



Department
of Labor



Career Center Closed Virtual Services **ONLY** November 3-27

CNY Works and NYSDOL will be closed for in-person services from November 3 through November 27. During this time, all Career Center services will be offered **virtually only** (telephone or videoconference).

Career Center staff cannot assist with unemployment insurance.

- NYSDOL's unemployment system will be undergoing an upgrade **starting November 2 at 5 PM**. The upgrade is **expected to take 9-12 days**. During the upgrade:
 - o All online and phone services for unemployment will be unavailable.
 - o Unemployment insurance payments will be delayed.
- Once the upgraded UI system is open, you'll be able to certify for any week(s) of benefits due to you. For fastest service, claim or certify online at **<https://dol.ny.gov/unemployment>**. If you already have a NY.GOV username and password for unemployment, continue to use the same credentials. If you do not have a NY.GOV account, you can create one at no charge.



Career Center staff can assist with:

- **Job-search questions or concerns** including but not limited to: résumé review, résumé creation, job referrals, job interview preparation, career exploration, career counseling, local labor market information, local employment projections.
- **Referrals to reputable providers** for vocational training, post-secondary education, registered apprenticeships, high school equivalency classes, English as a Second Language classes.
- **Referrals to appropriate community partner organizations** for any services which are not directly available through the Career Center.

How to request a virtual appointment

- **Already have an assigned DOL or CNY Works Career Advisor?** Please contact them directly via email or telephone. Please allow 2 business days for a response.
- **If you do not have a career advisor assigned to you**, or cannot remember their name:

- o To request an appointment with CNY Works:



- Go to **<https://cnyworks.com/>** and click "Request Service" under the "Announcements" section on the homepage. Fill out the form.
- Or call 315-473-8250 and press 0 (zero) to leave a message on the general mailbox.

- o To request an appointment with NYS Department of Labor:



- Go to **<https://dol.ny.gov/workforce-scheduler>** and login with your NY.GOV account to self-schedule a virtual appointment
- Or call 315-728-4483, then press 2 and leave a message on the scheduling line.

**We will reopen to in-person services
on Monday, November 30 at 8:30 AM**