

ONONDAGA COUNTY

LEGAL REFERRAL GUIDE

Fall 2024 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
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

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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.

2024 Federal Poverty Guidelines

	Generally VLP's Intake Guidelines						Court Appointed Attorneys		
Family Size	200% Annual	200% Monthly	200% Weekly	100% Annual	100% Monthly	100% Weekly	250% Annual	250% Monthly	250% Weekly
1	\$ 30,120	\$ 2,510	\$ 579	\$ 15,060	\$ 1,255	\$ 290	\$ 37,650	\$ 3,138	\$ 724
2	\$ 40,880	\$ 3,407	\$ 786	\$ 20,440	\$ 1,703	\$ 393	\$ 51,100	\$ 4,258	\$ 983
3	\$ 51,640	\$ 4,303	\$ 993	\$ 25,820	\$ 2,152	\$ 497	\$ 64,550	\$ 5,379	\$ 1,241
4	\$ 62,400	\$ 5,200	\$ 1,200	\$ 31,200	\$ 2,600	\$ 600	\$ 78,000	\$ 6,500	\$ 1,500
5	\$ 73,160	\$ 6,097	\$ 1,407	\$ 36,580	\$ 3,048	\$ 703	\$ 91,450	\$ 7,621	\$ 1,759
6	\$ 83,920	\$ 6,993	\$ 1,614	\$ 41,960	\$ 3,497	\$ 807	\$ 104,900	\$ 8,742	\$ 2,017
7	\$ 94,680	\$ 7,890	\$ 1,821	\$ 47,340	\$ 3,945	\$ 910	\$ 118,350	\$ 9,863	\$ 2,276
8	\$ 105,440	\$ 8,787	\$ 2,028	\$ 52,720	\$ 4,393	\$ 1,014	\$ 131,800	\$ 10,983	\$ 2,535
Each Additional	\$ 10,760	\$ 897	\$ 207	\$ 5,400	\$ 450	\$ 104	\$ 13,500	\$ 1,125	\$ 260
	ESG Grant -- Syracuse			ESG Grant -- Onondaga County			OTDA Eviction Grant		
Family Size	AMI 30% Annual	AMI 30% Monthly	AMI 30% Weekly	AMI 30% Annual	AMI 30% Monthly	AMI 30% Weekly	AMI 80% Annual	AMI 80% Monthly	AMI 80% Weekly
1	\$ 19,600	\$ 1,633	\$ 377	\$ 19,600	\$ 1,633	\$ 377	\$ 52,300	\$ 4,358	\$ 1,006
2	\$ 22,400	\$ 1,867	\$ 431	\$ 22,400	\$ 1,867	\$ 431	\$ 59,750	\$ 4,979	\$ 1,149
3	\$ 25,200	\$ 2,100	\$ 485	\$ 25,200	\$ 2,100	\$ 485	\$ 67,200	\$ 5,600	\$ 1,292
4	\$ 28,000	\$ 2,333	\$ 538	\$ 28,000	\$ 2,333	\$ 538	\$ 74,650	\$ 6,221	\$ 1,436
5	\$ 30,250	\$ 2,521	\$ 582	\$ 30,250	\$ 2,521	\$ 582	\$ 80,650	\$ 6,721	\$ 1,551
6	\$ 32,500	\$ 2,708	\$ 625	\$ 32,500	\$ 2,708	\$ 625	\$ 86,600	\$ 7,217	\$ 1,665
7	\$ 34,750	\$ 2,896	\$ 668	\$ 34,750	\$ 2,896	\$ 668	\$ 92,600	\$ 7,717	\$ 1,781
8	\$ 37,000	\$ 3,083	\$ 712	\$ 37,000	\$ 3,083	\$ 712	\$ 98,550	\$ 8,213	\$ 1,895
Each Additional	\$2,250	\$ 188	\$ 43	\$2,250	\$ 188	\$ 43	\$5,950	\$ 496	\$ 114

**Common Legal Organization Referral List
Onondaga County**

- Volunteer Lawyers Project of CNY**
221 S. Warren St., Suite 200
Syracuse, NY 13202
(315) 471-3409
www.vlpcny.org
- Hiscock Legal Aid Society**
351 South Warren Street
Syracuse, NY 13202
(315) 422-8191
- Legal Aid Society of Mid-New York**
221 S. Warren St., Suite 400
Syracuse, NY 13202
Helpline: 1-877-777-6152
Local line: (315) 703- 6600
Housing Preservation:
(315) 793-7083
- Legal Services of Central New York**
221 S. Warren St., Suite 300
Syracuse, NY 13202
Helpline: 1-877-777-6152
Local line: (315) 703- 6500
- Syracuse University College of Law
Clinical Program**
Dineen Hall
950 Irving Avenue
Syracuse, NY 132044
(315) 443-4582
- Onondaga County Courthouse**
401 Montgomery St.
Syracuse, NY 13202
- Onondaga County Bar Association
Lawyer Referral Program**
431 E. Fayette St., Suite 300
Syracuse, NY 13202
(315) 471-2690
- New York Attorney General's Office**
300 South State St. STE 300
Syracuse, NY 13202
(315) 448-4800
- www.LawHelp.org/NY**
(Know-your's-rights information)

NEW YORK STATE COURT RESOURCES

Name	Telephone/URL	Description
5 th Judicial District Helpline	315-671-4699	Answers questions about Court Procedures and Proceedings in the 5 th Judicial District, which includes the counties of Oneida, Onondaga, Jefferson, Oswego, Herkimer and Lewis.
1-800 COURT NY ASK A LIBRARIAN (Formerly Known as Question Point)	1-800-268-7869 URL: https://askalawlibrarian.nycourts.gov or Text Line Only: 518-282-0175	Public information line for all New York State Courts 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.
question@nycourts.gov	www.question@nycourts.gov	For general questions, suggestions and court information.
Do-It-Yourself (DIY)	www.nycourthelp.gov	Fillable, printable, court forms for the litigant. Addresses certain areas of the law such as divorce, paternity, name change, custody, etc.
Legal Service Providers	http://www2.nycourts.gov/courts/5jd/legalresearch.html	Provides contact information on local service providers.

Community Clinics

Our volunteer attorneys provide free legal advice, information and referrals regarding any civil legal issue at locations throughout the community.

Drop-in during these hours to speak with a lawyer:

Mondays:

Oswego Free Public Library

2nd & 4th Monday of the month

120 E. 2nd Street, Oswego

4:30 PM - 5:30 PM

Tuesdays:

Central Library (Onondaga County Public Library)

447 S. Salina Street, Syracuse

12:00 PM - 1:00 PM

Samaritan Center

1st & 3rd Tuesday of the month

215 N. State Street, Syracuse

1:00 PM - 2:30 PM

East Syracuse Library

1st Tuesday of the month

4990 James Street, East Syracuse

5:30 PM - 7:30 PM

Wednesdays:

Tel-Law CNY

(Telephone-Based Clinic, Weekly Call-Backs)

Pre-registration required! Call 315-579-2575 to make an appointment

Fifth Judicial District Help Center

1st & 3rd Wednesday of the month

5th Floor, Onondaga County Courthouse

401 Montgomery Street, Syracuse

9:30 AM - 11:30 AM

Thursdays:

Emmaus Ministry of Syracuse

1st & 3rd Thursday of the month

127 E. Glen Street, Syracuse

11:00 AM - 12:00 PM

White Branch Library

763 Butternut Street, Syracuse

4:30 PM - 6:00 PM

Westcott Community Center

826 Euclid Avenue, Syracuse

5:00 PM - 6:30 PM

**If you need an ASL interpreter or an interpreter for any other language, you can email or call the program ahead of time so that we can schedule in in-person interpreter. We also always have telephone-based language interpretation available at all of our programs anytime.*

Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Abuse/Neglect of adult	Adult Protective Services	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
Abuse/Neglect of adult	Legal Services of Central New York (LSCNY)	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 www.lscny.org/intake-form/
Abuse/Neglect of adult	Vera House	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
Abuse/Neglect of child	Child Protective Services - Onondaga County Children and Family Services	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.**

Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Abuse/Neglect of child	<i>Hiscock Legal Aid Society (HLA)</i>	Represents parents in abuse and neglect proceedings in Family Court. Assigned by Court. Onondaga County Only, 250% Federal Income Guidelines. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
Accommodations, Reasonable	<i>ARISE</i>	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 www.ariseinc.org/contact/
Accommodations, Reasonable	<i>Legal Services of Central New York (LSCNY)</i>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Adoption	<i>Family Court of Onondaga County</i>	Overview of adoption process and required forms available at www.nycourts.gov/courthelp/family/adoptionBasics.shtml 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.
Adoption	<i>Hiscock Legal Aid Society (HLA)</i>	Surrender child in abuse/neglect proceedings - Family Court Assignment, Onondaga County Only, 250% Federal Income Guidelines. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
Adoption	<i>Legal Services of Central New York (LSCNY)</i>	Client must have HIV/ AIDS	(877) 777-6152 or www.lscny.org/intake-form/
Agencies -Problems With	<i>Legal Services of Central New York (LSCNY)</i>	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Aide Services	<i>Legal Services of Central New York (LSCNY)</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Appeals	Pro Bono Appeals Program [3rd and 4th Judicial Department]	<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 Pro Bono Appeals Program helps to meet the needs of the many civil litigants who need legal representation in state appellate courts within the Third and Fourth Judicial Departments, 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.</p>	<p>Email: law-pbap@buffalo.edu Fax: 716-645-6199</p>

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Appeals - Civil Matters	Pro Bono Appeals Program [3rd and 4th Judicial Department]	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 Pro Bono Appeals Program helps to meet the needs of the many civil litigants who need legal representation in state appellate courts within the Third and Fourth Judicial Departments, 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. https://www.law.buffalo.edu/beyond/pro-bono/pbap.html
Appeals - Family Court	Hiscock Legal Aid Society (HLA)	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
Appeals - Family Court	Assigned Counsel Panel	Client should have their original attorney assist them with filing a Notice of Appeal and a Poor Person Motion.	Appointed by court
Appeals-Criminal Court	Hiscock Legal Aid Society (HLA)	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
Appeals-Criminal Court	Assigned Counsel Panel	Client should have their original attorney assist them with filing a Notice of Appeal and a Poor Person Motion.	Appointed by court

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Arbitration Services	Better Business Bureau of Upstate New York	BBB offers arbitration services if a business cannot resolve a complaint with a consumer. BBB 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
Assigned Counsel -Criminal	Assigned Counsel Panel	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
Assigned Counsel -Denial	Legal Services of Central New York (LSCNY)	Income Guidelines -- if Judge refuses to assign counsel in a Criminal or Family Court matter.	(877) 777-6152 or www.lscny.org/intake-form/
Assigned Counsel -Family	Family Court of Onondaga County	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
Attorney Grievance	Attorney Grievance Committee (Fifth Judicial District -- 4th Judicial Department)	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 www.nycourts.gov/courts/ad4/AG/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Bank Account - Frozen	Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)	200% Federal Income Guidelines	(877) 777-6152
Bank Account - Frozen	Volunteer Lawyers Project of CNY, Inc.	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 www.vlpcny.org/intake or debt@vlpcny.org
Bankruptcy	Legal Aid Society of Mid-New York (LASMNY)	200% Federal Income Guidelines	(877) 777-6152
Bankruptcy	Syracuse University College of Law Clinical Program	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
Bankruptcy	Lawyer Referral Service of the Onondaga County Bar Association	Provides referrals to private attorneys who charge at their normal rates.	(315) 471-2690 www.onbar.org/find-a-lawyer/
BBB Scam Tracker	Better Business Bureau of Upstate New York	An interactive tool to report scams and fraud and find real-time information about scams happening in the area.	BBB.org/ScamTracker
Benefits - Disability related	Adult Protective Services	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

Contact each agency to learn more about services and eligibility.

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Benefits - Disability related	ARISE	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/
Benefits - Disability related	Legal Aid Society of Mid-New York (LASMNY)	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
Benefits - General	Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)	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
Benefits - General	Onondaga County - Department of Social Services – Economic Security - Temporary Assistance	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

**Contact each agency to learn more about services and eligibility.
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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Benefits - Senior community	Onondaga County Office for Aging	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
Benefits - Veterans	Disabled American Veterans	Agency helps veterans that need advocacy for VA compensation.	716-857-3354
Benefits - Veterans	Onondaga County Veterans Service Agency	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
Benefits - Veterans	Syracuse University College of Law Clinical Program	Veterans Legal Clinic provides assistance with discharge upgrades and VA benefits appeals.	(315) 443-4582, operates during the academic school year
Benefits - Veterans (if related to workers' compensation)	Office of the Advocate for Injured Workers	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: advinjkwr@wcb.ny.gov Phone: (877) 632-4996
Birth Certificate Changes	Legal Services of Central New York (LSCNY)	Client must have HIV/ AIDS or cancer	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Birth Certificate Changes	<i>Volunteer Lawyers Project of CNY, Inc.</i>	LGBT* Rights Program assists transgender and gender nonconforming individuals with name and gender marker changes.	(315) 849-9234 or email lgbt@vlpcny.org
Business Accreditation/ Inquiries	<i>Better Business Bureau of Upstate New York</i>	BBB 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, www.bbb.org
Business Formation & Business Law Generally	<i>Syracuse University College of Law Clinical Program</i>	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
Business Formation & Business Law Generally	<i>Volunteer Lawyers Project of CNY, Inc.</i>	Legal Assistance to low-income entrepreneurs and small business owners, especially in the City of Syracuse.	(315) 471-3409 or business@vlpcny.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Car - repair/fraud	Attorney General	Client must call to report fraud.	(315) 448-4800 or (800)771-7755
Car - repair/fraud	Department of Motor Vehicles	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
Car - repair/fraud	Legal Aid Society of Mid-New York (LASMNY)	200% Federal Income Guidelines	(877) 777-6152
Caregiver Services	Onondaga County Office for Aging	Information and Consultation for people caring for older persons. Caregiver Information & Assistance. Caregiver Discussion Groups and Public Education.	(315) 435-2362 ongov.net/aging
Charity Review	Better Business Bureau of Upstate New York	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
Child Abuse/Neglect	Child Protective Services - Onondaga County Children and Family Services	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
Child Abuse/Neglect	Family Court of Onondaga County	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
Child Abuse/Neglect	<i>Hiscock Legal Aid Society (HLA)</i>	Family Court Assignment, Onondaga County Only, 250% Federal Income Guidelines. Income guidelines may vary depending on court guidance.	Assigned by court; call with questions 315-422-8191
Child Abuse/Neglect	<i>Legal Services of Central New York (LSCNY)</i>	Client must have HIV/ AIDS OR be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Child Care Subsidies	<i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i>	Client denied benefit, 200% of Federal Income Guidelines	(877) 777-6152
Child Protective Services Matters		<i>See Child Abuse/Neglect.</i>	
Child Support	<i>Hiscock Legal Aid Society (HLA)</i>	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.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Child Support	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Child Support - Enforcement	<i>Child Support Services - Onondaga County Department of Social Services - Economic Security</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Child Support Actions	Child Support Services - Onondaga County Department of Social Services - Economic Security	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
Child Support - Modification	Child Support Services - Onondaga County Department of Social Services - Economic Security	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
Child Support - Modification	Do-It-Yourself (DIY) Forms, New York State Courts	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/
Child Support - Modification	Hiscock Legal Aid Society (HLA)	Service region: Onondaga County. Court assignments up to 200% of the poverty guidelines. Case by case review.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact .
Child Support - Modification	Volunteer Lawyers Project of CNY, Inc.	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
Child Support -Denial by Child Enforcement	Legal Services of Central New York (LSCNY)	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Child Support -Violations	Hiscock Legal Aid Society (HLA)	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

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Child Support -Violations	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Child Support -Violations	<i>Child Support Services - Onondaga County Department of Social Services - Economic Security</i>	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
Child Support -Violations	<i>Family Court of Onondaga County</i>	Client can obtain forms at the clerk's office or online at www.courts.state.ny.us/forms/familycourt/index.shtml	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
Civil Rights	<i>Attorney General</i>	Client must call	(315) 448-4800 or (800)771-7755
Civil Rights	<i>Center for Community Alternatives</i>	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: cca@communityalternatives.org
Civil Rights	<i>Legal Services of Central New York (LSCNY)</i>	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 www.lscny.org/intake-form/
Civil Rights	<i>New York Civil Liberties Union -- Central New York Chapter</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Civil Rights	<i>NYS Division of Human Rights</i>	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. https://dhr.ny.gov/complaint	(888) 392-3644 www.dhr.ny.gov info@dhr.ny.gov
Civil Rights	<i>Onondaga County Human Rights Commission</i>	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; http://www.ongov.net/humanrights/
Civil Rights	<i>Worker Justice Center of New York</i>	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
Civil Rights -- LGBT	<i>Volunteer Lawyers Project of CNY, Inc.</i>	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email lgbt@vlpcny.org
Community Residence - Care & Services	<i>ARISE</i>	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/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Community Residence - Care & Services	Legal Services of Central New York (LSCNY)	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Consumer-Directed Personal Assistance Program (mental /	ARISE	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 www.ariseinc.org/contact/
Consumer Issues	Syracuse Financial Empowerment Center	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 www.syracusefec.org/
Consumer Issues	Volunteer Lawyers Project of CNY, Inc.	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 www.vlpcny.org/intake or debt@vlpcny.org
Consumer Issues	Attorney General	Reporting consumer fraud.	(315) 448-4800 or (800)771-7755
Consumer Issues	Better Business Bureau of Upstate New York	BBB 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, www.bbb.org
Consumer Issues	Legal Aid Society of Mid New York (LASMNY) and Legal Services of Central New York (LSCNY)	Income Guidelines. Assistance with consumer frauds, scams, deceptive practices, collection.	(877) 777-6152

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Consumer Issues	<i>New Justice Services</i>	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
Consumer Issues	<i>NYS Division of Consumer Protection</i>	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
Consumer Issues -Exploitation	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Contract Disputes	<i>New Justice Services</i>	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
CPS (Child Protective Services) Matters		<i>See Child Abuse/Neglect.</i>	
Credit Problems - creditor harassment, credit reports, etc.	<i>Attorney General</i>	Client must call	(315) 448-4800 or (800)771-7755
Credit Problems - creditor harassment, credit reports, etc.	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Credit Problems - creditor harassment, credit reports, etc.	NYS Division of Consumer Protection	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
Credit Problems - creditor harassment, credit reports, etc.	Syracuse Financial Empowerment Center	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 www.syracusefec.org/
Crime Victims	NYS Office of Victim Services	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 ovs.ny.gov
Crime Victims	Vera House	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
Criminal - State Court	Assigned Counsel Panel	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
Criminal -- Federal Court	Federal Public Defender's Office	Will provide criminal representation in Federal Court matters upon assignment by the court	(315) 701-0080
Criminal	NYS Office of Victim Services	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 ovs.ny.gov

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Criminal - Illegal use of criminal records	<i>Center for Community Alternatives</i>	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
Criminal - Illegal use of criminal records	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Criminal Charges	Syracuse University College of Law Clinical Program	Misdemeanor or violation level charges in Syracuse City Court - not DWI	(315) 443-4582, operates during the academic school year
Criminal Records - Correcting, Sealing, etc.	<i>Center for Community Alternatives</i>	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

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Criminal Records - Correcting, Sealing, etc.	Legal Services of Central New York (LSCNY)	LSCNY's Civic Restoration program helps those with criminal records correct RAP sheets and obtain Certificates of Relief from Disability & of Good Conduct.	
Criminal -denial of assigned counsel	Legal Services of Central New York (LSCNY)	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Criminal -Federal	Federal Public Defender's Office	Will provide criminal representation in Federal Court matters upon assignment by the court	(315) 701-0080
Custody (modification or enforcement)	Do-It-Yourself (DIY) Forms, New York State Courts	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody,	www.nycourts.gov/CourtHelp/DIY/
Custody	Volunteer Lawyers Project of CNY, Inc.	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
Custody	Family Court of Onondaga County	Client can obtain forms at the clerk's office or online at www.courts.state.ny.us/forms/familycourt/index.shtml	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
Custody	Hiscock Legal Aid Society (HLA)	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.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Custody	Legal Services of Central New York (LSCNY)	Client must be a cancer patient or a family member of a cancer patient OR client must have HIV/AIDS	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Custody	<i>New Justice Services</i>	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
Custody -denial of assigned counsel	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Debt Collection (medical bills, loans, student loans, etc.)	<i>Syracuse Financial Empowerment Center</i>	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 www.syracusefec.org/
Debt Collection (medical bills, loans, student loans, etc.)	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 www.vlpcny.org/intake or debt@vlpcny.org
Debt Collection (medical bills, loans, student loans, etc.)	<i>Attorney General</i>	Client must call to report unlawful debt collection practices.	(315) 448-4800 or (800)771-7755
Debt Collection (medical bills, loans, student loans, etc.)	<i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i>	200% Federal Income Guidelines.	(877) 777-6152
Debt Collection (medical bills, loans, student loans, etc.)	<i>NYS Division of Consumer Protection</i>	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
Defending Lawsuit for Debt	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 www.vlpcny.org/intake or debt@vlpcny.org
Defending Lawsuit for Debt	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	200% Federal Income Guidelines	(877) 777-6152
Denial of Right to Counsel -Criminal or Family Court	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Department of Social Services Collection	<i>Legal Services of Central New York (LSCNY)</i>	Collection by DSS or Medical Revocation Department of DSS, 200% Federal Income Guidelines	(877) 777-6152
Disability	<i>ARISE</i>	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/
Disability	<i>Disability Rights New York</i>	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 intake@drny.org www.drny.org
Disability	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	Client seeking SSI, 200% Federal Income Guidelines	(877) 777-6152
Disability	<i>Onondaga County - Department of Social Services – Economic Security</i>	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)
Disability	<i>Onondaga County Veterans Service Agency</i>	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
Disability		For information regarding Disabled Veterans please see "Veterans Issues -- disability claims and appeals" in this table	

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Disability -Accessing/ Receiving Services	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Discharge Planning -From Institution/ Facility	ARISE	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/
Discharge Planning -From Institution/ Facility	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Discharge Upgrade- Military/Veteran	Syracuse University College of Law Clinical Program	Onondaga County Only, Federal Income Guidelines, Case by case review, Sued by debt collectors	(315) 443-4582, operates during the academic school year
Discipline Hearing -- Education	Center for Community Alternatives	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.	315-422-5638 www.communityalternatives.org
Discipline Hearing -- Education	Legal Services of Central New York (LSCNY)	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Discrimination	Legal Services of Central New York (LSCNY)	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 www.lscny.org/intake-form/
Discrimination	New York Civil Liberties Union -- Central New York Chapter	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Discrimination	<i>NYS Division of Human Rights</i>	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. https://dhr.ny.gov/complaint	(888) 392-3644 www.dhr.ny.gov info@dhr.ny.gov
Discrimination	<i>Onondaga County Human Rights Commission</i>	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	(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; http://www.ongov.net/humanrights/
Discrimination- Access to places of public accommodation	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Discrimination- Access to places of public accommodation	<i>Syracuse University College of Law Clinical Program</i>	Federal Income Guidelines, Case by case review, Discrimination based on disability	(315) 443-4582, operates during the academic school year
Discrimination - Access to State and Local Government Services	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Discrimination - Access to State and Local Government Services	<i>Syracuse University College of Law Clinical Program</i>	Federal Income Guidelines, Case by case review, Discrimination based on disability	(315) 443-4582, operates during the academic school year

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Discrimination - Based on a Disability	ARISE	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/
Discrimination - Based on a Disability	Legal Services of Central New York (LSCNY)	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Discrimination - Based on a Disability	Syracuse University College of Law Clinical Program	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
Discrimination - Housing	CNY Fair Housing	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
Discrimination - Housing	Legal Services of Central New York (LSCNY)	Income Guidelines -- consider cases based upon mental disability, immigration status, and more.	(877) 777-6152 or www.lscny.org/intake-form/
Discrimination- LGBT status	Volunteer Lawyers Project of CNY, Inc.	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email lgbt@vlpcny.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Discrimination -Employment	Center for Community Alternatives	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
Discrimination -Employment	Legal Services of Central New York (LSCNY)	Income Guidelines. Will consider a wide array of discrimination cases.	(877) 777-6152 or www.lscny.org/intake-form/
Discrimination -Employment	Volunteer Lawyers Project of CNY, Inc.	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email lgbt@vlpcny.org
Discrimination -Employment	Syracuse University College of Law Clinical Program	Federal Income Guidelines, Case by case review, Discrimination must be based on disability	(315) 443-4582, operates during the academic school year
Discrimination -Illegal use of Criminal Records	Center for Community Alternatives	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
Discrimination -Illegal use of Criminal Records	Legal Services of Central New York (LSCNY)	Income guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Dispute Resolution Services	Better Business Bureau of Upstate New York	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	(800) 828-5000 bbb.org/complaint
Divorce	Do-It-Yourself (DIY) Forms, New York State Courts	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Divorce-contested	<i>Court Appointed Counsel</i>	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.
Divorce-contested	<i>Hiscock Legal Aid Society (HLA)</i>	Assigned by the Supreme Court when custody is disputed. Onondaga County only, up to 200% of federal poverty guidelines (higher in some cases, such as domestic violence)	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Divorce-contested	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	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
Divorce-contested	<i>Legal Services of Central New York (LSCNY)</i>	Client must have HIV/ AIDS or cancer	(877) 777-6152 or www.lscny.org/intake-form/
Divorce-contested	<i>Vera House</i>	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
Divorce-Uncontested	<i>Hiscock Legal Aid Society (HLA)</i>	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.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact
Divorce-Uncontested	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 family@vlpcny.org or www.vlpcny.org/intake

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Domestic Violence and Intimate Partner Violence	<i>Hiscock Legal Aid Society (HLA)</i>	Client must be the victim, Onondaga County Only, 200% Federal Income Guidelines, various issues related to abuse	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Domestic Violence and Intimate Partner Violence	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	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
Domestic Violence and Intimate Partner Violence	<i>Vera House with Legal Services of Central New York</i>	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
Domestic Violence and Intimate Partner Violence	<i>Worker Justice Center of New York</i>	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
Driver's License Issues- Suspension/ Revocation	<i>Department of Motor Vehicles</i>	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
Driver's License Issues- Suspension/ Revocation	<i>Legal Services of Central New York (LSCNY)</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Education/ Training Impediments	ARISE	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/
Education/ Training Impediments	Center for Community Alternatives	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
Education/ Training Impediments	Legal Services of Central New York (LSCNY)	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 www.lscny.org/intake-form/
Elder Law Issues	Legal Aid Society of Mid-New York (LASMNY)	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
Elder Law Issues	Volunteer Lawyers Project of CNY, Inc.	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

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Elder Law Issues	Adult Protective Services	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
Elder Law Issues	Attorney General	Client must call to report senior scams and other elder abuse issues.	(315) 448-4800 or (800)771-7755
Elder Law Issues	Onondaga County Office for Aging	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.	(315) 435-2362 ongov.net/aging
Emergency Assistance	211CNY	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 www.211cny.com
Emergency Assistance	Catholic Charities of Onondaga County	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. www.ccoc.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Emergency Assistance	Salvation Army Syracuse Area Services	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
Employment	Legal Services of Central New York (LSCNY)	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 www.lscny.org/intake-form/
Employment	NYS Department of Labor	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 www.labor.ny.gov
Employment	Worker Justice Center of New York	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
Employment -Barriers (Examples: bad credit, driver's license issues, transportation issues...)	Center for Community Alternatives	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
Employment -Barriers (Examples: bad credit, driver's license issues, transportation issues...)	Legal Services of Central New York (LSCNY)	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Employment -Barriers <i>(Examples: bad credit, driver's license issues, transportation issues...)</i>	Volunteer Lawyers Project of CNY, Inc.	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.
Employment -Discrimination	Center for Community Alternatives	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
Employment -Discrimination	Legal Services of Central New York (LSCNY)	Income guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Employment -Discrimination	New York Civil Liberties Union -- Central New York Chapter	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
Employment -Discrimination	NYS Division of Human Rights	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. https://dhr.ny.gov/complaint	(888) 392-3644 www.dhr.ny.gov info@dhr.ny.gov
Employment -Discrimination	Onondaga County Human Rights Commission	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
Employment -Discrimination	Syracuse University College of Law Clinical Program	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Employment -Discrimination	Volunteer Lawyers Project of CNY, Inc.	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email lgbt@vlpcny.org
Enrollment in School	Center for Community Alternatives	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
Enrollment in School	Legal Services of Central New York (LSCNY)	Client must have residency issues. Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Evaluation -Education	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Eviction Defense	Volunteer Lawyers Project of CNY, Inc.	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 housing@vlpcny.org or www.vlpcny.org/intake
Eviction Defense	Hiscock Legal Aid Society (HLA)	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go
Eviction Defense	Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)	Facing eviction from any housing (private or publically subsidized) in Onondaga County outside of Syracuse. Income guidelines and eligibility criteria applies.	(877) 777-6152
Eviction Defense	Legal Services of Central New York (LSCNY)	Facing eviction from subsidized housing (for example, Section 8, public housing) in the City of Syracuse.	(877) 777-6152 or www.lscny.org/intake-form/
Eviction Defense	Onondaga County - Department of Social Services – Economic Security - Temporary Assistance	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
Extradition	Hiscock Legal Aid Society (HLA)	Court Assignment, Onondaga County Only.	Assigned by court; call with questions 315-422-8191

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Fair Hearings	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines. Fair hearings of public benefits and other administrative issues.	(877) 777-6152 or www.lscny.org/intake-form/
Family Law	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Family Law	<i>Hiscock Legal Aid Society (HLA)</i>	Family Court Assignment, Onondaga County Only. Generally 250% of the poverty guidelines, though up to 200% in certain situation (such as when there is Domestic Violence).	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Family Law	<i>Assigned Counsel Panel</i>	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
Family Law	<i>New Justice Services</i>	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
Family Offenses		See Domestic Violence and Abuse section above.	
Farmworker's rights	<i>Workers' Center of Central New York</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Farmworker's rights	Legal Aid Society of Mid-New York (LASMNY)	Farmworker's Law Project addresses a wide range of matters, and covers every county in New York	(877)777-6152
Financial -Abuse	Adult Protective Services	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
Financial -Abuse	Legal Services of Central New York (LSCNY)	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Financial -Investment Issues	NYS Division of Consumer Protection	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
Food Stamps	Adult Protective Services	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

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Food Stamps	<i>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</i>	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
Food Stamps -- Fair Hearings	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Forced Medication	<i>Mental Hygiene Legal Services</i>	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
Foreclosure	<i>Hiscock Legal Aid Society (HLA)</i>	Assists homeowners facing foreclosure on personal residence only and tenants in properties being foreclosed, including tax foreclosures, in Onondaga, Oswego, Cortland and Cayuga Counties.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Foreclosure	<i>Home Headquarters</i>	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 www.homehq.org info@homehq.org
Foreclosure	<i>Legal Services of Central New York (LSCNY)</i>	Assists homeowners facing foreclosure on personal residence only and tenants in properties being foreclosed.	(877) 777-6152 or www.lscny.org/intake-form/
Foreclosure	<i>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</i>	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 www.courts.state.ny.us/forms/familycour t/index.shtml	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
Garnishment of Wages	Attorney General	Client must call to complain about unlawful garnishment of wages.	(315) 448-4800 or (800)771-7755
Garnishment of Wages	Volunteer Lawyers Project of CNY, Inc.	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 www.vlpcny.org/intake or debt@vlpcny.org
Garnishment of Wages	Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)	200% Federal Income Guidelines	(877) 777-6152
Guardianship	Legal Services of Central New York (LSCNY)	Income guidelines. Several issues addressed such as: when client has mental disability, client has HIV/AIDS, etc.	(877) 777-6152 or www.lscny.org/intake-form/
Guardianship	Mental Hygiene Legal Services	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
Guardianship	NYS Kinship Navigator	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, legal options for care, and referral to any available local resources. We also provide virtual case assistance in certain counties of New York State.	877-454-6463 www.nysnavigator.org navigator@nysnavigator.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Guardianship	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 elder@vlpcny.org www.vlpcny.org/intake
Guardianship 17-A	<i>Do-It-Yourself (DIY) Forms, New York State Courts</i>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Health Care (Access to)	<i>Legal Services of Central New York (LSCNY)</i>	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 www.lscny.org/intake-form/
Health Care Proxy	<i>Do-It-Yourself (DIY) Forms, New York State Courts</i>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/
Health Care Proxy	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	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
Health Care Proxy	<i>Legal Services of Central New York (LSCNY)</i>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or www.lscny.org/intake-form/
Health Care Proxy	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 elder@vlpcny.org or www.vlpcny.org/intake
Health Insurance	<i>Attorney General</i>	Client must call	(800)428-9071
Health Insurance	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines. Eligibility for Medicaid, Medicare, private insurance denials, subsidies, barrier to services due to language/disability, etc.	(877) 777-6152 or www.lscny.org/intake-form/
Health Insurance	<i>NYS Department of Financial Services</i>	If you suspect that insurance fraud, banking, other financial institutions has been committed fraud or a complaint against an insurance company, you should report it to DFS. The matter will be kept confidential. You can make a report via the Fraud Hotline, online, via mail, or via fax.	(800) 372-8369 www.dfs.ny.gov/complaints/report_fraud

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Health Insurance-Medicare	<i>Onondaga County Office for Aging</i>	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 ongov.net/aging
Healthcare-Access to Service Issues	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines. Eligibility for Medicaid, Medicare, private insurance denials, subsidies, barrier to services due to language/disability, etc.	(877) 777-6152 or www.lscny.org/intake-form/
Home Health Care	<i>Legal Services of Central New York (LSCNY)</i>	Client must have HIV/AIDS, Cancer, or existing menal disability.	(877) 777-6152 or www.lscny.org/intake-form/
Home Health Care	<i>Onondaga County Office for Aging</i>	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 ongov.net/aging
Home Health Care	<i>Onondaga County Veterans Service Agency</i>	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
Home Improvement Programs	<i>Home Headquarters</i>	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 www.homehq.org.	(315) 474-1939 www.homehq.org info@homehq.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Home Ownership Loans	<i>CNY Fair Housing</i>	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
Home Ownership Loans	<i>Home Headquarters</i>	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
Home Ownership Loans	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines, Client must be facing mortgage scams, predatory lending or property flipping schemes	(877) 777-6152 or www.lscny.org/intake-form/
Home Ownership Loans	<i>NYS Division of Consumer Protection</i>	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
Home Repair Problems	<i>Attorney General</i>	Client must call	(315) 448-4800 or (800)771-7755

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Home Repair Problems	Home Headquarters	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
Home Repair Problems	Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)	200% Federal Income Guidelines	(877) 777-6152
Home Repair Problems	Onondaga County Office for Aging	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.	(315) 435-2362 ongov.net/aging
Home Repair Problems	SUN (Syracuse United Neighbors)	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
Housing - Habitability & Codes Violations- Evictions	Legal Aid Society of Mid-New York (LASMNY)	Facing eviction from any housing (private or publically subsidized) in Onondaga County in and outside of Syracuse. Income guidelines and eligibility criteria applies.	Housing Preservation Line 315-793-7083
Homeless Rights	Legal Services of Central New York (LSCNY)	Mental Health and Homelessness Advocacy Project provides representation on a wide range of legal issues including discrimination in housing, employment and public accomodations, discontinuance of benefits, and homelessness prevention.	(877) 777-6152 or www.lscny.org/intake-form/
Hospital -Appropriate Discharge	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Hospital -Appropriate Discharge	<i>Mental Hygiene Legal Services</i>	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
Housing	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Housing	<i>Hiscock Legal Aid Society (HLA)</i>	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact. Come into office only if necessary.
Housing	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Housing	<i>Catholic Charities of Onondaga County</i>	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
Housing	<i>Center for Community Alternatives</i>	a housing collaboration with Syracuse Housing Authority called Freedom Commons	
Housing	<i>Home Headquarters</i>	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

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Housing	Onondaga County - Department of Social Services – Economic Security - Temporary Assistance	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
Housing	Onondaga County Office for Aging	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.	(315) 435-2362 ongov.net/aging
Housing	Vera House	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
Housing - Code Violations		<i>See Housing - habitability below.</i>	
Housing - Habitability	Greater Syracuse Tenants Network, Inc.	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.
Housing - Habitability	Hiscock Legal Aid Society (HLA)	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlaw.org/contact. Come into office only if necessary.
Housing - Habitability	Legal Services of Central New York (LSCNY)	Income Guidelines. Water shutoffs, no heat, pest infestations, etc.	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Housing - Habitability	Volunteer Lawyers Project of CNY, Inc.	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
Housing - Habitability & Codes Violations	Division of Code Enforcement -- City of Syracuse	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 https://www.syr.gov/Departments/Code-Enforcement
Housing -Accessibility	ARISE	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/
Housing -Accessibility	CNY Fair Housing	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
Housing -Accessibility	Legal Services of Central New York (LSCNY)	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Housing -Eviction	<i>Do-It-Yourself (DIY) Forms, New York State Courts</i>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/
Housing -Eviction		<i>See Eviction Defense in "E" section of table above for tenant resources.</i>	
Housing -Finance (Real Estate Closing)		<i>See Home Ownership Loans above.</i>	
Housing -Foreclosure		<i>See Foreclosure in "F" section of table.</i>	
Housing-Discrimination	<i>CNY Fair Housing</i>	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
Housing-Discrimination	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Housing-Discrimination	<i>New York Civil Liberties Union -- Central New York Chapter</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Housing-Discrimination	<i>NYS Division of Human Rights</i>	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. https://dhr.ny.gov/complaint	(888) 392-3644 www.dhr.ny.gov info@dhr.ny.gov
Housing-Discrimination	<i>Volunteer Lawyers Project of CNY, Inc.</i>	LGBT* Rights program assists clients facing discrimination based upon their sexual orientation or gender identity.	(315) 849-9234 or email lgbt@vlpcny.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Identity Theft	<i>Attorney General</i>	Client must call	(315) 448-4800 or (800)771-7755
Identity Theft	<i>NYS Division of Consumer Protection</i>	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
Immigrants' Rights	<i>Legal Services of Central New York (LSCNY)</i>	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 www.lscny.org/intake-form/
Immigrants' Rights	<i>Worker Justice Center of New York</i>	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
Immigration	<i>Catholic Charities of Onondaga County - Refugee Resettlement Services</i>	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 www.ccoc.org
Immigration	<i>Hiscock Legal Aid Society (HLA)</i>	Immigration Law legal assistance for 17 counties throughout Central New York (CNY, North Country, and Mohawk Valley Regions). 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 -- (315-218-0152 for spanish) most intake being done by telephone or visit www.hlalaw.org/contact

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Immigration	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 immigration@vlpcny.org www.vlpcny.org/intake
Immigration	InterFaith Works	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
Immigration	<i>ECBA Volunteer Lawyers Project</i>	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
Impartial Hearing (Special Education)	<i>Legal Services of Central New York (LSCNY)</i>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Inclusion in School	<i>Legal Services of Central New York (LSCNY)</i>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Incorporation of Small Business or Nonprofit	<i>Syracuse University College of Law Clinical Program</i>	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
Incorporation of Small Business or Nonprofit	<i>Volunteer Lawyers Project of CNY, Inc.</i>	Legal Assistance to low-income entrepreneurs, small business owners, and small nonprofits, especially in the City of Syracuse.	(315) 471-3409 or business@vlpcny.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Individualized Service Plan (ISP) for personas with intellectual disabilities mental retardation or developmental disabilities.	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Injury -At Work	Office of the Advocate for Injured Workers	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
Institutionalization	Mental Hygiene Legal Services	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
Institutionalization	ARISE	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/
Institutionalization	Legal Services of Central New York (LSCNY)	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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Insurance Matters	<i>Attorney General</i>	Client must call	800-342-3736
Insurance Matters	<i>NYS Department of Financial Services</i>	If you suspect that insurance fraud, banking, other financial institutions has been committed fraud or a complaint against an insurance company, you should report it to DFS. The matter will be kept confidential. You can make a report via the Fraud Hotline, online, via mail, or via fax.	(800) 342-3736 www.dfs.ny.gov
Intellectual Property (other than patent)	<i>Syracuse University College of Law Clinical Program</i>	Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Jail	Legal Services of Central New York (LSCNY)	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 www.lscny.org/intake-form/
Job Training Issues	ARISE	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/
Job Training Issues	Center for Community Alternatives	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
Job Training Issues	NYS Department of Labor	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 www.labor.ny.gov
Juvenile - delinquency, PINS, emancipation	Family Court of Onondaga County	Client can obtain forms at the clerk's office or online at www.courts.state.ny.us/forms/familycourt/index.shtml	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
Juvenile - delinquency, PINS, emancipation	Legal Services of Central New York (LSCNY)	Client must not have disability issues, but residency issues, school initiated PINS proceedings or have been denied counsel. Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Juvenile Justice	Legal Services of Central New York (LSCNY)	Juvenile justice practices focuses on representing juveniles while they are incarcerated at jails, juvenile detention facilities, or prisons.	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Labor -Wages, Safety, Health	Legal Services of Central New York (LSCNY)	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Labor -Wages, Safety, Health	NYS Department of Labor	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 dol.ny.gov/
Labor -Wages, Safety, Health	Worker Justice Center of New York	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
Labor -Wages, Safety, Health	Workers' Center of Central New York	Worker-led organizing around wages, safety and health in a variety of work settings.	(315) 218-5708 https://workerscny.org
Landlord Representation	Lawyer Referral Service of the Onondaga County Bar Association	Provides referrals to private attorneys who charge at their normal rates.	(315) 471-2690 www.onbar.org/find-a-lawyer/
Landlord/Tenant		<i>See listings under Eviction and Housing.</i>	
LGBTQ Legal Issues	Volunteer Lawyers Project of CNY, Inc.	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 lgbt@vlpcny.org
License -Suspension/ Revocation	Department of Motor Vehicles	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
License -Suspension/ Revocation	Hiscock Legal Aid Society (HLA)	Addressing issues when license suspension is caused by child support arrears.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
License -Suspension/ Revocation	<i>Legal Services of Central New York (LSCNY)</i>	Addressing issues when license suspension prevents employment.	(877) 777-6152 or www.lscny.org/intake-form/
Living Will	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	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
Living Will	<i>Legal Services of Central New York (LSCNY)</i>	Client must have HIV/AIDS or Cancer	(877) 777-6152 or www.lscny.org/intake-form/
Living Will	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
LLC Formation	<i>Volunteer Lawyers Project of CNY, Inc.</i>	Legal Assistance to low-income entrepreneurs, small business owners, and small nonprofits, especially in the City of Syracuse.	(315) 471-3409 or business@vlpcny.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Maintenance (Note: In Family Court Maintenance is referred to as Spousal Support)		<i>See Spousal Support</i>	
Matrimonial		<i>See Divorce section</i>	
Mediation Services	New Justice Services	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
Medicaid	Adult Protective Services	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
Medicaid	ARISE	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/

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Medicaid	<i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i>	200% Federal Income Guidelines	(877) 777-6152
Medical Bills	<i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i>	200% Federal Income Guidelines	(877) 777-6152
Medical Malpractice	<i>Lawyer Referral Service of the Onondaga County Bar Association</i>	Provides referrals to private practice attorneys. These cases are contingent on a percentage fee basis.	(315) 471-2690 www.onbar.org/find-a-lawyer/
Medical Records	<i>Legal Services of Central New York (LSCNY)</i>	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/
Medical Transportation	<i>Legal Services of Central New York (LSCNY)</i>	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Medical Transportation	<i>Onondaga County Office for Aging</i>	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.	(315) 435-2362 ongov.net/aging
Medicare	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Medicare	<i>Onondaga County Office for Aging</i>	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.	(315) 435-2362 ongov.net/aging

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Medication -Forced	<i>Mental Hygiene Legal Services</i>	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
Mental Health	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines. Barriers to accessing services, discrimination, accomodations, etc.	(877) 777-6152 or www.lscny.org/intake-form/
Mobile Home Owners	<i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York (LSCNY)</i>	Income Guidelines and Eligibility Criteria - Representation in mobile home evictions. The homeowner does not need to wait until they have recieved an eviction notice to contact us.	(877) 777-6152
Mortgages		See listing for "Home Ownership Loans" in H section.	

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Name Change	<i>Do-It-Yourself (DIY) Forms, New York State Courts</i>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/
Name Change	<i>Legal Services of Central New York (LSCNY)</i>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or www.lscny.org/intake-form/
Name Change	<i>Volunteer Lawyers Project of CNY, Inc.</i>	LGBT* Rights Program assists transgender and gender nonconforming individuals with name and gender marker changes.	(315) 849-9234 or email lgbt@vlpcny.org
Naturalization	<i>Hiscock Legal Aid Society (HLA)</i>	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.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Naturalization	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 immigration@vlpcny.org www.vlpcny.org/intake
Naturalization	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	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
New Americans		See "Immigration" section	
New York Connects	<i>Onondaga County Office for Aging</i>	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 ongov.net/aging

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Nonprofit Incorporation	Syracuse University College of Law Clinical Program	Upstate New York, community development or other charitable mission, case by case basis	(315) 443-4582, operates during the academic school year
Nonprofit Incorporation	Volunteer Lawyers Project of CNY, Inc.	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 business@vlpcny.org
Nonprofit Incorporation	Attorney General	Website provides extensive information regarding how to become a not-for-profit or charity in NYS.	www.charitiesnys.com
Nonprofit Incorporation	Onondaga County Public Library	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
Nursing Home	Attorney General	Client must call	
Nursing Home	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Nursing Home	Onondaga County Veterans Service Agency	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
Nursing Services at Home	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Nursing Services at Home	Onondaga County Office for Aging	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.	(315) 435-2362 ongov.net/aging

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Nursing Services at Home	<i>Onondaga County Veterans Service Agency</i>	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	(315) 435-3219
Nutrition Services	<i>Onondaga County Office for Aging</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Office for People with Developmental Disabilities (OPWDD) -Problems with Services	<i>Mental Hygiene Legal Services</i>	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
Office for People with Developmental Disabilities (OPWDD) -Problems with Services	<i>ARISE</i>	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/
Order of Protection		See Domestic Violence and Abuse section above.	
Overpayment	<i>Legal Services of Central New York (LSCNY)</i>	Recipient of SSI and/or SSD and issues. Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Parole	Center for Community Alternatives	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
Parole	Hiscock Legal Aid Society (HLA)	Assigned counsel.	Assigned by court; call with questions 315-422-8191
Paternity	Do-It-Yourself (DIY) Forms, New York State Courts	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/
Paternity	Family Court of Onondaga County	Client can obtain forms at the clerk's office or online at www.courts.state.ny.us/forms/familycourt/index.shtml	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
Paternity	Hiscock Legal Aid Society (HLA)	Family Court Assignment, Onondaga County only, Respondents only. Generally 250% Federal Income Guidelines	Assigned by court; call with questions 315-422-8191
Paternity	Volunteer Lawyers Project of CNY, Inc.	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
Paternity		<i>See Family Law in this Table.</i>	
Permanency Planning	Legal Services of Central New York (LSCNY)	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or www.lscny.org/intake-form/
Permanency Planning - suggested edit: Information and Referral Services	ARISE	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/

Contact each agency to learn more about services and eligibility.

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Personal Care	ARISE	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/
Personal Care	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Personal Care	Onondaga County Office for Aging	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.	(315) 435-2362 ongov.net/aging
Personal Injury	Lawyer Referral Service of the Onondaga County Bar Association	Provides referrals to private practice attorneys. These cases are contingent on a percentage fee basis.	(315) 471-2690 www.onbar.org/find-a-lawyer/
Physical Restraint	Legal Services of Central New York (LSCNY)	Legal problem. MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Police Misconduct	Citizens Review Board (CRB) of City of Syracuse	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
Police Misconduct	New York Civil Liberties Union -- Central New York Chapter	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
Police Misconduct	Volunteer Lawyers Project of CNY, Inc.	LGBT* Rights program assists clients facing discrimination or Police Misconduct due to being LGBT.	(315) 849-9234 or email lgbt@vlpcny.org

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Power of Attorney	<i>Legal Aid Society of Mid-New York (LASMNY) and Legal Services of Central New York</i>	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
Power of Attorney	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Presentations requested from services providers/ parent groups	<i>Legal Services of Central New York (LSCNY)</i>	Presentations regarding any civil legal issue. Organization finds volunteer attorneys to present.	(877) 777-6152 or www.lscny.org/intake-form/
Presentations requested from services providers/ parent groups	<i>Volunteer Lawyers Project of CNY, Inc.</i>	Presentations regarding any civil legal issue -- educating the community and services providers about legal rights.	(315) 471-3409 or email info@vlpcny.org
Prisoners' Rights	<i>Legal Services of Central New York (LSCNY)</i>	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/
Prisoners' Rights	<i>Syracuse University College of Law Clinical Program</i>	Federal Income Guidelines, Case by case review, Disability Issues	(315) 443-4582, operates during the academic school year
Prisoners' Rights	<i>Prisoners' Legal Services</i>	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
Private Insurance Issues	<i>NYS Department of Financial Services</i>	If you suspect that insurance fraud, banking, other financial institutions has been committed fraud or a complaint against an insurance company, you should report it to DFS. The matter will be kept confidential. You can make a report via the Fraud Hotline, online, via mail, or via fax.	(800) 342-3736 www.dfs.ny.gov

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Pro Bono Referrals for Representation	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 info@vlpcny.org
Pro Se Assistance	<i>Do-It-Yourself (DIY) Forms, New York State Courts</i>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/CourtHelp/DIY/
Pro Se Assistance	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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 info@vlpcny.org for general info
Property	<i>Attorney General</i>	Client must call	
Property	<i>Home Headquarters</i>	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 www.homehq.org info@homehq.org
Property	<i>New Justice Services</i>	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
Psychiatric Institution Care, treatment, abuse, neglect	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Psychiatric Institution Care, treatment, abuse, neglect	<i>Mental Hygiene Legal Services</i>	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
Psychiatric Institution Care, treatment, abuse, neglect (suggested edit: outpatient mental health clinic)	<i>ARISE</i>	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/
Public Assistance	<i>ARISE</i>	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/
Public Assistance	<i>Onondaga County - Department of Social Services – Economic Security - Temporary Assistance</i>	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
Public Benefits - General	<i>Legal Services of Central New York (LSCNY)</i>	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 www.lscny.org/intake-form/
Public Health Insurance Programs	<i>Attorney General</i>	Client must call	(315) 448-4800 or (800)771-7755

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Public Health Insurance Programs	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
QDROs (Qualified Domestic Relations Orders)	<i>Lawyer Referral Service of the Onondaga County Bar Association</i>	Provides referrals to private attorneys who charge at their normal rates.	(315) 471-2690 www.onbar.org/find-a-lawyer/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Real Estate Closing		See "Home Ownership Loans" in H section.	
Reasonable Accommodations	CNY Fair Housing	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
Reasonable Accommodations	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing mental or physical disability	(877) 777-6152 or www.lscny.org/intake-form/
Reasonable Accommodations	Syracuse University College of Law Clinical Program	Federal Income Guidelines, Case by case review.	(315) 443-4582, operates during the academic school year
Recovery	Center for Community Alternatives	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
Representation by a Private Practice Attorney	Lawyer Referral Service of the Onondaga County Bar Association	Provides referrals to private attorneys who charge at their normal rates.	(315) 471-2690 www.onbar.org/find-a-lawyer/
Representation -Denial	Legal Services of Central New York (LSCNY)	Income Guidelines. Client denied access to assigned counsel due to income and/or resources.	(877) 777-6152 or www.lscny.org/intake-form/
Residency Issues	Legal Services of Central New York (LSCNY)	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Restraint -Physical	Legal Services of Central New York (LSCNY)	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Safe Deposit Box	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
School - Discipline	<i>Center for Community Alternatives</i>	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
School - Discipline	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
School -Denial	<i>Center for Community Alternatives</i>	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
School -Denial	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines. Student faces discrimination due to national origin or race.	(877) 777-6152 or www.lscny.org/intake-form/
School -Enrollment	<i>Center for Community Alternatives</i>	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
School -Enrollment	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines. Residency disputes. Student faces discrimination due to national origin or race.	(877) 777-6152 or www.lscny.org/intake-form/
Security Deposit -- Rent	<i>Attorney General</i>	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
Security Deposit -- Rent		<i>Also see Small Claims Court listings below for other options to seek return of rent security deposit.</i>	
Self Help Assistance (Pro Se Assistance)	<i>5th Judicial District Helpline</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Self Help Assistance (Pro Se Assistance)	Ask A Librarian -- NY Courts	Provides assistance researchign a reference question posed by the public. Provides copies of article, bill jacket, statute, case opinion or other library material from the Unifed Court System Law Library Collection.	askalawlibrarian.nycourts.gov or text line only: (518) 282-0175
Self Help Assistance (Pro Se Assistance)	Supreme Court Law Library-- Onondaga County Courthouse	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
Senior Citizens	Adult Protective Services	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
Senior Citizens	Attorney General	Client must call	(315) 448-4800 or (800)771-7755
Senior Citizens	Catholic Charities of Onondaga County	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
Senior Citizens	Legal Aid Society of Mid-New York (LASMNY)	60 or older, Onondaga County Only	(877) 777-6152

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Senior Citizens	<i>Onondaga County Office for Aging</i>	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.	(315) 435-2362 ongov.net/aging
Senior Citizens	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Service Providers -Problems With	<i>Legal Services of Central New York (LSCNY)</i>	Income guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Services -Access to	<i>Onondaga County Veterans Service Agency</i>	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	(315) 435-3219
Services -Access to Adaptive Design	<i>ARISE</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Services -Access to better neighborhood	SUN (Syracuse United Neighbors)	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
Sharp Project	Onondaga County Office for Aging	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
Skilled Nursing Facility -Appropriate Discharge	ARISE	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/
Small Business	Volunteer Lawyers Project of CNY, Inc.	Legal Assistance to low-income entrepreneurs and small business owners, especially in the City of Syracuse.	(315) 471-3409 or business@vlpcny.org
Small Claims Court	New York Public Interest Research Group (NYPIRG)	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Small Claims Court	<i>Small Claims Court</i>	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
Small Estate	<i>Do-It-Yourself (DIY) Forms, New York State Courts</i>	Fillable, printable, court forms for unrepresented individuals. Addresses many areas of the law such as divorce, paternity, name change and custody, etc.	www.nycourts.gov/Courthelp/DIY/
Small Estate	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Social Security (SSI/SSD)	<i>Legal Aid Society of Mid-New York (LASMNY)</i>	Adult or child seeking SSI, 200% Federal Income Guidelines. Also appeals of denials or terminations.	(877) 777-6152
Social Security (SSI/SSD)	<i>Onondaga County - Department of Social Services – Economic Security</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Social Security (SSI/SSD)	Adult Protective Services	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
Social Security (SSI/SSD)	ARISE	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/
Speakers -Requested from service providers/parent groups		<i>See "Presentations" above.</i>	
Spousal Support	Family Court of Onondaga County	Client can obtain forms at the clerk's office or online at www.courts.state.ny.us/forms/familycourt/index.shtml	Clerk's Office located at: 401 Montgomery St., Syracuse, NY 13202
Spousal Support	Hiscock Legal Aid Society (HLA)	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)	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Standby Guardianship	Legal Services of Central New York (LSCNY)	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Stock Investments	<i>NYS Division of Consumer Protection</i>	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
Superintendent Disciplinary Hearing	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Supplemental Needs Trust	<i>Legal Services of Central New York (LSCNY)</i>	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or www.lscny.org/intake-form/
Suspension from School	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Tax Issues	Syracuse University College of Law Clinical Program	250% Federal Income Guidelines, Case by case review	(315) 443-4582, operates during the academic school year
Tenants' Rights	Greater Syracuse Tenants Network, Inc.	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.
Tenants' Rights	Syracuse Tenants Union	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
Tenants' Rights	Volunteer Lawyers Project of CNY, Inc.	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
Tenants' Rights	Hiscock Legal Aid Society (HLA)	Must be in the city of Syracuse and not subsidized housing (It is okay if client is on public assistance)	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact. Come into office only if necessary.
Tenants' Rights	Legal Services of Central New York (LSCNY)	Income Guidelines	(877) 777-6152 or www.lscny.org/intake-form/
Termination of Parental Rights	Court Appointed Counsel	Court will assign counsel for parents and a Law Guardian for the child.	assigned by Court.
Termination of Parental Rights	Hiscock Legal Aid Society (HLA)	Assigned by Family Court, Onondaga County Only. Income guidelines subject to court guidance.	Assigned by court; call with questions 315-422-8191
Termination of Parental Rights	Legal Services of Central New York (LSCNY)	Client must have HIV/AIDS	(877) 777-6152 or www.lscny.org/intake-form/
Traffic Issues	Department of Motor Vehicles	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Traffic Issues	Lawyer Referral Service of the Onondaga County Bar Association	Provides referrals to private attorneys who charge at their normal rates.	(315) 471-2690 www.onbar.org/find-a-lawyer/
Training Programs -Discrimination	ARISE	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/
Training Programs -Discrimination	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Transition Services for Special Education	Legal Services of Central New York (LSCNY)	Legal problem MUST be related to or affecting an existing physical or mental disability	(877) 777-6152 or www.lscny.org/intake-form/
Transportation	Department of Motor Vehicles	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
Transportation	Legal Services of Central New York (LSCNY)	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/
Transportation (suggested edit: Residents' Rights-Long Term Care Ombudsman)	ARISE	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/
Treatment -- Access to	Legal Services of Central New York (LSCNY)	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Treatment -- Access to Recreation	ARISE	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/
Treatment -Inappropriate	Legal Services of Central New York (LSCNY)	Client must have HIV/AIDS	(877) 777-6152 or www.lscny.org/intake-form/
Treatment -Inappropriate	Mental Hygiene Legal Services	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
Trusts	Legal Services of Central New York (LSCNY)	Client must have HIV/AIDS or Cancer	(877) 777-6152 or www.lscny.org/intake-form/
Trusts	Volunteer Lawyers Project of CNY, Inc.	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

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Unemployment Insurance Benefits	<i>Hiscock Legal Aid Society (HLA)</i>	200% Federal Income Guidelines, Central New York residents only, advice and hearing representation.	For screening/intake call 315.422.8191 (315.218.0152 for Spanish-speaking Immigration intake) or go to hlalaw.org/contact . Come into office only if necessary.
Unemployment Insurance Benefits	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines. Serves all 13 counties in CNY.	(877) 777-6152 or www.lscny.org/intake-form/
Unemployment Insurance Benefits	<i>NYS Department of Labor</i>	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 dol.ny.gov/
Unemployment Insurance Benefits	<i>Worker Justice Center of New York</i>	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
Utilities Issues	<i>Legal Services of Central New York (LSCNY)</i>	Income Guidelines.	(877) 777-6152 or www.lscny.org/intake-form/
Utilities Issues	<i>Onondaga County Office for Aging</i>	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.	(315) 435-2362 ongov.net/aging

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Utilities Issues -Involving HEAP and/or Utility Assistance Funds	Adult Protective Services	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
Utilities Issues -Involving HEAP and/or Utility Assistance Funds	Onondaga County - Department of Social Services – Economic Security - Temporary Assistance	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Veterans Issues	<i>Catholic Charities of Onondaga County</i>	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
Veterans Issues	<i>NYS Division of Veterans Affairs</i>	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, http://veterans.ny.gov
Veterans Issues	<i>Onondaga County Veterans Service Agency</i>	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
Veterans Issues	<i>Supportive Services for Veteran Families (SSVF) of the Salvation Army</i>	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
Veterans Issues	<i>Syracuse University College of Law Clinical Program</i>	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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Veterans Issues	Syracuse Vet Center	Readjustment counseling is a wide range of free, confidential services offered to eligible veterans and their families in the effort to make a successful transition from military to civilian life. Services offered at Vet Centers nationwide include individual and group counseling, family counseling for military related issues, bereavement counseling, military sexual trauma, coping with deployments, community education, outreach, and referrals.	(315) 478-7127 109 Pine St., Suite 101, Syracuse NY 13210 www.vetcenter.va.gov
Veterans Issues	Volunteer Lawyers Project of CNY, Inc.	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.	www.vetcenter.va.gov
Veterans Issues--disability claims and appeals	Syracuse University College of Law Clinical Program	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
Veterans Issues--disability claims and appeals	U.S. Dept. of Veterans Affairs -- Board of Veterans Appeals	Agency the processes appeals from veterans disability and benefits decisions. A pamphlet explaining how to appeal is available on their website.	www.bva.va.gov
Veterans' Issues--disability claims and appeals	Onondaga County Veterans Service Agency	Local accredited Veteran Service and Benefits Representative	(315) 435-3219
Veterans Issues--re-employment rights	Employer Support of the Guard and Reserve (ESGR)	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
Veterans Issues--re-employment rights	U.S. Dept. of Labor	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 www.dol.gov/vets

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Victim's Rights	<i>NYS Office of Victim Services</i>	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
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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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Wages	Legal Services of Central New York (LSCNY)	Income Guidelines. Wage theft, employers rights, etc.	(877) 777-6152 or www.lscny.org/intake-form/
Wages	NYS Department of Labor	Labor Standards Division -- For questions regarding legal rights regarding wage and hour.	(888) 469-7365 dol.ny.gov/
Wages	Onondaga County - Department of Social Services – Economic Security - Temporary Assistance	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
Wages	Worker Justice Center of New York	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
Welfare (Family assistance, Safety net assistance, Emergency assistance)	ARISE	Agency offers a wide range of services to those with various types of disabilities and their families. Programs include: advocacy,referrals, 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/
Welfare (Family assistance, Safety net assistance, Emergency assistance)	Onondaga County - Department of Social Services – Economic Security - Temporary Assistance	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
Wills	Legal Aid Society of Mid-New York (LASMNY)	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
Wills	Legal Services of Central New York (LSCNY)	Client must be a cancer patient or a family member of a cancer or HIV/AIDS patient	(877) 777-6152 or www.lscny.org/intake-form/

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Legal Issue	Agency	Eligibility Criteria / Description of Services	Contact Information
Wills	<i>Volunteer Lawyers Project of CNY, Inc.</i>	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
Workers' Compensation	<i>Office of the Advocate for Injured Workers</i>	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: advinjkwr@wcb.ny.gov Phone: (877) 632-4996
Worker's Compensation	<i>Lawyer Referral Service of the Onondaga County Bar Association</i>	Private practice attorneys will accept Worker's Compensation cases based upon a statutorily based fee.	(315) 471-2690 www.onbar.org/find-a-lawyer/
Worker's Compensation	<i>Worker Justice Center of New York</i>	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
Workers' Rights	<i>Legal Services of Central New York (LSCNY)</i>	Workers' Rights Project address a wide range of employment law matters including unemployment insurance, employment discrimination, wage and hour, family and medical leave.	(877) 777-6152 or www.lscny.org/intake-form/

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<p>Adult Protective Services</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>www.ongov.net/aps</p>
<p>Office of the Advocate for Injured Workers</p> <p>328 State Street Schenectady, NY 12305 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. No walk-in appointments.</p> <p>http://www.wcb.ny.gov/content/main/Workers/WhatIsAdvocateInjuredWorkers.jsp</p>
<p>ARISE 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>www.ariseinc.org</p>
<p>Assigned Counsel Panel -- Onondaga County 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>https://www.ocbaacp.org/contact-us/</p>
<p>Attorney General's Office 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 to this office, as well as refer 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>www.ag.ny.gov/syracuse-regional-office</p>

<p>Attorney Grievance Committee (Fifth Judicial District -- 4th Judicial Department)</p> <p>224 Harrison Street Suite 408 Syracuse, NY 13202-3066 P: 315-401-3344 F: 315-401-3339</p>	<p>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>www.nycourts.gov/courts/ad4/AG/</p>
<p>Better Business Bureau of Upstate New York</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>www.bbb.org/upstate-new-york/</p>
<p>Catholic Charities of Onondaga County</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>www.ccoc.us</p>
<p>Catholic Charities Refugee Resettlement Services</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>www.ccoc.us/services/refugee-services/refugee-resettlement</p>
<p>Center for Community Alternatives</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>www.communityalternatives.org</p>

<p>Child Protective Services - Onondaga County Children and Family Services</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 wellbeing 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 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>www.ongov.net/cfs/childwelfare.html</p>
<p>Child Support Services - Onondaga County Department of Social Services - Economic Security</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>http://www.ongov.net/dss/childSupport.html</p>
<p>Citizens Review Board (CRB) of the City of Syracuse</p> <p>One Park Place 300 South State St Suite 700 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>http://www.syr.gov.net/crb.aspx</p>
<p>CNY Fair Housing</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 accommodation and modifications for individuals and families. No income guidelines apply. The 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>www.cnyfairhousing.org</p>

<p>Cooperative Federal Credit Union</p> <p>1816 Erie Blvd E Syracuse, NY 13210 P: 315-473-0270</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 banking services, personal, home & small business loans, and more. Housing Counseling go to http://www.cooperativefederal.org/en/homebase and click "Schedule an Appt" .</p> <p>cooperativefederal.org</p>
<p>Department of Motor Vehicles</p> <p>4671 Onondaga Blvd. Western Lights Plaza Syracuse, NY 13219 P: 1-800-698-2931</p>	<p>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.</p> <p>www.dmv.ny.gov</p>
<p>Disability Rights New York</p> <p>725 Broadway, Suite 450 Albany, NY 12207 P: (518) 432-7861 F: 518-427-6561</p>	<p>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.</p> <p>www.drny.org/</p>
<p>Disabled American Veterans</p> <p>130 South Elmwood Ave Suite 620 Buffalo, NY 14202 P: 716-857-3354 F: 716-857-3487</p>	<p>Agency helps veterans that need advocacy for VA compensation.</p> <p>www.dav.org/</p>
<p>Division of Code Enforcement -- City of Syracuse</p> <p>One Park Place 300 South State St Syracuse, NY 13202 P: 315-448-8695 F: 315-448-8764 or 448-8615</p>	<p>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.</p> <p>https://www.syr.gov/Departments/Code-Enforcement</p>
<p>ECBA Volunteer Lawyers Project Immigration Program</p> <p>438 Main Street 7th Floor Buffalo, NY 14202 P: 716-847-0662 EXT-302</p>	<p>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.</p> <p>www.ecbavlp.com</p>

<p>Employer Support of the Guard and Reserve (ESGR) 330 Old Niskayuna Road Latham, NY 12110 P: 1-800-336-4590 P2: 518-786-0389 F: 518-786-6075</p>	<p>Local ombudsman helps resolve complaints of USERRA violations. If unable to resolve, issue is referred to U.S. Dept. of Labor.</p> <p>www.esgr.mil</p>
<p>Family Court - Onondaga County 401 Montgomery Street Syracuse, NY 13202 P: 315-671-2000 F: 315-671-1163</p>	<p>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 www.courts.state.ny.us/forms/familycourt/index.shtml www.nycourts.gov/courts/5jd/onondaga/family</p>
<p>Federal Public Defender 4 Clinton Square 3rd Floor Syracuse, NY 13202 P: 315-701-0080 F: 315-701-0081</p>	<p>Office will provide criminal representation in Federal Court upon assignment from the court.</p> <p>http://nyn.fed.org/</p>
<p>Greater Syracuse Tenants Network PO Box 6908 Syracuse, NY 13217-6908 P: 315-475-8092</p>	<p>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.</p> <p>www.syracusetenant.org</p>
<p>Legal Aid Society 351 S. Warren Street Syracuse, NY 13202 P: (315) 422-8191 F: 315-472-2819</p>	<p>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.</p> <p>https://www.hlalaw.org/</p>
<p>Home Headquarters 538 Erie Boulevard West Suite 100</p>	<p>Home Headquarters offers homebuyer education, financial counseling, home improvement and rehabilitative programs, innovative loan products, financing assistance, and post purchase</p>

<p>Syracuse, NY 13204 P: (315) 474-1939 F: 315-474-0637</p>	<p>counseling to homebuyers and homeowners. The organization will also help to renegotiate loans in instances of foreclosure, including tax foreclosure.</p> <p>www.homehq.org</p>
<p>Interfaith Works 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>www.interfaithworkscny.org</p>
<p>Lawyer Referral Service of the Onondaga County Bar Association 431 E. Fayette St Suite 300 Syracuse, NY 13202 P: 315-471-2690 F: 315-471-0705</p>	<p>Provides a referral for a consultation with a private attorney. The attorney will charge fees for the representation after the consultation.</p> <p>www.onbar.org/find-a-lawyer/</p>
<p>Legal Aid Society of Mid New York (LASMNY) 221 South Warren Street Suite 310 Syracuse, NY 13202 P: (877) 777-6152 P2: 315-793-7083 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>www.lasmny.org/</p>
<p>Legal Services of Central New York (LSCNY) 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>http://www.lscny.org/</p>
<p>Mental Hygiene Legal Services 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.www.nycourts.gov/courts/ad4/MHLS</p>

<p>New Justice Services 400 Leavenworth Avenue Suite 100 Syracuse, NY 13204 P: 315-471-4676 F: 315-475-0769</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. Types of cases that can be mediated: Family Court (Custody/Visitation), Small Claims, Special Education, Neighbor Disputes, Landlord/Tenant, Property, Parent/Child.</p> <p>www.newjusticeservices.org/onondagacounty.aspx</p>
<p>New York Civil Liberties Union (NYCLU) - Central New York 499 S. Warren St Suite 430 Syracuse, NY 13202</p>	<p>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 it to agency by mail or e-mail. NYCLU covers 7 counties: Onondaga, Seneca, Cayuga, Cortland, Madison, Oneida, Oswego.</p> <p>www.nyclu.org/centralnew</p>
<p>New York Public Interest Research Group (NYPIRG) 732 S. Crouse Avenue 2nd Floor Syracuse, NY 13210 P: 800-566-5020</p>	<p>www.nypirg.org</p>
<p>NYS Department of Financial Services -- Insurance Fraud Bureau One State Street New York, NY 10004 P: (888) 372-8369 F: (212) 709-3555</p>	<p>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. Questions about whether the matter is insurance, banking, other financial fraud or a complaint against an insurance company, call the Department’s main line at 800-372-8368.</p> <p>www.dfs.ny.gov/complaints/report_fraud</p>
<p>NYS Department of Labor Building 12 W.A. Harriman Campus Albany, NY 12240 P: (888) 469-7365</p>	<p>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.</p> <p>dol.ny.gov/</p>

<p>NYS Division of Consumer Protection Consumer Assistance Unit 99 Washington Ave Albany, NY 12231-0001 P: 800-697-1220</p>	<p>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.</p> <p>dos.ny.gov/consumer-protection</p>
<p>NYS Division of Human Rights 333 E. Washington St., Rm 543 Syracuse, NY 13202 P: (888) 392-3644 P2: (315) 428-4633</p>	<p>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.</p> <p>https://dhr.ny.gov/complaint</p> <p>www.dhr.ny.gov</p>
<p>NYS Division of Veterans Affairs 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>www.veterans.ny.gov</p>
<p>NYS Kinship Navigator 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, legal options for care, and referral to any available local resources. We also provide virtual case assistance in certain counties of New York State. Professionals can also refer caregivers directly to our helpline by using our Permission to contact form. We have a link to this form below and this form can be emailed or faxed to our office, and we will respond within two business days. This form must be signed by the caregiver to authorize the form.</p> <p>Kinship Navigator – Permission to Contact Form https://www.nysnavigator.org/wp-content/uploads/KN-Permission-to-Contact-Form-2018-Fillable.pdf</p> <p>http://www.nysnavigator.org/</p>

<p>NYS Office of Victim Services 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>ovs.ny.gov</p>
<p>Onondaga County -Department of Social Services – Economic Security 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.211 provides after hours, weekend and holiday coverage for the department.</p> <p>www.ongov.net/dss</p>
<p>Onondaga County Human Rights Commission 421 Montgomery Street 15th Floor Syracuse, NY 13202 P: 315-435-3565 P2: 315-435-3567</p>	<p>The Onondaga County Human Rights Commission, which is a division of the Onondaga County Office of Diversity and Inclusion, exists 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 provide related education, information and referral. 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 Onondaga County Office of Diversity and Inclusion regarding the County's policies and complaint procedures. The Office of Diversity and Inclusion staff assists members of the Justice Center (Jail) Oversight Committee and the Onondaga County/Syracuse Human Rights Commission. For more information about the work of the Office of Diversity and Inclusion or to address serious concerns about the treatment or conditions of incarcerated individuals at the Onondaga County Jail, please contact the Office of Diversity and Inclusion. Also incarcerated individuals at the Justice Center Jail and Jamesville Correctional Facility can call the Office of Diversity and Inclusion for free at (315) 435-3567.</p> <p>www.ongov.net/humanrights/complaint.html</p>
<p>Onondaga County Office for Aging 421 Montgomery Street 10th Floor</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</p>

<p>Syracuse, NY 13202 P: 315-435-2362 F: 315-435-3129</p>	<p>finding suitable housing. Agency also has caregiver support services, including caregiver mediation.</p> <p>www.ongov.net/aging/</p>
<p>Onondaga County Public Library 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>www.onlib.org/</p>
<p>Onondaga County Veterans Service Agency 421 Montgomery Street 10th Floor Syracuse, NY 13202 P: 315-435-3219 F: 315-435-3221</p>	<p>Local accredited Veteran Service and Benefits Representative.</p> <p>www.ongov.net/veterans/</p>
<p>Onondaga County Veterans Service Agency 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 dependents 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>www.ongov.net/veterans/</p>
<p>Prisoners' Legal Services of New York 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>www.plsny.org</p>
<p>Pro Bono Appeals Program [3rd and 4th Judicial Department] 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 Pro Bono Appeals Program helps to meet the needs of the many civil litigants who need legal representation in state appellate courts within the Third and Fourth Judicial Departments 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.</p>

	<p>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. https://www.law.buffalo.edu/beyond/pro-bono/pbap.html</p> <p>https://www.law.buffalo.edu/beyond/pro-bono/pbap</p>
<p>Salvation Army Syracuse Area Services - Emergency Assistance Services 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 of 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 the website for phone numbers.</p> <p>https://syracuse.ny.salvationarmy.org/SyracuseNY/BasicNeeds</p>
<p>Small Claims Court -- Syracuse City Court 505 S. State Street Room 130 Syracuse, NY 13202 P: (315) 671-2700</p>	<p>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/</p> <p>syr-civil-fax@nycourts.gov</p>
<p>SUN (Syracuse United Neighbors) 1540 S. Salina Street Syracuse, NY 13205 P: 315-476-7475 F: 315-476-4523</p>	<p>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 vacant, clean-up, trash, tall grass, push for demolition and rehab. Agency works towards neighborhoods that have homes that are affordable and in good repair.</p> <p>sunaction.wordpress.com</p>
<p>Supreme Court Library 401 Montgomery Street 5th Floor Syracuse, NY 13202 P: 315-671-1150 / 671-1151 F: 315-671-1160</p>	<p>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 publicly paid copiers available.</p> <p>www.nycourts.gov/library/onondaga</p>

<p>Syracuse Financial Empowerment Center 538 Erie Boulevard West, Suite 100 Syracuse, NY 13202 P: (315) 474-1939 x5</p>	<p>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.</p> <p>www.syracusefec.org/</p>
<p>Syracuse Tenants Union P: (315) 308-0130</p>	<p>Syracuse Tenant Unions is a grassroots organization in which our goals are to play a supportive role to tenants in their need of knowledge about Tenant Rights, Code enforcement, preventative steps they can take to avoid eviction and much more.</p> <p>www.syracusetenantsunion.com/</p>
<p>Syracuse University College of Law Clinical Program 950 Irving Ave Syracuse, NY 13244 P: (315) 443-4582</p>	<p>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.</p>
<p>Syracuse Vet Center 109 Pine Street Syracuse, NY 13210 P: 315-478-7127 F: 315-478-7209</p>	<p>Vet Center Services: Readjustment counseling is a wide range of no-cost, confidential services offered to eligible Veterans, servicemembers, and their families in the effort to make a successful transition from military to civilian life. Services offered at Vet Centers nationwide include individual and group counseling, family counseling for military related issues, bereavement counseling, military sexual trauma, coping with deployments, community education, outreach, and referrals.</p> <p>https://www.vetcenter.va.gov/</p>
<p>Vera House 723 James St Syracuse, NY 13203 P: Crisis and Support: 315-468-3260 P2: Admin. Office: 315-425-0818</p>	<p>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.</p> <p>www.verahouse.org</p>

<p>Volunteer Lawyers Project of CNY 221 South Warren Street, Suite 200 Syracuse, NY 13202 P: (315) 471-3409 F: 315-939-1466</p>	<p>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, student loans, small business, and nonprofit law.</p> <p>www.vlpcny.org</p>
<p>Worker Justice Center of New York 1187 Culver Road Rochester, NY 14609 P: 800-724-7020 F: 585-325-7614</p>	<p>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.</p> <p>www.wjcny.org</p>