary to reach your employment goal:

- Assessment Services
- Attendant Services
- Vocational Rehabilitation Counseling, Guidance and Referral Services
- Home Modification and Adaptive Equipment
- Interpreter Services for Individuals Who Are Deaf/Blind
- Interpreter Services for Non-English Speaking Individuals
- Orientation and Mobility Instruction

- Medical Restoration Services
- Placement and Post-Employment Services
- Reader's Service
- Rehabilitation Engineering and Technology Related Services
- Rehabilitation Teaching
- Special Living Expenses Related to Training
- Supported Employment
- Telecommunications, Sensory and Other Technology Aids and Devices
- Tools, Initial Stock, Equipment and Supplies, and Occupational Licenses
- Transportation
- Vehicle Modification and Adaptive Equipment
- Vocational and Other Training Services (including college training)
- Other Goods and Services

HOW CAN YOU MAKE THE BEST USE OF NYSCB VR SERVICES?

You can make the best use of NYSCB services by following these guidelines:

1. Make a commitment to participate fully in the planning and accomplishment of your vocational objectives and goal.

2. Travel, daily living and communication skills are essential skills for independence and success in employment. Fully participating in your training and practicing what you learn is the best way to master these skills.
3. Stay in touch with your NYSCB VR counselor. Keep your counselor posted on how things are going. As you pursue your employment options, your counselor is a resource to help you find and keep a job and to assist you in securing related services.

WHAT IS THE NYSCB RECORD OF SERVICES?

A record of services is kept for each individual served by NYSCB so that information regarding services provided is accurately documented. It contains your application for services, counselor notes, medical reports, information about your eligibility for services, your Individualized Plan for Employment (IPE), and other types of vocational related information.

You have access to your own record of services, subject to certain procedures and restrictions. Your counselor can explain the procedure for obtaining information from your record of services.

HOW IS INFORMATION KEPT CONFIDENTIAL AND WHAT IS THE PERSONAL PRIVACY PROTECTION LAW?

In order to provide vocational rehabilitation services, it is often necessary to obtain or release information about you. All information will be maintained in a confidential manner and will not be shared with any individual or organization unless NYSCB has your written permission or unless the release of confidential information is otherwise mandated or authorized by federal or state law or regulations. Sections 8701-8714-a of the Unconsolidated Laws of New York, together with 29 USC Section 701 et seq. and related regulations give NYSCB the right to collect and share select information about you.

NYSCB will use select information to determine if you are eligible for services and, if so, to decide which services will enable you to reach your vocational goal.

In order to plan for services, NYSCB may communicate with other persons to find out more about you. For example, with your written permission, your NYSCB counselor may:

- contact previous employers to verify work experiences;
- contact doctors or other health care providers to find out what your current medical condition is and how it may affect your ability to participate in training or work;
- obtain school or other educational or vocational records to see if your education and/or vocational experiences can help you reach your vocational goal.

With your written permission, your NYSCB counselor will share this information with community rehabilitation programs when we ask them to provide vocational services to you.

All such consumer information secured or maintained by NYSCB will be maintained in a confidential manner, and released only consistent with applicable federal and state laws and regulations.

NYSCB will ask for your written permission to obtain or release information, unless otherwise mandated or authorized by federal or state law or regulations. Your cooperation in this regard is necessary for us to provide services that may benefit you. If you refuse to provide us with the information we need or to authorize its release by or to others, it may prevent us from determining if you are eligible for services, and we may not be able to act on your application for services.

If you are determined to be eligible for NYSCB services, NYSCB may need to reimburse you for expenses you have incurred while receiving services. This would typically be costs for transportation or books and supplies related to your training but could include other service costs. NYSCB may need to reimburse you for transportation costs you incur while gathering information to support your eligibility for NYSCB services. Before your counselor can authorize this payment, your name, address and e-mail address (if you have one) and your Social Security number will need to be entered into the New York State Statewide Financial

System (SFS), the New York State integrated accounting system. More details about this process will be provided to you if your counselor determines that it is necessary to reimburse you for a service.

As you may be aware, individuals who are legally blind may not drive a motor vehicle. As authorized by federal or state law or regulations, if NYSCB staff have knowledge that a NYSCB consumer is driving a motor vehicle, they will report this information to NYSCB administrative staff who will forward the information to the NYS Department of Motor Vehicles, Driver Improvement Program. This report can be made without your consent.

Besides using the information you give us or authorize us to obtain in order to provide services, New York State may also use the information to develop non-identifiable statistics about people receiving services to assist in the management of these programs. We do not need your consent to use your information to develop or distribute these statistics.

This information will be maintained by:

The Office of the Associate Commissioner
Commission for the Blind
NYS Office of Children and Family Services
52 Washington Street, South Building, Rm. 201
Rensselaer, NY 12144
(518) 473-1801

WHEN DOES INVOLVEMENT WITH NYSCB END?

The ultimate goal of NYSCB's vocational rehabilitation services is to enable you to secure meaningful employment. Once you are working in your chosen occupation with acceptable performance for at least 90 days, involvement with NYSCB usually ends. Your counselor will follow up with you and will discuss the completion of your program with you prior to closure.

Post-employment services may be necessary once you have secured employment or to further assist you in keeping your job. Your NYSCB counselor will discuss these options as your IPE is developed and again prior to closure of your file. Even though your file becomes closed with NYSCB, you may contact your counselor if vocational issues develop in the future.

When you have achieved your employment goal or have ended your involvement with NYSCB, you will be notified of the closure decision in an accessible format.

DISPUTE RESOLUTION AND CONSUMER APPEALS

You might disagree with decisions made during your involvement with NYSCB. You have the right to appeal a counselor action or decision in any situation when you and your counselor cannot resolve the disagreement.

An appeal process has been developed to protect your rights and to review decisions in an impartial manner.

NYSCB's objective in the appeals process is to reach a mutually agreeable solution as quickly and simply as possible. Your counselor can provide more detailed information on the appeals process.

When you disagree with a decision made by your counselor, attempt to clearly communicate your concerns in an effort to resolve the disagreement. If this proves unsuccessful, tell the counselor that you would like to appeal the decision. There are four main avenues available to you in the appeals process:

- Initial Review is an informal review conducted by a senior counselor (or the district manager if the senior counselor was involved in the decision being reviewed) with a consumer and counselor or other appropriate NYSCB staff in an effort to resolve a consumer's dissatisfaction.
- Administrative Review is an informal review conducted by NYSCB administrative staff in accordance with the guidelines established in NYSCB policy.
- Mediation is a voluntary process between the consumer and the appropriate NYSCB staff with the goal of resolving a dispute with NYSCB. Mediation is conducted by a qualified and impartial mediator who is trained in mediation techniques. While mediation can be requested at any time, both parties must agree that the issue being disputed is one that can be addressed through mediation.
- Administrative Hearing is a formal hearing conducted in accordance with NYSCB policy by one or more

employees of the Office of Children and Family Services (OCFS) who are members of the OCFS State Fair Hearing Board.

The informal review options provide the opportunity to resolve disputes more quickly than through the formal hearing process. However, you can choose to skip the Initial Review, Mediation and/or the Administrative Review steps and proceed directly to the Administrative Hearing.

If, after an Administrative Hearing, you are dissatisfied with the decision of the fair hearing board, you may pursue judicial remedies.

During an appeal, you have the right to be accompanied or represented by an authorized representative such as legal counsel, Client Assistance Program (CAP) representative, lay advocate, relative or other spokesperson. NYSCB is not responsible for the costs of your representative.

You also have the right to examine and introduce pertinent information from your record of services. There are restrictions regarding the release of some record of services information. Your counselor can explain the procedure for obtaining information from the record of services and any restrictions that may apply.

The Client Assistance Program (CAP), exclusively operated by Disability Rights New York (DRNY), provides advocacy on behalf of applicants for and recipients of vocational rehabilitation services, and also provides information on rights, services, and benefits available under the Rehabilitation Act of 1973, as amended. The CAP contact information is located in Appendix B.

DRNY CAP staff will discuss the client's goals, interests, and abilities. Staff will then advise the client of their rights to services which are available through NYSCB. These include, but are not limited to: Counseling and Guidance, Job Development, Job Coaching, Vocational Evaluations, Vocational Training, Transition Services, College Support, Assistive Technology, Transportation Assistance, Supported Employment and Self-Employment Planning

DRNY may employ any of the following advocacy efforts on behalf of its clients: contact NYSCB to negotiate a resolution, represent a client at an administrative review, mediation, administrative hearing, or in court; pursue all available alternative means of resolution before considering administrative or judicial remedies.

Contact the NYSCB District Office Manager either by telephone or in writing to request an appeal.

In addition, a request for an administrative hearing can be made directly to:

Beth Mancini
Office of Children and Family Services
Bureau of Special Hearings
52 Washington Street
Rensselaer, NY 12144
(518) 474-6022

You may request an appeal in writing or by telephone, but a

written request is preferred. If you need assistance in preparing a written request, you may ask for this assistance from your local NYSCB or CAP office. To facilitate your request, you should include the following information when requesting an appeal:

1. Your name and address (including mailing address);
2. A phone number at which you can be reached;
3. The name, address and telephone number of any individual you will have representing you during the appeal (such as a CAP representative, your attorney, or other advocate etc.);
4. The name, district office and telephone number of the NYSCB staff member(s) involved in the issue being disputed;
5. A description of the decision or action you are appealing, being as specific as possible;
6. Copies of any written notice from NYSCB related to your appeal;
7. Your preferred method of communication (Braille, large print, or tape).

WHAT ARE YOUR RIGHTS AND RESPONSIBILITIES IN THE VR PROCESS?

All individuals who are eligible for vocational rehabilitation services have both rights and responsibilities in the VR process. You have an obligation to continue to make progress toward the goals and objectives outlined in your IPE.

YOUR RIGHTS

You have the right to jointly develop your IPE with your counselor, and to include an advocate of your choice in that process.

You and/or your representative will be given the opportunity for full consultation in any action that changes your eligibility for services.

If your case is closed because of a decision of ineligibility, you will be informed in an accessible format, and you will have the opportunity to be involved in a review of that decision.

If you are dissatisfied with any action or decision made by your counselor, you are encouraged to discuss the issue with your counselor.

You or your representative may appeal NYSCB decisions. Information about appeals is on pages 12-16.

You have the right to services from CAP in New York State. See Appendix B for information regarding CAP.

YOUR RESPONSIBILITIES

It is your responsibility to cooperate in carrying out your plan by attending training programs, keeping appointments, meeting any financial obligations associated with your IPE and securing other available benefits and sources of funding for services.

It is your responsibility to keep your counselor fully informed

of developments that would impact on your progress toward your goals. Specifically, this includes but is not limited to changes in your address and telephone number, living arrangements, medical status and financial status. It is also your responsibility to develop and review your IPE with your counselor.

You are responsible for the proper use and care of any equipment provided to you by NYSCB. Equipment provided to you will remain the property of NYSCB while your case is open. Ownership of all equipment is transferred to you at the time you successfully achieve your vocational goal and your case is closed. Once the equipment is transferred to you, you become solely responsible for its maintenance.

APPENDIX A

Commission for the Blind District Offices

Buffalo District Office:

Ellicott Square Building
295 Main Street, Suite 545
Buffalo, NY 14203
(716) 847-3516
TTY (716) 847-3500
Jamestown: (716) 512-1121

Rochester Outstation

Monroe Square
259 Monroe Avenue, Room 303
Rochester, NY 14607
(585) 238-8110
TTY (585) 238-8104

Syracuse District Office:

The Atrium, Suite 105
100 South Salina Street
Syracuse, NY 13202
(315) 423-5417
TTY (315) 423-5426
Elmira: (607) 737-1007

Albany District Office:

40 North Pearl Street, 10th Floor
Albany, NY 12243
(518) 473-1675
TTY (518) 473-1698
Saranac Lake: (518) 359-7936

White Plains District Office:

445 Hamilton Avenue, Room 503
White Plains, NY 10601
(914) 993-5370
TTY (914) 993-5327
New Windsor: (845) 567-1054

New York City Offices:

80 Maiden Lane 23rd Floor
New York, NY 10038
(212) 825-5710
TTY (212) 825-7367

163 West 125th Street, Room 209
New York, NY 10027
(212) 961-4440

Queens Outstation

168-25 Jamaica Avenue, Suite 210
Jamaica, NY 11432
(718) 557-8860

Hempstead District Office:

50 Clinton Street, Suite 208

Hempstead, NY 11550

(516) 564-4311

TTY (516) 564-4325

APPENDIX B
CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) is exclusively operated by Disability Rights New York (CRNY). Anyone interested in obtaining CAP services should contact DRNY at:

Disability Rights New York

725 Broadway, Suite 450
Albany, NY 12207
Local (518) 432-7861
TTY number: (518) 512-3448
Toll-Free: (800) 993-8982
Fax: (518) 427-6561
Email: mail@DRNY.org

APPENDIX C

BUSINESS ENTERPRISE PROGRAM INFORMATION

NYSCB administers the Business Enterprise Program (BEP), which provides management opportunities in retail businesses.

Individuals participating in the BEP manage retail, food service and vending businesses throughout New York State. NYSCB is responsible for the site and all equipment and fixtures. In addition, there are no rent or utility charges paid by BEP managers. BEP managers are required to pay a “set-aside” fee, which is used to defray some program costs.

BEP managers are trained in all aspects of running a business including purchasing, inventory control, financial controls, marketing, sanitation, employee management and customer relations. The curriculum is administered in classroom and on-the-job settings. When training is successfully completed, individuals receive a license to manage a BEP facility. Licensees may then seek program opportunities as they become available. After placement, a NYSCB Business Specialist provides business consulting and technical assistance on an ongoing basis for as long as the manager is a program member.

Other benefits include: life insurance, a health insurance premium reimbursement benefit, a membership retirement

benefit, interest-free startup stock loans, and additional training opportunities.

In 2012, the average annual income for a manager was \$41,000, including benefits. Some large facilities can generate much higher incomes.

If the information provided here interests you, please tell your NYSCB counselor that you are interested in learning more about the program. A BEP staff member will arrange to meet with you to discuss the program in more detail. In addition, a tour of several existing BEP facilities can be arranged.

RESOURCES

These resources can provide information and support to individuals receiving services from NYSCB. They are included in this handbook for informational and reference purposes.

TICKET TO WORK PROGRAM

The Ticket to Work Program is an initiative from the Social Security Administration (SSA) that offers Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) beneficiaries greater choice in obtaining the services they need to help them go to work, increase their self-sufficiency and reduce their dependence on Social Security cash benefits. If you are a recipient of SSI or SSDI, you should have received information about the Ticket program and the State Vocational Rehabilitation agencies and Employment Networks to whom you can assign your “ticket” to receive services to enable you to obtain employment. When you agree to receive vocational rehabilitation services from NYSCB, your ticket is considered “in use” by NYSCB. After you obtain employment, you may reassign your ticket to an employment network to receive supports to help you maintain your job.

To get more information about the Ticket to Work program:

- Contact the Social Security Administration by calling its toll-free number: 1-800-772-1213, or
- Go to Social Security’s website: www.ssa.gov/work.

Benefits Advisement

Earned income from work can affect your SSI, SSDI and other benefits. Your counselor should be able to assist you in contacting a trained qualified benefits advisor who can:

1. help you with benefits and work incentives planning;
2. provide information about the adequacy of health benefits coverage offered by employers and the extent to which other health benefits will coordinate with Medicare and Medicaid; and,
3. advise you on ways to increase your economic well-being by taking advantage of special programs.

INDEPENDENT LIVING CENTER SERVICES

Independent Living Centers (ILCs) provide services geared toward promoting self-help, equal access, peer role modeling, personal growth, and empowerment. Core services provided are peer counseling, independent living skills training, information and referral services, and individual and systems advocacy. NYSCB can refer individuals to services provided by ILCs and sometimes purchases services from ILCs. Receiving services from an ILC does not have any impact on eligibility for NYSCB VR services.

Independent Living Centers serve people of all ages with all physical and mental disabilities. They also serve parents, spouses, siblings, and significant others of people with disabilities. Independent Living Centers are community

based. There are centers located throughout New York State in local communities.

The following is a list of Independent Living Centers in New York State:

Albany

Capital District Center for Independence (CDCI)
845 Central Avenue, South 3
Albany, NY 12206
(518) 459-6422 Voice & TTY
Website: <http://www.cdciweb.com>
County(s) Served: Albany

Amsterdam

Resource Center for Independent Living (RCIL)
347 West Main Street
Amsterdam, NY 12010
(518) 842-3561
(518) 842-3593 TTY
Website: <http://www.rcil.com>
County(s) Served: Montgomery

Auburn

Options for Independence (OFI)
75 Genesee Street
Auburn, NY 13021
(315) 255-3447 Voice & TTY
Website: <http://www.optionsforindependence.org>
County(s) Served: Cayuga

Ballston Spa

Southern Adirondack Independent Living Center (SAIL)

418 Geyser Road, Country Club Plaza

Ballston Spa, NY 12020

(518) 584-8202

(518) 584-4752 TTY

Website: <http://sail-center.org>

County(s) Served: Saratoga

Batavia

Independent Living of Genesee Region (ILGR)

113 Main Street, Suite 5

Batavia, NY 14020

(585) 815-8501

Website: www.wnyil.org

County(s) Served: Genesee

Bath

AIM - Outreach Office

117 East Steuben Street

Bath, NY 14810

(607) 776-3838 (Voice/TTY)

Website: <http://www.aimcil.com>

County(s) Served: Steuben, Genesee

Belmont

AIM - Outreach Office
84 Schuyler Street
Belmont, NY 14813
1-888-962-8244 ext.410
Website: <http://www.aimcil.com>
County(s) Served: Allegany

Binghamton

Southern Tier Independence Center (STIC)
135 East Frederick Street
Binghamton, NY 13901
(607) 724-2111 Voice & TTY
Website: <http://www.stic-cil.org>
County(s) Served: Broome

Bronx

Bronx Independent Living Services, Inc. (BILS)
4419 Third Avenue, Suite 2-C
Bronx, NY 10457
(718) 515-2800
(718) 515-2803 TTY
Website: <http://www.bils.org>
County(s) Served: Bronx

Brooklyn

Brooklyn Center for Independence of the Disabled (BCID)

27 Smith Street, Suite 200

Brooklyn, NY 11201

(718) 998-3000

(718) 998-7406 TTY

Website: <http://www.bcid.org>

County(s) Served: Kings

Buffalo

Western New York Independent Living, Inc. (WNYIL)

3108 Main Street

Buffalo, NY 14214

(716) 836-0822 Voice & TTY

Website: <http://www.wnyil.org>

County(s) Served: Erie

Buffalo / OAHIO

OAHIO, Native American

c/o Western New York Independent Living, Inc.

3108 Main Street

Buffalo, NY 14214

Website: <http://www.wnyil.org/oahio>

County(s) Served: Erie, Cattaraugus

Carmel

Putnam Independent Living Services (PILS)

1961 Route 6, Second Floor

Carmel, New York 10512

(845) 228-7457

(845) 228-7459 TTY

Website: <http://www.putnamils.org>

County(s) Served: Putnam

Corning

AIM Independent Living Center (AIRC)

271 East First Street

Corning, NY 14830

(607) 962-8225 Voice & TTY

Website: <http://www.aimcil.com>

County(s) Served: Steuben

Cortland

Access to Independence of Cortland County (ATI)

26 North Main Street

Cortland, NY 13045

(607) 753-7363 Voice & TTY

Website: <http://www.aticortland.org>

County(s) Served: Cortland

Elmira

AIM Independent Living Center (AIRC)

1316 College Avenue

Elmira, NY 14901

(607) 733-3718 Voice

(607) 733-7764 TDD

Website: <http://www.aimcil.com>

County(s) Served: Chemung

Geneva

Center for Disability Rights, Inc. (CDR)

34 Castle Street

Geneva, NY 14456

(315) 789-1800 Voice & TTY

Website: <http://cdrnys.org>

County(s) Served: Ontario

Glens Falls

Southern Adirondack Independent Living (SAIL)

71 Glenwood Avenue

Queensbury, NY 12804

(518) 792-3537

(518) 792-0505 TTY

Website: <http://www.sail-center.org>

County(s) Served: Warren

Harlem

Harlem Independent Living Center (HILC)

289 St. Nicholas Avenue, Suite 21

Lower Level

New York, NY 10027

(212) 222-7122

1-800-673-2371 Toll Free

(212) 222-7198 TTY

Website: <http://www.hilc.org>

County(s) Served: New York

Herkimer

Resource Center for Independent Living (RCIL)

Herkimer Office

401 East German Street

Herkimer, NY 13350

(315) 866-7245

(315) 866-7246 TTY

Website: <http://www.rcil.com>

County(s) Served: Herkimer

Hornell

AIM - Outreach Office

370 Sawyer Street Building 3

Hornell, NY 14843

(607) 324-4271

Website: <http://www.aimcil.com>

County(s) Served: Steuben

Hudson

Independent Living Center of the Hudson Valley (ILCHV)

802 Columbia Street

Hudson, NY 12534

(518) 828-4886

(800) 421-1220 TTY

Website: <http://www.ilchv.org>

County(s) Served: Columbia

Ithaca

Finger Lakes Independence Center (FLIC)

215 Fifth Street

Ithaca, NY 14850

(607) 272-2433 Voice & TTY

(607) 272-0902

Website: <http://www.fliconline.org>

County(s) Served: Tompkins

Jamestown

Southwestern Independent Living Center, Inc. (SILC)

843 N. Main Street

Jamestown, NY 14701

(716) 661-3010

(716) 661-3012 TTY

Website: <http://www.ilc-jamestown-ny.org>

County(s) Served: Chautauqua

Kingston

Resource Center for Accessible Living (RCAL)

727 Ulster Avenue

Kingston, NY 12401

(845) 331-0541

(845) 331-4527 TTY

Website: <http://www.rcal.org>

County(s) Served: Ulster

Long Island

Long Island Center for Independent Living, Inc. (LICIL)

3601 Hempstead Turnpike, Suite 208

Levittown, NY 11756

(516) 796-0144

(516) 796-6176 En Espanol

(516) 796-0135 TTY

Website: <http://www.licil.net>

County(s) Served: Nassau

Lowville

Northern Regional Center for Independent Living (NRCIL)

7396 Turin Road

Lowville, NY 13367

(315) 376-8696

(315) 376-3404

Website: <http://www.nrcil.net>

County(s) Served: Lewis

Manhattan

Center for Independence of the Disabled in New York
(CIDNY)

841 Broadway, Suite 301

New York, NY 10003

(212) 674-2300 Voice & TTY

Website: <http://www.cidny.org>

County(s) Served: New York

Massena

Massena Independent Living Center (MILC)

156 Center Street

Massena, NY 13662

(315) 764-9442 Voice & TTY

Website: <http://www.milcinc.org>

County(s) Served: St. Lawrence

Middletown

Action Toward Independence (ATI)

Orange County at 126 Seward Avenue

Middletown, NY 10940

(845) 343-4284

Website: <http://www.atitoday.org/>

County(s) Served: Orange

Monticello

Action Toward Independence (ATI)

309 E. Broadway, Suite A

Monticello, NY 12701

(845) 794-4228 Voice/TTY

Website: <http://www.atitoday.org/>

County(s) Served: Sullivan

Independent Living, Inc. (ILI)

10 Prince Street, Suite 12

Monticello, NY 12701

(845) 794-3322

Website: <http://www.myindependentliving.org>

County(s) Served: Sullivan

Newburgh

Independent Living, Inc. (ILI.)

5 Washington Terrace

Newburgh, NY 12550

(845) 565-1162

(845) 565-0337 TTY

Website: <http://www.myindependentliving.org>

County(s) Served: Orange

Niagara Falls

Independent Living of Niagara County (ILNC)

746 Portage Road

Niagara Falls, NY 14301

(716) 284-4131

(888) 567-6454 Toll Free

Website: <http://www.wnyil.org/ilnc/>

County(s) Served: Niagara

Olean

Directions in Independent Living (DIL)

512 West State Street

Olean, NY 14760

(716) 373-4602 Voice & TTY

Website: <http://www.oleanilc.org>

County(s) Served: Cattaraugus

Oneida

ARISE Madison County

131 Main Street

Oneida, New York 13421

Phone: (315) 363-2400

Website: <http://www.ariseinc.org>

County(s) Served: Madison

Oneonta

Catskill Center for Independence (CCFI)
PO Box 1247 State Highway 23
Oneonta, NY 13820
(607) 432-8000 Voice & TTY
Website: <http://www.ccfi.us>
County(s) Served: Delaware

Oswego

ARISE Oswego
Project Director
9 Fourth Avenue
Oswego, NY 13126
(315) 342-4088
(315) 342-8696 TTY
Website: <http://www.ariseinc.org>
County(s) Served: Oswego

Plattsburgh

North Country Center for Independence (NCCI)
80 Sharon Avenue
Plattsburgh, NY 12901
(518) 563-9058 Voice & TTY
Website: <http://www.ncci-online.com>
County(s) Served: Clinton

Poughkeepsie

Taconic Resources for Independence (TRI)

82 Washington Street, Suite 214

Poughkeepsie, NY 12601

(845) 452-3913

(866) 345-8416 (Video Phone)

Website: <http://www.taconicresources.org>

County(s) Served: Dutchess

Pulaski

ARISE Pulaski

2 Broad Street

Pulaski, New York 13412

Phone: (315) 298-5726

Website: <http://www.ariseinc.org>

County(s) Served: Oswego

Queens

CIDNY Queens

80-02 Kew Gardens Road, #107

Kew Gardens, NY 11415

(646) 442-1520

(866) 948-1064 Video Phone

Website: <http://www.cidny.org>

County(s) Served: Queens

Rochester / CDR

Center For Disability Rights, Inc. (CDR)

497 State Street

Rochester, NY 14608

(585) 546-7510 Voice & TDD

Website: <http://www.cdrnys.org>

County(s) Served: Monroe

Rochester / RCIL

Regional Center for Independent Living (RCIL)

497 State Street

Rochester, NY 14608

(585) 442-6470 Voice & TTY

Website: <http://www.rcil.org>

County(s) Served: Monroe

Rockland

Rockland Independent Living Center (RILC)

873 Route 45, Suite 108

New City, NY 10956

(845) 624-1366

(845) 624-0847 TTY

Website: <http://www.rilc.org>

County(s) Served: Rockland

Saranac Lake

Tri Lakes Center for Independent Living (TLCIL)

Executive Director

43 Broadway, Suite 1

Saranac Lake, NY 12983

(518) 891-5295 Voice

(518) 891-5293 Fax & TTY

Website: <http://www.tlcil.org>

County(s) Served: Franklin

Schenectady

Capital District Center for Independence (CDCI)

Schenectady Office

Office of Disability Services

105 Jay Street, Room 2, City Hall

Schenectady, NY 12302-1503

(518) 459-6422

Website: <http://www.cdciweb.com>

County(s) Served: Schenectady

Staten Island

Staten Island Center for Independent Living (SICIL)

470 Castleton Avenue

Staten Island, NY 10301

(718) 720-9016

(718) 720-9870 TTY

Website: <http://www.siciliving.org>

County(s) Served: Richmond

Suffolk

Suffolk Independent Living
2111 Lakeland Avenue
Ronkonkoma, NY 11779
(631) 880-7929
(631) 654-8076 TTY
Website: <http://www.siloinc.org>
County(s) Served: Suffolk

Syracuse

ARISE
635 James Street
Syracuse, NY 13203
(315) 472-3171
(315) 479-6363 TTY
Website: <http://www.ariseinc.org>
County(s) Served: Onondaga

Troy

Independent Living Center of the Hudson Valley (ILCHV)
15-17 3rd Street
Troy, NY 12180
(518) 274-0701 Voice & TTY
Website: <http://www.ilchv.org>
County(s) Served: Rensselaer

Utica

Resource Center for Independent Living (RCIL)

P.O. Box 210, 409 Columbia Street

Utica, NY 13503

(315) 797-4642

(315) 797-5837 TTY

Website: <http://www.rcil.com>

County(s) Served: Oneida

Watertown

Northern Regional Center for Independent Living (NRCIL)

210 Court Street, Suite 107

Watertown, NY 13601

(315) 785-8703

(315) 785-8704 TTY

Website: <http://www.nrcil.net>

County(s) Served: Jefferson

White Plains

Westchester Independent Living Center (WILC)

200 Hamilton Avenue, 2nd Floor

White Plains, NY 10601

(914) 682-3926

(914) 682-0926 TTY

Website: <http://www.wilc.org>

County(s) Served: Westchester

White Plains / MOP

WILC Minority Outreach Project (MOP)

c/o Westchester ILC

200 Hamilton Avenue, 2nd Floor

White Plains, NY 10601

(914) 682-3926

(914) 682-0926 TTY

Website:

http://www.wilc.org/about_wilc/programs/minority.htm

County(s) Served: Westchester

Yonkers

Westchester Disabled on the Move, Inc. (WDOM)

984 N. Broadway, Suite L - 01

Yonkers, NY 10701

(914) 968-4717 Voice & TTY

Website: <http://www.wdom.org>

County(s) Served: Westchester

New York State Office of Children and Family Services
Commission for the Blind
Capital View Office Park
52 Washington Street
Rensselaer, New York 12144

Visit the OCFS website at:

ocfs.ny.gov

Visit the NYSCB website at:

visionloss.ny.gov

For child care, foster care and adoption information, call:
1-800-345-KIDS (5437)

To report child abuse and neglect, call:
1-800-342-3720

For information on the Abandoned Infant Protection
Act, call:
1-866-505-SAFE (7233)

For information on services for individuals who are blind,
call:
1-866-871-3000
1-866-871-6000 (TTY)

PUB. 5148 (Rev. 01/2016)