

CAPITAL DISTRICT
SUNY UCAWD



The State University
of New York

STUDENT HANDBOOK

2024-2025

The Educational Opportunity Center does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, creed, sexual orientation, marital status, veteran status or political affiliation. All inquiries, reports and requests for consultation and counseling or complaints should be directed to EOC Coordinator of Student Services/Civil Rights Compliance Officer at 431 River Street, Troy, NY 12180; (518) 273-1900 ext. 2235.

Dear Students:

Welcome to the Hudson Valley Community College Capital District Educational Opportunity Center.

You have made a smart choice – to pursue education and employment – and the HVCC Capital District EOC stands ready to support you along the way.

Over its 58-year history, the CDEOC has helped more than 55,000 individuals gain employment, succeed on the job, and enroll in college. By selecting the CDEOC, you have taken the first step on a journey leading to the fulfillment of your goals for a better life.

The HVCC CDEOC provides you with a great team of dedicated individuals committed to helping you reach these goals. Faculty will work with you to acquire the academic and vocational skills needed to improve your skills, obtain a new or better job, and grow personally and professionally. Counselors will help you overcome personal barriers to success. Employment staff will help to put into place all the things you will need to transition from the CDEOC to placement in a great job or college. Support staff will work diligently behind the scenes to keep everything running smoothly.

I strongly encourage you to take advantage of all the CDEOC has to offer. We welcome you to our educational family and thank you for selecting the Hudson Valley Community College Capital District Educational Opportunity Center.



Alton A. Campbell

Interim Executive Director

Educational Opportunity Center

A Division of Hudson Valley Community College // State University of New York
431 River Street // Troy, NY 12180 // (518) 273-1900 // (518) 270-4730 // www.hvcc.edu/eoc

Dear Student:

It is a pleasure to welcome you to the Capital District Educational Opportunity Center, a division of Hudson Valley Community College.

Congratulations on having the foresight and the courage to take the first step on your educational journey. I am sure the knowledge and skills you learn here at the EOC will set you on a path for a rewarding career.

I encourage you to review this handbook and make note of the support services we offer. The staff and faculty at the EOC are here to help you achieve your goals, so please take advantage of the academic support they offer.

I wish you success in achieving the career and educational goals you have set for yourself. You have made a smart choice for your future by choosing the EOC!

Sincerely,



Louis Coplin
Officer in Charge
Hudson Valley Community College

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INTRODUCTION

MISSION

The Hudson Valley Community College Capital District Educational Opportunity Center (EOC) is an educational enterprise that serves eligible adult learners. The EOC delivers comprehensive, community-based academic and workforce development programs and provides support services leading to enhanced employment opportunities, access to further education, personal growth and development.

VISION

The Hudson Valley Community College Capital District Educational Opportunity Center (EOC) is to be recognized as a leader in New York State for:

Educational excellence, the ability to

Optimize opportunity, and for

Caring commitment to the students and community it represents.

HISTORY - Capital District Educational Opportunity Center

Since 1966, the Hudson Valley Community College Capital District Educational Opportunity Center (EOC), has offered tuition-free academic and workforce development opportunities to economically disadvantaged and educationally under-prepared New York State residents 16 years and older. As a result, thousands of Capital Region residents have gained self-confidence in their own potential, realized career goals, and obtained self-sufficiency and economic independence.

The EOC began as a direct result of the 1960s movement that recognized segments of our population were not being served adequately by traditional educational methods. Through the efforts of Governor Nelson Rockefeller and the State Legislature, funding was provided through the State University of New York (SUNY) to establish Educational Opportunity Centers in Troy, Buffalo, Manhattan, and Brooklyn. There are now 10 Educational Opportunity Centers and two Career Counseling Centers funded by SUNY through the University Center for Academic and Workforce Development (UCAWD). Each Center is attached to a higher education institution within the SUNY or CUNY System. All are committed to providing access to higher education and employment for underserved populations.

From the beginning, the Capital District EOC's sponsoring campus has been Hudson Valley Community College. The Center offers a wide array of Career and Technical Education programs to enhance employability in today's competitive job market. Program curriculum and development is specifically designed to support employment opportunities and the demands of the employers in the Capital Region. Programs include Building Trades, Commercial Driver's License, Cosmetology, Culinary Arts, Manufacturing, Medical Office Administration, Natural Hair Styling, Nursing Assistant, Pharmacy Technician, Phlebotomy, Security Guard, Welding, High School Equivalency, and College Preparation. Many of these programs include nationally recognized certifications.

The EOC also offers a comprehensive array of academic programs that prepare students to be successful on the General Educational Development (GED®) exam. The Center's English as a Second Language (ESL) program offers classes to allow students with limited English proficiency the opportunity to master speaking, listening, reading, and writing skills in English. Career and technical education programs are integrated with academic instruction coursework, resulting in a comprehensive approach to learning.

Unique features are offered to make educational opportunities more accessible to the non-traditional learner. All programs are individualized to allow students to progress and learn according to their individual learning styles while maintaining the integrity of fulfilling the requirements of graduation. Continuous enrollment for the majority of its academic and career and technical education programs offers students the ability to begin programs when they are ready to do so and offers ongoing opportunities for employment as students complete their programs.

Support services and individualized instruction are provided so adults can adapt more easily to their return to school and/or transition to the work force. Students are offered career assessment, employability skills, employment support services, and life skills guidance. The Center's College and Career Services Department has staff to help individuals seek and obtain jobs through resume preparation and cover letter assistance, computer and internet access, research assistance, job development and placement activities, and other job-hunting aids. The Hudson Valley Community College Capital District Educational Opportunity Center looks forward to continuing to serve the residents of the Capital Region.

Health and Safety Guidelines

To safeguard public health to the highest extent possible, the EOC will develop plans in accordance with the NYS Department of Health, Centers for Disease Control guidelines, the NYS Governor's Executive Orders, Rensselaer County government, and any additional best practices identified by other organizations as necessary.

Guidance and directives from these entities are subject to change and/or additional information may be given.

Activities and expectations related to the EOC's plans will be communicated to students and must be strictly followed.

Activities and expectations will be:

- Posted on the front door of EOC
- Posted on the EOC/HVCC website
- Sent to all EOC students via the Remind app

Students will be asked to sign an agreement stating they will abide by the policies and procedures set forth by the EOC.

Students not following guidelines will be reminded of the expectation and expected to comply immediately. Students who do not comply, or have already been asked to comply, will be required to withdraw from the EOC. Students will be allowed to return after they meet with an administrator and state that they are willing to comply with the terms of the EOC safety plan.

If the student is again asked to leave for not following guidelines or is in violation of the agreement after given a warning, they will be suspended while these guidelines are in place.

Any individual who comes to the EOC while sick, or becomes sick while at the EOC, should immediately tell their instructor, counselor, or staff member, gather their things, and go home.

COVID-19 Resources:

- Rensselaer County Department of Health COVID-19 questions: coronainfo@rensco.com or RCDOH COVID-19 Hotline (518) 270-0450
- CDC Coronavirus (COVID-19) information: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- NYS COVID-19 webpage: <https://coronavirus.health.ny.gov/home>

Enrollment & Records

The University Center for Academic and Workforce Development (UCAWD) is responsible for the oversight of Educational Opportunity Centers (EOCs) throughout New York State. UCAWD has established guidelines that provide a framework for the operation of these EOCs.

ELIGIBILITY TO ATTEND THE EOC

Individuals are eligible for enrollment at the EOC if they:

- Are adults or legally out-of-school youth who are at least 16 years old;
- Are a resident of New York State;
- Meet both academic and economic criteria established in the EOC Guidelines.

Exceptions may be made with written permission fromUCAWD only.

Eligibility is established at the time of registration and maintained while the student is continuously enrolled. If enrollment is interrupted, eligibility must be re-evaluated to determine if the former student meets all the above eligibility requirements.

Falsification of one's eligibility documentation is prohibited. Applicants will be deemed ineligible. If falsification is determined after the person has enrolled, they will be administratively withdrawn immediately.

Enrollment and Registration Verification

Please contact Enrollment Management Services (EMS) for verification of enrollment status. EMS is the only department that is able to verify your enrollment status.

Requests for Document Completion for Other Agencies

Students should submit all requests for documents that require information from the EOC to Enrollment Management Services (EMS). The forms must be properly completed by the student prior to submission. These forms may include forms from Social Security, Departments of Social Services, Department of Labor, medical insurance plans, etc. EMS is the only department that is able to fill forms for other agencies.

Please note: Students attending the EOC are not eligible for federal school loan deferments.

Enrollment Days/Times

Days and hours open are subject to change. Please check our website www.hvcc.edu/eoc or call the main number (518) 273-1900 for status of days, hours, and offices open for students and visitors.

EMS Hours

- 8:30 a.m. to 4 p.m., Monday through Friday (excluding holidays and EOC closures)
- Summer hours begin June 24 and end August 23, 2024. Offices will be open until 4:00 p.m., Monday through Thursday. The EOC is closed on Fridays.

Please call EMS to discuss options outside of this time frame or for evening enrollment.

You may also start your application online at www.hvcc.edu/eoc and will need to plan on meeting with EMS once your application is complete.

Withdrawing and Re-Enrolling

Many EOC programs offer continuous enrollment, which allows for students to withdraw to address issues and challenges in other areas of their lives and then re-enroll when ready to return. *Communication with your Counselor, Enrollment Management Services, or with an Associate Coordinator of Instructional Services is key to managing this process.* The goal is for students to manage their education within the parameters of the program in which they are enrolled; these parameters are outlined below.

Academic and Vocational Programs

All academic programs offer continuous enrollment with an option to withdraw and re-enroll if circumstances allow. A student can withdraw at any time during the module but can only re-enroll at the beginning of a new module.

There may be limits to the number of times a student is able to re-enroll; these limits would be established through the student's educational plan.

Exceptions: One-Start Programs (Security Guard, Pharmacy Technician, Manufacturing and any other program designated as One-Start Programs)

Some EOC programs are designated as One-Start Programs whereby a student can only start the program once. Students are only allowed to enroll **one time** in either the Security Guard, Pharmacy Technician, or any program designated as a One-Start Program. If a student withdraws for any reason after starting the program, she/he will not be eligible to re-enroll in that program or in another One-Start Program. An appeal may be made to the Associate Dean of Instructional Services and Coordinator of Students Services. To be granted an exception, the student must demonstrate that there were extreme circumstances prohibiting him/her from completing the program. Documentation for the extreme circumstance will be required as requested for the review. The Associate Dean of Instructional Services will make the final decision with input from the Coordinator of Student Services after considering factors such as roster space, course progress, commitment to supports, etc.

There are two types of withdrawals: student and administrative.

Student Withdrawals (SW): *When should students withdraw themselves?*

If students are struggling to keep up with the work or are not engaging/coming to class on a consistent basis and do not see things changing in the near future, they should seriously consider withdrawing.

- If a student withdraws themselves, they would go to the top of the waitlist where there is one, when they return (for eligible programs).
- Withdrawals can be done at any time during the module.
- A student withdrawal will result in being out for at least one full module depending on the program and cohort start dates.
- A student can withdraw by contacting their EOC Counselor.

Administrative Withdrawals (AW): *When will students be in danger of being withdrawn from their program?*

- If a student is in violation of any of the behavior or safety policies and procedures as outlined in this handbook or published by the EOC Administration.
- If a student does not comply with the engagement and attendance policies outlined in this handbook and the student does not respond when either an Instructor, Counselor or the Associate Coordinator of Instructional Services reaches out to them after **three (3)** attempts are made.
- If a student does not show up for a planned meeting with the Associate Coordinator of Instructional Services to review their educational plan.
- If a student is not meeting the terms of a signed agreement or educational plan.

A student should contact their Counselor with any concerns about their Educational and Career Plan.

If any of these four (4) instances occur, a recommendation will be made for an Administrative Withdrawal (AW) and the student will be notified that they are being administratively withdrawn. The student will not be allowed to attend class once the recommendation for an AW has been made.

Upon the Administrative Withdrawal, students should expect to:

- Receive a letter that outlines the reason for the AW and what the student will need to do to re-enroll, if re-enrolling is an option. This letter will be placed in the student's file.
- A student may request a copy of this letter at any time.
- A student will also be notified by Remind of their withdrawal and/or a copy of the letter sent by the Remind App.

The duration of the withdrawal will be determined by the Associate Dean of Instructional Services in conjunction with the Coordinator of Student Services and outlined in the letter.

Re-Enrollment Process

Students who wish to re-enroll should contact EMS. Depending on the circumstances of dismissal or withdrawal, a student may be asked to meet with a Counselor and/or complete the enrollment process to ensure eligibility.

Transcripts

Students may request an official transcript of the course work attempted and completed at the EOC by contacting the Enrollment office. A signed written request indicating where the official transcript is to be mailed is required. Official transcripts will only be sent to appropriate organizations (schools, employers, etc.). Unofficial transcripts will be provided to students upon a similar written request.

STUDENT SUPPORT SERVICES

Counseling

Every student is assigned a Counselor whose role is to help each student be successful at the EOC. While each student/counselor relationship is unique, common concerns brought to Counselors are:

- Barriers that are getting in the way of success at the EOC
- Career and educational decisions
- Unstable home situations
- Lack of self-confidence
- Issues regarding alcohol and another drug abuse
- Financial difficulties

To address those concerns, some of the counseling services provided include:

- Academic advising
- Support to assist in successful program completion
- Connection to resources (both within the EOC and with outside agencies)
- Connection to mental health services
- Connection to housing support
- Support with food through our food pantry and otherwise
- Feedback on student progress
- Help solving problems

Frequently Asked Questions About Counseling Services

Why does EOC offer counseling services?

Counselors work to ensure that students gain the academic, social, and emotional support needed to successfully complete their program of choice.

What can I talk about in counseling?

Students should feel comfortable bringing to the attention of their Counselor any subject that may be affecting their attendance or performance at the EOC. For areas that fall outside the Counselor's role, referrals are made to other organizations and providers that can best help students.

Where can I find my Counselor?

Each Counselor has a private office where students may meet with them to discuss issues and concerns. The Counselors' offices are located on the second floor in the Instructional Services suite, across from Enrollment Services.

What do I do if my Counselor is unavailable?

If a Counselor is unavailable (e.g., not in the office, out sick, with another student, in a meeting), individuals can do one of the following: check back later, send a message through the Remind app, call the Counselor's voice mail and leave a message, write a note and slide it under the Counselor's door, or meet with another Counselor. If the issue is urgent and no Counselor is available, students should ask to speak to an Associate Coordinator for Instructional Services, the Associate Dean of Instructional Services, or the Coordinator of Student Services.

When is counseling available?

A sign indicating each Counselor's hours is posted outside their office door. If you need to call your Counselor, call (518) 273-1900 and press 0 for the Receptionist if you do not know the extension.

Is counseling confidential?

Conversations with Counselors are confidential, consistent with the legal obligations of the Counselors and regulatory requirements. When there is a clear and imminent danger to individuals or others, the Counselors will take reasonable action and/or inform the authorities, as required by law. Consultation with other Counselors or the Associate Dean of Instructional Services and the Coordinator of Student Services may occur to ensure the best possible support. These conversations are professional in nature. Even when confidentiality cannot be guaranteed, your privacy will be maintained to the greatest extent possible.

Career Services

The EOC's goal is to help you start a career in your new field. The Career Services team will work with you from the time of enrollment until your program completion and beyond to help you meet your career goals.

Every student is strongly encouraged to use Career Services in their employment search.

Services include:

- Regularly scheduled job fairs
- Employment-related workshops
- Resume preparation assistance
- Job search assistance
- Help completing job applications
- Mailing services for resumes
- Technical support for all of the above

RAISE

RAISE is a series of employment-related workshops designed to improve career-readiness. RAISE stands for Resume, Application, Interview, Soft Skills, Employment.

The purpose of RAISE is to connect students with College & Career Services staff to help students find and keep jobs that match their career goals. Students enrolled in a vocational program are asked to complete the RAISE checklist as a part of their program or could be referred to College & Career Services to work on these areas. Students enrolled in academic programs are encouraged to attend as well.

During RAISE sessions, students meet with Career Services staff in groups and/or individually to:

- Develop a training-related resume and prepare to apply for a job
- Complete references
- Complete a job application
- Attend an employment-related field trip and/or job fair

College Connections

The College Connections Initiative is designed to help students develop an interest in college and assist students in gaining the necessary skills to be successful there. Services provided include:

- Career exploration
- College application assistance
- Financing your education
- Financial aid application assistance
- College tours
- Skills workshops to assist in the transition to college

Lifetime College & Career Services

EOC graduates remain eligible for assistance from the College & Career Services office at no cost.

National Work Readiness Credential

The EOC offers the National Work Readiness Credential (NWRC) program and testing on site. The NWRC is a national, portable certificate that defines, measures, and certifies that jobseekers have the knowledge, skills, and abilities they need to succeed at work in the 21st century workplace. With the NWRC, students can:

- Take the first step on a career path
- Demonstrate to employers that you have the skills to successfully perform in jobs
- Identify the skills that need to be strengthened to improve workplace performance

ATTAIN Labs

Advanced Technology Training and Information Networking (ATTAIN) computer labs are located in both Troy and Albany and are open to EOC students as well as the surrounding community. ATTAIN offers:

- Computer training from beginning to advanced
- Internet access
- Software for education, language study, workforce skills development, and career exploration
- Microsoft Office workshops
- Microsoft Office Digital Literacy certifications
- Microsoft Office Specialist (MOS) certifications in Word, Excel, PowerPoint, Access, and Outlook

Tutoring

Tutors are available to provide academic support and to help students develop effective study skills as they make progress in their program(s). In addition, Tutors offer a wide array of books, worksheets, and computer tools to meet each student's individual needs. A sign indicating the Tutor's hours are posted outside of the tutoring room.

Pathways to Obtaining Your High School Equivalency Diploma

Anyone who wishes to earn a High School Equivalency (HSE) diploma in New York State must go through one of the following pathways approved by the New York State Education Department (NYSED):

- GED test (offered at the EOC in Troy, NY and Albany, NY):
<https://www.acces.nysed.gov/what-hsetasc-test>
- Regents Pathway (Application R though NYSED, see below - EOC will assist)
- 24 Credit Hour Program (offered at Hudson Valley Community College)
- National External Diploma Program (NYSED):
<http://www.acces.nysed.gov/hse/national-external-diploma-program>

GED Testing

The GED is the General Educational Development test. One of the pathways to an HSE diploma is to pass the GED test. *Students in New York that took the equivalency test between 2014 and 2021 will have taken the TASC test (Test Assessing Secondary Completion).*

GED Testing at the EOC

The EOCs are GED Test Centers. GED tests are scheduled on a regular basis and are administered on a computer. All interested community members and EOC students are encouraged to submit their applications as early as possible. To learn more or sign up for a GED test, contact Enrollment Management Services (EMS).

The New York State Education Department (NYSED) requires all examinees to meet GED testing eligibility requirements outlined here: <https://www.acces.nysed.gov/hse/taking-hsetasc-tests>. EOC students may seek assistance with this process from their Counselor or Testing Coordinator.

GED Readiness Test

The EOC offers a GED Readiness Test to help students determine whether they are ready to take the full exam or if they would benefit from additional study and preparation. This test is offered when available. To learn more or schedule a GED Readiness Test, contact EMS.

ACCOMMODATIONS

Accommodations may be needed for chronic illness/disability, legal reasons, testing, or religious purposes. Students should contact Enrollment Services for assistance in obtaining accommodations.

Accommodations Due to Chronic Illness or Disability

Students who indicate that they have a chronic illness that would qualify as a disability or a disability as defined under the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act should ask for assistance at Enrollment Services/EMS and will be offered reasonable accommodations after a request for accommodations is received and enough documentation has been received. The attendance policy and/or other EOC policies or requirements may be adjusted depending on the nature of the illness or disability.

Accommodations for Legal Reasons

Accommodations can be made for students who have a court obligation or legal restriction. All requests for accommodations should be made directly with the Coordinator of Student Services. Documentation to demonstrate the need for the accommodation will be required.

Testing Accommodations

Students who can provide enough documentation to justify reasonable testing accommodations due to a disability or disorder will be allowed such accommodations as intended by the ADA. The EOC can provide testing accommodations such as:

- Allowable resources (e.g., tools, procedures or materials)
- Alternate formats
- Special testing accommodations (e.g., extra time, separate location)

Documentation may be established through a physician, a copy of the student's academic-based Individualized Education Program (IEP), or a 504 plan from a K-12 school.

Religious Accommodations

The EOC complies with the provisions of Section 224-a of the New York State Education Law. Under these provisions: "It shall be the responsibility of the faculty and of the administrative officials of each institution of higher education to make available to each student who is absent from school, because of his or her religious beliefs, an equivalent opportunity to make up any examination, study or work requirements which he or she may have missed because of such absence on any particular day or days."

POLICIES & PROCEDURES

Engagement, Attendance & Progress Policies

In order to achieve their academic and career and technical education goals, students must come to class and engage in their work to make progress. The following policies outline our expectations and students' responsibilities in each of these areas.

Attendance Policy for On-Site Learning

Students attending classes in the building are expected to be present at least 80% of the scheduled module and complete work as assigned by the Instructor on a weekly basis. Attendance will be monitored every module and the submission of work will be monitored on a weekly basis.

Engagement Policy for Remote Learning

Student engagement means communicating effectively with the Instructor, doing written and online assignments, participating in class discussions and lessons, and reading and responding to texts. For engagement in remote learning, students must complete and submit work assigned by the Instructor once per week. Students' engagement will be monitored weekly.

Academic Progress Policy for Remote and Face-to-Face Learning

Students are expected to make reasonable progress in their respective programs. What is reasonable may vary depending on students' background knowledge and/or learning challenges. At the same time, we ask that students make a commitment to their learning. Progress will be monitored monthly based on Monthly Student Reports.

Grading System

Students are provided with Monthly Student Reports documenting their academic/vocational progress. These reports also include feedback on significant personal skills important for obtaining and maintaining employment. Students will receive a letter grade on this progress report when they complete their course/program.

Progress

Students are expected to make consistent, satisfactory progress through their program(s) and stay engaged in their learning until they complete their program(s).

Students show they are making satisfactory progress in the following ways:

- Earning a “C” or better on in-class assessments
- Submitting sufficient class work that provides evidence of learning
- Showing improvement on standardized assessments (e.g., Cosmetology State Board tests, components of the GED or the TABE® assessment)
- Earning a “Satisfactory” on their Monthly Student Report

If a student is not meeting this standard and after all supports have been exhausted, a decision will be made to dismiss the student based on current procedures. The Associate Dean of Instructional Services and the Coordinator of Student Services will meet with the student to notify them and the student will be given referral options for other programs in the area.

Career/Education Plan

The Career/Education Plan outlines a student's path from the time they enter their program at the EOC to the time they are expected to complete their program. Students will meet with their Counselors regularly to assess their progress with their Career/Education Plan. While meeting with students, Counselors will assess student needs and barriers to success. Counselors will refer students to the appropriate support services in the community. If a student is not making progress, they will be referred to their Associate Coordinator for Instructional Services. If the student is not making progress in two consecutive modules, a team will be assembled for an Educational Team Meeting (ETM). Participants in an ETM can include the Coordinator of Student Services, the Associate Dean of Instructional Services, the Associate Coordinator for Instructional Services, the student's Counselor, and may also include the student's Instructor(s).

Attendance Requirements for Nursing Assistant Program and Phlebotomy Program

Each program session has a total amount of hours required to sit for the New York State (NYS) Certified Nurse Assistant (CNA) Exam or the CPT Certification Exam (Phlebotomy). If you do not have enough seat time, you will not be able to sit for the exam. Students arriving after the scheduled start of class will have the time they were late added to their total time absent in the course. If the Instructor has already started a lesson or a test, the tardy student may have to wait until break or until the Instructor finishes the lesson/test. You will not earn seat time if you are not in the classroom.

If a student misses one (1) full day or two (2) partial days of the course, he/she will be issued a written attendance warning indicating the consequences of additional absences/tardiness and be required to meet with their Counselor to prevent additional absences.

If a student misses a second day or any additional partial day, he/she will meet with the Associate Dean of Instructional Services and the Associate Coordinator for Instructional Services to determine the student's standing in the program. The student's performance, discipline, attendance, and tardiness will be reviewed, and a determination will be made. If the student is allowed to continue, any additional time missed from the instructional class will cause immediate dismissal from the program.

If a student misses a clinical day, the student will need to meet with the Instructor to explain the reason for the unavoidable absence and request to remain in the program. If permitted to remain and the student misses another clinical day, the student will be dismissed. Clinical days canceled by the EOC due to various circumstances will not apply to the above.

Nursing Assistant and Phlebotomy students dismissed for poor attendance are not eligible to re-enroll in the same course section. These students may request re-enrollment in a future course section based on the recommendation of the Counselor, the Instructor, and available seats.

Attendance Requirements for Cosmetology Program

Each Cosmetology session has a total number of hours required to sit for the NYS licensing exam. Students arriving after the scheduled start of class may have to wait until break to enter. The time missed will not count toward total completed hours.

Cosmetology students dismissed for any reason, including poor attendance, at any time during the program must wait until the next start date to re-enroll. Students who are dismissed and seeking re-enrollment should contact Enrollment Management Services.

Attendance Requirements for Natural Hair Styling Program

Each Natural Hair Styling session has a total number of hours required to sit for the NYS licensing exam. Students arriving after the scheduled start of class may have to wait until break to enter. The time missed will not count toward total completed hours.

Natural Hair students dismissed for any reason, including poor attendance, at any time during the program must wait until the next start date to re-enroll. Students who are dismissed and seeking re-enrollment should contact Enrollment Management Services.

Pre- and Post-Program Assessments

Students may be expected to take a diagnostic assessment (TABE, or Test of Basic Adult Education) to determine the program that best meets their needs. These assessments are mandated by the State University of New York. It is expected that students demonstrate competencies for all academic programs. Program-specific assessments will be used on a regular basis to measure academic progress, and to evaluate the student's readiness to complete their current program or enroll in another EOC program. Alternate assessments may be used in place of post-assessments.

Cheating

Academic integrity refers to the expectation of honest behavior in an academic setting. Acts such as cheating, plagiarism, forgery, sabotaging another's work, and unauthorized collaboration are examples of cheating.

Parking

The EOC's parking policy is administered by EOC Business Services and property management.

Parking passes are made available at Reception. The appropriate parking pass must be displayed at all times on vehicles using the EOC parking lots. Any vehicle not displaying the appropriate parking pass will be subject to towing at the owner's expense.

At the Troy facility, the student parking lot is located directly south of 431 River Street. Visitor parking in Troy is located in the east parking lot directly across from 431 River Street in clearly marked Visitor parking spaces only. Students are prohibited from parking in Visitor spaces at any time.

The EOC's parking policy at HVCC South is administered by the Associate Coordinator of Student Services.

Any vehicle at either facility that is not displaying an appropriate parking pass, is parked so that it is blocking an exit, or otherwise creating a potential hazard will be subject to immediate towing by the property management at the vehicle owner's expense. Students parked in Visitor parking spaces are also subject to towing.

The EOC has no jurisdiction or legal responsibility for any vehicle parked on the street surrounding any EOC facility. EOC staff will attempt to identify individuals if a problem arises with their vehicle. A properly displayed decal/tag helps in this process.

IDENTIFICATION BADGES

Student ID Badges

All students will be issued an identification (ID) badge by the first day of classes. **Students must wear their ID badges at all times while at the EOC.** The badge must be worn so that it is easily seen (e.g., on the outside of coats or sweaters). This is easily done by using the lanyard or clip provided with the ID badge. ID badges help to create a safe learning environment for students, faculty, and staff. Students who do not display their ID will be requested to do so by security and staff. Students who refuse to display their ID will be subject to disciplinary action, up to and including dismissal.

Students entering the building without their ID badges will be issued a temporary ID at Reception. Reception will notify Enrollment Management Services (EMS) and instruct the student to go directly to EMS for a replacement badge.

Bus passes associated with missing IDs will be immediately deactivated until a new badge is issued with a new pass (see "CDTA bus passes" on the next page).

Faculty and Staff ID Badges

Faculty and staff also wear ID badges at all times while in the Center. You can identify faculty and staff as they will have staff ID badges, which are different than the student ID badges.

Visitor ID Badges

A visitor is defined as any individual on EOC premises who is not a current student or current employee. All visitors are required to check in at the Reception desk and are required to wear a visitor's ID badge while inside the EOC.

CDTA BUS PASSES

The EOC has a program that allows students who are actively enrolled in an EOC program to have a 24/7 full access rider pass. This pass is given to students at the end of Orientation and is also your student ID. The purpose of the bus pass is to enable you to get to the EOC when you need to and also to take care of other tasks outside of class so you can focus when you are in class. This program is a privilege and an incentive to work toward reaching your goal of completing your program.

If you are withdrawn for disciplinary reasons or attendance/engagement issues, your pass will be turned off and will no longer function. You must be enrolled and participating in your program to keep the pass active.

You are given a pass when you begin your program and are expected to keep it. If it is lost or stolen, please report it to Enrollment Management Service (EMS) immediately. You will be issued a new bus pass and your old one will be deactivated.

If you lose more than one bus pass, a request will be made to the Coordinator of Student Services prior to receiving another one. You will only receive one more pass. If you lose the third one, you may not be issued any more passes.

Your bus pass will be deactivated if:

- You have been dismissed from your program;
- You are a “no show” on your first day of class, unless you have communicated directly with your Instructor or Counselor in advance.
- You report it stolen;
- You cannot produce your ID/pass when asked; and/or
- You have withdrawn from your program.

If you have any questions about your pass, please contact EMS.

EXPECTATIONS

Children on the Premises

Children are not permitted in any of the EOC classrooms. Students who need to make childcare arrangements should contact their Counselor for referral assistance.

Internet Access and Computer Use Policy

All individuals who access the internet through computers and/or software provided by the EOC are bound by this policy. This policy applies to all EOC computers, inclusive of those in ATTAIN computer labs. Access to and use of the internet must be consistent with the mission of the EOC. Therefore, certain behaviors or actions on the internet are prohibited. Disciplinary actions range from verbal warnings to termination of internet access to suspension or termination from the EOC.

Cell Phones and Other Electronic Devices

Any electronic devices that produce sound, such as cell phones or music players, may not be used in instructional classrooms or laboratories unless authorized by an Instructor. Such devices may be used in other areas of the building as long as the noise does not interfere with instruction or disturb other students or staff.

Dress Code

The EOC provides students with educational training and preparation for a career path. Appropriate dress is a critical element in entering the world of work as well as succeeding at work. All students are expected to wear clothing appropriate for an adult educational institution. If you are in doubt about the appropriateness of your clothing, please discuss it with your Counselor. If faculty or staff have a concern about your clothing or outfit, it will be brought to the attention of your Counselor so it can be discussed.

Inappropriate clothing may include:

- Clothing worn in a sexually suggestive or provocative manner (including showing undergarments)
- Clothing that is worn in a manner that is disruptive to the classroom or the learning environment
- Sleepwear or pajamas
- Headgear or clothing directly relating to a gang or gang activity
- Clothing or accessories that prohibit the safety of the students or staff (e.g., baseball hat worn to disguise the face, hoodies worn with the hood over your head to hide your face)
- Clothing that includes profanity or inappropriate content

Uniform Policy

Vocational programs require specific clothing to be worn while in class. These are described in program-specific Appearance Codes distributed during the Orientation process. In addition, some programs have established dress codes based on the standards and expectations of the work field. If students have issues with dressing appropriately, they can discuss those issues with their Counselor and work to resolve them. Students will be permitted to return to class when they meet the expectations of the Center.

Personal Hygiene and Grooming

All students should maintain good personal hygiene and grooming. This not only promotes good health but also good employment opportunities. Students not meeting this expectation may be asked to correct the issue prior to returning to class.

Food and Drink

In order to maintain the appearance and cleanliness of the facilities, and minimize the possible infestation of pests, the EOC has established the following policy concerning food and drink consumption:

The consumption of food and beverages (other than water) should be confined to the student lounge and the cafeteria (SPOONS). All beverages, including water, are prohibited from the Zen Den, computer classrooms, laboratories, ATTAIN lab, and the TEC room.

Smoking

Smoking, including vaping, is not permitted within any EOC facility. Smoking on EOC grounds is only permitted in designated smoking areas. Tobacco use is prohibited on all EOC and Hudson Valley Community College grounds, HVCC/EOC-owned or leased properties, and in HVCC/EOC-owned leased, or rented vehicles. This includes any buildings or grounds that are located off campus.

Faculty/Staff and Student Boundary Guidelines

It is expected that faculty and staff maintain a professional relationship with all students. Faculty and staff should not position themselves to personally benefit from relationships with students. This provides a safe, consistent, and predictable environment, which maintains the optimum environment for students to risk change and learn new skills/behaviors. If students feel that a member of the faculty or staff has not respected their boundaries, they should talk with their Counselor. If there is an issue with the Counselor, please see the Associate Dean of Instructional Services.

Business Dealings

It is inappropriate for students to enter into business dealings with EOC faculty and staff while a student at the EOC. Business dealings include buying or selling things, and loaning or receiving money and/or objects. Students should also refrain from employing or being employed by EOC faculty and staff.

Relationships

It is inappropriate for students to develop personal relationships with EOC faculty and staff. Personal relationships include relationships that consist of interactions not related to the learning activities of the EOC.

Gifts

Students should not give or receive gifts from EOC faculty and staff unless it is a prize or gift from the EOC as a whole. Students should refrain from giving gifts, including food, to staff and faculty. If a student wants to thank EOC faculty and staff in some special way, a note or thank you is very much appreciated.

Student Responsibilities

Students who violate the policies, procedures, or rules of the EOC or the Student Agreement(s) shall be subject to disciplinary action. The most serious form of disciplinary action is the Administrative Withdrawal from all courses and programs. Severe violations may cause Administrative Withdrawal without re-enrollment or re-admission privileges.

Rule Observance

Students who do not observe the policies and procedures outlined in this handbook and in their Student Agreement(s) will be reminded of the rule(s) and/or policy and asked to comply. Non-compliance may result in disciplinary action ranging from a verbal warning to the responses identified below.

1) Educational Team Meeting

For those students who repeatedly violate rules or policies, an Educational Team Meeting (ETM) will be held. Participants can include the Coordinator of Student Services, the Associate Dean of Instructional Services, the Associate Coordinator for Instructional Services, the student's Counselor, and may also include the student's Instructor(s). The purpose of an ETM is to develop a plan for the student to be successful and to address the issue(s) identified in the ETM request.

What is included in an ETM:

- A description of the issue(s)
- Clear expectations (i.e., student actions to be taken or discontinued)
- A clear timeline for reassessment
- An outcome if the plan is not met

A follow-up meeting will be held on or around the designated date of reassessment. ETM's will end for students who have successfully and consistently met the expectations of their plan. If a student fails to meet the requirements, the outcome determined in the plan will be implemented.

2) Behavioral Probation

Students may be put on a behavior probation based on the issues and outcomes of an ETM.

3) Administrative Withdrawal

A student may be withdrawn for failing to meet the expectations of the ETM or as part of the attendance/engagement policy. The length of time a student is withdrawn following an Administrative Withdrawal will be determined by the Associate Dean of Instructional Services, in conjunction with the Coordinator of Student Services. A Re-Entry Plan must be developed prior to re-enrollment so that the student understands the term(s) of their return.

Students choosing to withdraw themselves while on a contract will require a re-entry plan, which will include returning on an ETM plan.

Students who are administratively withdrawn and seeking re-enrollment will need to contact Enrollment Management Services (EMS) to determine if they are eligible to re-enroll.

Alcohol/Drugs/Legal and Illegal Substances

The possession, transportation, sale, use, or being under the influence of alcoholic beverages, drugs, legal or illegal substances on EOC grounds is prohibited.

If a student is perceived to have consumed or smells of any of these substances, they will be removed from their class and asked to leave the EOC for the day.

Illegal Gambling

Illegal gambling of any kind is prohibited on EOC grounds.

Weapons and Firearms

All weapons and firearms of any kind are prohibited from all EOC premises and surrounding grounds. Possession of a firearm or weapon of any kind will result in an automatic permanent dismissal from the EOC and anyone in possession will be prohibited from being on EOC premises. State and federal law prohibit weapons on school grounds. Legal authorities will be notified.

Vandalism and Theft

Defacing, damaging, or maliciously destroying or theft of any Center, faculty, or student property is prohibited. Any of the above by a student will result in an immediate Administrative Withdrawal.

Theft of any kind, regardless of the value or reason, will not be tolerated and will result in an immediate Administrative Withdrawal.

Disruptive Behavior

Disruptive behavior is any behavior that interrupts or interferes with the normal operation of the EOC. This includes but is not limited to physical assault, threatening behavior, illegal gambling, possession or attempted sale of illegal drugs or weapons, theft, yelling, swearing, and refusing to follow directions.

Students engaging in these behaviors will be asked to leave the EOC. An investigation will be completed to determine the facts of the incident. The result of this investigation will determine disciplinary action, if any, up to and including Administrative Withdrawal. The outcome of the investigation will be shared with the student and the appropriate actions will be taken.

All students who are withdrawn for disruptive behavior will have a letter that will define the issue and the requirements for a student if they are able to return to the EOC. The letter will be put in the student's file and can be requested at any time. A student may appeal the Administrative Withdrawal by filing a grievance with the Coordinator of Student Services.

GRIEVANCE PROCESS

*Students with a complaint of an alleged discrimination, harassment, or civil rights violation should **not** use the grievance process below and should see "How a student may file a complaint of alleged discrimination, harassment, or civil rights violation at the Hudson Valley Community College Capital District Educational Opportunity Center" in the introductory pages of the Student Handbook.*

Students having a complaint against a fellow student or faculty member in which an act of domestic violence, dating violence, sexual assault, or stalking is alleged shall be governed by the policies and procedures set forth in Hudson Valley Community College's Code of Conduct which can be found at <https://catalog.hvcc.edu>.

On those occasions when students feel that a decision made by a member of the EOC's faculty or staff is inappropriate or unfair, they may utilize a variety of means to rectify the problem.

Informal Resolutions

In all instances, students may try to resolve the issue with the individual directly in an informal manner. Students should indicate why the decision was inappropriate or unfair and how they feel it should be corrected. This initial attempt to resolve the problem can only be successful if both parties approach it with respect and a true problem-solving attitude. If this informal attempt to resolve the issue is not successful, the formal process is available to resolve the situation.

Formal Grievance Procedure

1. Students must present the complaint *in writing* within ten (10) EOC school days of the event to the Coordinator of Student Services. An approved scribe that meets the Americans with Disabilities Act (ADA) compliance will be considered if the student has accommodations.
2. An investigation will be completed within ten (10) EOC school days of the receipt of the complaint.
3. Administration will seek to resolve the complaint, keeping a written record of the investigation and resolution attempt, and provide written notification to both parties. If a resolution satisfactory to both parties is reached, the case shall be closed.
4. If a resolution is not reached, or in cases where a decision by the Coordinator of Student Services is being grieved, a Student Grievance Review committee will evaluate the complaint within ten (10) EOC school days. This Grievance Committee will consider procedural error (if any), new evidence, whether the Coordinator's decision was supported, and whether the sanction (if any) was proportionate. The Committee will send students a written decision within fifteen (15) EOC school days of that review.
5. Students may appeal this decision to the Executive Director in writing (with an approved scribe, as needed) within ten (10) EOC school days of the Grievance Review Committee decision. A final written decision will be sent to the student by the Executive Director within thirty (30) EOC school days of the receipt of the appeal.

Efforts to circumvent the timeframes associated with each stage of the process or the sequential progression from one stage to another is prohibited. Time limits may be extended based on just cause (e.g., vacation or extended hospital stay).

The burden of proof needed to substantiate the grievance shall rest with the student. Students must demonstrate that there is the presence of a wrong or loss, that the specific alleged incident caused damage, and that there is a remedy available to “right the wrong.”

BUILDING SAFETY INFORMATION

Remind App

The Remind mobile app is an essential tool for EOC students and the primary method of communication from faculty and the Center. All important information for current students is communicated through Remind by both faculty and staff. Students are strongly encouraged to sign up for a free Remind account and keep their information updated when they change phone numbers or emails. See the Remind App sign-up information for instructions on how to sign up. You may also ask anyone in the Enrollment office.

Remind App Sign-Up Information

All students are strongly encouraged to create an account on the free Remind mobile app. This is the main form of communication from the EOC. You can go to the app store on your mobile device to download the free app, or go to www.remind.com and set up your free account. You have the option of choosing how you would like to receive notifications and put in your email, phone or texting information.

Once you have your account, join the school Capital District Educational Opportunity Center Troy (@capdiseoc). You can then join Remind classes for your Counselor and your Instructor.

The Remind app also works as the EOC’s notification system for closings, delays, and other important EOC announcements for all students.

Students are asked to check their Remind messages every day.

Emergency School Closing

In the event of heavy snow, flooding, wind, or other severe weather conditions impacting classes, students will be notified of cancelled classes or school closure through the Remind app. Students may also call the EOC’s main line at (518) 273-1900. Should classes be in session during an emergency situation, the administrator in charge will inform students and staff of any disruption to classes or closure of the building through the Remind app.

Security

Security services are provided to the EOC by HVCC security personnel. Security Guards and Peace Officers may enforce EOC rules and initiate actions to assist with the safe and secure operation of the EOC. Students are expected to cooperate with the security personnel.

Medical Assistance

All accidents that occur on the EOC premises must be reported to EOC staff as soon as possible. The EOC staff person will assess the severity of the incident and complete an accident report. An ambulance may be called. Students in need of emergency medical assistance should immediately notify EOC staff. The EOC staff member will notify the Receptionist, who will call for an ambulance.

Emergency Exits

All emergency exits are well-marked. They are to be used only in case of an emergency. An alarm will sound when the doors are opened. The EOC floor plan shows specific locations.

Fire Alarms/Drills

New York State law requires that the EOC conduct fire drills every year. When the alarm sounds, students should leave the building in an orderly fashion, quickly and quietly. Designated staff will direct students to the closest exit. Staff will notify students when it is safe to return to the building. The alarm will also sound in the event of a true emergency. **Respond to every alarm as if it is a real incident.**

Evacuation Procedures

When the fire alarm system is activated, students should follow the protocol below when evacuating the building:

- Respond to every alarm as if it is a real fire.
- Immediately evacuate the building by the nearest exit (**never use an elevator**). Refer to emergency exit maps located in classrooms and common areas as well as exit signs for the closest exit.
- Instructors will oversee the evacuation of their students.
- Take personal belongings only if they are immediately accessible and within arm's reach, as your primary objective is to exit the facility immediately.
- Do not panic or run. These actions can be as deadly as a fire.
- Close all doors and turn off lights when exiting a room (**do not lock**).
- Exit the building quickly and gather near the individual(s) holding the sign labeled EOC. Remain there until instructed otherwise by an administrator.

Other Fire Emergency & Evacuation Information

- Students should wait in designated areas to assist with communications.
- Always remain a safe distance from the building and never attempt to re-enter the building until an all-clear designation has been issued.
- Be cautious of and stay away from emergency vehicles that may be responding to the incident.
- EOC staff have been designated as Fire Marshals to assist in the evacuation – **follow their directions.**

Evacuation Guidelines for Mobility-Impaired Persons

If you are a mobility-impaired person with a permanent or temporary disability who, for whatever medical reason, is unable to evacuate a building via the stairwell or may have difficulty responding to the fire alarm system, you must identify yourself as such to your Counselor. Students who have identified themselves will be provided with an individually prepared Personal Emergency Evacuation Plan developed with the Coordinator of Student Services.

Mobility-impaired students, their faculty, and the respective Fire Marshal(s) will be aware of and implement the individuals Personal Emergency Evacuation Plan, when one exists.

At the Troy facility, if an alarm or building evacuation takes place prior to a Personal Emergency Evacuation Plan being developed and you are unable to evacuate safely, please proceed to the marked central staircase exit door which is located opposite from the men's and women's public bathrooms on if you are located on the second floor North. If you are in SPOONS, the student lounge, staff lounge, or in Sharp Hall, please proceed to the top of the main staircase located on the second floor South.

At HVCC South, if an alarm or building evacuation takes place prior to a Personal Emergency Evacuation Plan being developed and you are unable to evacuate safely, please proceed to the nearest staircase exit door and await assistance.

If a mobility-impaired person cannot go to a designated area of rescue assistance, the individual should proceed to an area of the building furthest from the fire or danger area. An enclosed area, such as office or enclosed stairwell with a phone, is best.

Once in a safe location, one of the following steps should be taken:

- If a phone is available, call 911 and notify emergency personnel of your location.
- If no phone is available, the individual assisting the mobility-impaired person should notify emergency personnel, if necessary, by leaving the building and informing a fire marshal or the administrator in charge.
- If no phone is available and no assistance was given, the mobility-impaired person should wait for emergency personnel to arrive.

BUILDING AMENITIES/SERVICES AT TROY EOC

Lockers

Lockers are available throughout the Troy facility and are available on a first come–first served basis. To request a locker, students should speak to their Counselor. Students must provide their own locks. Students should remove the lock and empty the locker when they complete their program. At the end of the school year, all lockers need to be emptied and all items removed for maintenance purposes. Lockers are available to students enrolled in summer classes and the same procedures should be followed.

Lounges

Student lounges are located at both the Albany and the Troy facilities. Tables, chairs, and vending machines are available for student use. Food and drink are permitted in the lounge. Use of electronic audio devices is permitted with earphones/ear buds. The volume must not disturb other individuals in the lounge. Cell phones may also be used in the lounges. Cell phone conversations, both volume and content, must be undertaken in such a manner as to not disturb others in the lounge. Please remember that the lounge is not the best place for “private” phone conversations.

Special Events

For information about upcoming events, please refer to flyers posted throughout the building. EOC events will also be posted on the EOC Facebook page, and periodic announcements will be made through the Remind app.

Cafeteria/SPOONS

The EOC Culinary Arts program operates a cafeteria affectionately known as SPOONS. Hours of operation and menu options are posted outside the door of the cafeteria.

Cosmetology and Natural Hair Styling Services

The Cosmetology and Natural Hair Styling programs provide free salon services to the EOC community and the public on designated days. Appointments can be made by calling (518) 273-1900 ext. 2206 (or ext. 2118 for natural hair styling appointments). Students are asked to make appointments at times they are not scheduled to be in class.

BUILDING AMENITIES/SERVICES AT TROY EOC AND HVCC SOUTH

Lost and Found

The EOC is not responsible for any item left on the EOC premises. Check with the Receptionist if you are missing something.

Messages for Students

Messages left for students will be held at the Reception Desk until picked up by the student. If the matter is an emergency (urgent and important), Reception will contact the student's Instructor in class and notify the Instructor that the student has an emergency call at the Reception Desk.

Bulletin Boards

Bulletin boards throughout the Centers exist to display information important to students. All items posted must be reviewed and approved prior to being posted. Contact the Coordinator of Institutional Advancement for more information.

Special Events

For information about upcoming events, please refer to flyers posted throughout the building. EOC events will also be posted on the EOC social media pages, and periodic announcements will be made through the Remind app.

AWARDS

The EOC acknowledges student achievement, service, and leadership in multiple ways.

CAPTAINS Awards

CAPTAINS awards are presented on a regular basis throughout the academic year. CAPTAINS awards are presented to students nominated for demonstrating leadership in the following areas: Communication, Attitude, Problem-solving, Teamwork, Attendance, Initiative, Neighborliness, Spirit/Service.

University Center for Academic and Workforce Development (UCAWD) Certificate of Achievement

UCAWD Certificates of Achievement are presented to students who have earned an average of 3.0 (“B”) or better in one or more programs.

Educational Opportunity Center Honor Roll

EOC Honor Roll awards are presented to students who have earned an average of 3.5 (“A”) or better. All Honor Roll recipients also receive a UCAWD Certificate of Achievement.

Students of Excellence

Students of Excellence recipients are identified by the faculty in each program. The awards are presented to students who consistently exemplify a positive attitude, solid work habits, and high-quality workmanship. These important attributes have allowed the students to be successful at the EOC and will carry with them into the future, in college or in the workplace.

Alliance Awards

Alliance Awards nominations are submitted by EOC Instructors, Tutors, and Counselors. Selections are made by a committee based on exceptional attendance, citizenship, attitude, scholarship, perseverance, and personal growth.

Student Awards Ceremony

A Student Awards Ceremony is held annually to celebrate the achievements accomplished by students throughout the past year. Students are encouraged to attend and bring family and friends. Information about this event will be shared with all award recipients.

YOUR EDUCATION BEYOND THE EOC

Scholarships

EOC students who attend local two- and four-year colleges are eligible for numerous scholarship opportunities. The following awards through HVCC are especially relevant for EOC students:

Joseph J. Bulmer Scholarship

Joseph J. Bulmer was the third president of Hudson Valley Community College and served from 1979 through 1996. He was born and raised in South Troy and was a strong supporter of the EOC. Upon his retirement, Dr. Bulmer established a scholarship fund for EOC students who subsequently enroll at the college. This HVCC \$500 scholarship is awarded to a full-time EOC transfer student enrolled for the fall semester at HVCC. Each applicant must have a minimum 3.0 G.P.A. and must have a financial need application on file. For further information, students are encouraged to contact their Counselors or the HVCC Scholarship Director.

Holly Lainhart Memorial Scholarship

This HVCC \$100 scholarship was named in memory of the daughter of the former EOC Vice President/Executive Director, James E. Sharp. Applicants must be a full-time matriculated EOC transfer student enrolled in either a Business or Individual Studies Program at HVCC with the intent of transferring into a business curriculum. The student must be a single parent, be in good academic standing, and have a financial need application on file. The scholarship is also based on financial need. For further information, students are encouraged to contact their Counselors or the HVCC Scholarship Director.

Dr. Lucille Marion Scholarship

Lucille A Marion Educational Opportunity Center Scholarship Fund

The proceeds of the \$500 scholarship fund will be awarded to a student enrolled at HVCC who previously attended the EOC. The awarded funds are for use by the student in any manner that will support an unmet financial need necessary in pursuit of the student's educational endeavors at HVCC.

In addition to completing the Foundation application, applicants will submit a written essay for review by the scholarship committee. The essay will note the following: period of EOC enrollment and program of study; impact of the EOC experience on the student such as educational and personal benefits derived. HVCC program of study; relationship of EOC program of study to HVCC program of study and/or how the EOC enrollment affected the student's choice of college program; longer term educational and career goals. Current conditions creating economic need; how the award will be used to support the student while attending HVCC. Applicants may also choose to include letters of support from EOC or college staff where such letters may enhance the student's consideration for the award. Students must be taking at least 3 credits in order to be eligible for this scholarship.

Richard J. Spence Health Services Career Award

Richard J. Spence committed 21 years to the EOC and its students. This scholarship was established by his colleague Ann Marie (Tina) Mone to commemorate that service and honor his legacy. This \$500 merit-based scholarship will be awarded annually to a graduate of the EOC's Nursing Assistant program, who, due to financial difficulties, may not otherwise have the opportunity to pursue a college degree. The scholarship is renewable for a second year if the student maintains the original eligibility criteria of an 85 average or above.

Articulation Agreements

Students transferring from the EOC to institutions with which we have articulation agreements may earn credit or be waived from certain requirements as identified below.

Articulation Agreements with Hudson Valley Community College (HVCC)

These agreements are entered into between the Capital Region Educational Opportunity Center and Hudson Valley Community College. The goals of these agreements are:

College Preparation Program

- To provide a seamless transfer for EOC students to HVCC.
- To offer graduates of the EOC an advance standing credit if they enroll in a program at HVCC.
- To encourage EOC graduates to continue their education to further their employment opportunities. To support graduating EOC students with a structured plan for their academic and/or career planning.
- To continue to facilitate communication and coordination between faculty, students and administrators at each institution.
- Meet Hudson Valley Community College admissions requirements
- Successfully complete the College Preparation program at the EOC
- Be recommended in writing by an the EOC or instructors at the EOC
- Enroll in a program at Hudson Valley Community College
- Earn passing requirements in College Preparation program
- Successful EOC graduates that meet the said requirements will receive advance standing for ENGL 100 (3 credits) Enhanced English Composition.

Building Trades Program

- To provide a seamless transfer for EOC students to HVCC
- To offer graduates of the EOC an advance standing credit if they enroll in either Construction Certificate program or Construction Technology – Building Construction program at HVCC
- To encourage EOC graduates to continue their education to further their employment opportunities
- To support graduating EOC students with a structured plan for their academic and/or career planning
- To continue to facilitate communication and coordination between faculty, students and administrators at each institution
- Meet Hudson Valley Community College admissions requirements
- Successfully complete the Building Trades program at the EOC
- Be recommended in writing by an the EOC or instructors at the EOC
- Enroll in Construction Certificate program or Construction Technology-Building Construction program at Hudson Valley Community College
- Earn passing requirements in Building Trades Program
- Successful EOC graduates that meet the said requirements will

Cosmetology Program

- Meet Hudson Valley Community College admissions requirements
- Successfully complete the Cosmetology program at the EOC
- Be recommended in writing by an EOC or instructors at the EOC
- Enroll in an entrepreneurship certificate program or entrepreneurship degree program at Hudson Valley Community College
- Earn passing requirements in the Cosmetology program
- Successful EOC graduates that meet the said requirements will receive advance standing 3 credits for ENTR 110 Introduction to Entrepreneurship, which can be applied to an entrepreneurship certificate program or entrepreneurship degree program.

Manufacturing Career Exploration

- Meet Hudson Valley Community College admissions requirements
- Successfully complete the Manufacturing Career Exploration program at the EOC
- Be recommended in writing by an the EOC or instructors at the EOC
- Enroll in Advanced Manufacturing Technology program at Hudson Valley Community College
- Earn passing requirements in the Manufacturing Career Exploration program
- Successful EOC graduates that meet the said requirements will receive advance standing 3 credits for MFTS 100 (2 credits) and MFTS 215 (1 credit)

Medical Office Administration

- Meet Hudson Valley Community College admissions requirements
- Successfully complete the Medical Office Administration program at the EOC
- Be recommended in writing by an the EOC or instructors at the EOC
- Enroll in the Medical Billing and Coding Micro credential program at Hudson Valley Community College
- Earn passing requirements in Medical Office Assistant program
- Successful EOC graduates that meet the said requirements will receive advance standing 3 credits for HITC 100 Introduction to Medical Office Procedures
- These credits can also be applied to the Medical Billing and Coding Micro-credential program

Nursing Assistant

- Meet Hudson Valley Community College admissions requirements
- Successfully complete the Nursing Assistant program at the EOC
- Be recommended in writing by an the EOC or instructors at the EOC
- Enroll in a Health Science program at Hudson Valley Community College
- Earn passing requirements in Nursing Assistant program
- Successful EOC graduates that meet the said requirements will receive advance standing 3 credits for CMHL 115 Healthcare Ethics

Welding

- Meet Hudson Valley Community College admissions requirements
- Successfully complete the Welding program at the EOC
- Be recommended in writing by an the EOC or instructors at the EOC
- Enroll in Welding and Fabrication program at Hudson Valley Community College
- Earn passing requirements in Welding and Fabrication program
- Successful EOC graduates that meet the said requirements will receive advance standing 3 credits for MFTS 100 (2 credits) and MFTS 215 (1 credit)

Articulation Agreements with Schenectady County Community College (SCCC)

- Complete the Culinary Arts program at the EOC with a final grade of 75% or higher
- Pass the National Restaurant Association ServSafe Exam with a grade of 75% or higher
- Complete the course within two years prior to matriculating at SCCC
- Submit a copy of the ServSafe Certification to SCCC's Registrar's Office
- Meet SCCC's standards for acceptance and for advanced credit
- Matriculate at SCCC in the Culinary Arts AOS degree program or Assistant Chef Certificate program
- Receive recommendation in writing from their EOC instructor

Every student meeting the above criteria can be awarded up to four (4) credits at SCCC for HOT 132 Sanitation Techniques (1 credit) and HOT 131 Math for Food Service Records (3 credits) upon matriculation in the Culinary Arts AOS or Assistant Chef Certificate programs and successful completion of six credit hours of college-level course work at SCCC.

Articulation Agreements with Maria College

- Nursing Assistant graduates may be eligible for reserved seats in the Maria College Practical Nurse Certificate program.
- Nursing Assistant graduates who are licensed to practice as nursing assistants in New York State are exempt from the TEAS requirement for the Practical Nurse Certificate program at Maria College.
- Students must complete and file the Maria College application.
- Students must secure a current license to practice as a nursing assistant prior to initiating the Practical Nurse Certificate program at Maria College.
- Students must meet college and clinical agency health requirements and must have appropriate health clearance requirements on file in the Maria College Nursing Department prior to clinical visits.

Articulation Agreement with Abrookin Career and Technical Center

- This agreement allows students who have completed the Cosmetology program at the Abrookin Career and Technical Center to continue their studies at the Capital District Educational Opportunity Center (EOC), a New York State approved school of cosmetology.
- The EOC will acknowledge documented student hours presented by the certified cosmetology instructor at the Abrookin Career and Technical Center.
- Abrookin cosmetology students will provide the EOC with a school transcript listing New York State cosmetology required competencies and hours completed.
- Based on this transcript and the EOC's evaluation of theory and practical skills, the number of transferable hours will be determined.
- A maximum of 500 hours will be accepted for transfer to the EOC cosmetology program. Students will be informed in writing of the number of hours accepted toward their program of study at the EOC.

EOC PARTNERSHIP WITH HUDSON VALLEY COMMUNITY COLLEGE

The EOC and HVCC work together to ensure student success, including a direct path to HVCC to continue their education beyond the EOC. The EOC also works directly with HVCC enrollment and financial aid services for students interested in obtaining a degree. Students wishing to continue their education at HVCC are encouraged to do so with the assistance of the EOC College Connections Initiative (CCI). Through CCI, students will:

- Have a comprehensive review of what is needed to be a successful applicant at HVCC
- Be assured of an assessment of any former college credit for eligible EOC courses
- Have access to the HVCC/EOC admissions counselor
- Have direct access to HVCC financial aid

NEW YORK STATE AND FEDERAL LAWS

FERPA – Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

The right to inspect and review the student's education records within forty-five (45) days of the day the EOC receives a request for access. Students should submit to the Coordinator of Student Services, written requests that identify the record(s) they wish to inspect. The Coordinator or designee will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the EOC Records Office, the Coordinator shall advise the student of the correct official to whom the request should be addressed.

A parent or guardian of a student, with proper documentation, who claims the student as a dependent on his/her Federal Income Tax form has the same rights as the student explained above.

The right to request the amendment of the student's education records that the student believes is inaccurate. A student may ask the EOC to amend a record that he/she believes is inaccurate. The student should write the Coordinator of Student Services, clearly identify the part of the record they want changed, and specify why it is inaccurate. If the EOC decides not to amend the record as requested by the student, the EOC will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.

Disclosure without Approval of the Student or Eligible Parent: One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is a person employed by the EOC in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the EOC has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees, or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

Authorized federal and state representatives may have access to student and other records in connection to the audit and evaluation of programs, or in connection with the enforcement of or compliance with legal requirements which relate to educational programs.

Records will be disclosed upon the receipt of a judicial order or lawfully issued subpoena. A reasonable attempt will be made to notify the student or the eligible parent of the disclosure.

In the event of an emergency involving the health or safety of a student, appropriate officials may be provided information from a student record.

Directory Information: The EOC may disclose the student's name, address, telephone listing, date and place of birth, program, honors/awards, photo, and/or the dates of attendance without consent of the student or eligible parent, unless, within thirty (30) days of enrollment, the student and/or the eligible parent request, in writing, such information not be disclosed. *This is in accordance with the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.*

The right to file a complaint with U.S. Department of Education concerning alleged failures by the EOC to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520

The Solomon Amendment

Under the 1997 rule adopted by the United States Department of Defense, the EOC must provide to the military, if requested, the student's name, address, telephone listing, and date of birth, level of education, current program and programs completed. If the student places a hold on his/her record through the Family Educational Rights and Privacy Act (FERPA), information will not be given to the military. However, the student would then need to authorize, in writing to the Records Office, each individual disclosure of any information.

Title IX Compliance

Consistent with [Title IX of the Education Amendments of 1972](#), the EOC does not discriminate against students, faculty or staff based on sex in any of its programs or activities, including but not limited to educational programs, employment and admission. Sexual harassment, including sexual violence, is a kind of sex discrimination and is prohibited by Title IX and the EOC.

The EOC is committed to responding promptly and effectively when it learns of any form of possible discrimination based on sex, sexual harassment or sexual violence.

Policies and Programming Pursuant to the Campus SaVE Provisions of the Violence Against Women Act can be found in the Student Planner you receive during orientation, which identifies policies and programming to prevent sexual assault, dating violence, domestic violence and stalking, and to support survivors. Additionally, SUNY provides a Sexual Assault & Violence Response (SAVR) Resources website at www.suny.edu/violence-response

Questions should be directed to the Title IX Coordinator:

Keevin Killikelly

Phone: (518) 273-1900 ext. 2235

Email: k.killikelly@hvcc.edu

Non-discrimination Policy

The Educational Opportunity Center does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, creed, sexual orientation, marital status, veteran status, or political affiliation. The following person has been designated to handle all inquiries, reports and requests for consultation and counseling or complaints: **EOC Coordinator of Student Services / Civil Rights Compliance Officer, 431 River St., Troy, N.Y. 12180, 518-273-1900 ext. 2235 or email k.killikelly@hvcc.edu**

How a student may file a complaint of alleged discrimination, harassment, or civil rights violation at the Educational Opportunity Center

A student who believes he or she has been subjected to discrimination on the basis of race, color, national origin, sex, religion, age, disability, marital status, veteran status, or political affiliation, harassment or a violation of his or her civil rights at the Educational Opportunity Center (EOC) by an employee of the EOC or by another student should contact the EOC Coordinator of Student Services, who acts as the EOC Civil Rights Compliance Officer for EOC students. The Coordinator shall receive initial inquiries, reports and requests for consultation and counseling. Assistance will be available whether or not a written complaint is contemplated. It is the responsibility of the Coordinator to respond to all such inquiries, reports and requests as promptly as possible and consider all such facts in an objective manner and in a manner appropriate to the particular circumstance.

Students who wish to file a written complaint must:

- File it within 120 calendar days following the last act or occurrence of an alleged unlawful discriminatory act or act of harassment.
- Must present the complaint in writing, either on Title IX Formal Complaint form or the Student Statement form, or your own narrative. Forms are available at EMS (Enrollment Services), Student Services, or Counselors. If you choose to do your own writing, the information below is required:
 - ✓ the student's name and address and phone numbers.
 - ✓ a statement of facts explaining what happened and what the complainant believes constituted the unlawful discriminatory act(s) in sufficient detail to give each respondent reasonable notice of what is claimed against him/her.
 - ✓ the date(s), approximate time(s) and place(s) where the alleged act(s) of unlawful discrimination or harassment occurred. If the act(s) occurred on more than one date, the statement should also include the last date on which the acts occurred as well as detailed information about any prior acts.
 - ✓ the names of any potential witnesses should be provided, if appropriate. The complaint should also contain
 - ✓ the name(s) of the respondent(s)
 - ✓ if known, the address(es) and telephone number(s) of the respondent(s) (i.e., the person(s) claimed to have committed the act(s) of unlawful discrimination)
 - ✓ the status of the person(s) charged should also be identified (i.e. faculty, staff, or student)
- A statement should be included indicating whether the complainant has filed or reported information concerning the incidents referred to in the complaint with a non-college official, court, or agency, under any other complaint or complaint procedure. If an external complaint has been filed, the statement should indicate the name of the court, person, department, or agency with which the information was filed and the address to which it was reported.

A verbal complaint will also warrant an investigation by the EOC based on the nature and extent of the complaint. This decision is made by the Coordinator of Student Services/Civil Rights Compliance Officer in conjunction with the Title IX investigator or legal counsel at Hudson Valley Community College.

The Coordinator will complete an investigation within ten (10) EOC school days of the receipt of the complaint, offering the complainant, respondent(s) and all interested parties an opportunity to offer

relevant evidence. The Coordinator will seek to resolve the complaint informally and will keep a written record of the investigation and resolution attempt. If a resolution satisfactory to all parties is reached, the Coordinator shall close the case pending written notice to all parties.

If a resolution is not reached, the Coordinator will convene within ten (10) EOC school days the Civil Rights Compliance Committee to address the student complaint. This committee will consist of the EOC Assistant Director, acting as the chairperson, a non-involved EOC Program Coordinator, and a non-involved EOC Counselor. The Committee shall review all relevant information, interview pertinent witnesses and, at their discretion, hear testimony from and bring together the complainant and the respondent(s), if desirable. Both the complainant and the respondent(s) shall be entitled to submit written statements or other relevant and material evidence and to provide rebuttal to the written record compiled by the Committee. The Committee will send a written decision within fifteen (15) EOC school days of the convening of the Committee to the complainant and respondent(s). Either the complainant or the respondent(s) may appeal this decision to the Executive Director in writing within ten (10) EOC school days of the Civil Rights Compliance Committee's decision.

Appeals must be based on new evidence that was not available to the Civil Rights Compliance Committee or an allegation of improper practices. A final written decision will be sent to all involved parties by the Executive Director within thirty (30) EOC school days of receipt of the appeal.

If the complainant is dissatisfied with the result, nothing precludes the complainant from filing a complaint with state and/or federal agencies or a court of competent jurisdiction. The EOC Coordinator of Student Services/Compliance Officer will provide to the best of his/her knowledge, general information concerning the processes relevant to outside agencies or courts but since he/she is not an attorney at law, he/she can provide no advice as to procedural or substantive rights concerning these agencies, or courts, including deadlines for filing.

Efforts to circumvent the time frames associated with each stage of the process or the sequential progression from one stage to another is prohibited. Time limits may be extended based on just cause (e.g., vacation or extended hospital stay).

For further information on notice of discrimination or to file a complaint with an alternative agency (federal, state or non-governmental), you may also contact:

<p>New York Office for Civil Rights U.S. Department of Education 32 Old Slip, 26th Floor New York, NY 10005-2500 Telephone: 646-428-3800 Fax: 646-428-3843 Email: mailto:OCR.NewYork@ed.gov</p>	<p>NYS Division of Human Rights Office Agency Building 1, 2nd Floor Empire State Plaza Albany, NY 12220 Telephone: 518-474-2705 (or 2707) Fax: 518-473-2955 InfoAlbany@dhr.ny.gov</p>
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The New York Civil Liberties Union (NYCLU) is a non-profit organization (non-governmental) so filing a complaint with a private organization like the NYCLU would not pause or delay the deadline for filing with a governmental civil rights compliance agency like the Office of Civil Rights at USDOE and /or NY Division of Human Rights. Appeals to the Office for Civil Rights (OCR) or to the NYS Division of Human Rights should be made after the EOC has made a determination upon completion of their investigation.

NYS Civil Liberties Union

<http://www.nyclu.org/content/contact-nyclu>

125 Broad Street, 19th Floor

New York, NY 10004

Telephone: 212-607-3300

Fax: 212-607-3318 and 212-607-3329

ACADEMIC CALENDAR

EDUCATIONAL OPPORTUNITY CENTER -- CAPITAL DISTRICT																						
CALENDAR 2024-2025																						
July					August					September					October							
M	T	W	TH	F	M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F			
1	2	3	X	5				1	2	X	3	4	5	6		1	2	3	4			
8	9	10	11	12	5	6	7	8	9	9	10	11	12	13	7	8	9	10	11			
15	16	17	18	19	12	13	14	15	16	16	17	18	19	20	/	15	16	17	18			
22	23	24	25	26	19	20	21	22	23	23	24	25	26	27	21	22	23	24	25			
29	30	31			26	27	28	29	30	30					28	29	30	31				
November					December					January					February							
M	T	W	TH	F	M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F			
				1	2	3	4	5	6			X	2	3								
4	5	6	7	8	9	10	ASM	12	13	6	7	8	9	10	3	4	5	6	7			
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17	10	11	12	13	14			
18	19	20	21	22	/	X	X	X	X	X	21	22	23	24	/	/	/	/	/			
25	26	X	X	X	X	X				27	28	29	30	31	24	25	26	27	28			
March					April					May					June							
M	T	W	TH	F	M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F			
3	4	5	6	7		1	2	3	4				1	2	2	3	4	5	6			
10	11	12	13	14	7	8	9	10	11	5	6	ASM	8	9	9	10	11	12	13			
17	18	19	20	21	14	15	16	17	X	12	13	14	15	16	16	17	18	X	20			
24	25	26	27	28	X	X	23	24	25	19	20	21	22	23	23	24	SR	G	27			
31					28	29	30			X	27	28	29	30	30							
July					LEGEND																	
M	T	W	TH	F																		
	1	2	3	X																		
7	8	9	10	11	Instruction Begins			Instruction Ends														
14	15	16	17	18																		
21	22	23	24	25	X			Holiday, BOC Closed			/									Student Holidays, BOC Open, no Classes		
28	29	30	31																			
					Special Events																	
August																						
M	T	W	TH	F																		
				1	G			Graduation			ASM			All Staff Meeting								
4	5	6	7	8	SR			Student Recognition														
11	12	13	14	15																		
18	19	20	21	22																		
25	26	27	28	29	Faculty Workshops and Meeting Days																	
					All Faculty			170 day meeting only						195 day meeting only								
					(no classes scheduled)			(195 day classes scheduled)						(no classes scheduled)								

STUDENT RESOURCES

Below are various health and social service resources that may be helpful for students.

Healthcare Services

Whitney Young Health Services

920 Lark Street, Albany, NY

Locations: Albany, Watervliet & Troy

Phone: (518) 465-4771

Services Provided: Integrated healthcare to address patient's behavioral health and physical health care needs

Hours: Monday & Thursday 8 a.m.-6 p.m., Tuesday 8 a.m.-7:30 p.m., Wednesday 8 a.m.-5:30 p.m., Friday 8 a.m.-5 p.m.

Target Population(s): Call to confirm

Eligibility Criteria: Behavioral health and physical health care needs

How to Apply for Services: Contact the office

Hometown Health

1044 State Street, Schenectady, NY 12303

Phone: (518) 370-1441

Website: <http://www.hometownhealthcenters.org/services/behavioral>

Services Provided: Our Behavioral Health Services team offers counselling for many common illnesses, such as Depression, Anxiety, ADHD, and Post-Traumatic Stress

Managed Care Organizations

- **CDPHP:** (518) 641-3485
- **Fidelis:** (888) 343-3547
- **MVP:** (914) 372-2030
- **United Health Care Community Plan:** (518) 313-4896
- **WellCare of NY:** (917) 229-1908
- **Mandated Reporter Hotline:** 1-800-635-1522

Human Service/Community Agencies and Addiction Services

Alcoholics Anonymous

Capital District Central Office: (518) 463-0906

Website: www.aa.org

Local Meetings: <http://meetings.aahmbny.org/index.php>

Services Provided: Alcoholics Anonymous is a fellowship of men and women who have had a drinking problem. It is nonprofessional, self-supporting, multiracial, apolitical, and available almost everywhere. There are no age or education requirements. Membership is open to anyone who wants to do something about his or her drinking problem.

Alliance for Positive Health

845 Central Ave, Albany, NY 12206

Kim Atkins, Executive Director

Phone: (518) 434-4686

Website: <http://www.allianceforpositivehealth.org/programservices/>

Services Provided: Mental health education and substance abuse outreach and referral services.

Capital City Rescue Mission

259 S. Pearl Street, Albany, NY 12202

Phone: (518) 462-0459

Website: <http://www.capitalcityrescuemission.com>

Services Provided: Free shelter, clothing, food (3 meals/day, 365 days/year), clothing provided to residents in need. Addiction recovery program as well. Residents who participate in addiction recovery program are sheltered 9 months to 1 year.

Hope House, Inc. / Elizabeth's House for Women

106-108 9th Street, Troy, NY 12182

Phone: (518) 272-0206

Website: <http://www.hmrecovery.net>

Services Provided: Elizabeth's House is a 14-bed community residence for women age 18 and older who are seeking recovery from alcohol and other drugs. Residents will stay at Elizabeth's House for an average of 6-12 months in an effort to gain the independent living skills necessary to begin living a sober life style. The variable length of stay is designed so that we can tailor each resident's program to meet her individual treatment needs.

Legal Aid Society

Phone: (518) 587-5188

Website: www.lasnny.org

Landlord and housing disputes Eviction/no-shelter STEPF

Narcotics Anonymous

Phone: ABCD Regional Helpline (315) 847-3842

Mailing Address: P.O. Box 13504; Albany, NY 12212

Local Meetings: <http://abcdrna.org/list-search/>

Website: www.na.org

Services Provided: NA offers recovery from the effects of addiction through working a 12-step program, including regular attendance at group meetings. Group meetings provide help from peers and offer an ongoing support network for addicts who wish to reach and maintain a drug-free lifestyle.

National Domestic Violence Hotline

Contact Information: 1-800-799-7233. For Deaf and Hard of Hearing: 1-800-787-3224.

Website: <https://www.thehotline.org/>

Services Provided: Counseling, support, and referrals to local services for victims and survivors of domestic violence and abuse, as well as for their loved ones. Available 24/7 in over 200 languages. Secure online chat available.

National Sexual Abuse RAINN (Rape, Abuse & Incest National Network)

Contact Information: 1-800-656-4673 for English or Spanish. Online Chat also available.

Services Provided: RAINN provides hotline support 24/7 to victims and survivors of sexual abuse, assault, and violence. It connects callers to their local rape crisis and domestic violence support providers.

Rensselaer County Department of Mental Health - Substance Abuse Prevention and Recovery Services

1600 7th Ave, Troy, NY 12180

Website: www.rensco.com/departments/mental-health/studentassistance-program

Phone: (518) 270-2807

Email: kdonvito@rensco.com

St. Catherine's Center for Children

40 North Main Ave., Albany, NY 12203 (other locations available throughout the Capital Region)

Phone: 518-453-6700

Website: www.st-cath.org

Services provided: St. Catherine's serves children, adults and families struggling with challenges that may include homelessness or housing insecurity, physical and emotional neglect or abuse, special education needs and developmental disabilities, mental illness or substance abuse, and trauma. We have more than 10 locations throughout the Capital Region. Other services include clinical assessments; parent skills training and parent support groups; individual, and family counseling programs; respite services for families with children displaying emotional or behavioral problems; and comprehensive support services for adolescents who have been in foster care or residential programs to help these youth attain independence

Unity House of Troy

Human service agency with a wide range of services

2431 6th Ave, Troy, NY 12180

Phone: (518) 274-2633

(Also at the same address: Unity House Food Distribution: 518-274-2607)

Services Provided: Unity House's Housing and Support Services Program provides ongoing case management services for adults living with mental illness, people living with HIV/AIDS and/or people with chemical abuse and domestic violence.

Hours: Monday-Friday, 8 a.m.-4:30 p.m.

Target Population(s): Both young adults and adults with mental illness and chemical abuse.

Eligibility Criteria: Mental Illness and/or Chemical Abuse

How to Apply for Services: Contact Phone number listed above

LGBTQ+ Resources

Saratoga Pride: www.saratogapride.com

The Pride Center of Capital Region: www.capitalpridecenter.org

In Our Own Voices: www.inourownvoices.org

The National Gay and Lesbian Task Force: www.thetaskforce.org

P-Flag (parents, families and friends): www.community.pflag.org

Mental Health Services

Albany County Department of Mental Health - Psychiatric Crisis Services

Phone: (518) 549-6500

Website: www.albanycounty.com/departments/mental-health

Services Provided: ACDMH offers crisis services at the CDPC Crisis Unit and from their Mobile Crisis

Team. These services are for adolescents and adults who are currently in a mental health emergency. Services available 24/7.

National Suicide Prevention Lifeline

Phone: 1-800-273-8255 for English; 1-888-628-9454 for Spanish; For Deaf or TTY Dial 711 then 1-800-273-8255. Online chat also available.

Website: www.suicidepreventionlifeline.org

Services Provided: We can all help prevent suicide. The Lifeline provides 24/7, free, and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

Northern Rivers Parsons Child and Family Center Mobile Crisis Team for Adults

Phone: (518) 292-5499

Website: https://parsonscenter.org/images/Mobile_Crisis_Response_Services.pdf

Services Provided: Phone assessments and consultation; on-site face to face mental health assessments; referrals to available services; follow up from psychiatric hospitalizations; wellness calls and visits when someone is concerned.

Northern Rivers Parsons Child and Family Center Mobile Crisis Team for Children

Phone: (518) 292-5499

Website: https://parsonscenter.org/images/Mobile_Crisis_Response_Services.pdf

Services Provided: Phone assessments and consultation; on-site face to face mental health assessments; referrals to available services; follow up from psychiatric hospitalizations; wellness calls and visits when someone is concerned.

Hours: Weekdays 11 a.m.-9 p.m.

Target Population: Children who appear to be in a mental health crisis situation.

Eligibility Criteria: Resident of Rensselaer County

How to Apply for Services: Call phone number provided above. Anonymous calls accepted.

Rehabilitation Support Services (RSS) Capital District Clinic

Location: Albany, NY

Phone: (518) 407-0093

Counties: Albany, Rensselaer, Saratoga, and Schenectady

Website: www.rehab.org/service/capital-district-clinic

Services Provided: The Capital District Clinic is an outpatient mental health clinic serving adults with mental illness. Each clinic participant receives psychiatric medication management and therapy services.

Rensselaer County Department of Mental Health (RCDMH)

Location: 1600 7th Ave, Troy, NY 12180

Phone: (518) 270-2800

Website: www.rensco.com/departments/mental-health

Objectives: To develop and maintain a coordinated integrated continuum of services which permits all individuals to reach their personal potential and live their lives with dignity and independence.

Services Provided: RCDMH offers a range of mental health services. Call for more information regarding specific services provided. They are able to refer you to the appropriate resources regarding your specific circumstances.

Samaritan Hospital - Inpatient/Outpatient/Crisis Psychiatric Services (St. Peter's Health Partners)

Location: 2215 Burdett Ave, Troy, NY 12180

Phone Outpatient MH Clinic: (518) 833-6470

Phone Crisis: (518) 271-3540

Phone PROS: (518) 270-1122

Website: <http://www.sphp.com/behavioral-health-sam>

Services Provided: Acute inpatient psychiatric care, outpatient psychiatric services offered

Emergency Room/Crisis Unit Hours: Monday-Friday, 9 a.m.-4 p.m., with additional evening hours (Outpatient), Crisis Unit 24 hours through the Emergency Room