

Stop the Move...

Don't Hang Up on New York City

FACT

New York State plans to close the New York City Telephone Call Center (TCC) without adequate justification for the closure. New York City will lose over 250 jobs due to this closure.

FACT

The Department of Labor (DOL) plans to rely on TCC staff in Troy and Endicott, which will be unable to recruit adequate numbers of Spanish and Chinese speaking staff. This may violate federal court orders regarding unemployment insurance service to claimants with limited English proficiency.

FACT

To replace the NYC multilingual staff the State will pay a translation service \$1 a minute or \$60 a hour vs. \$22.73 an hour for state employees; DOL officials admit that the translation service is not as good as a multilingual staff member.

FACT

DOL admits that closing the NYC TCC will not save \$10 million. In fact, the closure will only "save" \$1 million in annual lease costs. This "savings" would

be significantly reduced if not eliminated by the additional money that DOL will have to spend for translation services.

FACT

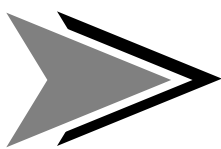
The State has spent an unknown amount of money on renovating the NYC TCC, which were just completed in April 2005.

FACT

Closing the NYC TCC is incompatible with the Governor's program to revitalize Lower Manhattan in the wake of 9/11.

FACT

DOL has not explored any alternatives to the NYC TCC closing that could achieve the savings necessary to make up the shortfall in federal funding. Such alternatives include: less expensive office space in NYC's outer boroughs, an interchange of state and federal funds which support other DOL programs, and reducing the number of temporary employees and consultants.



Keep 250 state jobs in Manhattan so New York City residents can have their unemployment insurance claims handled in New York City

**Keep the Department of Labor
NYC Telephone Call Center open**



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over

