

# Constituent Resource Guide

U.S. Representative  
— Richard L. Hanna —

www.hanna.house.gov

Representing New York's 24th Congressional District



## CONSTITUENT SERVICE CENTERS

Washington DC | 202-225-3665

Utica | 315-724-9740

Auburn | 315-252-6700

Cortland | 607-756-2470

U.S. Representative Richard Hanna is committed to offering responsible constituent services to residents of the 24th Congressional District.

If you have ever had to deal with a federal agency, you may feel like you need a road map to navigate the many layers. Our office can help, and we will help!

This constituent services guide is your resource to services we offer and help we can provide. Do not hesitate to contact us directly for more information.

## CAPITOL TOURS AND FLAGS

If you're visiting Washington, D.C. or would like to purchase a U.S. flag flown over the U.S. Capitol, our office can help. At your request, we can arrange for an official flag to be flown over the Capitol Building and then boxed and mailed to you. If you are traveling to Washington, D.C., our office can also help arrange a tour of the Capitol and other landmarks. Contact us at 202-225-3665.

## ACADEMY NOMINATIONS

Attending a Service Academy is a great way for young adults to gain a quality education and become one of America's finest.

Nominations are required for all academies except Coast Guard. Interested students should contact us at 315-724-9740 in the spring of their junior year of high school.

## Assistance with Federal Agencies

Our office can provide you with assistance in dealing with a variety of federal issues ranging from Social Security and Medicare to veterans, military, immigration, passports and post office. We can obtain the status of pending cases, expedite answers to questions and trace missing information. We are well-informed about the complexities of federal services and benefits. We encourage you to contact us with any questions or concerns you may have.

In addition, below are some helpful federal agency contacts.

### Federal Veterans Administration Disability Benefits

[www.vba.va.gov/vba](http://www.vba.va.gov/vba)  
1-800-827-1000

### Internal Revenue Service

[www.irs.gov](http://www.irs.gov)  
1-800-829-1040

### Veterans Healthcare Benefits

[www.ncptsd.va.gov](http://www.ncptsd.va.gov)  
[www.va.gov/health](http://www.va.gov/health)

### Social Security

[www.ssa.gov](http://www.ssa.gov)  
1-800-722-1213

### Medicare

[www.medicare.gov](http://www.medicare.gov)  
1-800-633-4227

## STAY CONNECTED

Maintaining an open and transparent government is a top priority for my office. All of my vote explanations are posted on my website and social media outlets and require no registration to view. In addition, an extensive list of resources and guidance can be found on my website at [www.hanna.house.gov](http://www.hanna.house.gov).

[facebook.com/repRichardHanna](https://facebook.com/repRichardHanna)

[twitter.com/RepRichardHanna](https://twitter.com/RepRichardHanna)

## Employment Resources

New York State's One-Stop Career Centers offer free services, including resume help, career guidance, job placement and training referrals, to those seeking a job.

### Utica One-Stop Career Center

NY State Office Building  
207 Genesee Street, Suite 202  
Utica, NY  
315-793-2229

### Cortland Works Career Center

99 Main Street  
Cortland, NY  
607-756-7585

### Cayuga Works Career Center

199 Franklin Street, Suite 204  
Auburn, NY  
315-253-1590

For information on additional career centers, please visit: [www.labor.state.ny.us/workforcenypartners/osview.asp](http://www.labor.state.ny.us/workforcenypartners/osview.asp)

## Small Business Resources

The Small Business Administration (SBA) provides, loans, loan guarantees, contracts and counseling sessions, and other forms of assistance to small businesses. Please utilize these resources if you are trying to grow your small business. Rep. Hanna's offices are ready to assist you in your dealings with the SBA.

SBA Answer Desk Hotline at 1-800-827-5722 or SBA email at [answerdesk@sba.gov](mailto:answerdesk@sba.gov).

The Syracuse District Office is responsible for delivery of SBA's many programs and services to Central New York. They are located at 224 Harrison Street, 5th Floor in the City of Syracuse. Their phone number is 315-471-9393.

## Office for the Aging

The New York State Office for the Aging helps older New Yorkers be as independent as possible for as long as possible through advocacy, development and delivery of programs and services. For more information, contact your local office:

<b>Broome</b> - 607-778-2411	<b>Herkimer</b> - 315-867-1121	<b>Ontario</b> - 585-396-4040
<b>Cayuga</b> - 315-253-1226	<b>Oneida</b> - 315-798-5456	<b>Otsego</b> - 607-547-4232
<b>Chenango</b> - 607-337-1770	<b>Tioga</b> - 607-687-4120	<b>Seneca</b> - 315-539-1765
<b>Cortland</b> - 607-753-5060	<b>Tompkins</b> - 607-274-5482	

## Veterans Resources

The New York State Division of VA: [www.veterans.ny.gov](http://www.veterans.ny.gov)  
Job and Vocational Training: [www.dol.gov/vets](http://www.dol.gov/vets) or [www.fedshirevets.gov](http://www.fedshirevets.gov)  
VA Benefits: [www.vba.va.gov](http://www.vba.va.gov)  
VA Service Organizations: [www.va.gov/vso](http://www.va.gov/vso)  
VA Memorial Affairs: [www.cem.va.gov](http://www.cem.va.gov)

Veterans Education (GI Bill): 888-442-4551  
Veterans Health Benefits: 877-222-8387  
VA Suicide Hotline (24 Hours): 800-273-8255, press 1

Gulf War/Agent Orange Help: 800-749-8387  
Veterans Life Insurance: 800-669-8477

### New York State Assistance

New York State provides assistance for consumers regarding banking, mortgages, fraud and abuse, insurance and healthcare. For more information, contact 212-709-3500 or visit [www.dfs.ny.gov/consumer/dfs\\_consumers.htm](http://www.dfs.ny.gov/consumer/dfs_consumers.htm).

### Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP can assist low-income households in Upstate meet their immediate home energy needs. For more information, contact the HEAP hotline at 1-800-342-3009, email at [NYSHEAP@dfa.state.ny.us](mailto:NYSHEAP@dfa.state.ny.us) or visit [www.Otda.ny.gov/programs/heap/](http://www.Otda.ny.gov/programs/heap/).

### New York Health Insurance Information, Counseling and Assistance Program (HIICAP)

HIICAP educates the public about Medicare, Medicaid, and other health insurance options and issues. They also help Medicare beneficiaries to access needed healthcare and to apply for programs such as the Medicare Savings Program. For more information, contact HIICAP at 1-800-702-0501.

## U.S. Representative Richard L. Hanna

[www.hanna.house.gov](http://www.hanna.house.gov)

### Utica, NY

258 Genesee Street, 1st Floor  
Utica, NY 13502

p: (315) 724-9740  
f: (315) 724-9746

### Auburn, NY

110 Genesee Street, Suite 110  
Auburn, NY 13021

p: (315) 252-6700  
f: (315) 252-6709

### Cortland, NY

18 Tompkins Street  
Cortland, NY 13045

p: (607) 756-2740  
f: (607) 756-2472

### Washington, DC

319 Cannon House Office Building  
Washington, DC 20515

p: (202) 225-3665  
f: (202) 225-1891