

Attention:

To reduce the risk of spreading of the COVID-19 Virus, the Orange Works Career Center is not seeing customers currently. However, we are here to assist you should you have questions regarding your Unemployment Insurance, or other employment related services such as: Job Search or Resume assistance.

Please call us at: (845) 360- 0320 in Middletown or (845) 568-5090 in Newburgh and someone will be available to assist you by phone.

Job Seekers FAQs

Q: I lost my job, how do I file for unemployment benefits?

A: Online at labor.ny.gov or over the phone at 888-209-8124

Q: I've been trying to file, but can't get through to anyone. What do I do now?

A: There have been many claims being filed this week, you just need to be patient and persistent.

Q: I need help finding a job. Where can I look for work?

A: Most employment applications are completed online. Here are some of the commonly used search Sites:

- www.indeed.com
- www.hudsonvalleyhelpwanted.com
- www.careerbuilder.com
- www.monster.com

Please keep in mind that due to the current situation with the COVID-19 some employers may not be hiring at this time.

Q: Where can I get help with writing or updating my resume?

A: The Department of Labor offers a variety of services for the job seeker including a resume writing tool through JobZone. Please visit www.jobzone.ny.gov or www.labor.ny.gov

Q: I am interested in pursuing a training program. How can I apply for financial assistance?

A: All Orange County Offices and Schools are temporarily closed due to COVID – 19, therefore all training applications are being put on hold until further notice.

Q: What happens if I have already started my training program?

A: Please contact the school once they are open for information regarding make up classes, end dates, and / or exam dates.

If you are interested in enhancing your skills and obtain industry recognized credentials by taking **FREE** online courses developed by Skillsoft, a training provider used by Fortune -500 companies click on the link below:

- Go to <http://orangeworks.metrixlearning.com/>
- Click on the link to "Request a login"
- Fill out your information for instant access

Welfare to Work FAQs

Q: Can I still get transportation to work?

A: Yes, at this time, we are still transporting eligible clients who are working. This could be arranged with a county van, a taxi cab, or bus tickets, depending on your work schedule and locations. Please call or email your ETA case manager or call our Transportation Unit at (845) 568-5085.

Q: What happens if I get a job and need supportive services?

A: ETA can still provide vouchers for work related needs, i.e. work boots, uniforms, and work attire. Please call or email your case manager or call our main line at (845) 568-5090 and ask for the Employment Unit Supervisor.

Q: What happens if my daycare closes?

A: You may contact the Childcare Council at 1-844-461-4689 X224 for additional referrals. OR utilize the State Website <https://ocfs.ny.gov/main/childcare/looking.asp>

Q: Do I have to comply with Employment & Training requirements for my Temporary Assistance Case?

A: At this time, employment requirements are suspended until further notice. No negative action will be taken regarding your benefits. You will receive an appointment letter when the restriction bans have been removed. Please comply with that appointment when the time comes.

Q: Do I have to comply with Employment & Training work requirements for my SNAP benefits?

A: At this time, requirements are suspended until further notice. There is pending legislation that may remove the work requirement/time limit for ABAWD until after the federal emergency declaration is suspended.

Q: What happens if I lose my job?

A: Please contact your Employment work as soon as possible. You may leave a voicemail with your information.

Business Services FAQs

Q: How can my business post new job openings?

A: Job orders for new positions/openings can be emailed to your Business Services Representative as usual. If you need a job order you can request one:

- Marge LaPerle – mlaperle@orangecountygov.com
- Susan Hansen – shansen@orangecountygov.com

Q: What services are available for my business if I might be facing lay-offs or closures?

A: Contact the Shared Work Program and Rapid Response:

- Shared Work Program – <https://www.labor.ny.gov/ui/employerinfo/shared-work-program.shtm>
- Rapid Response - <https://labor.ny.gov/formsdocs/factsheets/pdfs/p481BUS.pdf>

Social Security Beneficiary Information

- Contact the local office for questions or benefits advisement at: 1-866-687-1066
- To fax wages earned directly to Social Security: 845-561-6507
- The Social Security Information Session scheduled for Friday March 20, 2020 has been cancelled. Individual appointments will be scheduled as needed.
- If you are obtaining direct assistance from the Community Work Incentives Counselor, Veronica Jones to report your wages, please fax them to her at 845-360-9303
- If you want to apply to Social Security for benefits contact them directly at 1-866-687-1066 to schedule a face to face interview or complete an online application at www.socialsecurity.gov
- The address for Social Security is: 3 Washington Center, 3rd Floor, Newburgh, NY 12550

Summer Youth Employment Program FAQs

Q: What is the Summer Youth Employment Program (SYEP)?

A: Summer Youth Employment Program (SYEP) provides youth between the ages of 14 and 20 with paid summer employment (11.80/hr) for up to five weeks from July 6th to August 7th. Participants work in a variety of entry-level jobs in the nonprofit and private sectors.

Q: How do I qualify for SYEP?

A: Applicants must permanently reside in Orange County and family income must also be at or below 200% of the poverty level.

Q: How do I apply for SYEP?

A: Visit www.orangecountygov.com/eta and click Summer Youth Application 2020. You can download and print a copy of the application, **complete** and mail it to:

Orange County Employment & Training Administration
18 Seward Ave, 1st Floor
Middletown, NY 10940
Attn: Michael Raymond

Or email it to eta@orangecountygov.com

Or fax it to [\(845\) 360-9303](tel:845-360-9303)