

# ONONDAGA COUNTY

## LEGAL REFERRAL GUIDE

Fall/Winter 2021 Edition

A guide to free legal help in Onondaga County.

This Guide is maintained by  
Volunteer Lawyers Project of CNY, Inc.

If you have any questions about the Legal Referral Guide please contact VLP at [info@vlpcny.org](mailto:info@vlpcny.org)  
or (315) 471-3409

We rely on users of this guide to ensure its accuracy. Please advise us of any needed corrections.

*\*This Guide is meant to be printed 2-sided\**



## **REMINDERS....**

Please be aware that the agencies listed in the table have their own intake procedure and eligibility criteria that may or may not be reflected in the chart. No services can be promised.

- Most of the legal issues listed are in lay person's terms; look up the most common language used when searching for issues.
- There may be more than one agency for each legal issue. Individuals could benefit from contacting all relevant referrals. Sometimes legal topics continue onto the next page.
- Information is repeated sometimes under similar terms. For example: referral agencies listed under 'Employment' subtopic 'Discrimination' are again listed under 'Discrimination' subtopic 'Employment'.

If you have any questions, feel free to contact the Volunteer Lawyers Project of CNY, Inc.



# Table of Contents

Tab One	Reminders about the Legal Referral Guide <ul style="list-style-type: none"><li>▪ 2021 Poverty Guidelines</li><li>▪ Common Legal Organization Referral List</li><li>▪ New York State Court Resources</li><li>▪ Community Based Walk In Clinics</li></ul>
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Tab Two	Reference Table for Legal Referrals
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Tab Three	Organization/Agency Contact Information
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## 2021 Federal Poverty Guidelines

Family Size	100% Annual	100% Monthly	100% Weekly	125% Annual	125% Monthly	125% Weekly	200% Annual	200% Monthly	200% Weekly
1	\$ 12,880	\$ 1,073	\$ 248	\$ 16,100	\$ 1,342	\$ 310	\$ 25,760	\$ 2,147	\$ 495
2	\$ 17,420	\$ 1,452	\$ 335	\$ 21,775	\$ 1,815	\$ 419	\$ 34,840	\$ 2,903	\$ 670
3	\$ 21,960	\$ 1,830	\$ 422	\$ 27,450	\$ 2,288	\$ 528	\$ 43,920	\$ 3,660	\$ 845
4	\$ 26,500	\$ 2,208	\$ 510	\$ 33,125	\$ 2,760	\$ 637	\$ 53,000	\$ 4,417	\$ 1,019
5	\$ 31,040	\$ 2,587	\$ 597	\$ 38,800	\$ 3,233	\$ 746	\$ 62,080	\$ 5,173	\$ 1,194
6	\$ 35,580	\$ 2,965	\$ 684	\$ 44,475	\$ 3,706	\$ 855	\$ 71,160	\$ 5,930	\$ 1,368
7	\$ 40,120	\$ 3,343	\$ 772	\$ 50,150	\$ 4,179	\$ 964	\$ 80,240	\$ 6,687	\$ 1,543
8	\$ 44,660	\$ 3,722	\$ 859	\$ 55,825	\$ 4,652	\$ 1,074	\$ 89,320	\$ 7,443	\$ 1,718
Each Additional	\$ 4,540	\$ 378	\$ 87	\$ 5,675	\$ 473	\$ 109	\$ 9,080	\$ 757	\$ 175





**Referral Form  
FREE LEGAL CLINIC  
VOLUNTEER LAWYERS PROJECT OF CNY**

**NOTICE and DISCLAIMER:**

***Below is the contact information for an agency that MAY be able to help you with your legal problem. Whether or not they WILL be able to take your case or provide you with other assistance is for that agency to determine.***

**Agency Contact Information:**

- |  |  |
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| <p><input type="checkbox"/> <b>Volunteer Lawyers Project of CNY</b><br/>221 S. Warren St., Suite 200<br/>Syracuse, NY 13202<br/>(315) 471-3409<br/><a href="http://www.vlpcny.org">www.vlpcny.org</a></p> <p><input type="checkbox"/> <b>Hiscock Legal Aid Society</b><br/>351 South Warren Street<br/>Syracuse, NY 13202<br/>(315) 422-8191</p> <p><input type="checkbox"/> <b>Onondaga County Courthouse</b><br/>401 Montgomery St.<br/>Syracuse, NY 13202</p> <p><input type="checkbox"/> <b>Legal Aid Society of Mid-New York</b><br/>221 S. Warren St., Suite 400<br/>Syracuse, NY 13202<br/>Helpline: 1-877-777-6152<br/>Local line: (315) 703- 6600</p> | <p><input type="checkbox"/> <b>Legal Services of Central New York</b><br/>221 S. Warren St., Suite 300<br/>Syracuse, NY 13202<br/>Helpline: 1-877-777-6152<br/>Local line: (315) 703- 6500</p> <p><input type="checkbox"/> <b>Onondaga County Bar Association<br/>Lawyer Referral Program</b><br/>431 E. Fayette St., Suite 300<br/>Syracuse, NY 13202<br/>(315) 471-2690</p> <p><input type="checkbox"/> <b>New York Attorney General's Office</b><br/>300 South State St. STE 300<br/>Syracuse, NY 13202<br/>(315) 448-4800</p> <p><input type="checkbox"/> <b><a href="http://www.LawHelp.org/NY">www.LawHelp.org/NY</a></b><br/>(Know-your's-rights information)</p> |
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## NEW YORK STATE COURT RESOURCES

<b>Name</b>	<b>Telephone/URL</b>	<b>Description</b>
<b>5<sup>th</sup> Judicial District Helpline</b>	315-671-4699	Answers questions about Court Procedures and Proceedings in the 5 <sup>th</sup> Judicial District, which includes the counties of Oneida, Onondaga, Jefferson, Oswego, Herkimer and Lewis.
<b>1-800 COURT NY</b>	1-800-268-7869	Public information line for all New York State Courts
<b>ASK A LIBRARIAN (Formerly Known as Question Point)</b>	URL: <a href="https://askalawlibrarian.nycourts.gov">https://askalawlibrarian.nycourts.gov</a>  or Text Line Only: 518-282-0175	Provides assistance researching a reference query posed by the public. Provides copies of an article, bill jacket, statute, case opinion or other library material from the Unified Court System Law Library collection.
<b>question@nycourts.gov</b>	<a href="http://www.question@nycourts.gov">www.question@nycourts.gov</a>	For general questions, suggestions and court information.
<b>Do-It-Yourself (DIY)</b>	<a href="http://www.nycourthelp.gov">www.nycourthelp.gov</a>	Fillable, printable, court forms for the litigant. Addresses certain areas of the law such as divorce, paternity, name change, custody, etc.
<b>Legal Service Providers</b>	<a href="http://ww2.nycourts.gov/courts/5jd/legalresearch.html">http://ww2.nycourts.gov/courts/5jd/legalresearch.html</a>	Provides contact information on local service providers.



# Community Clinics

Volunteer Lawyers Project of CNY, Inc. provides free legal advice, information and referrals regarding any civil legal issue at locations throughout the community.

## **Tuesdays:**

Central Library (Onondaga County Public Library)  
447 S Salina Street, Syracuse  
12:00 PM - 1:00 PM

East Syracuse Library  
4990 James St, East Syracuse  
5:30 - 7:30 PM

## **Wednesdays:**

Tel-Law CNY | 315-579-2575  
(Telephone-Based Clinic)  
1:00 - 3:00 PM

Catholic Charities Men's Shelter  
Every other week -- *must be a resident of the shelter*  
1074 South Clinton Street, Syracuse  
5:00 PM - 7:00 PM

## **Thursdays:**

White Branch Library  
763 Butternut St, Syracuse  
4:30 PM - 6:00 PM

Westcott Community Center  
826 Euclid Ave, Syracuse  
4:30 PM - 6:00 PM (starting October 7th)

*\*If you need an ASL interpreter or an interpreter for any other language, you can email [info@vlpcny.org](mailto:info@vlpcny.org) or call (315) 471-3409 ahead of time so that we can schedule in-person interpreter. We also always have telephone-based language interpretation available at all of our programs anytime.*



<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Abuse/Neglect of adult</b>	<b>Adult Protective Services</b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and HEAP, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or <a href="http://www.ongov.net/aps">www.ongov.net/aps</a>
<b>Abuse/Neglect of adult</b>	<b>Legal Services of Central New York (LSCNY)</b>	Services available to certain populations of individuals including: Client must have HIV/ AIDS OR legal problem must be related to or affecting an existing mental disability.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Abuse/Neglect of adult</b>	<b>Vera House</b>	Agency provides services to Domestic Violence and Sexual Violence survivors and their children by providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination.	Crisis and Support Line: (315) 468-3260 Offices: (315) 425-0818
<b>Abuse/Neglect of child</b>	<b>Child Protective Services - Onondaga County Children and Family Services</b>	Child Protective Services is the only public entity responsible for safeguarding the physical, mental, and emotional well being of abused and neglected children. CPS receives all reports of suspected child abuse and maltreatment within families and conducts investigations, first to assess the risk of harm to the children and then to examine the allegations of maltreatment in each report. In cases where neglect or abuse exists, CPS provides and arranges for services necessary to ensure that risks to the children's safety are eliminated as well as work to preserve and stabilize family life whenever possible.	The Child Abuse Hotline is Available 24 Hours A Day. 1-800-342-3720

***Contact each agency to learn more about services and eligibility.  
No services are promised or guaranteed.***

<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Abuse/Neglect of child</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Represents parents in abuse and neglect proceedings in Family Court. Assigned by Court. Onondaga County Only, 125% Federal Income Guidelines. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
<b>Accommodations, Reasonable</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living , housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Accommodations, Reasonable</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Adoption</b>	<b><i>Family Court of Onondaga County</i></b>	Overview of adoption process and required forms available at <a href="http://www.nycourts.gov/courthelp/family/adoptionBasics.shtml">www.nycourts.gov/courthelp/family/adoptionBasics.shtml</a> and also can be obtained in person at family court	Forms available online, or call Clerk at (315) 671-2000 and ask for the Adoptions Clerk, or visit court in Rm. 111 at 401 Montgomery St., Syracuse, NY.
<b>Adoption</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Surrender child in abuse/neglect proceedings - Family Court Assignment, Onondaga County Only, 125% Federal Income Guidelines. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
<b>Adoption</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must have HIV/ AIDS	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Agencies -Problems With</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Aide Services</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Appeals</b>	<b><i>Pro Bono Appeals Program</i></b>	The Program helps to meet the needs of the many litigants who need legal representation in state appellate courts, but cannot afford to hire an appellate attorney and are not eligible for assigned counsel. The Program serves litigants in upstate New York whose income is less than 250% of the Federal Poverty Guidelines. Representation is provided in selected appeals involving various civil issues including: shelter and housing, subsistence income and benefits, health and education, personal safety, and family stability. The Program does not provide representation for criminal issues. Go to their website to download the form to apply for services, which must then be either faxed, emailed or mailed to apply for services. <a href="https://www.law.buffalo.edu/beyond/pro-bono/pbap.html">https://www.law.buffalo.edu/beyond/pro-bono/pbap.html</a>	Email: law-pbap@buffalo.edu Fax: 716-645-6199
<b>Appeals - Civil Matters</b>	<b><i>Pro Bono Appeals Program</i></b>	The Program helps to meet the needs of the many litigants who need legal representation in state appellate courts, but cannot afford to hire an appellate attorney and are not eligible for assigned counsel. The Program serves litigants in upstate New York whose income is less than 250% of the Federal Poverty Guidelines. Representation is provided in selected appeals involving various civil issues including: shelter and housing, subsistence income and benefits, health and education, personal safety, and family stability. The Program does not provide representation for criminal issues.	Email: law-pbap@buffalo.edu Fax: 716-645-6199 Go to their website to download the form to apply for services, which must then be either faxed, emailed or mailed to apply for services. <a href="https://www.law.buffalo.edu/beyond/pro-bono/pbap.html">https://www.law.buffalo.edu/beyond/pro-bono/pbap.html</a>
<b>Appeals - Family Court</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Assigned by Court after client has already filed a Notice of Appeal and Poor Person Motion. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
<b>Appeals - Family Court</b>	<b><i>Assigned Counsel Panel</i></b>	Client should have their original attorney assist them with filing a Notice of Appeal and a Poor Person Motion.	Appointed by court
<b>Appeals-Criminal Court</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Assigned by Court after client has already filed a Notice of Appeal and Poor Person Motion. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Appeals-Criminal Court</b>	<b>Assigned Counsel Panel</b>	Client should have their original attorney assist them with filing a Notice of Appeal and a Poor Person Motion.	Appointed by court
<b>Arbitration Services</b>	<b>Better Business Bureau of Upstate New York</b>	BBB offers arbitration services if a business cannot resolve a complaint with a consumer. We work with a trained arbitrator who hears testimony, examines evidence, and renders a written, legally binding decision. Only BBB Accredited Businesses are entitled to one free arbitration service per year as part of their accreditation, fees may apply	(800) 828-5000, www.bbb.org
<b>Assigned Counsel -Criminal</b>	<b>Assigned Counsel Panel</b>	Client will be assigned an attorney by Court if they cannot afford to hire one. Income guidelines apply (generally 250% of the federal poverty guidelines) and income verification is required.	Appointed by court
<b>Assigned Counsel -Denial</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines -- if Judge refuses to assign counsel in a Criminal or Family Court matter.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Assigned Counsel -Family</b>	<b>Family Court of Onondaga County</b>	Client must call or ask Judge to be assigned an attorney if they cannot afford to hire one. Income guidelines apply. Court will assign an attorney in Custody/Visitation Matters (for parents and individuals with custody), Domestic Violence/Family Offense Matters, Neglect & Abuse Cases, & Child Support Violation Cases (for accused violator only)	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
<b>Attorney Grievance</b>	<b>Attorney Grievance Committee (Fifth Judicial District -- 4th Judicial Department)</b>	For Herkimer, Jefferson, Lewis, Oneida, Onondaga and Oswego Counties. The complaint must be submitted in writing with an original signature. Complaints submitted by email or fax are not accepted. No special form or language is required, but a general form is available on the website. Your written complaint should include all important information. If letters, agreements, or other documents are involved, copies should be included if available. You may contact the Grievance Office with any questions on how to file a complaint or access the website for instructions and a form. There is no financial cost.	(315) 401-3344 Fifth Judicial District 224 Harrison Street, Suite 408 Syracuse, New York 13202-3066 <a href="http://www.nycourts.gov/courts/ad4/AG/">www.nycourts.gov/courts/ad4/AG/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Bank Account - Frozen</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i></b>	200% Federal Income Guidelines	(877) 777-6152
<b>Bank Account - Frozen</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	200% Federal Income Guidelines. VLP's debt program assists unrepresented debtors with filing answers, orders to show cause to vacate judgments, to fight debt lawsuits and default judgments.	(315) 471-3409 or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a> or <a href="mailto:debt@vlpcny.org">debt@vlpcny.org</a>
<b>Bankruptcy</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	200% Federal Income Guidelines	(877) 777-6152
<b>Bankruptcy</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	The bankruptcy clinic takes cases from the following counties: Cayuga, Cortland, Onondaga, Oswego, Tioga, and Tompkins	(315) 443-4582, operates during the academic school year
<b>Bankruptcy</b>	<b><i>Lawyer Referral Service of the Onondaga County Bar Association</i></b>	Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.	(315) 471-2690 <a href="http://www.onbar.org/find-a-lawyer/">www.onbar.org/find-a-lawyer/</a>
<b>BBB Scam Tracker</b>	<b><i>Better Business Bureau of Upstate New York</i></b>	An interactive tool to report Scams and fraud and find real-time information about scams happening in the area.	<a href="http://BBB.org/ScamTracker">BBB.org/ScamTracker</a>
<b>Benefits - Disability related</b>	<b><i>Adult Protective Services</i></b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and HEAP, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or <a href="http://www.ongov.net/aps">www.ongov.net/aps</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Benefits - Disability related</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Benefits - Disability related</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	Handles a wide variety of disability-related benefits issues including SSI/SSD denial and appeals, cases related to mental health, cancer, HIV status, etc.	(877) 777-6152
<b>Benefits - General</b>	<b>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</b>	Client must have issue regarding public assistance, food stamps, Medicaid, daycare assistance- i.e.: denials, discontinuances, reductions, or problems with access or associated work problems with these programs. 200% Federal Income Guidelines	(877) 777-6152
<b>Benefits - General</b>	<b>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</b>	Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat,rent,etc.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Benefits - Senior community</b>	<b>Onondaga County Office for Aging</b>	The Onondaga County Office for Aging is the federally designated Area Agency on Aging (AAA) for Syracuse and Onondaga County. They assure that a comprehensive and coordinated system of services is available for senior citizens, their families and caregivers.	(315) 435-2362 ongov.net/aging
<b>Benefits - Veterans</b>	<b>Disabled American Veterans</b>	Agency helps veterans that need advocacy for VA compensation.	716-857-3354
<b>Benefits - Veterans</b>	<b>Onondaga County Veterans Service Agency</b>	Helps to obtain funding, medical treatment or nursing home care for eligible veterans, their dependents or survivors which will enable them to continue their quality of life without resorting to Social Services funding. To provide information, assistance and advocacy for claimants in actions or claims against the Department of Veterans Affairs (VA) or state and local veterans-related entitlements.	(315) 435-3219
<b>Benefits - Veterans</b>	<b>Syracuse University College of Law Clinical Program</b>	Veterans Legal Clinic provides assistance with discharge upgrades and VA benefits appeals.	(315) 443-4582, operates during the academic school year
<b>Benefits - Veterans (if related to workers' compensation)</b>	<b>Advocate for Injured Workers</b>	The Office of the Advocate for Injured Workers helps employees access their workers' compensation benefits – the lost wages and health care they need after a job-related injury or illness. The office helps workers get their benefits in the more complex and difficult claims. It also handles all fatality claims. Members of the office also perform public education providing information to interested groups to help workers understand and protect their rights in the workers' compensation system.	Email: advinjwkr@wcb.ny.gov Phone: (877) 632-4996
<b>Birth Certificate Changes</b>	<b>Legal Services of Central New York (LSCNY)</b>	Client must have HIV/ AIDS or cancer	(877) 777-6152 or www.lscny.org/intake-form/

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Birth Certificate Changes</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	LGBT* Rights Program assists transgender and gender nonconforming individuals with name and gender marker changes.	(315) 849-9234 or email <a href="mailto:lgbt@vlpcny.org">lgbt@vlpcny.org</a>
<b>Business Accreditation/Inquiries</b>	<b><i>Better Business Bureau of Upstate New York</i></b>	Agency provides reports on businesses and information about nonprofit organizations, and helps resolve disputes with businesses through consultation, conciliation and arbitration. Reports and complaint forms are available online. Most services are free.	(800) 828-5000, <a href="http://www.bbb.org">www.bbb.org</a>
<b>Business Formation &amp; Business Law Generally</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
<b>Business Formation &amp; Business Law Generally</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Legal Assistance to low-income entrepreneurs and small business owners, especially in the City of Syracuse.	(315) 471-3409 or <a href="mailto:business@vlpcny.org">business@vlpcny.org</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Car - repair/fraud</b>	<b>Attorney General</b>	Client must call to report fraud.	(315) 448-4800 or (800)771-7755
<b>Car - repair/fraud</b>	<b>Department of Motor Vehicles</b>	The DMV can investigate fraud related to identity theft, as well as odometer and mileage fraud. The website is very helpful, providing instructions/forms relating to obtaining suspended or revoked licenses, how to pay traffic tickets, among other things.	1-800-698-2931 www.dmv.ny.gov
<b>Car - repair/fraud</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	200% Federal Income Guidelines	(877) 777-6152
<b>Caregiver Services</b>	<b>Onondaga County Office for Aging</b>	Information and Consultation for people caring for older persons. Caregiver Information & Assistance. Caregiver Discussion Groups and Public Education.	(315) 435-2362 ongov.net/aging
<b>Charity Review</b>	<a href="#">Better Business Bureau of Upstate New York</a>	Better Business Bureau of Upstate NY reviews and accredits charities and nonprofits. Through our Charity Review Program, BBB provides the public with up-to-date information on charities and non profits across Upstate NY.	716-276-3738
<b>Child Abuse/Neglect</b>	<b>Child Protective Services - Onondaga County Children and Family Services</b>	CPS receives all reports of suspected child abuse and maltreatment within families and conducts investigations, first to assess the risk of harm to the children and then to examine the allegations of maltreatment in each report. In cases where neglect or abuse exists, CPS provides and arranges for services necessary to ensure that risks to the children's safety are eliminated as well as work to preserve and stabilize family life whenever possible.	The Child Abuse Hotline is Available 24 Hours A Day. 1-800-342-3720
<b>Child Abuse/Neglect</b>	<b>Family Court of Onondaga County</b>	Client must call or ask Judge to be assigned an attorney if they cannot afford to hire one. Income guidelines apply. Court will assign an attorney in Custody/Visitation Matters (for parents and individuals with custody), Domestic Violence/Family Offense Matters, Neglect & Abuse Cases, & Child Support Violation Cases (for accused violator only)	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Child Abuse/Neglect</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Family Court Assignment, Onondaga County Only, 125% Federal Income Guidelines. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
<b>Child Abuse/Neglect</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must have HIV/ AIDS OR be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Child Care Subsidies</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i></b>	Client denied benefit, 200% of Federal Income Guidelines	(877) 777-6152
<b>Child Protective Services Matters</b>		<i>See Child Abuse/Neglect.</i>	
<b>Child Support</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Onondaga County only, income guidelines up to 200% of the poverty level or on SSI, SNAP or other DSS assistance. Cannot represent in all cases -- call for intake. More likely to take case if already represented by HLA in other matter.	Call (315) 422-8191 -- most intake being done by telephone during the pandemic or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Child Support</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	VLP Family Court Clinic: provides free assistance to low income clients preparing family court petitions and motions for custody, visitation and child support. Limited assistance only. 200% Federal Poverty Guidelines.	(315) 471-3409 or <a href="mailto:family@vlpcny.org">family@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Child Support - Enforcement</b>	<b><i>Child Support Services - Onondaga County Department of Social Services - Economic Security</i></b>	Special fee attorney panel for collection of support arrears, attorney fee taken out of any support collected, non-attorneys provide assistance to custodial parents filling out support, violations of support - 3 or more payments behind, modification and paternity petitions- especially helpful when party lives out of state.	(888) 208-4485, Help Line hours are Mon-Fri 8:00- 4:30pm

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Child Support Actions</b>	<b>Child Support Services - Onondaga County Department of Social Services - Economic Security</b>	For temporary assistance recipients, County-contracted law firm for collection of support arrears, no fee taken out of support collected, staff assists custodial parents to fill out petitions to establish paternity, and for establishment of support, modification and enforcement of support orders. Staff and contract attorneys track payments and file violations of support orders after 3 or more payments missed, including non-custodial parents who are outside of NYS.	(888) 208-4485, Help Line hours are Mon-Fri 8:00- 4:30pm
<b>Child Support - Modification</b>	<b>Child Support Services - Onondaga County Department of Social Services - Economic Security</b>	Special fee attorney panel for collection of support arrears, attorney fee taken out of any support collected, non-attorneys provide assistance to custodial parents filling out support, violations of support-3 or more payments behind, modification and paternity petitions-especially helpful when party lives out of state	(888) 208-4485, Help Line hours are Mon-Fri 8:00- 4:30pm
<b>Child Support - Modification</b>	<b>Do-It-Yourself (DIY) Forms, New York State Courts</b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Child Support - Modification</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Service region: Onondaga County. Court assignments up to 125% of the poverty guidelines, and others up to 200% of poverty guidelines. Case by case review.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Child Support - Modification</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	VLP Family Court Clinic: provides free assistance to low income clients preparing family court petitions and motions for custody, visitation and child support. Limited assistance only. 200% Federal Poverty Guidelines.	(315) 471-3409 or <a href="mailto:family@vlpcny.org">family@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Child Support -Denial by Child Enforcement</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Child Support -Violations</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Family Court Assignment, Onondaga County Only, Respondents Only, Income Guidelines Apply. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
<b>Child Support -Violations</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	VLP Family Court Clinic: provides free assistance to low income clients preparing family court petitions and motions for custody, visitation and child support. Limited assistance only. 200% Federal Poverty Guidelines.	(315) 471-3409 or family@vlpcny.org or www.vlpcny.org/intake
<b>Child Support -Violations</b>	<b><i>Child Support Services - Onondaga County Department of Social Services - Economic Security</i></b>	Special fee attorney panel for collection of support arrears, attorney fee taken out of any support collected, non-attorneys provide assistance to custodial parents filling out support, violations of support-3 or more payments behind, modification and paternity petitions-especially helpful when party lives out of state	(888) 208-4485, Help Line hours are Mon-Fri 8:00- 4:30pm
<b>Child Support -Violations</b>	<b><i>Family Court of Onondaga County</i></b>	Client can obtain forms at the clerk's office or online at <a href="http://www.courts.state.ny.us/forms/familycourt/index.shtml">www.courts.state.ny.us/forms/familycourt/index.shtml</a>	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
<b>Civil Rights</b>	<b><i>Attorney General</i></b>	Client must call	(315) 448-4800 or (800)771-7755
<b>Civil Rights</b>	<b><i>Center for Community Alternatives</i></b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638 Email: <a href="mailto:cca@communityalternatives.org">cca@communityalternatives.org</a>
<b>Civil Rights</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Issues include denied services because the person doesn't speak English, related to mental disability, related to incarceration, related to race, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Civil Rights</b>	<b><i>New York Civil Liberties Union -- Central New York Chapter</i></b>	The NYCLU provides a multiprong approach, including advocacy, legal advice, litigation, etc., to advance civil rights and liberties. For legal advice, potential clients must write a 1-2 page summary of civil liberty/right concern and send to agency by mail or e-mail.	(315) 471-2821, 499 S. Warren St., Ste 430, Syracuse NY 13202, cnyintake@nyclu.org
<b>Civil Rights</b>	<b><i>NYS Division of Human Rights</i></b>	Agency handles discrimination complaints regarding employment, housing, public accommodations, education, etc. If someone feels they have been discriminated against they can file a complaint with the Division of Human Rights. Once a complaint is filed, the Division of Human Rights will investigate and may present the case in a public hearing. <a href="https://dhr.ny.gov/complaint">https://dhr.ny.gov/complaint</a>	(888) 392-3644 <a href="http://www.dhr.ny.gov">www.dhr.ny.gov</a> <a href="mailto:info@dhr.ny.gov">info@dhr.ny.gov</a>
<b>Civil Rights</b>	<b><i>Onondaga County Human Rights Commission</i></b>	The Human Rights Commission is Onondaga County's coordinator for its non-discrimination policies under Title VI of the federal Civil Rights Act and the Americans with Disabilities Act. If you feel that you have been wrongly denied access to Onondaga County's programs or services, or discriminated against by a county employee, you can contact the Human Rights Commission for information about the county's policies and complaint procedures. Also the contact point for Jail Oversight Committee. To address serious concerns about treatment or conditions at the Onondaga County Jail, please file a complaint or contact the commission.	(315) 435-3565; Persons held at the Onondaga County Jail or Jamesville Correctional can make a free phone call to our office at (315) 435-3567; <a href="http://www.ongov.net/humanrights/">http://www.ongov.net/humanrights/</a>
<b>Civil Rights</b>	<b><i>Worker Justice Center of New York</i></b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020
<b>Civil Rights -- LGBT</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email <a href="mailto:lgbt@vlpcny.org">lgbt@vlpcny.org</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Community Residence - Care &amp; Services</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Community Residence - Care &amp; Services</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Consumer-Directed Personal Assistance Program (mental /</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services,	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Consumer Issues</b>	<b>Syracuse Financial Empowerment Center</b>	The Syracuse Financial Empowerment Center is a free service to all residents in and around the city of Syracuse, providing professional, one-to-one financial counseling. Set goals to reduce debt, increase savings, build credit, student loans, tax relief, banking & more.	(315) 474-1939 ext 5 or make an appointment online <a href="http://www.syracusefec.org/">www.syracusefec.org/</a>
<b>Consumer Issues</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	200% Federal Income Guidelines. VLP's debt program assists unrepresented debtors with filing answers, orders to show cause to vacate judgments, to fight debt lawsuits and default judgments.	(315) 471-3409 or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a> or <a href="mailto:debt@vlpcny.org">debt@vlpcny.org</a>
<b>Consumer Issues</b>	<b>Attorney General</b>	Reporting consumer fraud.	(315) 448-4800 or (800)771-7755
<b>Consumer Issues</b>	<b>Better Business Bureau of Upstate New York</b>	Agency provides reports on businesses and information about nonprofit organizations, and helps resolve disputes with businesses through consultation, conciliation and arbitration. Reports and complaint forms are available online. Most services are free.	(800) 828-5000, <a href="http://www.bbb.org">www.bbb.org</a>
<b>Consumer Issues</b>	<b>Legal Aid Society of Mid New York (LASMNY) and Legal Services of Central New York (LSCNY)</b>	Income Guidelines. Assistance with consumer frauds, scams, deceptive practices, collection.	(877) 777-6152

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Consumer Issues</b>	<b><i>New Justice Services</i></b>	New Justice offers mediation as a free service for individuals in a dispute to reach a mutually satisfying agreement. Mediation is an informal problem solving meeting managed by a trained neutral mediator. Mediation is free, private, confidential, and voluntary. Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.	(315) 471-4676
<b>Consumer Issues</b>	<b><i>NYS Division of Consumer Protection</i></b>	Consumer Helpline: Have a consumer complaint? Ripped off by a business? Want to learn how to avoid scams? Give us a call. Available Monday to Friday, from 8:30 a.m. to 4:30 p.m. To file a complaint online: <a href="https://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>	Consumer Helpline: (800) 697-1220 To file a complaint online: <a href="https://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>
<b>Consumer Issues -Exploitation</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="https://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Contract Disputes</b>	<b><i>New Justice Services</i></b>	New Justice offers mediation as a free service for individuals in a dispute to reach a mutually satisfying agreement. Mediation is an informal problem solving meeting managed by a trained neutral mediator. Mediation is free, private, confidential, and voluntary. Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.	(315) 471-4676
<b>CPS (Child Protective Services) Matters</b>		<i>See Child Abuse/Neglect.</i>	
<b>Credit Problems - creditor harassment, credit reports, etc.</b>	<b><i>Attorney General</i></b>	Client must call	(315) 448-4800 or (800)771-7755
<b>Credit Problems - creditor harassment, credit reports, etc.</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="https://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Credit Problems - creditor harassment, credit reports, etc.</b>	<b>NYS Division of Consumer Protection</b>	Consumer Helpline: Have a consumer complaint? Ripped off by a business? Want to learn how to avoid scams? Give us a call. Available Monday to Friday, from 8:30 a.m. to 4:30 p.m. To file a complaint online: <a href="https://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>	Consumer Helpline: (800) 697-1220 To file a complaint online: <a href="https://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>
<b>Credit Problems - creditor harassment, credit reports, etc.</b>	<b>Syracuse Financial Empowerment Center</b>	The Syracuse Financial Empowerment Center is a free service to all residents in and around the city of Syracuse, providing professional, one-to-one financial counseling. Set goals to reduce debt, increase savings, build credit,	(315) 474-1939 ext 5 or make an appointment online <a href="http://www.syracusefec.org/">www.syracusefec.org/</a>
<b>Crime Victims</b>	<b>NYS Office of Victim Services</b>	Agency provides direct services to victims of crime, including compensation for crime related expenses, reimbursement for forensic rape/ sexual assault examinations and advocacy for innocent victim's rights. Education and outreach is also provided.	1-800-247-8035 <a href="http://ovs.ny.gov">ovs.ny.gov</a>
<b>Crime Victims</b>	<b>Vera House</b>	Agency provides services to Domestic Violence and Sexual Violence survivors and their children by providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination.	Crisis and Support Line: (315) 468-3260 Offices: (315) 425-0818
<b>Criminal - State Court</b>	<b>Assigned Counsel Panel</b>	Client will be assigned an attorney by Court if they cannot afford to hire one. Income guidelines apply (generally 250% of the federal poverty guidelines) and income verification is required.	Appointed by court
<b>Criminal -- Federal Court</b>	<b>Federal Public Defender's Office</b>	Will provide criminal representation in Federal Court matters upon assignment by the court	(315) 701-0080
<b>Criminal</b>	<b>NYS Office of Victim Services</b>	Agency provides direct services to victims of crime, including compensation for crime related expenses, reimbursement for forensic rape/ sexual assault examinations and advocacy for	1-800-247-8035 <a href="http://ovs.ny.gov">ovs.ny.gov</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Criminal - Illegal use of criminal records</b>	<b><i>Center for Community Alternatives</i></b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Criminal - Illegal use of criminal records</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Criminal Charges</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Misdemeanor or violation level charges in Syracuse City Court - not DWI	(315) 443-4582, operates during the academic school year
<b>Criminal Records - Correcting, Sealing, etc.</b>	<b><i>Center for Community Alternatives</i></b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Criminal Records - Correcting, Sealing, etc.</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	VLP's Civic Restoration program helps those with criminal records correct RAP sheets and obtain Certificates of Relief from Disability & of Good Conduct. Program for Centerstate CEO Work Train participants.	

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Criminal Records - Correcting, Sealing, etc.</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	LSCNY's Civic Restoration program helps those with criminal records correct RAP sheets and obtain Certificates of Relief from Disability & of Good Conduct.	
<b>Criminal -denial of assigned counsel</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Criminal -Federal</b>	<b><i>Federal Public Defender's Office</i></b>	Will provide criminal representation in Federal Court matters upon assignment by the court	(315) 701-0080
<b>Custody (modification or enforcement)</b>	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody,	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Custody</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	VLP Family Court Clinic: provides free assistance to low income clients preparing family court petitions and motions for custody, visitation and child support. Limited assistance only. 200% Federal Poverty Guidelines.	(315) 471-3409 or <a href="mailto:family@vlpcny.org">family@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Custody</b>	<b><i>Family Court of Onondaga County</i></b>	Client can obtain forms at the clerk's office or online at <a href="http://www.courts.state.ny.us/forms/familycourt/index.shtml">www.courts.state.ny.us/forms/familycourt/index.shtml</a>	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
<b>Custody</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Custody or Visitation - Original or Modification or Enforcement or Violations. Onondaga County only. Both family court assigned and up to 200% of poverty guidelines in special cases. Case by case assessment.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Custody</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must be a cancer patient or a family member of a cancer patient OR client must have HIV/AIDS	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Custody</b>	<b><i>New Justice Services</i></b>	New Justice offers mediation as a free service for individuals in a dispute to reach a mutually satisfying agreement. Mediation is an informal problem solving meeting managed by a trained neutral mediator. Mediation is free, private, confidential, and voluntary. Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.	(315) 471-4676
<b>Custody -denial of assigned counsel</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Debt Collection (medical bills, loans, student loans, etc.)</b>	<b><i>Syracuse Financial Empowerment Center</i></b>	The Syracuse Financial Empowerment Center is a free service to all residents in and around the city of Syracuse, providing professional, one-to-one financial counseling. Set goals to reduce debt, increase savings, build credit, student loans, tax relief, banking & more.	(315) 474-1939 ext 5 or make an appointment online <a href="http://www.syracusefec.org/">www.syracusefec.org/</a>
<b>Debt Collection (medical bills, loans, student loans, etc.)</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	200% Federal Income Guidelines. VLP's debt program assists unrepresented debtors with filing answers, orders to show cause to vacate judgments, to fight debt lawsuits and default judgments.	(315) 471-3409 or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a> or <a href="mailto:debt@vlpcny.org">debt@vlpcny.org</a>
<b>Debt Collection (medical bills, loans, student loans, etc.)</b>	<b><i>Attorney General</i></b>	Client must call to report unlawful debt collection practices.	(315) 448-4800 or (800)771-7755
<b>Debt Collection (medical bills, loans, student loans, etc.)</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i></b>	200% Federal Income Guidelines.	(877) 777-6152
<b>Debt Collection (medical bills, loans, student loans, etc.)</b>	<b><i>NYS Division of Consumer Protection</i></b>	Consumer Helpline: Have a consumer complaint? Ripped off by a business? Want to learn how to avoid scams? Give us a call. Available Monday to Friday, from 8:30 a.m. to 4:30 p.m. To file a complaint online: <a href="http://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>	Consumer Helpline: (800) 697-1220 To file a complaint online: <a href="http://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>
<b>Defending Lawsuit for Debt</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	200% Federal Income Guidelines. VLP's debt program assists unrepresented debtors with filing answers, orders to show cause to vacate judgments, to fight debt lawsuits and default judgments.	(315) 471-3409 or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a> or <a href="mailto:debt@vlpcny.org">debt@vlpcny.org</a>
<b>Defending Lawsuit for Debt</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	200% Federal Income Guidelines	(877) 777-6152
<b>Denial of Right to Counsel -Criminal or Family Court</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Department of Social Services Collection</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	Collection by DSS or Medical Revocation Department of DSS, 200% Federal Income Guidelines	(877) 777-6152

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Disability</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Disability</b>	<b>Disability Rights New York</b>	DRNY provides legal assistance for persons with disabilities in New York through Protection & Advocacy System and Client Assistance Program (P&A/CAP). DRNY advocates for the civil and legal rights for people with disabilities.	phone (518) 432-7861 email <a href="mailto:intake@drny.org">intake@drny.org</a> <a href="http://www.drny.org">www.drny.org</a>
<b>Disability</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	Client seeking SSI, 200% Federal Income Guidelines	(877) 777-6152
<b>Disability</b>	<b>Onondaga County - Department of Social Services – Economic Security</b>	Agency assists people on temporary assistance in qualifying for SSI, SSD, and SNAP. Help with home energy assistance program. They help applicants fill out applications and obtain medical evaluations. This Unit works closely with Legal Aid Society of Mid NY to appeal adverse decisions.	(315) 435-2700 (follow automated prompts)
<b>Disability</b>	<b>Onondaga County Veterans Service Agency</b>	To obtain funding, medical treatment or nursing home care for eligible veterans, their dependents or survivors which will enable them to continue their quality of life without resorting to Social Services funding. To provide information, assistance and advocacy for claimants in actions or claims against the Department of Veterans Affairs (VA) or state and local veterans-related entitlements.	(315) 435-3219
<b>Disability</b>		For information regarding <b>Disabled Veterans</b> please see "Veterans Issues -- disability claims and appeals" in this table	
<b>Disability -Accessing/ Receiving Services</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Discharge Planning -From Institution/ Facility</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Discharge Planning -From Institution/ Facility</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Discharge Upgrade- Military/Veteran</b>	<b>Syracuse University College of Law Clinical Program</b>	Onondaga County Only, Federal Income Guidelines, Case by case review, Sued by debt collectors	(315) 443-4582, operates during the academic school year
<b>Discipline Hearing -- Education</b>	<b>Center for Community Alternatives</b>	CCA's Student Advocacy Program assists Syracuse City School District (SCSD) students and their parents/guardians navigate and engage in the disciplinary process of a Superintendent's Hearing.	
<b>Discipline Hearing -- Education</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Discrimination</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines. Will consider a wide array of discrimination cases, including based upon disability, immigration status, national origin, HIV status, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Discrimination</b>	<b>New York Civil Liberties Union -- Central New York Chapter</b>	The NYCLU provides a multiprong approach, including advocacy, legal advice, litigation, etc., to advance civil rights and liberties. For legal advice, potential clients must write a 1-2 page summary of civil liberty/right concern and send to agency by mail or e-mail.	(315) 471-2821, 499 S. Warren St., Ste 430, Syracuse NY 13202, <a href="mailto:cnyintake@nyclu.org">cnyintake@nyclu.org</a>
<b>Discrimination</b>	<b>NYS Division of Human Rights</b>	Agency handles discrimination complaints regarding employment, housing, public accommodations, education, credit, internships, etc. If someone feels they have been discriminated against they can file a complaint with the Division of Human Rights. Once a complaint is filed, the Division of Human Rights will investigate and may present the case in a public hearing. <a href="https://dhr.ny.gov/complaint">https://dhr.ny.gov/complaint</a>	(888) 392-3644 <a href="http://www.dhr.ny.gov">www.dhr.ny.gov</a> <a href="mailto:info@dhr.ny.gov">info@dhr.ny.gov</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Discrimination</b>	<b><i>Onondaga County Human Rights Commission</i></b>	The Human Rights Commission is Onondaga County's coordinator for its non-discrimination policies under Title VI of the federal Civil Rights Act and the Americans with Disabilities Act. If you feel that you have been wrongly denied access to Onondaga County's programs or services, or discriminated against by a county employee, you can contact the Human Rights Commission for information about the county's policies and complaint procedures. Also the	(315) 435-3565; Persons held at the Onondaga County Jail or Jamesville Correctional can make a free phone call to our office at (315) 435-3567; <a href="http://www.ongov.net/humanrights/">http://www.ongov.net/humanrights/</a>
<b>Discrimination- Access to places of public accommodation</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Discrimination- Access to places of public accommodation</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Federal Income Guidelines, Case by case review, Discrimination based on disability	(315) 443-4582, operates during the academic school year
<b>Discrimination - Access to State and Local Government Services</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Discrimination - Access to State and Local Government Services</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Federal Income Guidelines, Case by case review, Discrimination based on disability	(315) 443-4582, operates during the academic school year
<b>Discrimination - Based on a Disability</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Discrimination - Based on a Disability</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Discrimination - Based on a Disability</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Discrimination - Housing</b>	<b>CNY Fair Housing</b>	Investigates housing discrimination claims including rentals and home purchases, home financing, refinancing, predatory lending, and homeowner's insurance. Can provide free legal representation to those who have faced housing discrimination. Assists with reasonable accommodations and modifications for individuals and families. No income guidelines apply. Agency serves a fifteen-county region throughout Central and Northern New York including: Onondaga, Tompkins, Madison, Oneida, Oswego, Jefferson, Lewis, Montgomery, Albany, Chenango, Otsego, Cortland, Broome, Cayuga, and St. Lawrence Counties. No income guidelines apply.	(315) 471-0420 info@cnyfairhousing.org www.cnyfairhousing.org
<b>Discrimination - Housing</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines -- consider cases based upon mental disability, immigration status, and more.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Discrimination- LGBT status</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email lgbt@vlpcny.org
<b>Discrimination -Employment</b>	<b>Center for Community Alternatives</b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Discrimination -Employment</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines. Will consider a wide array of discrimination cases.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Discrimination -Employment</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email lgbt@vlpcny.org
<b>Discrimination -Employment</b>	<b>Syracuse University College of Law Clinical Program</b>	Federal Income Guidelines, Case by case review, Discrimination must be based on disability	(315) 443-4582, operates during the academic school year

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Discrimination -Illegal use of Criminal Records</b>	<b>Center for Community Alternatives</b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Discrimination -Illegal use of Criminal Records</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Dispute Resolution Services</b>	<b>Better Business Bureau of Upstate New York</b>	BBB works as a neutral third party between consumer and the business to come to a resolution. All complaints must be submitted in writing, either online through our official complaint form or via U.S Mail	716-276-3738
<b>Divorce</b>	<b>Do-It-Yourself (DIY) Forms, New York State Courts</b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Divorce- contested</b>	<b>Court Appointed Counsel</b>	Client must have: 1. Custody/ visitation issue OR 2, Have/need an order of protection OR 3, Have a motion of contempt against them. Federal Guidelines apply. Must request counsel from Judge at first appearance.	assigned by Court.
<b>Divorce- contested</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Assigned by the Supreme Court when custody is disputed (generally 125% Federal Poverty guidelines). If no children, then only accept in special cases such as domestic violence (up to 200% of federal poverty guidelines).	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Divorce- contested</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	Represent DV victims in contested divorces in all service counties except Onondaga (Cortland, Jefferson, Lewis, Oswego, Cayuga, Broome, Oneida, Madison, Otsego, Delaware, Cheango and Herkimer.	(877) 777-6152
<b>Divorce- contested</b>	<b>Legal Services of Central New York (LSCNY)</b>	Client must have HIV/ AIDS or cancer	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Divorce-contested</b>	<b>Vera House</b>	Agency provides legal representation and services to Domestic Violence and Sexual Violence survivors and their children by providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination	Crisis and Support Line: (315) 468-3260 Offices: (315) 425-0818
<b>Divorce-Uncontested</b>	<b>Hiscock Legal Aid Society (HLA)</b>	200% Federal Poverty Guidelines; If there are children, child custody and support orders must be in place; if there is any personal property, it must be not in dispute.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Divorce-Uncontested</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Uncontested divorces Only. Client must first contact Hiscock Legal Aid Society for representation (315) 422-8191. VLP only takes conflict cases. Income Guidelines Apply. If there are children, must already have family court orders of custody and support. Onondaga County only. 200% of federal poverty guidelines.	(315) 471-3409 or <a href="mailto:family@vlpcny.org">family@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Domestic Violence and Intimate Partner Violence</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Client must be the victim, Onondaga County Only, 200% Federal Income Guidelines, various issues related to abuse	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Domestic Violence and Intimate Partner Violence</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	Represent DV victims in contested divorces in all service counties except Onondaga (Cortland, Jefferson, Lewis, Oswego, Cayuga, Broome, Oneida, Madison, Otsego, Delaware, Cheango and Herkimer).	(877) 777-6152
<b>Domestic Violence and Intimate Partner Violence</b>	<b>Vera House with Legal Services of Central New York</b>	Direct representation to survivors of Domestic and Intimate Partner Violence. Vera House assists with Petitions for Orders of Protection. Agency also provides services to Domestic Violence and Sexual Violence survivors and their children by providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination.	Crisis and Support Line: (315) 468-3260 Offices: (315) 425-0818

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Domestic Violence and Intimate Partner Violence</b>	<b><i>Worker Justice Center of New York</i></b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020
<b>Driver's License Issues- Suspension/ Revocation</b>	<b><i>Department of Motor Vehicles</i></b>	The DMV can investigate fraud related to identity theft, as well as odometer and mileage fraud. The website is very helpful, providing instructions/forms relating to obtaining suspended or revoked licenses, how to pay traffic tickets, among other things.	1-800-698-2931 www.dmv.ny.gov
<b>Driver's License Issues- Suspension/ Revocation</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Roadblocks to Work initiative is looking at the barrier to employment caused by suspension of driver's licenses for unpaid fees and fines.	(877) 777-6152 or www.lscny.org/intake-form/

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Education/ Training Impediments</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Education/ Training Impediments</b>	<b>Center for Community Alternatives</b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Education/ Training Impediments</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines. Covers a wide array of issues including access to education, student discipline, school residence, bullying, rights of English Language Learners, and rights of juvenile inmates to education.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Elder Law Issues</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	60 or older, Will NOT handle real estate issues, Onondaga County Only	(877) 777-6152
<b>Elder Law Issues</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide advice, information and referrals for other elder law, trusts, estates and wills issues. 200% federal poverty guidelines.	(315) 471-3409 or <a href="mailto:elder@vlpcny.org">elder@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Elder Law Issues</b>	<b><i>Adult Protective Services</i></b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and HEAP, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or <a href="http://www.ongov.net/aps">www.ongov.net/aps</a>
<b>Elder Law Issues</b>	<b><i>Attorney General</i></b>	Client must call to report senior scams and other elder abuse issues.	(315) 448-4800 or (800)771-7755
<b>Elder Law Issues</b>	<b><i>Onondaga County Office for Aging</i></b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 <a href="http://ongov.net/aging">ongov.net/aging</a>
<b>Emergency Assistance</b>	<b><i>211CNY</i></b>	211, a free service, connects callers to critical health and human services in their community. Find the resources you need!  Our navigator will provide resources that could help you or your client. If you're unable to find a service, please dial 2-1-1 for assistance.	dial 211 when in CNY or (844) 245-1922 <a href="http://www.211cny.com">www.211cny.com</a>
<b>Emergency Assistance</b>	<b><i>Catholic Charities of Onondaga County</i></b>	Emergency Assistance and Food Pantry Over 2,400 families annually are assisted with prescription co-pays, clothing, utility payments, household storage, and more. Our downtown food pantry serves over 400 families every month.	Location: 264 E. Onondaga St., Syracuse. Contact: 315-475-3807. Please be prepared to leave a message. Someone will call you back as soon as possible. <a href="http://www.ccoc.org">www.ccoc.org</a>

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<b>Emergency Assistance</b>	<b>Salvation Army Syracuse Area Services</b>	Services are first geared toward meeting immediate/crisis needs, then focusing on developing longer-term solutions. Programs are available to assist disabled and non-disabled adults with food, housing related issues, health insurance, mental health case management and linkage to other mainstream community resources. People are provided with concrete assistance, referrals and advocacy to meet their needs. See website for phone numbers.	(315)475-1688
<b>Employment</b>	<b>Legal Services of Central New York (LSCNY)</b>	Representation in employment law matters (wages, hours, terms and conditions of employment, worker safety, employment discrimination, unemployment benefits, etc.). Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Employment</b>	<b>NYS Department of Labor</b>	Agency's mission is to protect workers, assist the unemployed and connect job seekers to jobs. Divisions of this agency include but are not limited to Division of Immigrant Policies and Affairs, Wage	(888) 469-7365 <a href="http://www.labor.ny.gov">www.labor.ny.gov</a>
<b>Employment</b>	<b>Worker Justice Center of New York</b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020
<b>Employment -Barriers (Examples: bad credit, driver's license issues, transportation issues...)</b>	<b>Center for Community Alternatives</b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Employment -Barriers (Examples: bad credit, driver's license issues, transportation issues...)</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Employment -Barriers</b> (Examples: bad credit, driver's license issues, transportation issues...)	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Helping those with criminal records correct RAP sheets and obtain Certificates of Relief from Disability & of Good Conduct. Program for Centerstate CEO Work Train participants.	Email newstart@vlpcny.org or call (315) 471-3409 to make an appointment.
<b>Employment -Discrimination</b>	<b>Center for Community Alternatives</b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Employment -Discrimination</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Employment -Discrimination</b>	<b>New York Civil Liberties Union -- Central New York Chapter</b>	The NYCLU provides a multiprong approach, including advocacy, legal advice, litigation, etc., to advance civil rights and liberties. For legal advice, potential clients must write a 1-2 page summary of civil liberty/right concern and send to agency by mail or e-mail.	(315) 471-2821, 499 S. Warren St., Ste 430, Syracuse NY 13202, <a href="mailto:cnyintake@nyclu.org">cnyintake@nyclu.org</a>
<b>Employment -Discrimination</b>	<b>NYS Division of Human Rights</b>	Agency handles discrimination complaints regarding employment, housing, public accommodations, education, credit, internships, etc. If someone feels they have been discriminated against they can file a complaint with the Division of Human Rights. Once a complaint is filed, the Division of Human Rights will investigate and may present the case in a public hearing. <a href="https://dhr.ny.gov/complaint">https://dhr.ny.gov/complaint</a>	(888) 392-3644 <a href="http://www.dhr.ny.gov">www.dhr.ny.gov</a> <a href="mailto:info@dhr.ny.gov">info@dhr.ny.gov</a>
<b>Employment -Discrimination</b>	<b>Onondaga County Human Rights Commission</b>	The Human Rights Commission is Onondaga County's coordinator for its non-discrimination policies under Title VI of the federal Civil Rights Act and the Americans with Disabilities Act. If you feel that you have been wrongly denied	(315) 435-3565

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Employment -Discrimination</b>	<b>Syracuse University College of Law Clinical Program</b>	Federal Income Guidelines, Case by case review, Discrimination must be based on disability	(315) 443-4582, operates during the academic school year
<b>Employment -Discrimination</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email <a href="mailto:lgbt@vlpcny.org">lgbt@vlpcny.org</a>
<b>Enrollment in School</b>	<b>Center for Community Alternatives</b>	CCA has various programs to support Syracuse City School District students and families who are facing disciplinary hearings, are returning from extended suspension, and more.	(315) 422-5638
<b>Enrollment in School</b>	<b>Legal Services of Central New York (LSCNY)</b>	Client must have residency issues. Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Evaluation -Education</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Eviction Defense</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Provides representation of tenants in eviction proceedings in Syracuse and East Syracuse. Also general advice and counsel regarding housing issues related to eviction, housing quality, codes violations, landlord harassment, and more. 200% Federal Income Guidelines.	(315) 471-3409 <a href="mailto:housing@vlpcny.org">housing@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Eviction Defense</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Eviction Defense</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	Facing eviction from any housing (private or publically subsidized) in Onondaga County outside of Syracuse. Income guidelines apply.	(877) 777-6152
<b>Eviction Defense</b>	<b>Legal Services of Central New York (LSCNY)</b>	Facing eviction from subsidized housing (for example, Section 8, public housing) in the City of Syracuse.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Eviction Defense</b>	<b>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</b>	Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat,rent,etc.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202
<b>Extradition</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Court Assignment, Onondaga County Only.	Assigned by court; call with questions 315-422-8191

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Fair Hearings</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Fair hearings of public benefits and other administrative issues.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Family Law</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	VLP Family Court Clinic: provides free assistance to low income clients preparing family court petitions and motions for custody, visitation and child support. Limited assistance only. 200% Federal Poverty Guidelines.	(315) 471-3409 or <a href="mailto:family@vlpcny.org">family@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Family Law</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Family Court Assignment, Onondaga County Only. Generally 125% of the poverty guidelines, though up to 200% in certain situation (such as when there is Domestic Violence).	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Family Law</b>	<b><i>Assigned Counsel Panel</i></b>	Any case regarding child custody or visitation, or child support when there is a risk of incarceration due to violation. Client must ask Judge to be assigned an attorney if they cannot afford to hire one. Income guidelines apply (Generally 125% of the federal poverty guidelines). Income verification is required.	Appointed by court
<b>Family Law</b>	<b><i>New Justice Services</i></b>	New Justice offers mediation as a free service for individuals in a dispute to reach a mutually satisfying agreement. Mediation is an informal problem solving meeting managed by a trained neutral mediator. Mediation is free, private, confidential, and voluntary. Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.	(315) 471-4676
<b>Family Offenses</b>		See Domestic Violence and Abuse section above.	
<b>Farmworker's rights</b>	<b><i>Workers' Center of Central New York</i></b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020
<b>Farmworker's rights</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	Farmworker's Law Project addresses a wide range of matters, and covers every county in New York	(877)777-6152

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Financial -Abuse</b>	<b>Adult Protective Services</b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and Heap, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or <a href="http://www.ongov.net/aps">www.ongov.net/aps</a>
<b>Financial -Abuse</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Financial -Investment Issues</b>	<b>NYS Division of Consumer Protection</b>	Consumer Helpline: Have a consumer complaint? Ripped off by a business? Want to learn how to avoid scams? Give us a call. Available Monday to Friday, from 8:30 a.m. to 4:30 p.m. To file a complaint online: <a href="http://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>	Consumer Helpline: (800) 697-1220 To file a complaint online: <a href="http://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>
<b>Food Stamps</b>	<b>Adult Protective Services</b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and Heap, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or <a href="http://www.ongov.net/aps">www.ongov.net/aps</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Food Stamps</b>	<b><i>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</i></b>	Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat, rent, etc.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202
<b>Food Stamps -- Fair Hearings</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Forced Medication</b>	<b><i>Mental Hygiene Legal Services</i></b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Foreclosure</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Assists homeowners facing foreclosure on personal residence only and tenants in properties being foreclosed, including tax foreclosures, in Onondaga, Oswego, Cortland and Cayuga Counties.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Foreclosure</b>	<b><i>Home Headquarters</i></b>	Organization offers foreclosure prevention workshops and counseling to help understand your options and avoid foreclosure. Once you attend a workshop, you can schedule a consultation with a foreclosure prevention counselor and a partner attorney who will review the situation and develop a personalized plan.	(315) 474-1939 <a href="http://www.homehq.org">www.homehq.org</a> <a href="mailto:info@homehq.org">info@homehq.org</a>
<b>Foreclosure</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Assists homeowners facing foreclosure on personal residence only and tenants in properties being foreclosed.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Foreclosure</b>	<b><i>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</i></b>	Agency provides help for those unable to work, unable to find a job or has a job that doesn't pay enough. TA may help with basic need expenses such as heat or rent and food. They may help with emergency assistance to stay in the home or for emergency relocation. Eligibility criteria apply.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Foster Care	<i>Family Court of Onondaga County</i>	Client can obtain forms at the clerk's office or online at <a href="http://www.courts.state.ny.us/forms/familycourt/index.shtml">www.courts.state.ny.us/forms/familycourt/index.shtml</a>	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Garnishment of Wages</b>	<b>Attorney General</b>	Client must call to complain about unlawful garnishment of wages.	(315) 448-4800 or (800)771-7755
<b>Garnishment of Wages</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	200% Federal Income Guidelines. VLP's debt program assists unrepresented debtors with filing answers, orders to show cause to vacate judgments, to fight debt lawsuits and default judgments.	(315) 471-3409 or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a> or <a href="mailto:debt@vlpcny.org">debt@vlpcny.org</a>
<b>Garnishment of Wages</b>	<b>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</b>	200% Federal Income Guidelines	(877) 777-6152
<b>Guardianship</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income guidelines. Several issues addressed such as: when client has mental disability, client has HIV/AIDS, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Guardianship</b>	<b>Mental Hygiene Legal Services</b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Guardianship</b>	<b>NYS Kinship Navigator</b>	The Kinship Navigator's helpline provides information, education, and referral to kinship caregivers or non-parents who are PROVIDING FULL TIME care of non-biological children. This can be relatives raising relative children or fictive kin (those with no blood relation) raising non-biological children. We provide information on financial assistance, understanding legal options, and referral to any available local resources.	877-454-6463 <a href="http://www.nysnavigator.org">www.nysnavigator.org</a> <a href="mailto:navigator@nysnavigator.org">navigator@nysnavigator.org</a>
<b>Guardianship</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Article 17-A guardianship assistance through Surrogate's Court Clinic. Guardianship of minor through Family Court Clinic. No assistance for Article 81 guardianship proceedings.	(315) 471-3409 or <a href="mailto:elder@vlpcny.org">elder@vlpcny.org</a> <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Guardianship 17-A	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Health Care (Access to)</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Advice, counsel, direct representation and community education re: accessing healthcare. Topics include: eligibility for or discontinuance of public health insurance (e.g. medicaid/medicare), and medical debt that should have been covered by public health.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Health Care Proxy</b>	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Health Care Proxy</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	Income guidelines for those under 60, no income guidelines for those 60+ in Onondaga, Chenango, Broome, Delaware, Herkimer, Madison and Otsego counties.	(877) 777-6152
<b>Health Care Proxy</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Health Care Proxy</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide	(315) 471-3409 or <a href="mailto:elder@vlpcny.org">elder@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Health Insurance</b>	<b><i>Attorney General</i></b>	Client must call	(800)428-9071
<b>Health Insurance</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Eligibility for Medicaid, Medicare, private insurance denials, subsidies, barrier to services due to language/disability, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Health Insurance</b>	<b><i>NYS Department of Financial Services</i></b>	If you suspect that insurance fraud has been committed, you should report it to DFS. The matter will be kept confidential. You can make a report via the Insurance Fraud Hotline, online, via mail, or via fax.	(800) 372-8369 <a href="http://www.dfs.ny.gov/complaints/report_fraud">www.dfs.ny.gov/complaints/report_fraud</a>
<b>Health Insurance-Medicare</b>	<b><i>Onondaga County Office for Aging</i></b>	FREE and Unbiased Information and Assistance With: Medicare Prescription Drug Plans, Medicare Advantage Plans, Medigap Supplemental Plans, EPIC - NYS Prescription Benefit for Seniors, Extra Help Low Income Subsidy and Medicare Savings Program.	(315) 435-2362 <a href="http://ongov.net/aging">ongov.net/aging</a>
<b>Healthcare-Access to Service Issues</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Eligibility for Medicaid, Medicare, private insurance denials, subsidies, barrier to services due to language/disability, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Home Health Care</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must have HIV/AIDS, Cancer, or existing mental disability.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Home Health Care</b>	<b><i>Onondaga County Office for Aging</i></b>	Expanded In-Home Services for the Elderly Program (EISEP). Sliding Scale Fee. In-home, non-medical care to help frail individuals age 60+. In-home assessments & personal care services. Respite/Social Adult Day Programs. Consumer Directed Options.	(315) 435-2362 <a href="http://ongov.net/aging">ongov.net/aging</a>
<b>Home Health Care</b>	<b><i>Onondaga County Veterans Service Agency</i></b>	To obtain funding, medical treatment or nursing home care for eligible veterans, their dependents or survivors which will enable them to continue their quality of life without resorting to Social Services funding. To provide information, assistance and advocacy for claimants in actions or claims against the Department of Veterans Affairs (VA) or state and local veterans-related entitlements.	(315) 435-3219
<b>Home Improvement Programs</b>	<b><i>Home Headquarters</i></b>	Organization offers Emergency Home Repair Loans & Grants, Home Improvement Loans requiring no equity, Purchase & Rehab loans, and other neighborhood/area specific programs. Applications can be found online at <a href="http://www.homehq.org">www.homehq.org</a> .	(315) 474-1939 <a href="http://www.homehq.org">www.homehq.org</a> <a href="mailto:info@homehq.org">info@homehq.org</a>
<b>Home Ownership Loans</b>	<b><i>CNY Fair Housing</i></b>	Investigates housing discrimination claims including rentals and home purchases, home financing, refinancing, predatory lending, and homeowner's insurance. Can provide free legal representation to those who have faced housing discrimination. Assists with reasonable accommodations and modifications for individuals and families. No income guidelines apply. Agency serves a fifteen-county region throughout Central and Northern New York including: Onondaga, Tompkins, Madison, Oneida, Oswego, Jefferson, Lewis, Montgomery, Albany, Chenango, Otsego, Cortland, Broome, Cayuga, and St. Lawrence Counties. No income guidelines apply.	(315) 471-0420 <a href="mailto:info@cnyfairhousing.org">info@cnyfairhousing.org</a> <a href="http://www.cnyfairhousing.org">www.cnyfairhousing.org</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Home Ownership Loans</b>	<b>Home Headquarters</b>	Organization offers homebuyer education, HUD certified housing and financial counseling, Down Payment and Closing Cost Assistance, and First Mortgages. A HomeBuyer Education Certificate is needed to participate in area lenders' Homebuyer Dream Program (formerly the First Home Club). Organization also offers purchase and rehab financing for small landlords and vacant property purchase and rehab financing for properties like LandBank properties.	(315) 474-1939 www.homehq.org info@homehq.org
<b>Home Ownership Loans</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines, Client must be facing mortgage scams, predatory lending or property flipping schemes	(877) 777-6152 or www.lscny.org/intake-form/
<b>Home Ownership Loans</b>	<b>NYS Division of Consumer Protection</b>	Consumer Helpline: Have a consumer complaint? Ripped off by a business? Want to learn how to avoid scams? Give us a call. Available Monday to Friday, from 8:30 a.m. to 4:30 p.m. To file a complaint online: dos.ny.gov/file-consumer-complaint	Consumer Helpline: (800) 697-1220 To file a complaint online: dos.ny.gov/file-consumer-complaint
<b>Home Repair Problems</b>	<b>Attorney General</b>	Client must call	(315) 448-4800 or (800)771-7755
<b>Home Repair Problems</b>	<b>Home Headquarters</b>	Organization offers Emergency Home Repair Loans & Grants, Home Improvement Loans requiring no equity, Purchase & Rehab loans, and other neighborhood/area specific programs.	(315) 474-1939 www.homehq.org info@homehq.org
<b>Home Repair Problems</b>	<b>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</b>	200% Federal Income Guidelines	(877) 777-6152
<b>Home Repair Problems</b>	<b>Onondaga County Office for Aging</b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 ongov.net/aging

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Home Repair Problems</b>	<b><i>SUN (Syracuse United Neighbors)</i></b>	Educate and assist homeowners in applying for rehab and weatherization funds to remove code violations on the city's southside, southwest, and near-neighborhoods. Applications go to Home Headquarters. File Senior State Property tax exemption + Disability Property Tax Exemption. File HEAP application for 60+ and disabled.	(315) 476-7475 sun@sunaction.org
<b>Homeless Rights</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Mental Health and Homelessness Advocacy Project provides representation on a wide range of legal issues including discrimination in housing, employment and public accommodations, discontinuance of benefits, and homelessness prevention.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Hospital -Appropriate Discharge</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
<b>Hospital -Appropriate Discharge</b>	<b><i>Mental Hygiene Legal Services</i></b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Housing</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Tenants Rights: Provides eviction defense and legal services to prevent eviction and defend the rights of tenants against landlord harassment, codes violations, and eviction. 200% Federal Income Guidelines.	(315) 471-3409 housing@vlpcny.org or www.vlpcny.org/intake
<b>Housing</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	Call (315) 422-8191 -- most intake being done by telephone or visit www.hlalaw.org/contact
<b>Housing</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
<b>Housing</b>	<b><i>Catholic Charities of Onondaga County</i></b>	Relocation Assistance We offer support for families and individuals who are homeless or in danger of becoming homeless in the city of Syracuse. The agency works with a range of community supporters and other organizations to help people find stable housing.	Location: 262 East Onondaga St., Syracuse, NY 13202 Information and referrals: 315-378-4054 www.ccoc.org

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Housing</b>	<b>Center for Community Alternatives</b>	a housing collaboration with Syracuse Housing Authority called Freedom Commons	
<b>Housing</b>	<b>Home Headquarters</b>	Organization works with first-time homebuyers to provide education and financial counseling. Agency offers foreclosure prevention and financial fitness. Home HeadQuarters builds new affordable homes and rehabilitates other homes, all for sale to first-time, low-income buyers. The agency also offers some rental housing.	(315) 474-1939 www.homehq.org info@homehq.org
<b>Housing</b>	<b>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</b>	Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat,rent,etc.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202
<b>Housing</b>	<b>Onondaga County Office for Aging</b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 ongov.net/aging
<b>Housing</b>	<b>Vera House</b>	Agency provides services to Domestic Violence and Sexual Violence survivors and their children by providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination.	Crisis and Support Line: (315) 468-3260 Offices: (315) 425-0818
<b>Housing - Code Violations</b>		<i>See Housing - habitability below.</i>	
<b>Housing - Habitability</b>	<b>Greater Syracuse Tenants Network, Inc.</b>	Represents the interests of low-income tenants throughout Central New York.	Phone: (315) 475-8092 info@SyracuseTenant.org  Telephone & E-mail only except by appointment.
<b>Housing - Habitability</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	Call (315) 422-8191 -- most intake being done by telephone or visit www.hlalaw.org/contact

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Housing - Habitability</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Water shutoffs, no heat, pest infestations, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Housing - Habitability</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Tenants Rights: Provides eviction defense and legal services to prevent eviction and defend the rights of tenants against landlord harassment, codes violations, and eviction. 200% Federal Income Guidelines.	(315) 471-3409 <a href="mailto:housing@vlpcny.org">housing@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Housing - Habitability &amp; Codes Violations</b>	<b><i>Division of Code Enforcement -- City of Syracuse</i></b>	Agency maintains the Housing and Property codes and enforces compliance with the Syracuse Zoning Ordinance. Contact to report housing code violations in the City of Syracuse.	(315) 448-8695 <a href="mailto:CodeEnforcement@SyrGov.net">CodeEnforcement@SyrGov.net</a>
<b>Housing -Accessibility</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Housing -Accessibility</b>	<b><i>CNY Fair Housing</i></b>	Investigates housing discrimination claims including rentals and home purchases, home financing, refinancing, predatory lending, and homeowner's insurance. Can provide free legal representation to those who have faced housing discrimination. Assists with reasonable accommodations and modifications for individuals and families. No income guidelines apply. Agency serves a fifteen-county region throughout Central and Northern New York including: Onondaga, Tompkins, Madison, Oneida, Oswego, Jefferson, Lewis, Montgomery, Albany, Chenango, Otsego, Cortland, Broome, Cayuga, and St. Lawrence Counties. No income guidelines apply.	(315) 471-0420 <a href="mailto:info@cnyfairhousing.org">info@cnyfairhousing.org</a> <a href="http://www.cnyfairhousing.org">www.cnyfairhousing.org</a>
<b>Housing -Accessibility</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Housing -Eviction</b>	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Housing -Eviction</b>		<i>See Eviction Defense in "E" section of table above for tenant resources.</i>	
<b>Housing -Finance (Real Estate Closing)</b>		<i>See Home Ownership Loans above.</i>	
<b>Housing -Foreclosure</b>		<i>See Foreclosure in "F" section of table.</i>	
<b>Housing-Discrimination</b>	<b><i>CNY Fair Housing</i></b>	Investigates housing discrimination claims including rentals and home purchases, home financing, refinancing, predatory lending, and homeowner's insurance. Can provide free legal representation to those who have faced housing discrimination. Assists with reasonable accommodations and modifications for individuals and families. No income guidelines apply. Agency serves a fifteen-county region throughout Central and Northern New York including: Onondaga, Tompkins, Madison, Oneida, Oswego, Jefferson, Lewis, Montgomery, Albany, Chenango, Otsego, Cortland, Broome, Cayuga, and St. Lawrence Counties. No income guidelines apply.	(315) 471-0420 info@cnyfairhousing.org www.cnyfairhousing.org
<b>Housing-Discrimination</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
<b>Housing-Discrimination</b>	<b><i>New York Civil Liberties Union -- Central New York Chapter</i></b>	The NYCLU provides a multiprong approach, including advocacy, legal advice, litigation, etc., to advance civil rights and liberties. For legal advice, potential clients must write a 1-2 page summary of civil liberty/right concern and send to agency by mail or e-mail.	(315) 471-2821, 499 S. Warren St., Ste 430, Syracuse NY 13202, cnyintake@nyclu.org

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Housing-Discrimination</b>	<b><i>NYS Division of Human Rights</i></b>	Agency handles discrimination complaints regarding employment, housing, public accommodations, education, credit, internships, etc. If someone feels they have been discriminated against they can file a complaint with the Division of Human Rights. Once a complaint is filed, the Division of Human Rights will investigate and may present the case in a public hearing. <a href="https://dhr.ny.gov/complaint">https://dhr.ny.gov/complaint</a>	(888) 392-3644 <a href="http://www.dhr.ny.gov">www.dhr.ny.gov</a> <a href="mailto:info@dhr.ny.gov">info@dhr.ny.gov</a>
<b>Housing-Discrimination</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email <a href="mailto:lgbt@vlpcny.org">lgbt@vlpcny.org</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Identity Theft</b>	<b>Attorney General</b>	Client must call	(315) 448-4800 or (800)771-7755
<b>Identity Theft</b>	<b>NYS Division of Consumer Protection</b>	Consumer Helpline: Have a consumer complaint? Ripped off by a business? Want to learn how to avoid scams? Give us a call. Available Monday to Friday, from 8:30 a.m. to 4:30 p.m. To file a complaint online: <a href="http://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>	Consumer Helpline: (800) 697-1220 To file a complaint online: <a href="http://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>
<b>Immigrants' Rights</b>	<b>Legal Services of Central New York (LSCNY)</b>	Not immigration law but other civil legal issues where a client's immigration status is preventing access to the basic necessities of life such as housing, income, employment, public benefits, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Immigrants' Rights</b>	<b>Worker Justice Center of New York</b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020
<b>Immigration</b>	<b>Catholic Charities of Onondaga County - Refugee Resettlement Services</b>	Provides immigration assistance with naturalization, family-based applications, and more. Resettlement services and support for those forced to leave their countries due to unsafe conditions. The program provides assistance with applying for jobs and registering for English language classes, locating translators, finding housing, and	315-474-7428 located at: 527 N. Salina St. Syracuse, NY 13208 <a href="http://www.ccoc.org">www.ccoc.org</a>
<b>Immigration</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Immigration Law legal assistance for 25 counties throughout Central New York. Assistance with a wide variety of immigration legal issues, including naturalization, family based, and other humanitarian relief. No employment-based immigration assistance.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Immigration</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Immigration Program covers 12 counties in a wide range of humanitarian and family-based immigration matters including naturalization, adjustment of status, temporary protected status, deportation defense, special immigrant juvenile status, family petitions, asylum, relief for victims of domestic violence or crimes, trafficking, and more.	(315) 471-3409 or <a href="mailto:immigration@vlpcny.org">immigration@vlpcny.org</a> <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Immigration</b>	<b>InterFaith Works</b>	The Center for New Americans provides English classes, employment preparation and immigration, medical case management, mental health services, cultural orientation, referrals and community navigation services. See the tabs above for more specific information about the programs, services and activities the Center for New Americans supports.	(315) 449-3552
<b>Immigration</b>	<b>ECBA Volunteer Lawyers Project</b>	The Immigration Project of the Erie County Bar Association Volunteer Lawyers Project provides representation to all immigrants detained in Batavia and for Western New York.	For more information telephone ECBA VLP's Immigration Line at (716) 847-0662 x 301
<b>Impartial Hearing (Special Education)</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Inclusion in School</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Incorporation of Small Business or Nonprofit</b>	<b>Syracuse University College of Law Clinical Program</b>	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
<b>Incorporation of Small Business or Nonprofit</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Legal Assistance to low-income entrepreneurs, small business owners, and small nonprofits, especially in the City of Syracuse.	(315) 471-3409 or <a href="mailto:business@vlpcny.org">business@vlpcny.org</a>
<b>Individualized Service Plan (ISP) for personas with intellectual disabilities mental retardation or developmental disabilities.</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Injury -At Work</b>	<b><i>Advocate for Injured Workers</i></b>	The Office of the Advocate for Injured Workers helps employees access their workers' compensation benefits – the lost wages and health care they need after a job-related injury or illness. The office helps workers get their benefits in the more complex and difficult claims. It also handles all fatality claims. Members of the office also perform public education providing information to interested groups to help workers understand and protect their rights in the workers' compensation system.	Email: <a href="mailto:advinwkr@wcb.ny.gov">advinwkr@wcb.ny.gov</a> Phone: (877) 632-4996
<b>Institutionalization</b>	<b><i>Mental Hygiene Legal Services</i></b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Institutionalization</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Institutionalization</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Insurance Matters</b>	<b><i>Attorney General</i></b>	Client must call	800-342-3736
<b>Insurance Matters</b>	<b><i>NYS Department of Financial Services</i></b>	If you suspect that insurance fraud has been committed, you should report it to DFS. The matter will be kept confidential. You can make a report via the Insurance Fraud Hotline, online, via mail, or via fax.	(800) 342-3736 <a href="http://www.dfs.ny.gov">www.dfs.ny.gov</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Intellectual Property (other than patent)</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
<b>Investment Issues</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Onondaga County Only, Federal income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Jail</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Jails project represents individuals incarcerated in local county correctional facilities in issues including solitary confinement, disability rights, adequate medical and mental health care, physical abuse, educational rights and due process violations.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Job Training Issues</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Job Training Issues</b>	<b><i>Center for Community Alternatives</i></b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Job Training Issues</b>	<b><i>NYS Department of Labor</i></b>	Agency's mission is to protect workers, assist the unemployed and connect job seekers to jobs. Divisions of this agency include but are not limited to Division of Immigrant Policies and Affairs, Wage Protection, Farmworkers, Unemployment Insurance Assistance.	(888) 469-7365 <a href="http://www.labor.ny.gov">www.labor.ny.gov</a>
<b>Juvenile - delinquency, PINS, emancipation</b>	<b><i>Family Court of Onondaga County</i></b>	Client can obtain forms at the clerk's office or online at <a href="http://www.courts.state.ny.us/forms/familycourt/index.shtml">www.courts.state.ny.us/forms/familycourt/index.shtml</a>	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
<b>Juvenile - delinquency, PINS, emancipation</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must not have disability issues, but residency issues, school initiated PINS proceedings or have been denied counsel. Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Juvenile Justice</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Juvenile justice practices focuses on representing juveniles while they are incarcerated at jails, juvenile detention facilities, or prisons.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Labor -Wages, Safety, Health</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Labor -Wages, Safety, Health</b>	<b>NYS Department of Labor</b>	Agency's mission is to protect workers, assist the unemployed and connect job seekers to jobs. Divisions of this agency include but are not limited to Division of Immigrant Policies and Affairs, Wage Protection, Farmworkers,	(888) 469-7365 <a href="http://dol.ny.gov/">dol.ny.gov/</a>
<b>Labor -Wages, Safety, Health</b>	<b>Worker Justice Center of New York</b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020
<b>Labor -Wages, Safety, Health</b>	<b>Workers' Center of Central New York</b>	Worker-led organizing around wages, safety and health in a variety of work settings.	(315) 218-5708 <a href="https://workerscny.org">https://workerscny.org</a>
<b>Landlord Representation</b>	<b>Lawyer Referral Service of the Onondaga County Bar Association</b>	Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.	(315) 471-2690 <a href="http://www.onbar.org/find-a-lawyer/">www.onbar.org/find-a-lawyer/</a>
<b>Landlord/Tenant</b>		<i>See listings under Eviction and Housing.</i>	
<b>LGBTQ Legal Issues</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	LGBT Rights Program provides legal help to members of the LGBT* community experiencing discrimination or harassment, or seeking birth certificate amendments or gender marker changes.	(315) 849-9234 or email <a href="mailto:lgbt@vlpcny.org">lgbt@vlpcny.org</a>
<b>License -Suspension/ Revocation</b>	<b>Department of Motor Vehicles</b>	The DMV can investigate fraud related to identity theft, as well as odometer and mileage fraud. The website is very helpful, providing instructions/forms relating to obtaining suspended or revoked licenses, how to pay traffic tickets, among other things.	1-800-698-2931 <a href="http://www.dmv.ny.gov">www.dmv.ny.gov</a>
<b>License -Suspension/ Revocation</b>	<b>Hiscock Legal Aid Society (HLA)</b>	Addressing issues when license suspension is caused by child support arrears.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>License -Suspension/ Revocation</b>	<b>Legal Services of Central New York (LSCNY)</b>	Addressing issues when license suspension prevents employment.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Living Will</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	Income guidelines for those under 60, no income guidelines for those 60+ in Onondaga, Chenango, Broome, Delaware, Herkimer, Madison and Otsego counties.	(877) 777-6152
<b>Living Will</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must have HIV/AIDS or Cancer	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Living Will</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide advice, information and referrals for other elder law, trusts, estates and wills issues. 200% federal poverty guidelines.	(315) 471-3409 or <a href="mailto:elder@vlpcny.org">elder@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>LLC Formation</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Legal Assistance to low-income entrepreneurs, small business owners, and small nonprofits, especially in the City of Syracuse.	(315) 471-3409 or <a href="mailto:business@vlpcny.org">business@vlpcny.org</a>
<b>Maintenance (Note: In Family Court Maintenance is referred to as Spousal Support)</b>		<i>See Spousal Support</i>	
<b>Matrimonial</b>		<i>See Divorce section</i>	
<b>Mediation Services</b>	<b><i>New Justice Services</i></b>	New Justice offers mediation as a free service for individuals in a dispute to reach a mutually satisfying agreement. Mediation is an informal problem solving meeting managed by a trained neutral mediator. Mediation is free, private, confidential, and voluntary. Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.	(315) 471-4676

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Mediation Services</b>	<b><i>Onondaga County Office for Aging</i></b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 ongov.net/aging
<b>Medicaid</b>	<b><i>Adult Protective Services</i></b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and HEAP, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or www.ongov.net/aps
<b>Medicaid</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic www.ariseinc.org/contact/
<b>Medicaid</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i></b>	200% Federal Income Guidelines	(877) 777-6152
<b>Medical Bills</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i></b>	200% Federal Income Guidelines	(877) 777-6152

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Medical Malpractice</b>	<b><i>Lawyer Referral Service of the Onondaga County Bar Association</i></b>	Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.	(315) 471-2690 www.onbar.org/find-a-lawyer/
<b>Medical Records</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must have HIV/AIDS or Cancer. Breach of confidentiality, access to medical records, accuracy of records, etc.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Medical Transportation</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
<b>Medical Transportation</b>	<b><i>Onondaga County Office for Aging</i></b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 ongov.net/aging
<b>Medicare</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Medicare</b>	<b><i>Onondaga County Office for Aging</i></b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 ongov.net/aging
<b>Medication -Forced</b>	<b><i>Mental Hygiene Legal Services</i></b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Mental Health</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Barriers to accessing services, discrimination, accommodations, etc.	(877) 777-6152 or www.lscny.org/intake-form/

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Mobile Home Owners</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	Client must own mobile home and received termination notice by landlord, eviction notice or 72 hour notice, 200% Federal Income Guidelines	(877) 777-6152
<b>Mortgages</b>		See listing for "Home Ownership Loans" in H section.	
<b>Mutual Fund Issues</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Onondaga County Only, Federal Income Guidelines, Case by case review, Government mortgage	(315) 443-4582, operates during the academic school year

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Name Change</b>	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Name Change</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Name Change</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	LGBT* Rights Program assists transgender and gender nonconforming individuals with name and gender marker changes.	(315) 849-9234 or email <a href="mailto:lgbt@vlpcny.org">lgbt@vlpcny.org</a>
<b>Naturalization</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Immigration Law legal assistance for 25 counties throughout Central New York. Assistance with a wide variety of immigration legal issues, including naturalization, family based, and other humanitarian relief. No employment-based immigration assistance.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Naturalization</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Immigration Program covers 12 counties in a wide range of humanitarian and family-based immigration matters including naturalization, adjustment of status, temporary protected status, deportation defense, special immigrant juvenile status, family petitions, asylum, relief for victims of domestic violence or crimes, trafficking, and more.	(315) 471-3409 or <a href="mailto:immigration@vlpcny.org">immigration@vlpcny.org</a> <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Naturalization</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	Income guidelines. Applicants affected by the 7-year time limit on SSI benefits for non-citizens who came to the US on or after 8/22/96	(877)777-6152
<b>New Americans</b>		See "Immigration" section	
<b>New York Connects</b>	<b><i>Onondaga County Office for Aging</i></b>	Information & Assistance On: Long-Term Care services & supports - any age and any payer source. Certified staff will provide options counseling to assist families in choosing appropriate, person-centered services.	(315) 435-2362 <a href="http://ongov.net/aging">ongov.net/aging</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Nonprofit Incorporation</b>	<b>Syracuse University College of Law Clinical Program</b>	Upstate New York, community development or other charitable mission, case by case basis	(315) 443-4582, operates during the academic school year
<b>Nonprofit Incorporation</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Volunteer attorneys provide professional legal services to charitable, religious, civic and educational organizations in matters designed predominantly to address the needs of poor persons. Contact to begin intake process. Small nonprofits only. Case by case review.	(315) 471-3409 or email <a href="mailto:business@vlpcny.org">business@vlpcny.org</a>
<b>Nonprofit Incorporation</b>	<b>Attorney General</b>	Website provides extensive information regarding how to become a not-for-profit or charity in NYS.	<a href="http://www.charitiesnys.com">www.charitiesnys.com</a>
<b>Nonprofit Incorporation</b>	<b>Better Business Bureau of Upstate New York</b>	Agency provides reports on businesses and information about nonprofit organizations, and helps resolve disputes with businesses through consultation, conciliation and arbitration. Reports and complaint forms are available online. Most services are free.	(800) 828-5000, <a href="http://www.bbb.org">www.bbb.org</a>
<b>Nonprofit Incorporation</b>	<b>Onondaga County Public Library</b>	Nonprofit Resource Center at Public Library is part of the Foundation Center's network of funding information centers. Print and online resources regarding all aspects of forming and managing a nonprofit.	(315) 435-1900 Located at the Galleries of Syracuse, 447 S. Salina St., Syracuse, NY 13202
<b>Nursing Home</b>	<b>Attorney General</b>	Client must call	
<b>Nursing Home</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Nursing Home</b>	<b>Onondaga County Veterans Service Agency</b>	To obtain funding, medical treatment or nursing home care for eligible veterans, their dependents or survivors which will enable them to continue their quality of life without resorting to Social Services funding. To provide information, assistance and advocacy for claimants in actions or claims against the Department of Veterans Affairs (VA) or state and local veterans-related entitlements.	(315) 435-3219
<b>Nursing Services at Home</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Nursing Services at Home</b>	<b><i>Onondaga County Office for Aging</i></b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 ongov.net/aging
<b>Nursing Services at Home</b>	<b><i>Onondaga County Veterans Service Agency</i></b>	To obtain funding, medical treatment or nursing home care for eligible veterans, their dependents or survivors which will enable them to continue their quality of life.	(315) 435-3219
<b>Nutrition Services</b>	<b><i>Onondaga County Office for Aging</i></b>	Nutrition Counseling & Education. County Dining Sites for age 60+. Home Delivered Meals. Senior Farmers Market Nutrition. Program & Coupons.	(315) 435-2362 ongov.net/aging

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Office for People with Developmental Disabilities (OPWDD)</b> <i>-Problems with Services</i>	<b><i>Mental Hygiene Legal Services</i></b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Office for People with Developmental Disabilities (OPWDD)</b> <i>-Problems with Services</i>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Order of Protection</b>		See Domestic Violence and Abuse section above.	
<b>Overpayment</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Recipient of SSI and/or SSD and issues. Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Parole</b>	<b><i>Center for Community Alternatives</i></b>	Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.	(315) 422-5638
<b>Parole</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Assigned counsel.	Assigned by court; call with questions 315-422-8191
<b>Paternity</b>	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Paternity</b>	<b><i>Family Court of Onondaga County</i></b>	Client can obtain forms at the clerk's office or online at <a href="http://www.courts.state.ny.us/forms/familycourt/index.shtml">www.courts.state.ny.us/forms/familycourt/index.shtml</a>	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
<b>Paternity</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Family Court Assignment, Onondaga County only, Respondents only. Generally 125% Federal Income Guidelines	Assigned by court; call with questions 315-422-8191
<b>Paternity</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	VLP Family Court Clinic: provides free assistance to low income clients preparing family court petitions and motions for custody, visitation and child support. Limited assistance only. 200% Federal Poverty Guidelines.	(315) 471-3409 or <a href="mailto:family@vlpcny.org">family@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>
<b>Paternity</b>		<i>See Family Law in this Table.</i>	
<b>Permanency Planning</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Permanency Planning - suggested edit: Information and Referral Services</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Personal Care</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Personal Care</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Personal Care</b>	<b>Onondaga County Office for Aging</b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 <a href="http://ongov.net/aging">ongov.net/aging</a>
<b>Personal Injury</b>	<b>Lawyer Referral Service of the Onondaga County Bar Association</b>	Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.	(315) 471-2690 <a href="http://www.onbar.org/find-a-lawyer/">www.onbar.org/find-a-lawyer/</a>
<b>Physical Restraint</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem. MUST be related to or affecting an existing mental disability	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Police Misconduct</b>	<b>Citizens Review Board (CRB) of City of Syracuse</b>	CRB works to provide public accountability over the powers exercised by members of the Syracuse Police Dept., preservation of the integrity of the Syracuse Police Dept., and a forum for citizen complaints regarding members of the Syracuse Police Dept. to be heard and reviewed fairly and impartially	(315) 448-8750 201 E. Washington St., Suite 705, Syracuse NY, 13202
<b>Police Misconduct</b>	<b>New York Civil Liberties Union -- Central New York Chapter</b>	The NYCLU provides a multiprong approach, including advocacy, legal advice, litigation, etc., to advance civil rights and liberties. For legal advice, potential clients must write a 1-2 page summary of civil liberty/right concern and send to agency by mail or e-mail.	(315) 471-2821, 499 S. Warren St., Ste 430, Syracuse NY 13202, <a href="mailto:cnyintake@nyclu.org">cnyintake@nyclu.org</a>
<b>Police Misconduct</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	LGBT* Rights program assists clients facing discrimination or Police Misconduct due to being LGBT.	(315) 849-9234 or email <a href="mailto:lgbt@vlpcny.org">lgbt@vlpcny.org</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Power of Attorney</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York</i></b>	Income guidelines for those under 60, no income guidelines for those 60+ in Onondaga, Chenango, Broome, Delaware, Herkimer, Madison and Otsego counties.; or Client must be a	(877) 777-6152
<b>Power of Attorney</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide advice, information and referrals for other elder law, trusts, estates and wills issues. 200% federal poverty guidelines.	(315) 471-3409 or elder@vlpcny.org or www.vlpcny.org/intake
<b>Presentations requested from services providers/ parent groups</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Presentations regarding any civil legal issue. Organization finds volunteer attorneys to present.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Presentations requested from services providers/ parent groups</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Presentations regarding any civil legal issue -- educating the community and services providers about legal rights.	(315) 471-3409 or email info@vlpcny.org
<b>Prisoners' Rights</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing physical or mental disability, or client faces discrimination due to language or national origin	(877) 777-6152 or www.lscny.org/intake-form/
<b>Prisoners' Rights</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Federal Income Guidelines, Case by case review, Disability Issues	(315) 443-4582, operates during the academic school year
<b>Prisoners' Rights</b>	<b><i>Prisoners' Legal Services</i></b>	Agency serves state prison inmates only. Client should write to: Prisoners' Legal Service Intake. PLSNY provide assistance and legal advice regarding prisoners' civil rights issues, family matters, immigration, mental health, education, reentry and more.	Write to: Prisoners' Legal Services 114 Prospect Street Ithaca, NY 14850 or for more information regarding services call (607) 273-2283
<b>Private Insurance Issues</b>	<b><i>NYS Department of Financial Services</i></b>	If you suspect that insurance fraud has been committed, you should report it to DFS. The matter will be kept confidential. You can make a report via the Insurance Fraud Hotline, online, via mail, or via fax.	(800) 342-3736 www.dfs.ny.gov

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Pro Bono Referrals for Representation</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	If person has very low income, has a serious civil legal matter that affects the essentials of their life, and no other legal aid provider is able to help then VLP will review the case and try to find a volunteer attorney who can help.	(315) 471-3409 or email <a href="mailto:info@vlpcny.org">info@vlpcny.org</a>
<b>Pro Se Assistance</b>	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/CourtHelp/DIY/">www.nycourts.gov/CourtHelp/DIY/</a>
<b>Pro Se Assistance</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Operates pro se assistance clinics in both Family Court and Surrogate's Court. Also provide assistance with pro se uncontested divorces. See Elder Law and Family Law listings.	(315) 471-3409 or <a href="mailto:info@vlpcny.org">info@vlpcny.org</a> for general info
<b>Property</b>	<b><i>Attorney General</i></b>	Client must call	
<b>Property</b>	<b><i>Home Headquarters</i></b>	Organization develops property through new construction, substantial rehabs, mixed use development, and other community uses. Home Headquarters is the main developer and financier for Land Bank properties in the city of Syracuse. The organization also offers the only non-profit realty in Central New York.	(315) 474-1939 <a href="http://www.homehq.org">www.homehq.org</a> <a href="mailto:info@homehq.org">info@homehq.org</a>
<b>Property</b>	<b><i>New Justice Services</i></b>	New Justice offers mediation as a free service for individuals in a dispute to reach a mutually satisfying agreement. Mediation is an informal problem solving meeting managed by a trained neutral mediator. Mediation is free, private, confidential, and voluntary. Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.	(315) 471-4676
<b>Psychiatric Institution Care, treatment, abuse, neglect</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Psychiatric Institution Care, treatment, abuse, neglect</b>	<b><i>Mental Hygiene Legal Services</i></b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Psychiatric Institution Care, treatment, abuse, neglect (suggested edit: outpatient mental health clinic)</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Public Assistance</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Public Assistance</b>	<b><i>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</i></b>	Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat, rent, etc.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202
<b>Public Benefits - General</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Reduction, suspension, overpayments, discontinuance, recoupment of public benefits (for example: Safety Net, Emergency Assistance, SNAP, HEAP, Child Care, Shelter); investigation and administrative disqualification hearings relating to intentional program violation allegations.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Public Health Insurance Programs</b>	<b><i>Attorney General</i></b>	Client must call	(315) 448-4800 or (800) 771-7755
<b>Public Health Insurance Programs</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
QDROs (Qualified Domestic Relations Orders)	<b><i>Lawyer Referral Service of the Onondaga County Bar Association</i></b>	Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.	(315) 471-2690 <a href="http://www.onbar.org/find-a-lawyer/">www.onbar.org/find-a-lawyer/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Real Estate Closing</b>		See "Home Ownership Loans" in H section.	
<b>Reasonable Accommodations</b>	<b>CNY Fair Housing</b>	Investigates housing discrimination claims including rentals and home purchases, home financing, refinancing, predatory lending, and homeowner's insurance. Can provide free legal representation to those who have faced housing discrimination. Assists with reasonable accommodations and modifications for individuals and families. No income guidelines apply. Agency serves a fifteen-county region throughout Central and Northern New York including: Onondaga, Tompkins, Madison, Oneida, Oswego, Jefferson, Lewis, Montgomery, Albany, Chenango, Otsego, Cortland, Broome, Cayuga, and St. Lawrence Counties. No income guidelines apply.	(315) 471-0420 info@cnyfairhousing.org www.cnyfairhousing.org
<b>Reasonable Accommodations</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing mental or physical disability	(877) 777-6152 or www.lscny.org/intake-form/
<b>Reasonable Accommodations</b>	<b>Syracuse University College of Law Clinical Program</b>	Federal Income Guidelines, Case by case review.	(315) 443-4582, operates during the academic school year
<b>Recovery</b>	<b>Center for Community Alternatives</b>	The Centers are peer-led and peer-driven services, offering programs and support groups with a primary focus on formerly incarcerated people with a history of substance use disorders.	(315) 422-5638
<b>Representation by a Private Practice Attorney</b>	<b>Lawyer Referral Service of the Onondaga County Bar Association</b>	Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.	(315) 471-2690 www.onbar.org/find-a-lawyer/
<b>Representation -Denial</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines. Client denied access to assigned counsel due to income and/or resources.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Residency Issues</b>	<b>Legal Services of Central New York (LSCNY)</b>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Restraint -Physical</b>	<b>Legal Services of Central New York (LSCNY)</b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Safe Deposit Box</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide advice, information and referrals for other elder law, trusts, estates and wills issues. 200% federal poverty guidelines.	(315) 471-3409 or elder@vlpcny.org or www.vlpcny.org/intake
<b>School - Discipline</b>	<b><i>Center for Community Alternatives</i></b>	CCA has various programs to support Syracuse City School District students and families who are facing disciplinary hearings, are returning from extended suspension, and more.	(315) 422-5638
<b>School - Discipline</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
<b>School -Denial</b>	<b><i>Center for Community Alternatives</i></b>	CCA has various programs to support Syracuse City School District students and families who are facing disciplinary hearings, are returning from extended suspension, and more.	(315) 422-5638
<b>School -Denial</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Student faces discrimination due to national origin or race.	(877) 777-6152 or www.lscny.org/intake-form/
<b>School -Enrollment</b>	<b><i>Center for Community Alternatives</i></b>	CCA has various programs to support Syracuse City School District students and families who are facing disciplinary hearings, are returning from extended suspension, and more.	(315) 422-5638
<b>School -Enrollment</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Residency disputes. Student faces discrimination due to national origin or race.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Security Deposit -- Rent</b>	<b><i>Attorney General</i></b>	Offers a mediation program for when a landlord has failed to return the rent security when the tenant moves out. Client must complete Rent Security Complaint Form, which is available in Tab 3.	(315) 448-4800 or (800)771-7755
<b>Security Deposit -- Rent</b>		<i>Also see Small Claims Court listings below for other options to seek return of rent security deposit.</i>	
<b>Self Help Assistance (Pro Se Assistance)</b>	<b><i>5th Judicial District Helpline</i></b>	Answers questions about Court Procedures and Proceedings in the 5th Judicial District, which includes the counties of Oneida, Onondaga, Jefferson, Oswego, Herkimer and Lewis	(315) 671-4699

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Self Help Assistance (Pro Se Assistance)</b>	<b>Ask A Librarian -- NY Courts</b>	Provides assistance researching a reference question posed by the public. Provides copies of article, bill jacket, statute, case opinion or other library material from the Unified Court System Law Library Collection.	askalawlibrarian.nycourts.gov or text line only: (518) 282-0175
<b>Self Help Assistance (Pro Se Assistance)</b>	<b>Supreme Court Law Library-- Onondaga County Courthouse</b>	No legal advice provided, but legal packets available and five public access computers for online research in Lexis, Westlaw are available for research assistance. Two public paid copiers available.	(315) 671-1151, Onondaga County Courthouse 401 Montgomery Street, 5th Floor Syracuse, NY 13202
<b>Senior Citizens</b>	<b>Adult Protective Services</b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and HEAP, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or www.ongov.net/aps
<b>Senior Citizens</b>	<b>Attorney General</b>	Client must call	(315) 448-4800 or (800)771-7755
<b>Senior Citizens</b>	<b>Catholic Charities of Onondaga County</b>	We work with adults age 60 and older to assist them to remain safely and comfortably in their homes for as long as possible. Services include transportation, in-home assistance, minor household repairs with the Project Fix program, community programs, help with finances, and more. Elderly services also coordinates a volunteer program for people 55 and older.	315-424-1810 www.ccoc.org
<b>Senior Citizens</b>	<b>Legal Aid Society of Mid-New York (LASMNY)</b>	60 or older, Onondaga County Only	(877) 777-6152

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Senior Citizens</b>	<b><i>Onondaga County Office for Aging</i></b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 ongov.net/aging
<b>Senior Citizens</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide advice, information and referrals for other elder law, trusts, estates and wills issues. 200% federal poverty guidelines.	(315) 471-3409 or elder@vlpcny.org or www.vlpcny.org/intake
<b>Service Providers -Problems With</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
<b>Services -Access to</b>	<b><i>Onondaga County Veterans Service Agency</i></b>	To obtain funding, medical treatment or nursing home care for eligible veterans, their dependents or survivors which will enable them to continue their quality of life without resorting to Social Services funding. To provide information, assistance and advocacy for claimants in actions or claims against the	(315) 435-3219
<b>Services -Access to Adaptive Design</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic www.ariseinc.org/contact/

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Services -Access to better neighborhood</b>	<b><i>SUN (Syracuse United Neighbors)</i></b>	Organize residents on the city's southside, southwest and near-westside to fight for better neighborhoods. They fight in the area of parks, streets, anticrime initiatives and housing. Their role is to organize neighbors to fight for better neighborhoods. Current issues: fight National Grid rate hike, educate homeowners around flood insurance, Onondaga Creek restoration and flood prevention, improvements to Harbor Brook Channel, lobby for funding of surveillance cameras, report illegal drug dealing, funding for Blodgett School renovations, pressure problem corner stores that allow illegal drug, litter, noise and loitering, etc. SUN is a membership advocacy organization.	(315) 476-7475 sun@sunaction.org
<b>Sharp Project</b>	<b><i>Onondaga County Office for Aging</i></b>	Assists adults, 55 years of age and older with counseling and community based services that promote physical and emotional well-being. Care Management. Aging Services. Mental Health Services and Substance Use Counseling	(315) 435-2362 ongov.net/aging
<b>Skilled Nursing Facility -Appropriate Discharge</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic www.ariseinc.org/contact/
<b>Small Business</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Legal Assistance to low-income entrepreneurs and small business owners, especially in the City of Syracuse.	(315) 471-3409 or business@vlpcny.org
<b>Small Claims Court</b>	<b><i>New York Public Interest Research Group (NYPIRG)</i></b>	NYPIRG's Small Claims Court Action Center provides practical and procedural non-legal advice related to the Small Claims Court. Services offered include dispute resolution tips and information on how to navigate New York's small claims system at each step, from assistance before a case is filed, to court preparation, to judgment collection.	800-566-5020 Small Claims Court Action Center hotline

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Small Claims Court</b>	<b><i>Small Claims Court</i></b>	Small Claims Court is a special part of the court where you can sue for money without a lawyer. New York Courts provide a full Guide to Small Claim in the NYS City, Town and Village Courts online. nycourts.gov/courthelp/Smallclaims/	Syracuse City Court is located at 505 S. State Street Syracuse, NY 13202 (315) 671-2700
<b>Small Estate</b>	<b><i>Do-It-Yourself (DIY) Forms, New York State Courts</i></b>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	<a href="http://www.nycourts.gov/Courthelp/DIY/">www.nycourts.gov/Courthelp/DIY/</a>
<b>Small Estate</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide advice, information and referrals for other elder law, trusts, estates and wills issues. 200% federal poverty guidelines.	(315) 471-3409 or elder@vlpcny.org or www.vlpcny.org/intake
<b>Social Security (SSI/SSD)</b>	<b><i>Legal Aid Society of Mid-New York (LASMNY)</i></b>	Adult or child seeking SSI, 200% Federal Income Guidelines. Also appeals of denials or terminations.	(877) 777-6152
<b>Social Security (SSI/SSD)</b>	<b><i>Onondaga County - Department of Social Services – Economic Security</i></b>	Agency assists people on temporary assistance in qualifying for SSI, SSD, and SNAP. Help with home energy assistance program. They help applicants fill out applications and obtain medical evaluations. This Unit works closely with Legal Aid Society of Mid NY to appeal adverse decisions.	(315) 435-2700 (follow automated prompts)

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Social Security (SSI/SSD)</b>	<b>Adult Protective Services</b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and HEAP, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or <a href="http://www.ongov.net/aps">www.ongov.net/aps</a>
<b>Social Security (SSI/SSD)</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Speakers -Requested from service providers/parent groups</b>		See " <i>Presentations</i> " above.	
<b>Spousal Support</b>	<b>Family Court of Onondaga County</b>	Client can obtain forms at the clerk's office or online at <a href="http://www.courts.state.ny.us/forms/familycourt/index.shtml">www.courts.state.ny.us/forms/familycourt/index.shtml</a>	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
<b>Spousal Support</b>	<b>Hiscock Legal Aid Society (HLA)</b>	In relation to a divorce or domestic violence matter, Onondaga County only, 200% Federal Income Guidelines (higher on case by case basis if domestic violence)	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Standby Guardianship</b>	<b>Legal Services of Central New York (LSCNY)</b>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Stock Investments</b>	<b><i>NYS Division of Consumer Protection</i></b>	Consumer Helpline: Have a consumer complaint? Ripped off by a business? Want to learn how to avoid scams? Give us a call. Available Monday to Friday, from 8:30 a.m. to 4:30 p.m. To file a complaint online: <a href="https://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>	Consumer Helpline: (800) 697-1220 To file a complaint online: <a href="https://dos.ny.gov/file-consumer-complaint">dos.ny.gov/file-consumer-complaint</a>
<b>Stock Investments</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	Onondaga County Only, Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
<b>Superintendent Disciplinary Hearing</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Supplemental Needs Trust</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Suspension from School</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Tax Issues</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	250% Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
<b>Tenants' Rights</b>	<b><i>Greater Syracuse Tenants Network, Inc.</i></b>	Represents the interests of low-income tenants throughout Central New York.	Phone: (315) 475-8092 info@SyracuseTenant.org  Telephone & E-mail only except by appointment.
<b>Tenants' Rights</b>	<b><i>Syracuse Tenants Union</i></b>	Plays a supportive role to tenants in their need of knowledge about Tenant Rights, Code enforcement, preventative steps they can do to avoid eviction, and much more.	(315) 308-0130 syracusetenantsunion@gmail.com
<b>Tenants' Rights</b>	<b><i>Volunteer Lawyers Project of CNY, Inc.</i></b>	Tenants Rights: Provides eviction defense and legal services to prevent eviction and defend the rights of tenants against landlord harassment, codes violations, and eviction. 200% Federal Income Guidelines.	(315) 471-3409 housing@vlpcny.org or www.vlpcny.org/intake
<b>Tenants' Rights</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	Call (315) 422-8191 -- most intake being done by telephone or visit www.hlalaw.org/contact
<b>Tenants' Rights</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
<b>Termination of Parental Rights</b>	<b><i>Court Appointed Counsel</i></b>	Court will assign counsel for parents and a Law Guardian for the child.	assigned by Court.
<b>Termination of Parental Rights</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	Assigned by Family Court, Onondaga County Only. Income guidelines subject to court guidance.	Assigned by court; call with questions 315-422-8191
<b>Termination of Parental Rights</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Client must have HIV/AIDS	(877) 777-6152 or www.lscny.org/intake-form/
<b>Traffic Issues</b>	<b><i>Department of Motor Vehicles</i></b>	The DMV can investigate fraud related to identity theft, as well as odometer and mileage fraud. The website is very helpful, providing instructions/forms relating to obtaining suspended or revoked licenses, how to pay traffic tickets, among other things.	1-800-698-2931 www.dmv.ny.gov

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Traffic Issues</b>	<b><i>Lawyer Referral Service of the Onondaga County Bar Association</i></b>	Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.	(315) 471-2690 www.onbar.org/find-a-lawyer/
<b>Training Programs -Discrimination</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic www.ariseinc.org/contact/
<b>Training Programs -Discrimination</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/
<b>Transition Services for Special Education</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
<b>Transportation</b>	<b><i>Department of Motor Vehicles</i></b>	The DMV can investigate fraud related to identity theft, as well as odometer and mileage fraud. The website is very helpful, providing instructions/forms relating to obtaining suspended or revoked licenses, how to pay traffic tickets, among other things.	1-800-698-2931 www.dmv.ny.gov
<b>Transportation</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Legal problem MUST be related to or affecting an existing physical or mental disability; or Recipient of SSI and/or SSD and issue interferes with employment	(877) 777-6152 or www.lscny.org/intake-form/
<b>Transportation (suggested edit: Residents' Rights-Long Term Care Ombudsman)</b>	<b><i>ARISE</i></b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic www.ariseinc.org/contact/
<b>Treatment -- Access to</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Treatment -- Access to Recreation</b>	<b>ARISE</b>	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living programs, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.	(315) 472-3171 Main Office. (315) 671-2964 Mental Health Clinic <a href="http://www.ariseinc.org/contact/">www.ariseinc.org/contact/</a>
<b>Treatment -Inappropriate</b>	<b>Legal Services of Central New York (LSCNY)</b>	Client must have HIV/AIDS	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Treatment -Inappropriate</b>	<b>Mental Hygiene Legal Services</b>	MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.	(315) 401-3350
<b>Trusts</b>	<b>Legal Services of Central New York (LSCNY)</b>	Client must have HIV/AIDS or Cancer	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Trusts</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Free assistance preparing petitions for 17-A Guardianship, Safe Deposit Box, and Small Estates. Assist with completion of Health Care Proxy and Power of Attorney forms. Also provide advice, information and referrals for other elder law, trusts, estates and wills issues. 200% federal poverty guidelines.	(315) 471-3409 or <a href="mailto:elder@vlpcny.org">elder@vlpcny.org</a> or <a href="http://www.vlpcny.org/intake">www.vlpcny.org/intake</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Unemployment Insurance Benefits</b>	<b><i>Hiscock Legal Aid Society (HLA)</i></b>	200% Federal Income Guidelines, Central New York residents only, advice and hearing representation.	Call (315) 422-8191 -- most intake being done by telephone or visit <a href="http://www.hlalaw.org/contact">www.hlalaw.org/contact</a>
<b>Unemployment Insurance Benefits</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Serves all 13 counties in CNY.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Unemployment Insurance Benefits</b>	<b><i>NYS Department of Labor</i></b>	Agency's mission is to protect workers, assist the unemployed and connect job seekers to jobs. Divisions of this agency include but are not limited to Division of Immigrant Policies and Affairs, Wage Protection, Farmworkers, Unemployment Insurance Assistance.	(888) 469-7365 <a href="http://dol.ny.gov/">dol.ny.gov/</a>
<b>Unemployment Insurance Benefits</b>	<b><i>Worker Justice Center of New York</i></b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020
<b>Utilities Issues</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Utilities Issues</b>	<b><i>Onondaga County Office for Aging</i></b>	Agency has various programs helping the senior community (age 60 or over) including but not limited to, transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has Caregiver support services, including Caregiver mediation.	(315) 435-2362 <a href="http://ongov.net/aging">ongov.net/aging</a>

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Utilities Issues -Involving HEAP and/or Utility Assistance Funds</b>	<b>Adult Protective Services</b>	Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and Heap, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.	(315) 435-2815 or <a href="http://www.ongov.net/aps">www.ongov.net/aps</a>
<b>Utilities Issues -Involving HEAP and/or Utility Assistance Funds</b>	<b>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</b>	Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat,rent,etc.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Veterans Issues</b>	<b><i>Catholic Charities of Onondaga County</i></b>	Supportive Services for Veteran Families This program helps find stable housing for low-income veteran families who are homeless or at risk of becoming homeless.	Location: 262 East Onondaga St., Syracuse, NY 13202 Information and referrals: 315-558-4387 or email SSVF@ccoc.us www.ccoc.org
<b>Veterans Issues</b>	<b><i>NYS Division of Veterans Affairs</i></b>	Represents Veterans, Service Members, and their immediate families free of charge in claims and appeals for federal, state, and local Veterans' benefits. Statewide network of Veterans Benefits Advisors, all of whom are Veterans themselves and all of whom are accredited by the U.S. Department of Veterans Affairs to represent claimants and appellants in claims for disability compensation, non-service-connected pension, education benefits, survivors' benefits, and more. Appointments with Veterans Benefits Advisors can take place in-person or virtually.	(315) 428-4046, 1-888-838-7697 State Office Bldg., Rm 430, 333 E. Washington St., Syracuse, NY 13202, <a href="http://veterans.ny.gov">http://veterans.ny.gov</a>
<b>Veterans Issues</b>	<b><i>Onondaga County Veterans Service Agency</i></b>	To obtain funding, medical treatment or nursing home care for eligible veterans, their dependents or survivors which will enable them to continue their quality of life without resorting to Social Services funding. To provide information, assistance and advocacy for claimants in actions or claims against the Department of Veterans Affairs (VA) or state and local veterans-related entitlements.	(315) 435-3219
<b>Veterans Issues</b>	<b><i>Supportive Services for Veteran Families (SSVF) of the Salvation Army</i></b>	Individuals and families where a member of their household has served at least one day on active duty with anything other than a dishonorable discharge, and is homeless or housing vulnerable. Short-term, intensive case management to increase housing stability and supports. Some financial assistance may be available.	(315) 479-1136
<b>Veterans Issues</b>	<b><i>Syracuse University College of Law Clinical Program</i></b>	The clinic assists with VA claims, represents clients in VA Claim appeals, and helps veterans in upgrading discharges.	(315) 443-4582, operates during the academic school year

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Veterans Issues</b>	<b>Syracuse Vet Center</b>	Vet Centers provide readjustment counseling and outreach services to all veterans who served in any combat zone. Services are also available for their family members for military related issues. Agency also provides counseling for military sexual trauma survivors. Veterans have earned these benefits through their service, and all are provided at no cost to the veteran or family.	(315) 478-7127 109 Pine St., Suite 101, Syracuse NY 13210
<b>Veterans Issues</b>	<b>Volunteer Lawyers Project of CNY, Inc.</b>	Operates a free legal clinic for veterans and active military service members the first Wednesday of every month from 6 - 7:30pm. Gives advice, information and referrals, and when possible pro bono referrals.	Located at the Vet Center, 109 Pine Street, Suite 101, Syracuse, NY 13210. Call (315) 478-7127 for more info or to make an appointment.
<b>Veterans Issues--disability claims and appeals</b>	<b>Syracuse University College of Law Clinical Program</b>	The clinic assists with VA claims, represents clients in VA Claim appeals, and helps veterans in upgrading discharges.	(315) 443-4582, operates during the academic school year
<b>Veterans Issues--disability claims and appeals</b>	<b>U.S. Dept. of Veterans Affairs -- Board of Veterans Appeals</b>	Agency the processes appeals from veterans disability and benefits decisions. A pamphlet explaining how to appeal is available on their website.	<a href="http://www.bva.va.gov">www.bva.va.gov</a>
<b>Veterans' Issues--disability claims and appeals</b>	<b>Onondaga County Veterans Service Agency</b>	Local accredited Veteran Service and Benefits Representative	(315) 435-3219
<b>Veterans Issues--re-employment rights</b>	<b>Employer Support of the Guard and Reserve (ESGR)</b>	ESGR Representative helps with USERRA questions. Local ombudsman helps resolve complaints of USERRA violations. If unable to resolve, issue is referred to U.S. Dept. of Labor.	518-786-0389 or email daisy.g.smith7.ctr@mail.mil
<b>Veterans Issues--re-employment rights</b>	<b>U.S. Dept. of Labor</b>	The U.S. Department of Labor's Veterans' Employment and Training Service (VETS) is responsible for administering, interpreting, and enforcing the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), 38 U.S.C. 4301-4335.	1-866-487-2365 <a href="http://www.dol.gov/vets">www.dol.gov/vets</a>
<b>Victim's Rights</b>	<b>NYS Office of Victim Services</b>	Agency provides direct services to victims of crime, including compensation for crime related expenses, reimbursement for forensic rape/ sexual assault examinations and advocacy for innocent victim's rights. Education and	1-800-247-8035 ovs.ny.gov

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Victim's Rights	<i>Vera House</i>	Agency provides services to Domestic Violence and Sexual Violence survivors and their children by providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination.	Crisis and Support Line: (315) 468-3260 Offices: (315) 425-0818
Visitation		See " <i>Custody</i> " in this reference table.	

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<b>Legal Issue</b>	<b>Agency</b>	<b>Eligibility Criteria / Description of Services</b>	<b>Contact Information</b>
<b>Wages</b>	<b><i>Legal Services of Central New York (LSCNY)</i></b>	Income Guidelines. Wage theft, employers rights, etc.	(877) 777-6152 or <a href="http://www.lscny.org/intake-form/">www.lscny.org/intake-form/</a>
<b>Wages</b>	<b><i>NYS Department of Labor</i></b>	Labor Standards Division -- For questions regarding legal rights regarding wage and hour.	(888) 469-7365 <a href="http://dol.ny.gov/">dol.ny.gov/</a>
<b>Wages</b>	<b><i>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</i></b>	Temporary Assistance (TA) offers temporary help for needy men, women and children while they work towards self-sufficiency. If you are unable to work, can't find a job, or your job does not pay enough to meet your basic living needs, TA may be able to help you with basic need expenses such as heat,rent,etc.	(315) 435-2700 Civic Center, 2nd Fl. 421 Montgomery Street Syracuse, NY 13202
<b>Wages</b>	<b><i>Worker Justice Center of New York</i></b>	Agency serves low wage workers, including migrant and seasonal agricultural workers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.	(800) 724-7020

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## ORGANIZATION/AGENCY CONTACT INFORMATION

<p><b>Adult Protective Services</b></p> <p>Civic Center, 5th Floor 421 Montgomery Street Syracuse, NY 13202 P: (315) 435-2815 F: 315-435-2801</p>	<p>Adult Protective Services (APS) is a state-mandated service provided by every county with the goal of keeping vulnerable adults (persons 18 years of age and older) safely residing in the community or in the least restrictive alternative. Workers can assist individuals and families in applying for such benefits as Medicaid, SSI, SNAP, and HEAP, as well as referring for Medicare, legal interventions, and other services. Eligibility - (1) The client has a physical or mental impairment, (2) The client has an essential unmet need and is at risk of harm and (3) There is no one willing or able to assist responsibly.</p> <p><a href="http://www.ongov.net/aps">www.ongov.net/aps</a></p>
<p><b>Advocate for Injured Workers - Workers' Compensation</b></p> <p>935 James St. Syracuse, NY 13203 P: (877) 632-4996 P2: (800) 580-6665 F: 518-486-7510</p>	<p>The Office of the Advocate for Injured Workers helps employees access their workers' compensation benefits – the lost wages and health care they need after a job-related injury or illness. The office helps workers get their benefits in the more complex and difficult claims. It also handles all fatality claims. Members of the office also perform public education providing information to interested groups to help workers understand and protect their rights in the workers' compensation system.</p> <p><a href="http://www.wcb.ny.gov/content/main/Workers/WhatIsAdvocateInjuredWorkers.jsp">http://www.wcb.ny.gov/content/main/Workers/WhatIsAdvocateInjuredWorkers.jsp</a></p>
<p><b>ARISE</b> 635 James Street Syracuse, NY 13203 P: (315) 472-3171 F: 315-472-9252</p>	<p>Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy, independent living, housing services, employment services, mental health, recreation services and support groups. Each program has certain intake procedures and eligibility criteria.</p> <p><a href="http://www.ariseinc.org">www.ariseinc.org</a></p>
<p><b>Assigned Counsel Panel -- Onondaga County</b> State Tower Building 109 S. Warren Street Syracuse, NY 13202 P: 315-476-2921 F: 315-476-0576</p>	<p>Client must ask Judge to be assigned an attorney if they cannot afford to hire one. Income guidelines apply.</p> <p><a href="https://www.ocbaacp.org/contact-us/">https://www.ocbaacp.org/contact-us/</a></p>
<p><b>Attorney General's Office</b> 300 South State St Suite 300 Syracuse, NY 13202 P: 315-448-4800 F: (315) 448-4899</p>	<p>The Attorney General's Office assists with various areas including: consumer related issues, elder issues, medical fraud and corrupt government agencies. Clients should be advised to make a complaint with this office, as well as referred to other agencies listed in the table. The Attorney General's Office is more likely to take action when various complaints are filed against the same organization or company.</p> <p><a href="http://www.ag.ny.gov/syracuse-regional-office">www.ag.ny.gov/syracuse-regional-office</a></p>

## ORGANIZATION/AGENCY CONTACT INFORMATION

<p><b>Attorney Grievance Committee (Fifth Judicial District -- 4th Judicial Department)</b></p> <p>224 Harrison Street Suite 408 Syracuse, NY 13202-3066 P: 315-401-3344 F: 315-401-3339</p>	<p>For Herkimer, Jefferson, Lewis, Oneida, Onondaga and Oswego Counties. The complaint must be submitted in writing with an original signature. Complaints submitted by email or fax are not accepted. No special form or language is required, but a general form is available on the website. Your written complaint should include all important information. If letters, agreements, or other documents are involved, copies should be included if available. You may contact the Grievance Office with any questions on how to file a complaint or access the website for instructions and a form. There is no financial cost.</p> <p><a href="http://www.nycourts.gov/courts/ad4/AG/">www.nycourts.gov/courts/ad4/AG/</a></p>
<p><b>Better Business Bureau of Upstate New York</b></p> <p>100 Bryant Woods S. Amherst, NY 14228 P: 716-276-3738 P2: (800) 828-5000 F: 716-883-5349</p>	<p>Agency provides reports on businesses and information about nonprofit organizations, and helps resolve disputes with businesses through consultation, conciliation and arbitration. Reports and complaint forms are available online. Most services are free.</p> <p><a href="http://www.bbb.org/upstate-new-york/">www.bbb.org/upstate-new-york/</a></p>
<p><b>Catholic Charities of Onondaga County</b></p> <p>1654 W. Onondaga Street Syracuse, NY 13204 P: 315-424-1800 F: 315-424-8262</p>	<p>Agency offers a wide range of programs related to crisis response, stability, and capacity building for a diverse group of people including children, the elderly, immigrants, people experiencing homelessness, and veterans to name a few. Income guidelines and other eligibility criteria apply.</p> <p><a href="http://www.ccoc.us">www.ccoc.us</a></p>
<p><b>Catholic Charities Refugee Resettlement Services</b></p> <p>527 N. Salina Street Syracuse, NY 13208 P: 315-741-8965</p>	<p>Immigration assistance for naturalization and family reunification. Resettlement services and support for those forced to leave their countries due to unsafe conditions. The program provides assistance with applying for jobs and registering for English language classes, locating translators, finding housing, and securing medical care. Special academic programs prepare refugee children to attend school.</p> <p><a href="http://www.ccoc.us/services/refugee-services/refugee-resettlement">www.ccoc.us/services/refugee-services/refugee-resettlement</a></p>
<p><b>Center for Community Alternatives</b></p> <p>115 E. Jefferson Street Suite 200 Syracuse, NY 13202 P: 315-422-5638 F: 315-471-4924</p>	<p>Services include gender-based substance treatment and recovery communities, sentence mitigation, court advocacy, workforce readiness, civic restoration services, emergency/transitional housing, student advocacy, violence prevention, and youth mentoring as well as afterschool programming and career exploration for justice-involved youth.</p> <p><a href="http://www.communityalternatives.org">www.communityalternatives.org</a></p>

## ORGANIZATION/AGENCY CONTACT INFORMATION

<p><b>Child Protective Services - Onondaga County Children and Family Services</b></p> <p>421 Montgomery Street Syracuse, NY 13202 P: 315-435-2474 (General Public- 1-800-342-3720) (Mandated Reporters- 1-800-635-1522) P2: Abuse Hotline: 315-422-9701 or 1-800-342-3720</p>	<p>Child Protective Services is the only public entity responsible for safeguarding the physical, mental, and emotional well being of abused and neglected children. CPS receives all reports of suspected child abuse and maltreatment within families and conducts investigations, first to assess the risk of harm to the children and then to examine the allegations of maltreatment in each report. In cases where neglect or abuse exists, CPS provides and arranges for services necessary to ensure that risks to the children's safety are eliminated as well as work to preserve and stabilize family life whenever possible.</p> <p><a href="http://www.ongov.net/cfs/childwelfare.html">www.ongov.net/cfs/childwelfare.html</a></p>
<p><b>Child Support Services - Onondaga County Department of Social Services - Economic Security</b></p> <p>421 Montgomery Street Syracuse, NY 13202 P: (888) 208-4485 F: 315-435-2113</p>	<p>The Bureau of Child Support Services assists custodial parents and their children to locate absent parents, establish paternity, obtain support for their children, and enforce the terms of the Family Court / Supreme Court orders of support.</p> <p><a href="http://www.ongov.net/dss/childSupport.html">http://www.ongov.net/dss/childSupport.html</a></p>
<p><b>Citizens Review Board (CRB) of the City of Syracuse</b></p> <p>201 E. Washington St., Suite 705 Syracuse, NY 13202 P: (315) 448-8750 F: 315-448-8768</p>	<p>CRB was established to ensure an open citizen-controlled process for reviewing grievances involving members of the Syracuse Police Dept. CRB works to provide public accountability over the powers exercised by members of the Syracuse Police Dept., preservation of the integrity of the Syracuse Police Dept., and a forum for citizen complaints regarding members of the Syracuse Police Dept. to be heard and reviewed fairly and impartially</p> <p><a href="http://www.syrgov.net/crb.aspx">http://www.syrgov.net/crb.aspx</a></p>
<p><b>CNY Fair Housing</b></p> <p>731 James Street Syracuse, NY 13203 P: 315-471-0420 F: 315-471-0549</p>	<p>Investigates housing discrimination claims including rentals and home purchases, home financing, refinancing, predatory lending, and homeowner's insurance. Can provide free legal representation to those who have faced housing discrimination. Assists with reasonable accommodations and modifications for individuals and families. No income guidelines apply. Agency serves a fifteen-county region throughout CNY including Onondaga, Tompkins, Madison, Oneida, Oswego, Jefferson, Lewis, Montgomery, Albany, Chenango, Otsego, Cortland, Broome, Cayuga and St. Lawrence Counties.</p> <p><a href="http://www.cnyfairhousing.org">www.cnyfairhousing.org</a></p>
<p><b>Cooperative Federal Credit Union</b></p>	<p>Cooperative Federal provides one on one general financial counseling as part of the Syracuse Financial Empowerment Center and HUD Certified Housing Counseling, in addition to traditional</p>

## ORGANIZATION/AGENCY CONTACT INFORMATION

723 Westcott Street Syracuse, NY 13210 P: (315) 471-1116 F: 315-476-0567	banking services, personal, home & small business loans, and more.  cooperativefederal.org
<b>Department of Motor Vehicles</b> 4671 Onondaga Blvd. Western Lights Plaza Syracuse, NY 13219 P: 1-800-698-2931	The DMV can investigate fraud related to identity theft, as well as odometer and mileage fraud. The website is very helpful, providing instructions/forms relating to obtaining suspended or revoked licenses, how to pay traffic tickets, among other things.  www.dmv.ny.gov
<b>Disability Rights New York</b> 725 Broadway, Suite 450 Albany, NY 12207 P: (518) 432-7861 F: 518-427-6561	DRNY provides legal assistance for persons with disabilities in New York through Protection & Advocacy System and Client Assistance Program (P&A/CAP). DRNY advocates for the civil and legal rights for people with disabilities.  www.drny.org/
<b>Disabled American Veterans</b> 130 South Elmwood Ave Suite 620 Buffalo, NY 14202 P: 716-857-3354 F: 716-857-3487	Agency helps veterans that need advocacy for VA compensation.  www.dav.org/
<b>Division of Code Enforcement -- City of Syracuse</b> 201 East Washington Street City Hall Commons Room 301 Syracuse, NY 13202 P: 315-448-8695 F: 315-448-8764 or 448-8615	The Division of Code Enforcement is to safeguard life, health and property, preserve the City's housing and enhance neighborhood livability. It enforces the City Code by responding to reports and complaints about housing maintenance, overgrown yards, trash and debris and disabled vehicles on private property. In addition they work with other agencies to improve residential neighborhoods.  www.syrgov.net/Code_enforcement.aspx
<b>ECBA Volunteer Lawyers Project Immigration Program</b> 438 Main Street 7th Floor Buffalo, NY 14202 P: 716-847-0662 EXT-302 P2: 716-847-0752 F: 716-847-0307	The Immigration Project of the Erie County Bar Association Volunteer Lawyers Project provides representation to all immigrants detained in Batavia and for Western New York.  www.ecbavlp.com
<b>Employer Support of the Guard and Reserve (ESGR)</b>	Local ombudsman helps resolve complaints of USERRA violations. If unable to resolve, issue is referred to U.S. Dept. of Labor.

## ORGANIZATION/AGENCY CONTACT INFORMATION

330 Old Niskayuna Road Latham, NY 12110 P: 1-800-336-4590 P2: 518-786-0389 F: 518-786-6075	<a href="http://www.esgr.mil">www.esgr.mil</a>
<b>Family Court - Onondaga County</b> 401 Montgomery Street Syracuse, NY 13202 P: 315-671-2000 F: 315-671-1163	Clients may obtain forms to file all family court matters from the clerk at 401 Montgomery Street, Room 101, Syracuse, New York 13202 – Room 101 or online at <a href="http://www.courts.state.ny.us/forms/familycourt/index.shtml">www.courts.state.ny.us/forms/familycourt/index.shtml</a>  <a href="http://www.nycourts.gov/courts/5jd/onondaga/family">www.nycourts.gov/courts/5jd/onondaga/family</a>
<b>Federal Public Defender</b> 4 Clinton Square 3rd Floor Syracuse, NY 13202 P: 315-701-0080 F: 315-701-0081	Office will provide criminal representation in Federal Court upon assignment from the court.  <a href="http://nyn.fd.org/">http://nyn.fd.org/</a>
<b>Greater Syracuse Tenants Network</b> PO Box 6908 Syracuse, NY 13217-6908 P: 315-475-8092	Represents the interests of low-income tenants throughout Central New York. Assists individual tenants, provides education & outreach, organizes tenant associations in federally assisted housing, advocates for preservation of affordable rental housing. Provides training for landlords and human service workers. Give limited advice to landlords.  <a href="http://www.syracusetenant.org">www.syracusetenant.org</a>
<b>Hiscock Legal Aid Society</b> 351 S. Warren Street Syracuse, NY 13202 P: (315) 422-8191 F: 315-472-2819	Provides free legal assistance to people in need in our community. Provides representation in: family court, civil (domestic relations, housing and unemployment), appeals, parole revocation proceedings, extradition, domestic violence, immigration, Cancer Legal Advocacy & Services Project, Parent Success Initiative Legal Assistance Project, and Foreclosure Prevention Project.  <a href="https://www.hlalaw.org/">https://www.hlalaw.org/</a>
<b>Home Headquarters</b> 538 Erie Boulevard West Suite 100 Syracuse, NY 13204 P: (315) 474-1939 F: 315-474-0637	Home HeadQuarters offers homebuyer education, financial counseling, home improvement and rehabilitative programs, innovative loan products, financing assistance, and post purchase counseling to homebuyers and homeowners. The organization will also help to renegotiate loans in instances of foreclosure, including tax foreclosure.  <a href="http://www.homehq.org">www.homehq.org</a>

## ORGANIZATION/AGENCY CONTACT INFORMATION

<p><b>InterFaith Works</b> 1010 James St. Syracuse, NY 13203 P: (315) 449-3552</p>	<p>InterFaith Works Center for New Americans provides English classes, employment preparation and immigration, medical case management, mental health services, cultural orientation, referrals and community navigation services. See the tabs above for more specific information about the programs, services and activities the Center for New Americans supports.</p> <p><a href="http://www.interfaithworkscny.org">www.interfaithworkscny.org</a></p>
<p><b>Lawyer Referral Service of the Onondaga County Bar Association</b> 431 E. Fayette St Suite 300 Syracuse, NY 13202 P: 315-471-2690 F: 315-471-0705</p>	<p>Provides a referral for a free consultation with a private attorney. The attorney will charge fees for the representation after the consultation.</p> <p><a href="http://www.onbar.org/find-a-lawyer/">www.onbar.org/find-a-lawyer/</a></p>
<p><b>Legal Aid Society of Mid New York (LASMNY)</b> 221 South Warren Street Suite 310 Syracuse, NY 13202 P: (877) 777-6152 F: 315-424-4911</p>	<p>Provides free legal information, advice and representation to people who can't afford a lawyer. Only handles civil (non-criminal) legal problems. Legal HelpLine covers 13 counties: Broome, Cayuga, Chenango, Cortland, Delaware, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego and Otsego Counties.</p> <p><a href="http://www.lasmny.org/">www.lasmny.org/</a></p>
<p><b>Legal Services of Central New York (LSCNY)</b> 221 South Warren Street Suite 300 Syracuse, NY 13202 P: (877) 777-6152</p>	<p>Provides free legal information, advice and representation to people who can't afford a lawyer. Only handles civil (non-criminal) legal problems. Legal HelpLine covers 13 counties: Broome, Cayuga, Chenango, Cortland, Delaware, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego and Otsego Counties.</p> <p><a href="http://www.lscny.org/">http://www.lscny.org/</a></p>
<p><b>Mental Hygiene Legal Services</b> 224 Harrison Street, Suite 502 Syracuse, NY 13202 P: (315) 401-3350</p>	<p>MHLS offers legal representation, advice and assistance to persons residing in facilities for the mentally disabled concerning retention, release, care, and treatment. The facilities may be state, city, voluntary, or private, and may be community based or institutional.</p> <p><a href="http://www.nycourts.gov/courts/ad4/MHLS">www.nycourts.gov/courts/ad4/MHLS</a></p>
<p><b>New Justice Services</b> 400 Leavenworth Avenue Suite 100 Syracuse, NY 13204</p>	<p>New Justice offers mediation as a free service for individuals in a dispute to reach a mutually satisfying agreement. Mediation is an informal problem solving meeting managed by a trained neutral mediator. Mediation is free, private, confidential, and voluntary.</p>

## ORGANIZATION/AGENCY CONTACT INFORMATION

P: 315-471-4676 F: 315-475-0769	Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.  <a href="http://www.newjusticeservices.org/onondagacounty.aspx">www.newjusticeservices.org/onondagacounty.aspx</a>
<b>New York Civil Liberties Union (NYCLU) - Central New York</b> 499 S. Warren St Suite 430 Syracuse, NY 13203 P: 315-471-2821	The NYCLU provides a multiprong approach, including advocacy, legal advice, litigation, etc., to advance civil rights and liberties. For legal advice, potential clients must write a 1-2 page summary of civil liberty/right concern and send to agency by mail or e-mail.  <a href="http://www.nyclu.org/centralnew">www.nyclu.org/centralnew</a>
<b>New York Public Interest Research Group (NYPIRG)</b> 732 S. Crouse Avenue 2nd Floor Syracuse, NY 13210 P: 800-566-5020	NYPIRG's Small Claims Court Action Center provides practical and procedural non-legal advice related to the Small Claims Court. Services offered include dispute resolution tips and information on how to navigate New York's small claims system at each step, from assistance before a case is filed, to court preparation, to judgment collection.  <a href="http://www.nypirg.org">www.nypirg.org</a>
<b>NYS Department of Financial Services -- Insurance Fraud Bureau</b> One State Street New York, NY 10004 P: (888) 372-8369 F: (212) 709-3555	If you suspect that insurance fraud has been committed, you should report it to DFS. The matter will be kept confidential. You can make a report via the Insurance Fraud Hotline, online, via mail, or via fax.  <a href="http://www.dfs.ny.gov/complaints/report_fraud">www.dfs.ny.gov/complaints/report_fraud</a>
<b>NYS Department of Labor</b> Building 12 W.A. Harriman Campus Albany, NY 12240 P: (888) 469-7365	Agency's mission is to protect workers, assist the unemployed and connect job seekers to jobs. Divisions of this agency include but are not limited to - Division of Immigrant Policies and Affairs, Wage Protection, Farmworkers, Unemployment Insurance Assistance.  <a href="http://dol.ny.gov/">dol.ny.gov/</a>
<b>NYS Division of Consumer Protection</b> Consumer Assistance Unit 99 Washington Ave Albany, NY 12231-0001 P: 800-697-1220	Agency protects consumers against questionable business practices and product recalls, represents the interests of consumers before the Public Service Commission and other state and federal agencies, and helps victims of identity theft.  <a href="http://dos.ny.gov/consumer-protection">dos.ny.gov/consumer-protection</a>
<b>NYS Division of Human Rights</b> 333 E. Washington St., Rm 543	Agency handles discrimination complaints regarding employment, housing, public accommodations, education, credit, internships,

## ORGANIZATION/AGENCY CONTACT INFORMATION

<p>Syracuse, NY 13202 P: (888) 392-3644 P2: (315) 428-4633</p>	<p>etc. If someone feels they have been discriminated against they can file a complaint with the Division of Human Rights. Once a complaint is filed, the Division of Human Rights will investigate and may present the case in a public hearing. <a href="https://dhr.ny.gov/complaint">https://dhr.ny.gov/complaint</a></p> <p><a href="http://www.dhr.ny.gov">www.dhr.ny.gov</a></p>
<p><b>NYS Division of Veterans Affairs</b> 333 E. Washington Street, Rm. 430 Syracuse, NY 13202 P: 315-428-4046 P2: (888) 838-7697</p>	<p>Represents Veterans, Service Members, and their immediate families free of charge in claims and appeals for federal, state, and local Veterans' benefits. Statewide network of Veterans Benefits Advisors, all of whom are Veterans themselves and all of whom are accredited by the U.S. Department of Veterans Affairs to represent claimants and appellants in claims for disability compensation, non-service-connected pension, education benefits, survivors' benefits, and more. Appointments with Veterans Benefits Advisors can take place in-person or virtually.</p> <p><a href="http://www.veterans.ny.gov">www.veterans.ny.gov</a></p>
<p><b>NYS Kinship Navigator</b> 87 N. Clinton Ave Rochester, NY 14604 P: 877-454-6463 F: 585-456-1676</p>	<p>The Kinship Navigator's helpline provides information, education, and referral to kinship caregivers or non-parents who are PROVIDING FULL TIME care of non-biological children. This can be relatives raising relative children or fictive kin (those with no blood relation) raising non-biological children. We provide information on financial assistance, understanding legal options, and referral to any available local resources.</p> <p><a href="http://www.nysnavigator.org/">http://www.nysnavigator.org/</a></p>
<p><b>NYS Office of Victim Services</b> AE Smith Building 80 S. Swan St., 2nd Floor Albany, NY 12210 P: (800) 247-8035</p>	<p>Agency provides direct services to victims of crime, including compensation for crime related expenses, reimbursement for forensic rape/sexual assault examinations and advocacy for innocent victim's rights. Education and outreach is also provided.</p> <p><a href="http://ovs.ny.gov">ovs.ny.gov</a></p>
<p><b>Onondaga County -Department of Social Services – Economic Security</b> 421 Montgomery Street 12th Floor Syracuse, NY 13202 P: 315-435-2700 follow prompts F: 315-435-2113</p>	<p>Agency assists people on temporary assistance in qualifying for SSI and SSD and SNAP. Help with home energy assistance program. They help such applicants fill out applications and obtain medical evaluations. This Unit works closely with Legal Aid Society of Mid NY to appeal adverse decisions.</p> <p><a href="http://www.ongov.net/dss">www.ongov.net/dss</a></p>



## ORGANIZATION/AGENCY CONTACT INFORMATION

<p><b>Onondaga County Human Rights Commission</b>  421 Montgomery Street  15th Floor  Syracuse, NY 13202  P: 315-435-3565  P2: 315-435-3567</p>	<p>To promote understanding and acceptance of diversity, facilitate intergroup communication, identify and address sources of intergroup tension and conflict, reduce conditions which can lead to discrimination and restrict opportunity, and to provide related education, information and referral. The Human Rights Commission especially focuses on addressing prejudice and discrimination on the basis of color, creed, sex, age, religion, nationality/national origin, language used for communication, disability, marital status, and sexual orientation. The Human Rights Commission Executive Director serves as the County's coordinator for its non-discrimination policies under Title VI of the federal Civil Rights Act and the Americans with Disabilities Act. If you feel that you have been wrongly denied access to Onondaga County's programs or services, or discriminated against by a county employee, you can contact the Human Rights Commission for information about the county's policies and complaint procedures. The Human Rights Commission staff are also the contact point for the Jail Oversight Committee. For more information, or to address serious concerns about treatment or conditions at the Onondaga County Jail, please contact the Human Rights Commission. Please contact our office at (315) 435-3565.</p> <p><a href="http://www.ongov.net/humanrights/complaint.html">www.ongov.net/humanrights/complaint.html</a></p>
<p><b>Onondaga County Office for Aging</b>  421 Montgomery Street  10th Floor  Syracuse, NY 13202  P: 315-435-2362  F: 315-435-3129</p>	<p>Agency has various programs helping the senior community (age 60 or over) including, but not limited to: transportation, applying for benefits, meals on wheels, help navigating the healthcare system, help with minor home repairs, home healthcare, and finding suitable housing. Agency also has caregiver support services, including caregiver mediation.</p> <p><a href="http://www.ongov.net/aging/">www.ongov.net/aging/</a></p>
<p><b>Onondaga County Public Library</b>  447 S. Salina St.  Syracuse, NY 13202  P: 315-435-1900</p>	<p>Nonprofit Resource Center at Public Library is part of the Foundation Center's network of funding information centers. Print and online resources regarding all aspects of forming and managing a nonprofit. Onondaga County Public Libraries provide a wide array of other educational opportunities including literacy, English classes, GED/TASC study groups, computer classes, and more.</p> <p><a href="http://www.onlib.org/">www.onlib.org/</a></p>
<p><b>Onondaga County Veterans Service Agency</b>  421 Montgomery Street  10th Floor</p>	<p>Local accredited Veteran Service and Benefits Representative</p> <p><a href="http://www.ongov.net/veterans/">www.ongov.net/veterans/</a></p>

## ORGANIZATION/AGENCY CONTACT INFORMATION

<p>Syracuse, NY 13202 P: 315-435-3219 F: 315-435-3221</p>	
<p><b>Onondaga County Veterans Service Agency</b> 421 Montgomery Street 10th Floor Syracuse, NY 13202 P: 315-435-3219 F: 315-435-3221</p>	<p>Agency's mission is to obtain funding, medical treatment or nursing home care for eligible Veterans, their dependants and survivors. They provide information, assistance and advocacy for claimants in actions or claims against the VA or state/local veteran's related entitlements.</p> <p><a href="http://www.ongov.net/veterans/">www.ongov.net/veterans/</a></p>
<p><b>Prisoners' Legal Services of New York</b> 114 Prospect Street Ithaca, NY 14850 P: 607-273-2283</p>	<p>Agency serves state prison inmates only. Client should write to: Prisoners' Legal Service Intake. PLSNY provide assistance and legal advice regarding prisoners' civil rights issues, family matters, immigration, mental health, education, reentry and more.</p> <p><a href="http://www.plsny.org">www.plsny.org</a></p>
<p><b>Pro Bono Appeals Program</b> C/o University at Buffalo School of Law, Clinical Legal Program 507 O'Brian Hall, North Campus Buffalo, NY 14620-1100 P: 716-645-0508 F: 716-645-6199</p>	<p>A Partnership of the New York State Bar Association Committee on Courts of Appellate Jurisdiction and the University at Buffalo School of Law's Clinical Legal Education Program. The Program helps to meet the needs of the many litigants who need legal representation in state appellate courts, but cannot afford to hire an appellate attorney and are not eligible for assigned counsel. The Program serves litigants in upstate New York whose income is less than 250% of the Federal Poverty Guidelines. Representation is provided in selected appeals involving various civil issues including: shelter and housing, subsistence income and benefits, health and education, personal safety, and family stability. The Program does not provide representation for criminal issues. Go to their website to download the form to apply for services, which must then be either faxed, emailed or mailed to apply for services.</p> <p><a href="https://www.law.buffalo.edu/beyond/pro-bono/pbap.html">https://www.law.buffalo.edu/beyond/pro-bono/pbap.html</a></p> <p><a href="https://www.law.buffalo.edu/beyond/pro-bono/pbap">https://www.law.buffalo.edu/beyond/pro-bono/pbap</a></p>
<p><b>Salvation Army Syracuse Area Services - Emergency Assistance Services</b> 677 South Salina St. Syracuse, NY 13202</p>	<p>The Salvation Army provides a multi-dimensional group of services designed to assist people who may be faced with the challenges living at or near poverty level. Services are first geared toward meeting immediate/crisis needs, then focusing on developing longer-term solutions. Programs are available to assist disabled and non-disabled adults with food, housing related issues, health insurance, mental health case management and linkage to other mainstream community resources. People are provided with concrete assistance, referrals and advocacy to meet their needs. See website for phone numbers.</p>

## ORGANIZATION/AGENCY CONTACT INFORMATION

	<a href="https://syracusenysalvationarmy.org/SyracuseNY/BasicNeeds">https://syracusenysalvationarmy.org/SyracuseNY/BasicNeeds</a>
<b>Small Claims Court -- Syracuse City Court</b> 505 S. State Street Syracuse, NY 13202 P: (315) 671-2700 F: 315-671-2741	Small Claims Court is a special part of the court where you can sue for money without a lawyer. New York Courts provide a full Guide to Small Claim in the NYS City, Town and Village Courts online. <a href="http://nycourts.gov/courthelp/Smallclaims/">nycourts.gov/courthelp/Smallclaims/</a>  <a href="http://www.nycourts.gov/courts/5jd/onondaga/city/smallclaims.shtml">www.nycourts.gov/courts/5jd/onondaga/city/smallclaims.shtml</a>
<b>SUN (Syracuse United Neighbors)</b> 1540 S. Salina Street Syracuse, NY 13210 P: 315-476-7475 F: 315-476-4523	SUN is an advocacy organization that targets the city's southside, southwest and near-west neighborhoods. They fight for better neighborhoods in the area of parks, streets, anti-crime initiatives (illegal drugs) etc., and housing (vacant houses, board up of vacants, clean-up, trash, tall grass, push for demolition and rehab. Agency works towards neighborhoods that have homes that are affordable and in good repair.  <a href="http://sunaction.wordpress.com">sunaction.wordpress.com</a>
<b>Supreme Court Library</b> 401 Montgomery Street 5th Floor Syracuse, NY 13202 P: 315-671-1150 / 671-1151 F: 315-671-1160	No legal advice provided, but legal information and assistance with legal research provided. Legal packets available and five public access computers for online research in Lexis, Westlaw are available for research assistance. Two public paid copiers available.  <a href="http://www.nycourts.gov/library/onondaga">www.nycourts.gov/library/onondaga</a>
<b>Syracuse Financial Empowerment Center</b> 538 Erie Boulevard West, Suite 100 Syracuse, NY 13202 P: (315) 474-1939 x5	The Syracuse Financial Empowerment Center is a free service to all residents in and around the city of Syracuse, providing professional, one-to-one financial counseling. Set goals to reduce debt, increase savings, build credit, student loans, tax relief, banking & more.  <a href="http://www.syracusefec.org/">www.syracusefec.org/</a>
<b>Syracuse Tenants Union</b> P: (315) 308-0130	Syracuse Tenant Unions is a grass roots organization in which our goals is to play a supportive role to tenants in their need of knowledge about Tenant Rights, Code enforcement, preventative steps they can do to avoid eviction, and much more.  <a href="http://www.syracusetenantsunion.com/">www.syracusetenantsunion.com/</a>
<b>Syracuse University College of Law Clinical Program</b> 950 Irving Ave Syracuse, NY 13244 P: (315) 443-4582	Represent low-income individuals, not-for-profits, and small businesses. The Office of Clinical Legal Education are housed in the Dineen Hall. Students enrolling in a clinic represent clients and practice law under the supervision of law school faculty. Accepts new referrals at the beginning of each school semester.

## ORGANIZATION/AGENCY CONTACT INFORMATION

	<a href="http://law.syr.edu/academics/clinical-experiential/legal-assistance/">law.syr.edu/academics/clinical-experiential/legal-assistance/</a>
<b>Syracuse Vet Center</b> 109 Pine Street Syracuse, NY 13210 P: 315-478-7127 F: 315-478-7209	Vet Centers provide readjustment counseling and outreach services to all veterans who served in any combat zone. Services are also available for their family members for military related issues. Agency also provides counseling for military sexual trauma survivors. Veterans have earned these benefits through their service, and all are provided at no cost to the veteran or family.
<b>Vera House</b> 723 James St Syracuse, NY 13203 P: Crisis and Support: 315-468-3260 P2: Admin. Office: 315-425-0818	Direct representation to survivors of Domestic and Intimate Partner Violence. Vera House assists with Petitions for Orders of Protection. Agency also provides services to Domestic Violence and Sexual Violence survivors and their children by providing shelter, advocacy, and counseling services for women, children & men, education and prevention programs and community coordination.  <a href="http://www.verahouse.org">www.verahouse.org</a>
<b>Volunteer Lawyers Project of CNY, Inc.</b> 221 South Warren Street, Suite 200 Syracuse, NY 13202 P: (315) 471-3409 F: 315-939-1466	Providing access to justice through engaging the legal community in volunteer service to those in need. Serves clients throughout Central New Yorks. Services include eviction defense, family law, Surrogate's Court and elder law, immigration, LGBT* Rights, debt, civic restoration, small business, and nonprofit law.  <a href="http://www.vlpcny.org">www.vlpcny.org</a>
<b>Worker Justice Center of New York</b> 1187 Culver Road Rochester, NY 14609 P: 800-724-7020 F: 585-325-7614	Agency serves low wage farmworkers, with a focus on migrant and seasonal farmworkers, through direct representation in civil matters regarding employment and wage issues. They also address domestic violence and human trafficking issues.  <a href="http://www.wjcny.org">www.wjcny.org</a>