NEW YORK STATE COMMISSION FOR THE BLIND (NYSCB)

HANDBOOK FOR VOCATIONAL REHABILITATION SERVICES

August 2021

New York State Office of Children and Family Services
COMMISSION FOR THE BLIND

HANDBOOK FOR VOCATIONAL REHABILITATION SERVICES

This handbook can be sent electronically and is available in Braille, large print, audio format, and in the following languages upon request: Arabic, Bengali, Chinese, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, and Yiddish. You may obtain your copy by contacting New York State Commission for the Blind (NYSCB) at:

NYSCB Handbook
New York State Office of Children and Family Services
Commission for the Blind
52 Washington Street
South Building, Room 201
Rensselaer, NY 12144
Phone: (518) 474-6812
FAX: (518) 486-5819
TDD: (518) 474-7501
FOREWORD

The New York State Commission for the Blind (NYSCB) Handbook for Vocational Rehabilitation Services will familiarize you with the NYSCB Vocational Rehabilitation (VR) Program. The VR 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’s Goal

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

NYSCB’s 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.
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WHAT IS THE COMMISSION FOR THE BLIND VOCATIONAL REHABILITATION (VR) PROGRAM?

The New York State Commission for the Blind (NYSCB) is part of the New York State Office of Children and Family Services (OCFS). It provides direct services to legally blind individuals through district offices statewide. NYSCB provides vocational rehabilitation services for eligible individuals to achieve employment. Vocational rehabilitation services’ goal is for you to become employed in a job that matches your abilities, interests, and preferences. A variety of occupations and employment settings are possible, including professional careers, skilled labor, self-employment, business enterprise, and supported employment. NYSCB is here to support you as you identify your employment goal and a strategy to achieve it.

HOW DO YOU APPLY FOR NYSCB VR SERVICES?

You can apply for services by submitting an application via 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 a district office. If you need assistance with completing the application, contact your local NYSCB office or local Client Assistance Program (CAP) (see Appendix B). NYSCB will schedule an initial interview with a NYSCB Vocational Rehabilitation (VR) counselor or representative. You can also be referred by a school, doctor, private agency serving individuals who are blind, or by other community health or social services organizations.
Additional background information, such as medical reports, school records or work history, may be needed. 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 with a NYSCB counselor has taken place, your eligibility for VR services is determined based on the following:

1. You have a disability (legal blindness) that results in a substantial impediment to employment and vocational rehabilitation services can help you gain employment.
2. You require vocational rehabilitation services 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 to verify your disability. Medical exams may be needed if existing reports are not available. NYSCB may pay for these exams.

If you are legally blind, NYSCB 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 New York State Education Department,

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 for services, NYSCB will notify you in your preferred format. If you disagree with that determination, you may appeal. (See pages 12-15 for information regarding appeals).

WHAT IS AN INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)?

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

You will develop your IPE on a NYSCB form. Before your plan is implemented, your NYSCB counselor and supervisory staff need to review and approve it. After your IPE is approved, you and your counselor will implement your IPE. Your counselor will provide you with a copy of your IPE in your preferred format. 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 NYSCCB 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 NYSCCB can help you to choose an employment goal and can assist you in developing all or part of your IPE. The NYSCCB counselor will also assist you in completing the IPE form.

- You can request help from any resource you identify, such as the following:
  - A relative or friend
  - A disability advocacy organization or other agency that helps people with disabilities
  - Staff at a local career center
  - A schoolteacher or counselor
  - A representative of the Client Assistance Program
  - You can work on developing your IPE on your own

**Information needed for your IPE:**

- Your employment goal the job you plan to have when you finish the agreed upon services
- Services you will need to reach your employment goal and a timeline for those services
- Who will provide the needed services
How you will measure progress toward your goal
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 your NYSCB counselor will review them with you. There is information about your rights and responsibilities in the vocational rehabilitation process on pages 15-17 of this handbook.

You and your NYSCB counselor will review your IPE each year, and your plan can be revised or reviewed at other times. You and your counselor must approve any change. Please keep your counselor informed of any changes that may affect your plan.

What if NYSCB does not approve your IPE?

It is possible that you and your NYSCB counselor may not agree on all or part of 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 you need to reach your employment goal,
➢ vocational rehabilitation counseling and guidance while you are developing your IPE and receiving services, and
➢ placement services to help you with your job search.

NYSCB can pay for most services if you are income eligible. Your NYSCB counselor will give you more information about
this. If you have services that are based on your ability to pay on your IPE, you will need to provide your NYSCB counselor with financial information to determine who will pay for those services.

If you need the following vocational rehabilitation services to reach your employment goal, they may be available to you as part of your IPE:

- Assessment 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
- Personal assistant services
- Placement and post-employment services
- Pre-employment transition services (for students between the ages of 14 and 21 and who are enrolled in an educational program)
- 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
 transition services for students and youth
➢ 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:

➢ Commit to participate fully in the planning and accomplishment of your vocational objectives and goal.
➢ Fully participate in your training and master travel, daily living and communication skills, which are essential for independence and success in employment.
➢ Communicate regularly with your NYSCB VR counselor to keep them updated on your progress. As you pursue employment, 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?

NYSCB keeps a record of services for each individual they serve so that information about services provided is accurately documented. The record contains your application for services, counselor notes, medical reports, eligibility
information for services, your Individualized Plan for Employment (IPE), and other vocational related information.

As a participant, you have access to your record of services, subject to certain procedures and restrictions. To request a copy of your record of services in your preferred format, submit a written request to your NYSCB VR counselor.

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

To provide vocational rehabilitation services, NYSCB often needs to obtain and release information about you. All information will be kept confidential and will not be shared with any individual or organization unless NYSCB has your written permission or unless the release of confidential information is mandated or authorized by federal or state law or regulations. New York State laws and regulations give NYSCB the right to collect and share select information about you.

NYSCB will use select information to determine your eligibility for services and to decide which services will help you reach your vocational goal.

To plan for services, NYSCB may communicate with others 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, or

➢ 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 participant information kept by NYSCB will be kept confidential and released only as consistent with 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 is necessary for us to provide services that may benefit you. If you refuse to provide the information or to authorize its release, 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 include 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 payment, your
name, address, email address (if you have one), and your Social Security number must be entered in 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 when needed.

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 an individual is driving, they will report this information to NYSCB administrative staff who will forward the information to the New York State Department of Motor Vehicles, Driver Improvement Program. This report can be made without your consent.

In addition to using the information you give us or authorize us to obtain to provide services, New York State may also use the information to develop non-identifiable statistics on service recipients to assist in managing these programs. We do not need your consent to use your information to develop or distribute these statistics as your identity remains private.

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?

NYSCB considers you to have achieved your goal when you have successfully worked for 90 days. Your counselor will follow up with you to discuss your exit from the VR program and what that means. You will be notified of that closure in your preferred format.

Post-employment services may be available to you after the VR program. Your NYSCB counselor will discuss these options as your IPE is developed and again before you exit the program. If needs arise after your case is closed, you may contact your counselor to determine if NYSCB can assist you.

NYSCB is federally required to collect information on individuals receiving VR services for at least 18 months after case closure. This includes educational and credentialing information, and wage and employment information.

This information may be obtained directly from you or with your permission from your employer or other authorized sources. NYSCB will also collect wage information through the New York State Department of Labor (DOL). To receive this information, NYSCB shares some demographic information with DOL. Information shared with and received from DOL will be kept confidential. Questions or concerns regarding this may be discussed with your counselor.
DISPUTE RESOLUTION AND PARTICIPANT APPEALS

If you disagree with NYSCB's decisions, you have the right to appeal a counselor's action or decision when you and your counselor cannot resolve the disagreement.

NYSCB has an appeal process to protect your rights and to provide an impartial review of decisions. 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 your counselor's decision, you should attempt to clearly communicate your concerns and resolve the disagreement. If unsuccessful, tell the counselor that you would like to appeal the decision. You can do this in four ways:

▶ Initial review - an informal review conducted by a senior counselor (or the district manager if the senior counselor was involved in the decision being reviewed), a participant and counselor or other appropriate NYSCB staff to resolve a participant's dissatisfaction.

▶ Administrative review - an informal review conducted by NYSCB administrative staff in accordance with the NYSCB policy guidelines.

▶ Mediation - a voluntary process between the participant and the appropriate NYSCB staff to resolve a dispute. Mediation is conducted by a qualified and impartial
individual trained in mediation techniques. While mediation can be requested at any time, both parties must agree that the issue being disputed can be addressed through mediation.

- Administrative hearing - a formal hearing conducted in accordance with NYSCB policy by one or more employees of the New York State Office of Children and Family Services (OCFS) Bureau of Special Hearings.

The informal review options provide an opportunity to resolve disputes more quickly than through the formal hearing process. However, you can skip the initial review, mediation and/or the administrative review, and proceed directly to an 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, a Client Assistance Program (CAP) representative, lay advocates, a 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 your goals, interests, and abilities and will advise you of your rights to services 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 contact NYSCB to negotiate a resolution; represent a client at an administrative review, mediation, administrative hearing or in court; and pursue all available alternative means of resolution before considering administrative or judicial remedies.

Contact the NYSCB district office manager to request an appeal.

A request for an administrative hearing may also be made directly to:

Beth Mancini
NYS Office of Children and Family Services
Bureau of Special Hearings
52 Washington Street
You may request an appeal in writing or by telephone, but a written request is preferred. If you need assistance with preparing a written request, you may ask for it through your local NYSCB or CAP office. To facilitate your request, you should include the following information when requesting an appeal:

- Your name and address (including mailing address)
- A phone number at which you can be reached
- The name, address and telephone number of any individual who will represent you during the appeal (such as a CAP representative, your attorney or other advocate etc.)
- The name, district office and telephone number of the NYSCB staff member(s) involved in the issue being disputed
- A description of the decision or action you are appealing, being as specific as possible
- Copies of any written notice from NYSCB related to your appeal
- 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 rights and responsibilities in the VR process. You have an obligation to continue to 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 ineligibility, you will be informed in your preferred format, and you can 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 12-15.

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 develop and review your IPE with your counselor and to cooperate in carrying out your plan by attending training, 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 progress toward your
goals. This includes but is not limited to changes in your address and telephone number, living arrangements, medical status, and financial status.

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

Jamestown: (716) 512-1121

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

**Syracuse District Office:**
The Atrium, Suite 105
100 South Salina Street
Syracuse, NY 13202
(315) 423-5417

**Binghamton Outstation:**
44 Hawley Street, Room 702
Binghamton, NY 13901
(607) 205-9765
Albany District Office:
52 Washington Street, 201 South
Rensselaer, NY 12144
(518) 473-1675

Plattsburgh Outstation
194 US Oval
Plattsburgh, New York 12903
518-813-5595

Westchester District Office:
1117 East Stevens Avenue, Suite 300
Valhalla, NY 10595
(914) 993-5370

New Windsor Outstation:
103 Executive Drive, Suite 200
New Windsor, NY 1253
(845) 762-5229

New York City Office:
80 Maiden Lane, 4th Floor
New York, NY 10038
(212) 825-5710

Harlem District Office:
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

Garden City District Office:
711 Stewart Avenue, 2nd Floor
Garden City, NY 11530
(516) 564-4311

Hauppauge Outstation:
Perry Duryea State Office Building
250 Veterans Highway
Hauppauge, NY 11788
(516) 564-6873
APPENDIX B

CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) is exclusively operated by Disability Rights New York (DRNY). 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 own and operate 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 from their net income, which is used to defray some program costs.

BEP managers are trained in all aspects of owning and operating a business, including purchasing, inventory control, financial controls, marketing, sanitation, employee management, and customer relations. The curriculum is administered through online and in 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 ongoing business consulting and technical assistance for as long as the manager is a program member.
Other benefits include life insurance, a health insurance premium reimbursement, an annual membership distribution, interest-free startup stock loans and additional training opportunities.

In 2017, the average annual income for a manager was $43,000, including benefits. Some large facilities generate 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 a greater choice in obtaining the services they need to help them go to work, increase 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 to Work 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 the Social Security 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

➢ help you with benefits and work incentives planning,
➢ 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
➢ 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 in some limited cases purchase services from ILCs. Receiving services from an ILC does not have any impact on eligibility for NYSCB VR services.

ILCs serve people of all ages with all physical and mental disabilities. They also serve parents, spouses, siblings, and significant others of people with disabilities.

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

The following is a list of ILCs (alphabetized by city) in New York State:

**Albany**
Capital District Center for Independence (CDCI)
1716 Central Avenue
Albany, NY 12205
(518) 459-6422 Voice & TTY
Website: [http://www.cdciweb.com](http://www.cdciweb.com)
County Served: Albany

**Amsterdam**
Resource Center for Independent Living (RCIL)
347 West Main Street
Amsterdam, NY 12010
(518) 842-3561
Website: [http://www.rcil.com](http://www.rcil.com)
County Served: Montgomery

**Auburn**
ARISE
75 Genesee Street
Auburn, NY 13021
(315) 255-3447
(315) 282-0762 TTY
Website: [http://www.ariseinc.org](http://www.ariseinc.org)
County Served: Cayuga
**Ballston Spa**
Southern Adirondack Independent Living Center (SAIL)
418 Geyser Road
Country Club Plaza
Ballston Spa, NY 12020
(518) 584-8202
Website: [http://sail-center.org](http://sail-center.org)
County Served: Saratoga

**Batavia**
Independent Living of Genesee Region (ILGR)
319 West Main Street
Batavia, NY 14020
(585) 815-8501
Website: [www.wnyil.org](http://www.wnyil.org)
County Served: Genesee

**Bath**
AIM - Outreach Office
117 East Steuben Street
Bath, NY 14810
(607) 776-3838 Voice & TTY
Website: [http://www.aimcil.com](http://www.aimcil.com)
County Served: Steuben
Belmont
AIM - Outreach Office
84 Schuyler Street
Belmont, NY 14813
(607) 962-8225
Website: http://www.aimcil.com
County Served: Allegany

Binghamton
Southern Tier Independence Center (STIC)
135 East Frederick Street
Binghamton, NY 13901
(607) 724-2111 Voice & TTY
(607) 238-2694 VP
Website: http://www.stic-cil.org
County Served: Broome

Brewster
Putnam Independent Living Services (PILS)
1441 Rt 22
Suite 204
Brewster, NY 10509
(845) 228-7457
(866) 933-5390 VP & TTY
Website: http://putnamils.org
County Served: Putnam
**Bronx**
Bronx Independent Living Services, Inc. (BILS)
4419 Third Avenue
Suite 2-C
Bronx, NY 10457
(718) 515-2800
(718) 515-2803 TTY
(718) 426-8059 VP
Website: [http://www.bils.org](http://www.bils.org)
County Served: Bronx

**Brooklyn**
Brooklyn Center for Independence of the Disabled (BCID)
25 Elm Place
5th Floor
Brooklyn, NY 11201
(718) 998-3000
(718) 998-7406 TTY
Website: [http://www.bcid.org](http://www.bcid.org)
County 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](http://www.wnyil.org)
County Served: Erie
Corning
AIM Independent Living Center (AILC)
271 East First Street
Corning, NY 14830
(607) 962-8225 Voice & TTY
Website: http://www.aimcil.com
County 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 Served: Cortland

Elmira
AIM Chemung Independent Living Center & Transition Academy (AIM)
650 Baldwin Street
Elmira, NY 14901
(607) 733-3718
(607) 733-7764 TTY
Website: http://www.aimcil.com
County Served: Chemung
**Geneva**  
Center for Disability Rights, Inc. (CDR)  
34 Castle Street  
Geneva, NY 14456  
(315) 789-1800 Voice & TTY  
Website: [http://cdrnys.org](http://cdrnys.org)  
County Served: Ontario

**Herkimer**  
Resource Center for Independent Living (RCIL)  
420 East German Street  
Suite 107A  
Herkimer Business Park  
Herkimer, NY 13354  
(315) 866-7245  
(315) 866-7246 TTY  
Website: [http://www.rcil.com](http://www.rcil.com)  
County Served: Herkimer

**Hornell**  
AIM - Outreach Office  
370 Sawyer Street Building 3  
Hornell, NY 14843  
(607) 324-4271  
Website: [http://www.aimcil.com](http://www.aimcil.com)  
County 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 Served: Columbia

Ithaca
Finger Lakes Independence Center (FLIC)
215 Fifth Street
Ithaca, NY 14850
(607) 272-2433 Voice & TTY
(607) 216-9683 VP
Website: http://www.fliconline.org
County 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 Served: Chautauqua
Kew Gardens
Center for Independence of the Disabled In New York, Queens (CIDNY)
80-02 Kew Gardens Road
#107
Kew Gardens, NY 11415
(646) 442-1520
(347) 905-5088 VP
Website: http://www.cidny.org
County Served: Queens

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/wordpress
County Served: Nassau

Lowville
Northern Regional Center for Independent Living (NRCIL)
7632 North State Street
Lowville, NY 13367
(315) 836-3735
(315) 785-8704 TTY
Website: http://www.nrcil.net
County Served: Lewis
Massena
Massena Independent Living Center (MILC)
156 Center Street
Massena, NY 13662
(315) 764-9442 Voice & TTY
Website: http://www.milcinc.org
County Served: St. Lawrence

Medford
Suffolk Independent Living Organization (SILO)
3253 Route 112
Building 10, Suite 5
Medford, NY 11763
(631) 880-7929
(631) 654-8076 TTY
Website: http://www.siloinc.org
County Served: Suffolk

Middletown
Independent Living, Inc. (ILI)
441 East Main Street
Middletown, NY 10940
(845) 342-1162
County 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 Served: Sullivan

Independent Living, Inc. (ILI)
14 Pelton Street, East Wing
Monticello, NY 12701
(845) 794-3322
Website: http://www.myindependentliving.org
County Served: Sullivan

Newburgh
Independent Living Center- Dutchess
County/Poughkeepsie
55 Washington Terrace
Newburgh, NY 12550
(845) 794-3322 ext. 402
County Served: Ulster

Independent Living Center- Orange County/Newburgh
5 Washington Terrace
Newburgh, NY 12550
(845) 565-1162
(845) 765-8384 VP
Website: http://www.myindependentliving.org
County Served: Orange
New York
Center for Independence of the Disabled in New York (CIDNY)
841 Broadway
Suite 301
New York, NY 10003
(212) 674-2300
(646) 350-2681 VP
Website: http://cidny.org
County Served: New York

Harlem Independent Living Center (HILC)
289 St. Nicholas Avenue
Suite 21, Lower Level
New York, NY 10027
(212) 222-7122
(800) 673-2371 Toll Free
(646) 755-3092 VP
(212) 222-7198 TTY
Website: http://www.hilc.org
County Served: New York

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/Independent-Living-Niagara
County Served: Niagara
OAHIIIO, Native American Independent Living Services (WNYIL)
746 Portage Road
Niagara Falls, NY 14301
(716) 836-0822 ext. 120
Cattaraugus, Tonawanda and Tuscarora participants can call 1-800-348-8399
Counties Served: Cattaraugus, Erie

Olean
Directions in Independent Living (DIL)
512 West State Street
Olean, NY 14760
(716) 373-4602 Voice & TTY
Website: http://www.oleanilc.org
County Served: Cattaraugus

Oneida
ARISE Madison County
131 Main Street
Oneida, New York 13421
(315) 363-4672
(315) 363-2364 TTY
Website: http://www.ariseinc.org
County Served: Madison
Oneonta
Catskill Center for Independence (CCFI)
PO Box 1247
6104 State Highway 23
Oneonta, NY 13820
(607) 432-8000 Voice & TTY
Website: http://www.ccfi.us
County Served: Delaware

Oswego
ARISE Oswego
9 Fourth Avenue
Oswego, NY 13126
(315) 342-4088
(315) 342-8696 TTY
Website: http://www.ariseinc.org
County 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 Served: Clinton
Poughkeepsie
Taconic Resources for Independence (TRI)
82 Washington Street
Suite 214
Poughkeepsie, NY 12601
(845) 452-3913
(866) 345-8416 VP
Website: http://www.taconicresources.org
County Served: Dutchess

Pulaski
ARISE Pulaski Satellite Office
2 Broad Street
Pulaski, New York 13412
(315) 298-5726
Website: http://www.ariseinc.org
County Served: Oswego

Queensbury
Southern Adirondack Independent Living Center (SAIL)
71 Glenwood Avenue
Queensbury, NY 12804
(518) 792-3537
Website: http://www.sailhelps.org
County Served: Warren
Rochester / CDR
Center For Disability Rights, Inc. (CDR)
497 State Street
Rochester, NY 14608
(585) 546-7510
(585) 546-7512 TTY
Website: http://www.cdrnys.org
County 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 Served: Monroe

Saranac Lake
Tri Lakes Center for Independent Living (TLCIL)
43 Broadway
Suite 1
Saranac Lake, NY 12983
(518) 891-5295 Voice
(518) 891-5293 Fax & TTY
Website: http://www.tlcil.org
County Served: Franklin
Schenectady
Capital District Center for Independence (CDCI)
Office of Disability Services
105 Jay Street
Room 2, City Hall
Schenectady, NY 12305
(518) 459-6422 Voice & TTY
Website: http://www.cdcowiweb.com
County 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.sicilliving.org
County Served: Richmond

Syracuse
ARISE
635 James Street
Syracuse, NY 13203
(315) 472-3171
(315) 479-6363 TTY
Website: http://www.ariseinc.org
County 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
Counties Served: Albany, Columbia, Dutchess, Greene, Rensselaer, Saratoga

Utica
Resource Center for Independent Living (RCIL)
P.O. Box 210
409 Columbia Street
Utica, NY 13503
(315) 797-4642
Website: http://www.rcil.com
County 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 Served: Jefferson
West Nyack
BRIDGES New City
2290 Palisades Center Drive
West Nyack, NY 10994
(845) 624-1366 Voice & TTY
(845) 624-3053 Cap Tel
Website: http://bridgesrc.org
County Served: Rockland

White Plains
Westchester Independent Living Center (WILC)
10 County Center Road
2nd Floor
White Plains, NY 10607
(914) 682-3926
(866) 933-5390 VP & TTY
Website: http://www.wilc.org
County Served: Westchester

Yonkers
Westchester Disabled on the Move, Inc. (WDOM)
984 N. Broadway
Suite LL - 10
Yonkers, NY 10701
(914) 968-4717 Voice & TTY
Website: http://www.wdom.org
County 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

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

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

If you have concerns about a child care provider, call the Child Care Complaint Line at: 1-800-732-5207

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)

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