

A Guide to Doing Business Internationally

U.S. Senator Kirsten E. Gillibrand
New York



2013

**Note: This document will be updated as information becomes available.*

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Introduction

Dear Fellow New Yorker,

America's economic recovery will, in part, rest on our ability to open up new opportunities for our companies to do business in international markets. New York is fortunate to be at the center of the global economy, offering our businesses an opportunity to sell their goods and services to countries throughout the world. In addition, New York's proximity to Canada offers a unique opportunity for Canadian companies to expand their operations into the state, putting more New Yorkers to work. To ensure more business opportunities happen along New York's shared border with Canada as well as throughout the global market, I am committed to working with New York businesses looking to expand their market access internationally as well as with Canadian and other foreign companies that are interested in opening or expanding operations in New York.

Finding the resources that meet your needs in the complex web of federal, state, local and non-governmental agencies can be an impossible task. For this reason, I have created this guidebook to serve as a starting point in providing information about what resources are available to individuals, businesses, community organizations and local governments. The information in this guidebook is by no means comprehensive and as new programs and opportunities emerge, its contents will be updated to provide New Yorkers with the most up-to-date information possible.

My Senate website (www.Gillibrand.senate.gov) is continually updated with critical information about various funding opportunities that are available to you, how to access them, and where to apply. You can also request hard copies of this guidebook, and other thematic funding guidebooks, by filling out the guidebook order form at the end of this guidebook and mailing it back to my New York City office or by emailing an electronic copy to grants@gillibrand.senate.gov. Furthermore, if you need assistance from a federal agency or with an immigration case, please refer to the casework form at the end of the GOAL or visit <http://gillibrand.senate.gov/services/casework/form/>. As you move forward with any grant opportunities, please contact Andrew Usyk, my Grants Director, for letters of support, when applicable. You can reach him in my Washington, D.C. Office at Grants@Gillibrand.Senate.gov, or (202)-224-4451.

Sincerely,



Kirsten E. Gillibrand
United States Senator

Federal Section I

International Trade Administration

The International Trade Administration (ITA) strengthens the competitiveness of U.S. industry, promotes trade and investment, and ensures fair trade. The ITA works to improve the global business environment and helps U.S. organizations compete at home and abroad.

The ITA is organized into four distinct business units:

1) U.S and Foreign Commercial Service

- Promotes U.S. exports, particularly by small and medium-sized enterprises, and provides commercial diplomacy support for U.S. business interests around the World.
- The U.S. Commercial Service has offices in over 100 U.S. cities and in more than 75 countries.
 - For a complete list Commercial Service Offices in New York please visit: <http://trade.gov/cs/states/ny.asp>
- For more information please visit: <http://trade.gov/cs/>

2) Manufacturing and Services

- Strengthens U.S. competitiveness abroad by helping shape industry-specific trade policy
- For more information please visit: <http://trade.gov/mas/>

3) Market Access and Compliance

- Assists U.S. companies and helps create trade opportunities through the removal of market access barriers
- For more information please visit: <http://trade.gov/mac/>

4) Import Administration

- Enforces U.S. trade laws and agreements to prevent unfairly traded imports and to safeguard the competitive strength of U.S. businesses
- For more information please visit: <http://trade.gov/ia/>

Federal Section II

Export-Import Bank of the United States

The Export-Import Bank of the United States (Ex-Im Bank) is the official export credit agency of the United States. Ex-Im Bank's mission is to assist in financing the export of U.S. goods and services to international markets. Ex-Im Bank enables U.S. companies — large and small — to turn export opportunities into real sales that helps to maintain and create U.S. jobs and contribute to a stronger national economy.

Ex-Im Bank does not compete with private sector lenders but provides export financing products that fill gaps in trade financing. We assume credit and country risks that the private sector is unable or unwilling to accept. They also help to level the playing field for U.S. exporters by matching the financing that other governments provide to their exporters.

Services Offered

➤ **Working Capital Guarantees**

- Ex-Im Bank's working capital financing enables U.S. exporters to obtain loans that facilitate the export of goods or services. Working capital loans, made by commercial lenders and backed by our guarantee, provide you with the liquidity to accept new business, grow your international sales and compete more effectively in the international marketplace.
- For more information please visit: http://www.exim.gov/products/work_cap.cfm

➤ **Export Credit Insurance**

- Ex-Im Bank's insurance covers the risk of buyer nonpayment for commercial risks (e.g., bankruptcy) and certain political risks (e.g., war or the inconvertibility of currency). This product can replace cash-in-advance, letters of credit, and other documentary sales. By limiting your risk, you can sell to more international buyers and compete vigorously in international markets.
- For more information please visit: <http://www.exim.gov/products/insurance/index.cfm>

➤ **Loan Guarantees & Direct Loans (buyer financing)**

- Ex-Im Bank assists exporters by guaranteeing term financing to creditworthy international buyers, both private and public sector, for purchases of U.S. goods and services. With Ex-Im Bank's loan guarantee, international buyers are able to obtain competitive term financing from lenders when financing is otherwise not available or there are no economically viable interest rates on terms over one-to-two years.
- For more information please visit: http://www.exim.gov/products/loan_guar.cfm

Federal Section III

U.S. Small Business Administration

1) Export Loan Programs

Approximately 70 percent of all U.S. exporters have 20 or fewer employees. SBA has placed a priority on helping these small business exporters by providing a number of loan programs specifically designed to help them develop or expand their export activities. SBA offers three loans that can help small export businesses expand and compete globally.

➤ **Export Express Loan Program**

- SBA Export Express offers flexibility and ease of use to both borrowers and lenders. It is the simplest export loan product offered by the SBA and allows participating lenders to use their own forms, procedures and analyses. The SBA provides an answer in 36 hours or less.
- Any business that has been in operation, although not necessarily in exporting, for at least 12 full months and can demonstrate that the loan proceeds will support its export activity is eligible for Export Express.
- Loan proceeds may be used for business purposes that will enhance a company's export development. Export Express can take the form of a term loan or a revolving line of credit. Proceeds can be used to fund participation in a foreign trade show, finance standby letters of credit, translate product literature for use in foreign markets, finance specific export orders, as well as to finance expansions, equipment purchases, and inventory or real estate acquisitions.
- For more information contact your local U.S. Export Assistance Center. You can locate the nearest center to you at the following link:
<http://www.sba.gov/content/us-export-assistance-centers>.

➤ **Export Working Capital Program (EWCP)**

- Many banks in the U.S. do not provide working capital advances on export orders, export receivables or letters of credit. Because of that, some small businesses may lack necessary export working capital to support their export sales. The EWCP program provides lenders with up to a 90% guaranty on export loans up to \$5 million as a credit enhancement, so that the lenders will make the necessary export working capital available.
- EWCP Benefits:
 - Financing for suppliers, inventory or production of export goods
 - Export working capital during long payment cycles
 - Financing for stand-by letters of credit used as bid or performance bonds or down payment guarantees
 - Reserves domestic working capital for the company's sales within the US

- Permits increased global competitiveness by allowing the exporter to extend more liberal sales terms
- Increases sales prospects in under-developed markets which have high capital costs for importers
- Contributes to the growth of export sales
- Low fees and quick processing times
- For more information please contact your local U.S. Export Assistance Center. You can locate the nearest center to you at the following link:
<http://www.sba.gov/content/us-export-assistance-centers>.

➤ **International Trade Loan Program**

- The International Trade Loan Program offers term loans for fixed assets and working capital to businesses that plan to start or continue exporting or that have been adversely affected by competition from imports and need to retool to become more competitive. The proceeds of the loan must enable the borrower to be in a better position to compete. The program provides the lender with a 90% guaranty on loans up to \$5 million.
- International Trade loans are available to small businesses that are in a position to expand existing export markets or develop new export markets, or small businesses that have been adversely affected by international trade and can demonstrate that the loan proceeds will improve their competitive position.
- Funds may be used for the following purposes for long-term fixed assets:
 - Acquisition
 - Construction
 - Renovation
 - Modernization
 - Improvement
 - Expansion
 - Funds may also be used for the refinancing of an existing loan
- For more information please contact your local U.S. Export Assistance Center. You can locate the nearest center to you at the following link:
<http://www.sba.gov/content/us-export-assistance-centers>.

2) U.S. Export Assistance Centers

- U.S. Export Assistance Centers are run by professionals from the SBA, the U.S. Department of Commerce, the U.S. Export-Import Bank, and other public and private organizations. Together, their mission is to provide the help you need to compete in today's global marketplace. Your local U.S. Export Assistance Center is your one-stop shop, designed to provide export assistance for your small- or medium-sized business.
- For more information please visit: <http://www.sba.gov/content/us-export-assistance-centers>

➤ **New York City**

Territory: New York's five boroughs plus Long Island, Westchester, Mid-Hudson and Eastern New York, New Jersey

Contact: Toni Corsini

Regional Manager, Export Solutions Group

Office of International Trade

U.S. Small Business Administration

U.S. Export Assistance Center

33 Whitehall Street, 22nd Floor

New York, New York 10004

Tel : 212-809-2645

Fax: 212-809-2687

Email: toni.corsini@trade.gov

➤ **Cleveland**

Territory: Ohio, Kentucky, Western New York, Western Pennsylvania

Contact: Patrick Hayes

Regional Manager, Export Solutions Group

Office of International Trade

600 Superior Avenue, Suite 700

Cleveland, Ohio 44114

Tel : 216-522-4731

Fax: 216-522-2235

Email: patrick.hayes@sba.gov

Federal Section IV

National Institute of Standards and Technology's Hollings Manufacturing Extension Partnership (MEP)

The National Institute of Standards and Technology's Hollings Manufacturing Extension Partnership (MEP) works with small and mid-sized U.S. manufacturers to help them create and retain jobs, increase profits, and save time and money. The nationwide network provides a variety of services, from innovation strategies to process improvements to green manufacturing. MEP also works with partners at the state and federal levels on programs that put manufacturers in position to develop new customers, expand into new markets and create new products.

Additional Information:

- MEP field staff has over 1,400 technical experts – located in every state – serving as trusted business advisors, focused on solving manufacturers' challenges and identifying opportunities for growth. As a program of the U.S. Department of Commerce, MEP offers its clients a wealth of unique and effective resources centered on five critical areas: technology acceleration, supplier development, sustainability, workforce and continuous improvement.
- Innovation is at the core of what MEP does. Manufacturers that accelerate innovation are far more successful than those who don't. By placing innovations developed through research at federal laboratories, educational institutions and corporations directly in the hands of U.S. manufacturers, MEP serves an essential role sustaining and growing America's manufacturing base. The program assists manufacturers to achieving new sales, leading to higher tax receipts and new sustainable jobs in the high paying advanced manufacturing sector.
- As a public/private partnership, MEP delivers a high return on investment to taxpayers. No other program provides as much bang for the buck. For every one dollar of federal investment, the MEP generates \$32 in new sales growth. This translates into \$3.6 billion in new sales annually. For every \$2,000 of federal investment, MEP creates or retains one manufacturing job.

Contact Information:

- Click the following link to find the MEP center location nearest to you that can assist you in potentially accessing funding through this program: <http://patapsco.nist.gov/mep/centers-near-you/index.htm>
- Click the following link to contact technical experts in your region who can serve as trusted business advisors, focusing on your manufacturing challenges and identifying opportunities for growth: <http://patapsco.nist.gov/mep/centers-near-you/index.htm>

Federal Section V

Export.gov

Export.gov brings together resources from across the U.S. Government to assist American business in planning their international sales strategies and succeed in today's global marketplace.

1) International Sales-Marketing

- With offices in more than 100 U.S. cities and 80 countries across the globe, the U.S. government offers U.S. companies exporting information, advice and cost-effective end-to-end international business solutions. Whether you are new to international sales, trying to enter a new market or looking to expand your business in a specific market here is export.gov we can help you:
 - **Information and Counseling** – access online resources and get personalized counseling. For more information please visit:
http://export.gov/salesandmarketing/eg_main_018203.asp
 - **Strategy and Planning** – develop and improve your international business strategy. For more information please visit:
http://export.gov/salesandmarketing/eg_main_018206.asp
 - **Market Research** – target the best international markets and evaluate potential overseas business partners. For more information please visit:
http://export.gov/salesandmarketing/eg_main_018204.asp
 - **Advertising and Promotional Events** – increase your brand awareness and market exposure in countries around the world. For more information please visit:
http://export.gov/salesandmarketing/eg_main_018202.asp
 - **Market Entry and Expansion** – find and establish relationships with potential overseas business partners. For more information please visit:
http://export.gov/salesandmarketing/eg_main_018205.asp
 - **Advocacy and Dispute Resolution** – get help competing for foreign government contracts and settling payment disputes. For more information please visit:
http://export.gov/salesandmarketing/eg_main_018201.asp

2) International Financing

- **Export Development and Working Capital Financing**
 - Enables U.S. businesses to obtain loans that facilitate the export of goods or services by providing the liquidity needed to accept new business, grow international sales and compete more effectively in the international marketplace.
- **Facilities Development Financing**
 - Enables U.S. businesses to acquire, construct, renovate, modernize, improve or expand facilities and equipment to be used in the United States to produce goods or services involved in international trade.

- **Financing for International Buyers**
 - Enables U.S. businesses to assist their international buyers in locating financing to purchase U.S. goods and services when financing is otherwise not available or there are no economically viable interest rates on terms over one-to-two years. This type of financing is generally used for financing purchases of U.S. capital equipment and services. Financing may also be available for refurbished equipment, software, certain banking and legal fees and certain local costs and expenses.
- **Investment Project Financing**
 - Enables U.S. businesses to acquire financing for large-scale projects that require large amounts of capital, such as infrastructure, telecommunications, power, water, housing, airports, hotels, high-tech, financial services, and natural resource extraction industries.
- For more information on all these programs please visit:
http://export.gov/finance/eg_main_018097.asp#P14_693

For more information about all the programs and services offered and compiled please visit www.export.gov.

Federal Section VI

U.S. Customs and Border Patrol

- CBP is one of the Department of Homeland Security's largest and most complex components, with a responsibility for securing and facilitating trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws. They offer technical assistance for various trade programs including account management, trade agreements as well as intellectual property rights. They also help to promote basic importing and exporting as well as expanding outreach.
- For more information please visit: <http://www.cbp.gov/xp/cgov/trade/>.



Federal Section VII

SelectUSA

- Recognizing that the competitiveness and job-generating ability of a nation is determined by its desirability as a place for businesses to operate, SelectUSA was created at the federal level to showcase the United States as the world’s premier business location and to provide easy access to federal-level programs and services related to business investment. SelectUSA is designed to complement the activities of our states—the primary drivers of economic development in the United States.
- On SelectUSA, state economic development agencies and businesses—foreign and domestic—will find the information they need to better understand the complete value proposition offered to firms located in the United States. Information provided includes:
 - A searchable guide of federal programs and services available to businesses operating in the United States—including grants, loans, loan guarantees, and tax incentives;
 - Industry snapshots that describe the competitive landscape; and A catalogue on “Why to Select the USA?” that explains the advantages of operating a business in the United States.
- For more information on all the services offered by SelectUSA please visit: <http://selectusa.commerce.gov/>.

State Section I

Empire State Development Corporation-International Division

Empire State Development is New York State's international economic development agency. Their mission is to promote competitiveness and foster economic activity abroad in order to expand the State's presence around the world. With a vast network across the State and around the world, Empire State Development International Division is New York State's global connection and international business resource.

1) Export Services

Empire State Development offers a variety of resources to companies seeking new strategic partnerships to expand and grow into the international marketplace. ESD offers programs in market research, professional assessments, and technical assistance to give New York State companies every advantage to thrive and succeed in a global economy.

➤ Export Marketing Assistance Service (EMAS)

- The Export Marketing Assistance Service is a New York State program designed to help businesses find sales agents or distributors abroad. EMAS provides customized research conducted by our trade specialists at home and abroad. New York State's foreign-based offices provide local intelligence for the markets you select and work diligently to identify the best possible parties to represent your company's sales interests abroad.
- For more information please visit: <http://esd.ny.gov/International/EMAS.html>

➤ Global Export Marketing Services (GEMS)

- The Global Export Market Services (GEMS) is a matching grant that helps businesses expand through increased export activity. The grant is designed to help small and medium-sized businesses get the technical and marketing assistance they need to succeed in international markets. GEMS can provide up to \$25,000 which can be used in a variety of export related activities.
- NYS businesses engaged in manufacturing or services whose NYS production content is at least 51% as well as NYS businesses that aim to enter or expand their sales in foreign markets are eligible
- For more information please visit: <http://esd.ny.gov/International/GEMS.html>

➤ **Doing Business with the United Nations**

- Doing Business with the United Nations will grant you access to over \$13.4 billion (2008) in UN contract's from around the globe with 19 different UN agencies.
- For more information please visit:
<http://esd.ny.gov/International/DoingBusinesswithUN.html>

➤ **Export NY**

- Export NY is a specialized CEO training program designed to improve exporting skills. Conducted weekly over an eight-month period, ExportNY brings together various resources to focus on issues ranging from international financing and strategic marketing plans to distributor contracts and differing business cultures.
- For more information please visit: <http://esd.ny.gov/International/ExportNY.html>

2) **STEP Program**

The State Trade and Export Promotion program aims to help small and medium sized businesses export their goods and services internationally.

➤ **Go East to Export New York, US! (GEENYUS!) Program**

- This program will help businesses from across the state expand into the Chinese and other Far East markets. GEENYUS! Is expected to help New York-based companies generate new export revenues and create/retain new jobs for New York State by assisting them with participation in selected trade shows and trade missions.

Tentative Schedule of Upcoming Trade Missions

Date	Location(s)	Event
July 15-27	Shanghai	Fashion Mission
September 12-18	Seoul	Jewelry Mission
September 10-14	Shanghai, Beijing, Wuxi	Renewable Energy/Clean tech Mission
September 5-13	Shanghai, Hong Kong	Music Industry Mission

- For more information please visit: http://esd.ny.gov/International/STEP_NYS.html

World Trade Center Buffalo Niagara (WTCBN)

World Trade Center Buffalo Niagara (WTCBN) is a private, not-for-profit corporation with a mission to help companies find success beyond their domestic markets. WTCBN members compete in all industry sectors, and include everyone from large multinational corporations to small businesses. WTCBN has a vast global network, comprehensive expertise, and ability to help companies with international business promotion.

With access to 300 World Trade Centers in 100 countries, World Trade Center Buffalo Niagara is licensed by the World Trade Centers Association to serve a binational region that includes Western New York, the Southern Tier, the Finger Lakes, and Niagara, Ontario. WTCBN is recognized as a Center of Excellence by the World Trade Centers Association, and has achieved a Service Quality Standard Certification.

Additional Information:

- WTCBN's consulting services aid in increasing export sales, decreasing costs and keeping companies in compliance. Trade services include:
 - Market Entry and Expansion (Qualifying Agents and Distributors)
 - Customized Export and Regulatory Checklist
 - Product Sourcing
- WTCBN's efforts in education and events focus on developing a highly-trained, strategic, and interconnected international trade community.
 - How-To Series – hands-on informational sessions that focus on the critical tasks involved in every international trade transaction. WTCBN industry experts explain everything from NAFTA and Certificate of Origins to HTS Classification and the CE Mark.
 - Executive Series – aimed at high-level executives, these fast-paced seminars feature advanced content. Former topics include Financing the Complex Deal, Your China Strategy, and Getting Canada Right. These seminars are often excellent networking opportunities, as most attendees are key decision makers.

Contact Information:

For more information on WTCBN's programs and to contact the Center for assistance, please visit the following site: <http://www.wtcbn.com/about-us/contact-us>

Canadian Government

The Government of Canada offers information and services to help companies do business with Canada. The Canadian government can help match your product, service or technology needs with appropriate Canadian sources to help expand your business in Canada or provide information to help plan your travels in Canada.

For more information please visit:

http://www.canadainternational.gc.ca/new_york/commerce_canada/index.aspx?lang=eng&menu_id=432&view=d

1) Investing in Canada

- Canada has a global network of investment and trade professionals, present in more than 150 cities worldwide, to assist you. Once you have contacted Canada's investment and trade professionals they will provide you with strategic intelligence and put you in touch with the right decision-makers in Canada.
- They offer the following services to potential businesses:
 - Strategic market intelligence on your specific sector
 - Path finding for key government contacts engaged in supporting investment in Canada
 - Referrals to investment support professionals, such as lenders, lawyers, accounting firms and information specialists, and private-sector industry associations
 - Facilitation of site visits to support you in the identification of a strategic location
 - Information and advice on how to set up a business in Canada, taxation, Canada's advantageous R&D tax credit system, regulations and financial and non-financial government programs specific to your sector
 - Assistance in developing a business case for your next investment decision.
- For more information or to find the Canadian Consulate closest to you, please visit: www.investincanada.com/globalnetwork.

2) Export and Import Controls

- Canada's Export and Import Controls Bureau provides information on controlled goods and instructions on obtaining import and export permits.
- Canada has a range of goods which it imposes import controls, a full list of these goods can be found at: http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._604/index.html

Applying for an Import Permit:

- Import permits are issued pursuant to import allocations or other import authorizations in accordance with the Import Permit Regulations. For more information about how to apply please visit: http://www.international.gc.ca/controls-controles/about-a_propos/impor/permits-licences.aspx?lang=eng&view=d

Letters of Support from Senator Gillibrand

While Senator Gillibrand does NOT decide which organizations are awarded grants or other federal funding, there are instances in which it is appropriate for the Senator to write a letter of support for an application. If you wish to request a letter of support for your application, you must supply Senator Gillibrand with the following:

1. A description of your organization,
2. Summary of the application,
3. a description of what the money will be used for, and
4. a draft letter of support

Please forward this information by email to grants@gillibrand.senate.gov or by mail to the nearest regional office:

Capitol District

Senator Kirsten E. Gillibrand
Leo W. O'Brien Federal Office Building
1 Clinton Square
Room 821
Albany, NY 12207
Tel: (518) 431-0120
Fax: (518) 431-0128

Buffalo/Western New York

Senator Kirsten E. Gillibrand
Larkin at Exchange
726 Exchange Street, Suite 511
Buffalo, NY 14210
Tel: (716) 854-9725
Fax: (716) 854-9731

Hudson Valley Office

PO Box 893
Mahopac, NY 10541
Tel. (845) 875-4585
Fax (845) 875-9099

Long Island

Senator Kirsten E. Gillibrand
155 Pinelawn Road
Suite 250 North
Melville, NY 11747
Tel: (631) 249-2825
Fax: (631) 249-2847

New York City

Senator Kirsten E. Gillibrand
780 Third Avenue
Suite 2601
New York, New York 10017
Tel. (212) 688-6262
Fax (212) 688-7444

North Country

Senator Kirsten E. Gillibrand
PO Box 273
Lowville, NY 13367
Tel. (315) 376-6118
Fax (315) 376-6118

Rochester Region

Senator Kirsten E. Gillibrand
Kenneth B. Keating Federal Office Building
100 State Street
Room 4195
Rochester, NY 14614
Tel. (585) 263-6250
Fax (585) 263-6247

Westchester County (For address, please call)

Senator Kirsten E. Gillibrand
Tel. (914) 725-9294
Fax (914) 472-5073

Syracuse/Central New York

Senator Kirsten E. Gillibrand
James M. Hanley Federal Building
100 South Clinton Street
Room 1470
PO Box 7378
Syracuse, NY 13261
Tel. (315) 448-0470
Fax (315) 448-0476

Washington D.C.

Senator Kirsten E. Gillibrand
United States Senate
478 Russell Senate Office Building
Washington, DC 20510
Tel. (202) 224-4451
Fax (202) 228-0282



Grant Guide Order Form

If you would like to order additional grant guides from our office, please indicate what guides you would like to have and complete the below address information. If you have any questions, please contact us at 212.688.6262.

Guide

- | | |
|---|--|
| <input type="checkbox"/> Affordable Housing
<input type="checkbox"/> Ag/ Rural Development
<input type="checkbox"/> At Risk Youth / Anti Gang
<input type="checkbox"/> Broadband
<input type="checkbox"/> Brownfields/Superfund Site Cleanup
<input type="checkbox"/> City Infrastructure
<input type="checkbox"/> Faith-Based / Community Initiatives
<input type="checkbox"/> Fire and Emergency Services
<input type="checkbox"/> General Grants
<input type="checkbox"/> Green Energy and Clean Technology
<input type="checkbox"/> Green Schools
<input type="checkbox"/> Higher Education
<input type="checkbox"/> Historic Preservation/Arts/Culture/Tourism | <input type="checkbox"/> Home Heating and Weatherization
<input type="checkbox"/> Homeland Security
<input type="checkbox"/> Innovation and Cluster Based Economic Development
<input type="checkbox"/> K-12 Education and Libraries
<input type="checkbox"/> Lead Paint Remediation
<input type="checkbox"/> Minority and Women Owned Business
<input type="checkbox"/> Obesity Prevention / Nutritious Foods
<input type="checkbox"/> Senior Services
<input type="checkbox"/> Small Business
<input type="checkbox"/> Social Services /Community Groups
<input type="checkbox"/> Veterans Services
<input type="checkbox"/> Water and Wastewater Funding |
|---|--|

Mail to: **Senator Kirsten Gillibrand, 780 Third Ave, 26th Floor, New York, New York 10017**

Name: _____

Title: _____

Organization: _____

Address: _____

City, State, ZIP: _____

Casework Form

If you have encountered a problem involving a federal government agency or federally subsidized benefit that you have not been able to successfully resolve, Senator Kirsten Gillibrand's staff of constituent liaisons may be able to assist you in the following areas:

Employment Issues: including assistance with disability benefits, employer-provided health care plans and COBRA, Family Medical Leave Act (FMLA) benefits, pensions, unemployment benefits, Federal and State Workers Compensation claims, and retirement-related issues.

Consumer Affairs: including assistance obtaining a home loan modification under the Making Home Affordable Program, insurance claims, dissatisfaction with consumer products or services, environmental regulations, and concerns regarding air quality, water or land contamination.

Immigration Issues: including issues with visitor visas, family and employment based visas, lawful permanent resident status, naturalization, international adoptions, detention, passports, customs and border issues, and assistance to American Citizens in crisis abroad.

Veteran Issues: including issues with VA pension and disability benefits, education benefits, veteran burial or funeral issues, and issues regarding the VA medical centers.

IRS Issues: including connecting constituents with the Taxpayer Advocate Service to address federal tax issues including lost or delayed tax refunds, penalty abatements, payment installation plans, tax credits, referrals to IRS Low Income Tax Clinics and paper tax forms.

Military Issues: including issues pertaining to the Department of Defense, Army, Navy, Marine Corps, Air Force, Coast Guard, Reserves and New York State National Guard, as well as obtaining military records, medals and academy nominations.

Health Care Issues: including issues with Medicare and Medicaid, health insurance, insurance providers, nursing homes, hospitals, prescription drugs, and 9/11 health matters.

Social Security: including issues with Supplemental Security Income, Social Security Disability, survivors' benefits, and retirement benefits.

Social Services: including issues with food stamps, HEAP (low-income heating program), FEMA and disaster relief, and issues related to federally subsidized housing.

Please visit the "Services" section of www.gillibrand.senate.gov or call (212) 688-6262 for further information. Please note that if you are seeking assistance with a case that involves a lawsuit or litigation, Senate Rules prohibit the Office of Senator Gillibrand from giving legal advice or intervening in the proceeding