

## NYS Department of Social Services Policies Amidst COVID-19

The NYS Kinship Navigator has been researching the changes to services amid the COVID-19 epidemic. In an attempt to comply with social distancing, one major change to services is that the in-person interview requirement for Temporary Assistance applications has been waived. A link to the executive order from Governor Cuomo is below:

**Waived In-person Interview (Executive Order (page 2, 4<sup>th</sup> bullet)):**

<https://ocfs.ny.gov/main/news/2020/COVID19-EO-202.1.pdf>

With this change and as offices adhere to limiting their staff onsite, applying for or submitting an application for Temporary assistance has changed. Below are responses from various counties that have shared how they are asking individuals seeking Temporary Assistance, during this time, including any changes to Child Care Assistance, if applicable.

**Albany County: (518) 447-7300**

**Website:** <https://www.albanycounty.com/departments/social-services>

Albany County Department of Social Services is reducing face-to-face visits. We will continue to serve individuals in need primarily by telephone.

- New applicants or individuals who are recertifying for benefits can fax, mail in their completed applications and documentation or email their completed applications and documents in the drop boxes located at the entrance of our building. Individuals must include a working phone number on all of the paperwork submitted. We will call to conduct a phone interview and review documentation.
- Individuals currently receiving benefits should contact their workers rather than physically coming to our building in person for any questions or concerns they have.
- For new applicants, please contact one of the program areas via the attached designated telephone numbers. Individuals who are seeking shelter should contact Homeless and Traveler's Aid at (518) 463-2124.

Mailing Address:

Albany County Department of Social Services  
162 Washington Avenue, Albany, NY 12210

Fax Applications/Documentation to (518) 447-7722

You will still need to visit in person:

- If you need to replace EBT (SNAP) cards
- Cash payments for Medicaid spenddowns and Child Support
- Fair Hearings that were previously scheduled.

Phone Numbers

If you need to speak to someone or if you have questions, call:

- Temporary Assistance: (518) 447-7653

- SNAP: (518) 447-4984 or (518) 447-7006
- EBT Cards: (518) 447-7232
- HEAP: (518) 447-7681
- Medicaid: (518) 447-7587
- Employment: (518) 447-3017
- Daycare: (518) 447-3017
- Fair Hearings: (518) 447-3017
- Child Support: (518) 447-7390
- Adult Protective Services: (518) 447-7177
- Fraud: (518) 447-7380

**Allegany County: (585) 268-9316 or (585) 268-9622**

**Website:** <https://www.alleganyco.com/departments/social-services/>

The Department of Social Services will continue to provide services as follows:

- Temporary Assistance, SNAP: All Public Assistance eligibility, recertification, and emergency interviews can be done by phone. Domestic Violence and Drug/Alcohol Screenings will be done by phone. These interviews can be conducted without face-to-face contact through April 11, 2020 and recertification interviews can be conducted by phone through May 15, 2020. All applications and required documents can be mailed, e-mailed, faxed, scanned, or dropped off. SNAP benefits can be applied for on-line at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov).
- Temporary Housing Assistance (Homeless) and Non-PA Emergency Assistance applications and documentation can be mailed, e-mailed, faxed, scanned, or dropped off.
- Employment Activities: All work activities for Temporary Assistance and SNAP applicants and recipients will be suspended until May 15, 2020. Employment assessments and employment plans for applicants and recipients may be completed via telephone contact.
- HEAP: All requirements for face-to face interviews for any HEAP component is temporarily suspended. Applications and any supporting documents can be mailed, e-mailed, faxed, scanned, or dropped off.
- MA Spenddown/Over-grant Claims and any other DSS payments: In person payments, may be sealed in an envelope with your name and reason for payment and placed in the designated “drop box.” Make the payment as close as possible to the correct amount. Any amounts overpaid will be credited to the following month.
- Fair Hearings: Please contact the office of Administrative Hearing at (800) 342-3334 for rescheduling.
- Child Support Court appearances will be adjourned and adjourn dates will be sent out by mail to respondents.
- Child Support will receive documents through mail, e-mail, faxed, scanned or dropped off.
- Child Support payments can be made via mail or dropped off.
- Child Support Customer Service can be reached at (888) 208-4485 or email the local office at [CSEWEBALLEGANY@dfa.state.ny.us](mailto:CSEWEBALLEGANY@dfa.state.ny.us).

- Children's Services and Adult Services: Services will continue based on needs and emergencies. Call (585) 268-9316 for assistance. After hours number is (585)268-9189.

In an effort to have little to no face to face contact, DSS has placed drop boxes at each entrance of the County Building which can be utilized for any applications, supporting documentation, correspondence, payments, etc. Please include any change of address. These boxes are locked and will be checked daily. Anyone making a payment will receive a receipt in the mail. The Department of Social Services is requesting that people only come into the office if it is an emergency, most business can be completed via phone, or mail. If you have any questions or concerns please contact the Department of Social Services at (585) 268-9316 or (585) 268-9622.

For new applicants contact your local DSS for eligibility determination. For information on child care availability contact: Accord at (585) 268-7605.

Allegany County Department of Social Services  
7 Court Street  
County Office Bldg. Rm. 127  
Belmont, NY 14813  
Fax: (585) 268-9479  
Phone: (585) 268-9622

Hours:  
8:30AM to 4:00PM

**Broome County: (607) 778-8850**

**Website:** <http://www.gobroomecounty.com/dss>

As of Monday, March 23 2020, all client appointments at Broome County DSS for non-emergency purposes are suspended. We will continue to meet with clients in person to address emergency needs such as homelessness, eviction, and disconnected utilities. We are encouraging the public to submit applications for services electronically (when available), mail or drop off in the drop off box located at DSS 36-42 Main St. Binghamton, NY.

Broome County Day Care Unit is forgiving certain documents to help clients get the services that they need.

**Cattaraugus County: 716-938-2599 or 716-701-3599**

**Website:** <https://www.cattco.org/social-services/social-services>

**Social Services Policy for Temporary Assistance:** <https://www.cattco.org/node/12416>

Those receiving or applying for assistance from the Cattaraugus County Department of Social Services are urged to call the department at (716) 373-8065 before coming into the office.

Individuals seeking a Temporary Assistance application can:

- Go Online to [mybenefits.ny.gov](http://mybenefits.ny.gov)
- Can call (716) 373-8065 and an application will be mailed

- Applications are also available at your local DSS office located at 303 Court Street Little Valley, NY 14755

Individuals seeking to submit a Temporary Assistance application can:

- Can be mailed or dropped off to: 303 Court Street Little Valley, NY 14755

Income Eligibility for child care increased to include higher income households. For new applicants contact your local DSS for eligibility determination. For information on child care availability contact: Accord at (585) 268-7605.

**Cayuga County: (315) 253-1011**

**Website:** <https://www.cayugacounty.us/260/Social-Services>

All business is conducted over the phone. At this time, there will be no evictions, utility shut-offs, or work requirements for any assistance programs.

Please call the department you are seeking applications and other information from:

- New Applicants for Temporary Assistance: (315) 253-1294,
- Current Recipients of Temporary Assistance: (315) 253-1291
- Fax (315) 253-1505
- SNAP: (315) 253-1210, Fax (315) 253-4960. [Apply online](#)
- HEAP: (315) 255-4904, Fax (315) 253-1295. [Apply online](#)
- Medicaid Local: (315) 253-1382, Fax (315) 253-1230, State (888)355-5777. [Apply online](#)
- [Child Support](#): (888) 208-4485, Fax (315) 253-1283. Statewide Reporting for Child Abuse Toll Free Hotline Number: (800) 342-3720
- Any paperwork can be placed in the drop box on the 1st floor. You can also mail to: Cayuga County Department of Social Services, 160 Genesee Street, Auburn, NY 13021 or [email Temporary Assistance](#) or [email SNAP](#).
- [Childcare Waiver letter to providers](#)

**Chautauqua County: (716) 753-4998**

**Website:** <https://chqgov.com/humansocial-services/humansocial-services>

**Website on Changes to Social Services:** <https://chqgov.com/health-and-human-services/news/dhhs-social-services-offices>

Services through the Department of Health and Human Services (DHHS) are being provided as follows:

- Temporary Assistance, SNAP, – All Public Assistance eligibility, recertification, and emergency interviews can be done by phone. Domestic Violence and Drug/Alcohol Screenings will be done by phone. These interviews can be conducted without face-to-face contact through April 11, 2020 and recertification interviews can be conducted by phone through May 15, 2020. All applications and required documents can be mailed, e-mailed, faxed, scanned, or dropped off. SNAP benefits can be applied for on-line at [mybenefits.gov](http://mybenefits.gov).

- Temporary Housing Assistance (Homeless) and Non-PA Emergency Assistance applications and documentation can be mailed, e-mailed, faxed, scanned, or dropped off.
- Employment Activities – All work activities for Temporary Assistance and SNAP applicants and recipients will be suspended until May 15, 2020. Employment assessments and employment plans for applicants and recipients may be completed via telephone contact.
- HEAP – All requirements for face-to face interviews for any HEAP component is temporarily suspended. Applications and any supporting documents can be mailed, e-mailed, faxed, scanned, or dropped off.
- MA Spenddown/Over-grant Claims and any other DSS payments – In person payments, may be sealed in an envelope with your name and reason for payment and placed in the designated “drop box” at the locations referenced below. Make the payment as close as possible to the correct amount. Any amounts overpaid will be credited to the following month.
- Fair Hearings – Please contact the office of Administrative Hearing at (800) 342-3334 for rescheduling.
- Child Support – Can be emailed directly at [cccseu@co.chautauqua.ny.us](mailto:cccseu@co.chautauqua.ny.us), Faxed (716) 753-4602, or Call (716) 753-4555.
- Child Support Court appearances are administratively adjourned until April 30, 2020. Adjourn dates will be sent out by mail to respondents.
- Children Protective Services – Please call the Statewide Central Register (800) 342-3720.
- Adult Protective Services/CASA – For non-emergencies please call (716) 753-4447; mail can be sent to 7 N. Erie Street Mayville, NY 14757

Applications, both certification (initial) and recertification for assistance should be mailed to:

- Chautauqua County Department of Social Services 110 E. 4th Street, Jamestown, NY 14701
- Chautauqua County Department of Social Service 319 Central Avenue, Dunkirk, New York 14048
- Or dropped off in either location – drop boxes are available.

It is essential that all clients please include a working phone number so we can contact you for an interview by telephone. Emergency needs will still be addressed on site at our Dunkirk and Jamestown locations.

Chautauqua County has been approved for temporary waivers to help families during this time. For any questions about child care you can reach the Care Unit at: (716) 753-4192. You can also get help finding local childcare providers at (800) 424-4532.

**Chemung County: (607) 737-5302**

**Website:**

[https://chemung.ny.networkofcare.org/mh/services/agency.aspx?pid=ChemungCountyDepartmentofSocialServices\\_207\\_2\\_0](https://chemung.ny.networkofcare.org/mh/services/agency.aspx?pid=ChemungCountyDepartmentofSocialServices_207_2_0)

Applications can be submitted through the follow methods:

- Downloadable Phone Application – NYDOCSUBMIT

- Fax into (607) 873-1815
- Drop off at red and white drop off box outside of office
- Or mail applications to: Human Resource Center PO BOX 588 Elmira, NY 14902

There are currently no changes to child care guidelines at this time.

**Chenango County: (607) 337-1500**

**Website:** <https://www.chenangodss.org/>

**DUE TO COVID-19 THE COUNTY OFFICE BUILDING IS CLOSED TO THE PUBLIC.**

Even though the building is closed, we are monitoring the main door to DSS and can take applications and deal with emergencies during business hours.

For Emergency Needs: Contact us at (607) 337-1500 and inform us of your emergency. **DO NOT CONTACT OUR AGENCY REGARDING HEALTH-RELATED EMERGENCIES: CONTACT YOUR HEALTH CARE PROVIDER OR 911 IF IN NEED OF EMERGENCY ASSISTANCE.**

- Temporary Assistance/SNAP/HEAP applicants and recipients: Please call (607) 337-1500 to speak to a worker in that unit. At this time, you do NOT need to come to the office if one is normally required. You will receive instruction from your worker.
- Medicaid - visit [http://www.health.state.ny.us/health\\_care/](http://www.health.state.ny.us/health_care/) or call our office (607) 337-1500 for information.
- For replacement Benefit Cards: please call (607) 337-1500 to arrange for a time to come to our agency and get a replacement card.
- HEAP and SNAP: how to apply online can be found at <https://mybenefits.ny.gov/mybenefits/begin>
- Temporary Assistance: you must fill out an application which can be obtained at <http://www.otda.state.ny.us/main/apps/> If you need to pick up an application at our office, PLEASE CALL AHEAD at (607) 337-1500.
- ALL COMPLETED APPLICATIONS MUST BE MAILED TO OUR OFFICE OR, IF DELIVERING IN PERSON, PLACED IN OUR MAILBOX AT THE FRONT ENTRANCE. THIS IS CLEARLY MARKED.
- Child Protective Services/Preventive/ Foster Care / Adult Protective Services/PINS:
  - If you wish to make a Child Protective Services report, call (800) 342-3720
  - If you wish to make an adult protective services report, call (607) 337-1590.
  - If you need to speak to your caseworker, call (607) 337-1500
- Child Support Services: Call (888) 208-4485 for information.

Child care guidelines have changed temporarily:

- Expanded income eligibility to 200% the poverty line.
- Waving all Family Share payments.

Mailing Address:

Chenango County Department of Social Services  
County Office Building  
5 Court Street  
Norwich, NY 13815

Hours: 8:30AM - 5:00PM (Monday - Friday)  
Phone: (607) 337-1500  
Toll Free: (877) 337-1501  
Fax: (607) 337-1525

**Clinton County: (518) 565-3370**

**Website:** <https://www.clintoncountygov.com/dss>

**Clinton County Operational Status Updates:** <https://www.clintoncountygov.com/covid-19/closings>

#### SOCIAL SERVICES:

- Operating with limited staff, all services being provided.
- Office hours M-F from 8am to 5pm
- Applications still being accepted for Food Stamps, Medicaid, HEAP and Public Assistance.
- All face-to-face interviews are waived and are conducted over the phone. Homeless housing services are being provided.
- Applicants are encouraged to apply at: <https://mybenefits.ny.gov>

Applications for Temporary Assistance can be obtained through the follow methods:

- You can call in to (518) 565-3370 and an application can be mailed to you.
- Applications can be picked up at the local office located at 13 Durkee Street Plattsburgh, NY 12901

Applications can be submitted through the follow methods:

- Applications can be mailed to their local office at ATTN: Temporary Assistance - 13 Durkee Street Plattsburgh, NY 12901

There is a wavier in place to extend the number of child care absences to 50 amid the COVID-19 epidemic.

**Columbia County: (518) 828-9411**

**Website:** <https://sites.google.com/a/columbiacountyny.com/col-co-department-of-social-services/>

**COVID-19 Press Releases:** <https://www.columbiacountyny.com/>

Individuals seeking a Temporary Assistance application can:

- Pick one up in double doors area of the office building located at 25 Railroad Ave Hudson, NY 12534
- Call into DSS and one call be mailed.

Individuals seeking to submit a Temporary Assistance application can:



- Drop off at lock box (checked hourly) located at 25 Railroad Ave Hudson, NY 12534
- Can mail them into P.O. Box 458 Hudson, NY 12534

There are currently no changes to child care guidelines at this time.

**Cortland County: (607) 753-5320 (TA)/ (607) 753-5230 (Child Care)**

**Website:** <https://www.cortland-co.org/149/Social-Services>

Individuals seeking a Temporary Assistance application can:

- Call into the office and an application will be mailed to you.
- For immediate assistance contact: (607) 753-3423

Individuals seeking to submit a Temporary Assistance application can:

- Be mailed to: ATTN: DSS – 60 Central Avenue Cortland, NY 13045

There have been two major changes to child care guidelines:

- They have expanded income guidelines so that more families can have access to child care.
- All family shares fees have been waived for the time being.

**Delaware County: (607) 832-5300**

**Website:** <http://www.co.delaware.ny.us/departments/dss/dss.htm>

Individuals seeking a Temporary Assistance application can:

- Call into the office and an application will be mailed to you.

Individuals seeking to submit a Temporary Assistance application can:

- Be dropped off at the drop box in the lobby or drop box outside located at, 111 Main Street, Suite 4 Delhi, NY 13753

Child Care Guidelines have changed. Please contact (607) 746-1620 for more information.

**Dutchess County: (845) 486-3190**

**Website:** <https://www.dutchessny.gov/Departments/Community-Family-Services/Community-and-Family-Services.htm>

**Changes to Child Care Services:** <https://www.dutchessny.gov/Departments/Community-Family-Services/Family-Services-Child-Care-Subsidy-Daycare.htm>

Individuals seeking a Temporary Assistance application can:

- Print one from our website online at <http://otda.ny.gov/programs/applications/#common>
- Call in and one can be mailed to you.
- Can come into the office lobby and one can be provided.

Individuals seeking to submit a Temporary Assistance application can:

- Mail them to: DCFS 60 Market Street Poughkeepsie, NY 12601
- Can drop off at kiosk at the DSS office building



- Fax: (845) 486-3142

Recertification period for the child care that occurs between March, April, And May 2020 will be extended for 3 months.

**Erie County: (716) 858-8000**

**Website:** <http://www2.erie.gov/socialservices/>

**Information on Child Care Guideline Changes:**

<http://www2.erie.gov/socialservices/index.php?q=daycare>

All non-emergency client appointments at the Erie County Department of Social Services are suspended. We are restricting in-person assistance in our offices to those with emergency needs such as homelessness, eviction, disconnected utilities, and immediate lack of food.

We encourage the public to submit applications for services by mail to PO Box 120, Buffalo, NY 14201-9903. Applicants should include a working telephone number with their application for interview purposes. Applications for Temporary Assistance can be downloaded at <https://otda.ny.gov/programs/applications/2921.pdf>. Translated applications are available <http://otda.ny.gov/programs/applications/>. Applications can also be made electronically for SNAP and HEAP at [mybenefits.ny.gov](http://mybenefits.ny.gov).

**Essex County: (518) 873-3470**

**Website:** <https://www.co.essex.ny.us/wp/department-of-social-services/>

**Update on services as of 03/20/20:** <https://www.co.essex.ny.us/wp/department-of-social-services-announcement-3-20-2020/>

Essex County Social Services is encouraging those needing economic assistance such as SNAP, HEAP, and Temporary Assistance to submit an application and we will completed interviews over the phone.

- If Possible, please apply online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)
- If you are unable to apply electronically and would like to apply by mail, applications can be accessed directly by visiting: <http://otda.ny.gov/programs/applications/2921.pdf>. If you are unable to download and print the application from the website, please call out front desk at (518) 873-3441 and we can mail the appropriate forms out to you.
- Applications can supporting documentation may be submitted by mail or faxed to (518) 873-3472. If submitting by mail, please send to Essex County DSS, 7551 Court Street, PO BOX 217 Elizabethtown, NY 12932.
- If there is a situation that cannot be handled by one the of the above methods, please call (518) 873-3441 for more information.

Children and adult services:

- If you have concerns regarding Day Care Services (or are struggling to pay for Day Care Service) please call (518) 873-3431 and leave a message. Voicemails are being checked every 30 minutes. Someone will get back to you ASAP.

**Franklin County: (518) 481-1888**

**Website:** <https://countyfranklin.digitaltowpath.org:10078/content/departments/View/25>

**Website for COVID-19 Epidemic:**

<https://countyfranklin.digitaltowpath.org:10078/content/departments/View/25:field=documents:/content/Documents/File/8265.pdf>

Individuals seeking a Temporary Assistance application can:

- Call Franklin County DSS and one can be mailed to you.
- Call Franklin County DSS and one can be email to you.
- Can come to physical office to obtain one.

Individuals seeking to submit a Temporary Assistance application can:

- Mail the application to: 184 Finney Blvd Malone, NY 12953
- Fax to: (518) 483-6785
- Call into office and they will provide an email you can submit application to.

Child Care income guidelines have changed. If you have any questions or concerns, please contact Debbie Foote at (585) 481-1837 for more information on child care options. If she is not in office, her voicemail will provide a contact that you can reach out to.

**Fulton County: (518) 736-5600**

**Website:** <https://www.fultoncountyny.gov/fulton-county-department-social-services>

Individuals seeking a Temporary Assistance application can:

- Find the application online at: [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)
- Call into the DSS office and one can be mailed to you.

Individuals seeking to submit a Temporary Assistance application can:

- Mail applications to: PO BOX 549 Johnstown, NY 12095
- Fax to (518) 762-0080
- Be dropped off at: 4 Daisy Ln, Johnstown, NY 12095

There are currently no changes to child care guidelines at this time.

**Genesee County: (585) 344-2580**

**Website:** <https://www.co.genesee.ny.us/departments/socialservices/index.php>

Individuals seeking a Temporary Assistance application can:

- Call into the office and an application will be mailed to you.

Individuals seeking to submit a Temporary Assistance application can:

- Be dropped off at the drop box in the lobby or drop box outside located at 5130 E. Main Street Batavia, NY 14020.

Two child care waivers have been granted to Genesee County Residents:

- Individuals not on public assistance who received child care assistance, will have an extended 30 day period for recertification.
- DSS is waving the family share cost for child care for the next 30 days.

**Greene County: (518) 719-3700**

**Website:** <https://www.greenegovernment.com/departments/social-services>

Individuals seeking a Temporary Assistance application can:

- Call Greene County DSS and one can be mailed to you.
- Call Greene County DSS and one can be emailed to you.
- Can come to physical office to obtain one. (Offices are open Monday-Thursday)
- Can visit [mybenefits.ny.gov](http://mybenefits.ny.gov) for online applications

Individuals seeking to submit a Temporary Assistance application can:

- Mail the application to: 411 Main Street Catskill, NY 12414
- Fax to: (518) 719-3695; (518) 719-3748; (518) 719-3694
- Email to: [dss@discovergreene.com](mailto:dss@discovergreene.com)

There are currently no changes to child care guidelines at this time.

**Hamilton County: (518) 648-6131**

**Website:** <https://www.hamiltoncounty.com/health-human-services/social-services>

Individuals seeking a Temporary Assistance application can:

- Print one from our website online at <http://otda.ny.gov/programs/applications/#common>
- Can call into DSS and one will be mailed out to you.
- Pick up an application from DSS directly at 139 White Birch Lane Indian Lake, NY 12842

Individuals seeking to submit a Temporary Assistance application can:

- Mail them to: 139 White Birch Lane, PO Box 725 Indian Lake, NY 12842
- Fax them to (518) 648-5257
- Email them to: [connie.mahoney@dfa.state.ny.us](mailto:connie.mahoney@dfa.state.ny.us)

You can contact the Southern Adirondacks Child Care Network at (518) 798-7972. They can provide a list of child care providers and vacancies. They can also provide information on any child care changes that may impact you amid COVID-19.

**Herkimer County: (315) 867-1291**

**Website:** <https://www.herkimercounty.org/services-and-departments/social-services/>

Individuals seeking a Temporary Assistance application can:

- Can come to physical office to obtain one.
- Call Herkimer County DSS and one can be mailed to you.

- Can visit [mybenefits.ny.gov](https://mybenefits.ny.gov) for online applications

Individuals seeking to submit a Temporary Assistance application can:

- Fax to (315) 867-1527
- Mail to 301 North Washington Street, Suite 2110 Herkimer, NY 13350

There are currently no changes to child care guidelines at this time.

**Jefferson County: (315) 785-3000**

**Website:** <https://co.jefferson.ny.us/SocialServices>

Individuals seeking a Temporary Assistance application can:

- Go Online to [mybenefits.ny.gov](https://mybenefits.ny.gov)
- Can call (315) 785-3000 and an application will be mailed
- Applications are also available inside the lobby for pick up.

Individuals seeking to submit a Temporary Assistance application can:

- Can be submitted to the drop box outside or
- Can be mailed to: 250 Arsenal Street Watertown NY 13601

There are currently no changes to child care guidelines at this time.

**Lewis County: (315) 376-5400**

**Website:** <https://www.lewiscounty.org/departments/dss/dss>

Individuals seeking a Temporary Assistance application can:

- Go Online to [mybenefits.ny.gov](https://mybenefits.ny.gov)
- Can call (315) 376-5400 and an application will be mailed.
- Applications are also available inside the lobby for pick up.

Individuals seeking to submit a Temporary Assistance application can:

- Can be submitted to the drop box outside the main office.
- Can be email to: [23a088@dfa.state.ny.us](mailto:23a088@dfa.state.ny.us)
- Can be mailed to: 5274 Outer Stowe Street, P.O. Box 193 Lowville, NY 13367

There are currently no changes to child care guidelines at this time.

**Livingston County: (585) 243-7300 or (585) 335-1748**

**Website:** <https://www.livingstoncounty.us/274/Social-Services>

**CHANGES TO SOCIAL SERVICES IN RESPONSE TO COVID-19 CONCERNS:**

Instead of visiting a county building, please call for any service needs or appointments. DSS remains operational; and minimally staffed, now providing application assistance via telephone communication. Many emergency situations can also be handled over the phone, please call for an appointment. Phone: (585) 243-7300.

Individuals seeking a Temporary Assistance or Daycare application can:

- Be download online at [otda.ny.gov/programs/applications/2921.pdf](https://otda.ny.gov/programs/applications/2921.pdf)
- Call in and one can be mailed out
- Can pick up and application at the DSS office

Individuals seeking to submit a Temporary Assistance or Daycare application can:

- Be Faxed to (585) 243-7344
- Be dropped off at the drop box.
- Drop off with DSS representative at local office.

Child care absences have increase an additional 20 absences for the next 30 days.

Livingston County Department of Social Services  
1 Murray Hill Drive  
Mt. Morris, NY 14510

**Madison County: (315) 366-2211**

**Website:** <https://www.madisoncounty.ny.gov/233/Social-Services>

**Website for changes to DSS Services:**

<https://www.madisoncounty.ny.gov/CivicAlerts.aspx?AID=200>

Madison County Limits Services and Closed to Public as of 03/20/20

- Please access applications for assistance (SNAP, HEAP, Medicaid and Child Care) online or through the mail. Staff is still working and will take appointments as needed.
- Current recipients will be notified of any case changes and how ongoing assistance will be delivered.
- For Emergency Needs (homelessness, utility emergencies and no heat), please call (315) 366-2211 first so that a plan can be developed to best meet those needs.
- Services including Child Protective investigations (CPS), Foster Care and Preventive case management, Adult Protective and Home Care will all continue to be delivered by staff assigned to those activities.

No changes in child care guidelines as of 3/20/20.

**Monroe County: (585) 753-6998 or (585) 753-6960**

**Website:** <https://www2.monroecounty.gov/hs-index.php>

**DHS COVID-19 Information Page:** <https://www2.monroecounty.gov/hs-COVID-19>

## PUBLIC ASSISTANCE

In an effort to reduce walk-in traffic into local Social Service District offices and ease access to public benefit programs during the current state of emergency, face-to-face interviews for Public Assistance are suspended through April 11.

Effective with applications received after March 16, 2020, we will move to phone interviews for Public Assistance eligibility determinations. This includes applications for Emergency Assistance and Temporary Housing Assistance. Applicants already scheduled for in person interviews the week of March 16 can contact us at (585) 753-6960 if they would like to move to a phone interview.

New applications received after March 16 will be scheduled for a phone interview. Applicants can drop off, mail or fax (585) 753-5315 new Temporary Assistance (2921) applications to the Agency. The application should clearly mark what programs the applicant is applying for and include a valid phone number. Applications received without phone numbers will continue to be scheduled for face-to-face interviews. After the phone interview, applicants will be mailed a document requirement form with instructions to submit required documents to the agency by a designated due date.

### EMERGENCY ASSISTANCE

Applicants for Emergency Assistance will be interviewed by phone as well. Emergency Assistance applicants can drop off, mail (to 691 St. Paul St) or fax to (585) 753-5315 new Emergency Assistance (2921) applications to the Agency. The application should clearly mark that the applicant is seeking emergency assistance and include a valid phone number. We will call individuals to conduct the emergency assistance interview on the same day of the application submission and make a determination on the same day. If unable to connect with the applicant on the 1st day, we will make a second attempt on the next business day. If additional paperwork is needed to make a decision, the applicant will be verbally advised as well as mailed a document requirement form with instructions to submit required documents to the agency by a designated due date.

### TEMPORARY HOUSING

For applicants applying for Temporary Housing (THA) they will need to submit an application and we will be determining eligibility for THA via phone. THA applicants can drop off, mail or fax (585) 753-5315 or by fax at (585) 753-6078 new Emergency Assistance (2921) applications to the Agency. The application should clearly mark that the applicant is seeking temporary housing placement and include a valid phone number for us to call to facilitate a THA placement. Clients facing emergency situations may reach out to us via phone prior to a THA application being submitted and we will make a TH placement until the next business day when the shelter case manager can assist them with completing and submitting the completed application.

Face to face recertification interviews for Temporary Assistance are also being suspended for 60 days eff March 13th, 2020. Recipients already scheduled for in person recertification interviews the week of March 16th can contact us at (585) 753-6229 or by email: [dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us](mailto:dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us) if they would like to move to a phone interview. Any new recertifications scheduled after March 16th will be scheduled for a phone interview. Recipients will need to return the recertification guide to the agency BEFORE the scheduled phone interview can be conducted.

### HEAP & HERR

Face-to-face interviews for Home Energy Assistance (HEAP) and Home Energy Repair and Replacement (HERR) assistance have also been suspended. Individuals applying for these

programs should provide their application and will be contacted for a phone interview. Applications can be mailed, faxed to (585) 753-6102 or dropped off to 111 Westfall Road.

We will also be suspending other non-essential appointments, including Applicant Job Search, Employment Assessments, Disability Assessment interviews and Work Experience Program orientations for 60 days. Recipients participating in assigned activities are encouraged to continue to participate if the site remains open and available, however, absences related to illness, isolation or quarantine will be considered excused and will not result in negative action. Recipients in substance use treatment as a condition of eligibility for public assistance should look to their treatment provider for guidance regarding the protocols for attendance/absences during this emergency period.

The NYS Office of Administrative Hearings has also made temporary changes to allow for phone and video conferencing for Fair Hearings. Effective with requests initiated after 3/12/20, individuals will be given the option for alternative hearings. Clients who already have in-person hearings scheduled will be permitted to adjourn the request or have the scheduled hearing redirected to telephone, video, or other means on the already scheduled date and time.

### SNAP

Federal Legislation signed on 3/18/20 may provide SNAP recipients of households with children who would otherwise receive free or reduced-price meals if not for their schools being closed additional, supplemental emergency benefits. These supplemental benefits will be issued when additional guidance from the State and Federal government is received. Due to the volume of requests expected, we are prioritizing households that have not received SNAP in March, but all requests will be addressed.

Individuals in need of a benefit cards should call (585) 753-6006 for a card to be mailed to them within 24 hours.

### School Districts Outside of Monroe County

Families outside of the City of Rochester who are eligible for free or reduced meals should also check with their local school district to find out more information on food distribution in your district.

### City of Rochester R-Centers

The City of Rochester and Foodlink are providing pre-packaged breakfast, lunch and dinner, Monday through Friday, at the following city R-Centers and schools between the hours of 8 a.m. and 8 p.m.:

- Adams Street R-Center, 85 Adams St.
- Avenue D R-Center, 200 Avenue D
- Carter Street R-Center, 500 Carter St.
- Tyshaun Cauldwell R-Center, 524 Campbell
- Frederick Douglass R-Center, 990 South Ave.
- Flint Street R-Center, 271 Flint St.
- David Gantt R-Center, 700 North St.
- Trenton and Pamela Jackson R-Center (Clinton-Baden), 465 N. Clinton Ave.
- Thomas Ryan R-Center, 530 Webster Ave.



- East Upper & Lower School, 1801 E. Main St.
- Dr. Freddy Thomas Campus, 625 Scio St.
- The former Jefferson High School, 1 Edgerton Pk.
- James Monroe High School, 164 Alexander St.
- John Williams School No. 5, 555 Plymouth Ave.
- Wilson Foundation Academy, 200 Genesee St.

## CHILDCARE

### Childcare Applications

#### How to fill out Childcare Assistance Application

Current childcare subsidy recipients with school age children are eligible to have their care authorizations updated to include full time care during the day while school is out if their provider can accommodate them. Families in need of such, can contact us by email at: [dfa2a26.sm.monroe.ChildCare-DHS@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.ChildCare-DHS@dfa.state.ny.us)

For families not currently in receipt of subsidy, childcare eligibility certificates can be provided to allow for use of subsidy to pay for childcare by eligible providers during school closures. Families must provide the childcare application (6025) as well as proof of employment for consideration. Applications can be emailed to [dfa2a26.sm.monroe.ChildCare-DHS@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.ChildCare-DHS@dfa.state.ny.us) or faxed to (585) 753-6308.

#### Temporary Absence Payment Policy for Providers

MCDHS will make subsidy payments to the following eligible providers during the recovery period on behalf of a child who is temporarily absent from child care due to extenuating circumstances due to the effects of COVID-19. The maximum total number of paid absences will be 14 days through April 15th 2020. Payment of absences will apply to the following program types: Day Care Center, Group Family Day Care, Family Day Care, Legally-Exempt Group and School Age Child Care.

#### Child Support

Applications for Child Support can be mailed or emailed to the Child Support Unit at 33 N. Fitzhugh St. 14614. Parents needing assistance with child support issues are encouraged to call the Child Support hotline at (888) 208-4485 or by email at: [CSEWEBMonroe@dfa.state.ny.us](mailto:CSEWEBMonroe@dfa.state.ny.us)

Walk-ins will be seen on a scheduled basis only. Please call (585) 753-1453 to schedule an appointment.

**Montgomery County: (518) 853-4646 (Fonda) / (518) 212-5778 (Amsterdam)**

**Website:** <https://www.co.montgomery.ny.us/web/sites/departments/socialservices/default.asp>

Office are not open to public.

Individuals seeking a Temporary Assistance application can:

- Call into DSS and one can mailed to you.
- Be picked up at the drop boxes outside of the DSS building.

Individuals seeking to submit a Temporary Assistance application can:

- Submit them in the drop boxes located outside the DSS Building
- Fax to: (518) 853-8327 (Fonda Office)
- Can be mailed to either of the locations below:
  - Fonda, NY Office: PO Box 745 - 64 Broadway Fonda, NY 12068-0745
  - Amsterdam, NY Office: 1290 Riverfront Center Amsterdam, NY 12010

There are currently no changes to child care guidelines at this time.

**Nassau County: (516) 227-8519**

**Website:** <https://www.nassaucountyny.gov/1895/Social-Services>

**Nassau County COVID-19 Updates:** <https://www.nassaucountyny.gov/4946/Coronavirus-COVID-19>

**Nassau County Department Closures:**

<https://www.nassaucountyny.gov/DocumentCenter/View/28970/NC-CLOSURES-85x11>

Mailing Address: 60 Charles Lindbergh Boulevard Uniondale, NY 11553-3656

**Niagara County: (716) 278-8400**

**Website:** <https://www.niagaracounty.com/socialservices/>

Due to the elevated health concerns as a result of the COVID-19 virus, please call the Department of Social Services before coming to the office. We may be able to answer your questions or concerns by phone without the need for an office visit. Our staff is currently reaching out to clients that have scheduled eligibility appointments and will be conducting those interviews by phone. The phone number for the Niagara County Department of Social Services is (716) 278-8400.

There are currently no changes to child care guidelines at this time.

**New York City (Bronx/Kings/New York/Queens/Richmond Counties): Call 311 to connect with the Human Resource Administration (HRA)**

**Website:** <https://www1.nyc.gov/site/hra/index.page>

**COVID-19 Information and your HRA Benefits:** <https://www1.nyc.gov/site/hra/important-information-about-covid-19-and-your-hra-benefits.page>

**HRA Center Locations:** <https://www1.nyc.gov/site/hra/locations/locations.page>

**ACCESS HRA Website:** <https://a069-access.nyc.gov/accesshra/>

To help stop the spread of COVID-19, many HRA locations are consolidating until further notice. If your needs cannot be met by ACCESS HRA, call 311 or consult the HRA Locations page for more information. Recertification's for SNAP and Cash Assistance are POSTPONED due to COVID-19. If you have a recertification currently scheduled or one that is coming due, you DO NOT need to recertify and your benefits will continue. You will get a letter at a later date telling you when to recertify. Click the image below to learn more.

Important information about COVID-19 and your HRA benefits:

If you need assistance, you don't need to come to an HRA Office. You can:

- Apply for Cash Assistance or Emergency One Time Assistance with the [ACCESS HRA](#) website and mobile app. An HRA staff member will call you to complete your eligibility interview.
- Apply for SNAP online at [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra) or by smart phone with the ACCESS HRA app. After you submit your application, complete your eligibility interview by calling (718) SNAP-NOW ((718) 762-7669) anytime between 8:30 AM and 5:00 PM, Monday to Friday.
- Apply for a Special Grant online through ACCESS HRA if you are a Cash Assistance client.
- Get food assistance at a food pantry near you. Call 311 for locations.
- Use ACCESS HRA online or download the ACCESS HRA app to view your case information.
- Apply for child support services by downloading an application at [childsupport.ny.gov](http://childsupport.ny.gov) OR calling the NYS child support helpline at (888) 208-4485 to have an application mailed to you.
- Please only visit an HRA Office if your needs cannot be met through ACCESS HRA or over the phone. Many HRA locations are now closed. Consult the [HRA Locations page](#) for more information.

Learn more about what you can do on ACCESS HRA:

Available in [English](#), [Spanish/Español](#), [Chinese \(Traditional\)/繁體中文](#), [Chinese \(Simplified\)/简体中文](#), [Russian/Русский](#), [Arabic/العربية](#), [Haitian Creole/Kreyòl Ayisyen](#), [Korean/한국어](#), [Bengali/বাংলা](#), [Urdu/اردو](#), [Polish/Polski](#), [French/Français](#)

For the safety of clients and staff, HRA is taking the following actions to avoid the need for New Yorkers to visit HRA Offices until further notice:

- All in-person HRA appointments are cancelled. You will get a text or email from HRA letting you know your next steps.
- If you were scheduled for a recertification interview you should submit your recertification form through ACCESS HRA and we will then call you for an interview.
- Your Cash Assistance (CA) case will stay open even if you do not:
  - Go to an HRA appointment, including child support or child care services (assessments will be done over the phone, if possible).
  - Go to an HRA work or training assignment (even if you are or were sanctioned).
  - Submit your 6-month periodic report.
- Your Supplemental Nutrition Assistance Program (SNAP) case will stay open even if you do not:
  - Complete your eligibility interview in person if one was scheduled. You can still complete your eligibility interview by phone by calling 718-SNAP-NOW (718-762-7669) anytime between 8:30 AM and 5:00 PM, Monday to Friday.
  - Submit your 6-month periodic report. Please submit all required documents through the ACCESS HRA app's mobile document upload feature.
  - Meet the Able-Bodied Adults Without Dependents (ABAWD) work requirements

- Note: you should STILL return your completed CA and SNAP recertification's and can do so online at [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra) or by mobile phone using the free ACCESSHRA app.
- If proposed changes are approved by the Federal Government, your Medicaid case will stay open even if you do not:
  - Return a document or form, including your Medicaid Renewal form
  - Meet your Medicaid surplus

#### Other Important Information

- All eviction proceedings are temporarily suspended by the courts until further notice. This means that you will not need to apply for back rent to stop an eviction until further notice.
- All utility companies are temporarily suspending utility shut-offs until further notice. You do not need to apply for Emergency Assistance (a one-shot deal) because your electricity, gas or oil for heat, will not be turned off for non-payment, even if you get a notice that your service will end, until further notice.
- All Fair Hearings will be done over the phone until further notice.
- The Home Energy Assistance Program (HEAP) was extended and is still accepting applications until April 20, 2020.
- All Fair Fares offices are closed until further notice. [You can still apply for Fair Fares NYC online.](#)
- NYS Family Courts are limiting service to emergency court hearing parts. These include Domestic Violence, Child Welfare, Juvenile Delinquency, Emergency Custody and Visitation and child support violation petitions. All existing scheduled court proceedings, except those in emergency parts, will be adjourned.
- The Child Support Walk-in Center is encouraging customers to email inquiries to [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us); call the New York State Child Support Helpline at 888-208-4485, or mail us at NYC OCSS P.O. Box 830, Canal Street Station, New York, NY 10013.
- For information on how to stay safe during the COVID-19 outbreak, please visit the City's [COVID-19 Information page](#).

**Oneida County: (315) 798-5700**

**Main Website:** <https://ocgov.net/socialservices>

**Website for COVID-19 Updates:** <https://ocgov.net/health/coronavirus>

For those requiring assistance with daycare, emergency assistance or aging and chronic care services please call the Oneida County Department of Family and Community Services' helpline at (315) 798-5439. It will be in operation every day from 8:30AM to 6PM.

Applications can be email at [taapplications@ocgov.net](mailto:taapplications@ocgov.net) and Oneida County DSS will contact you for a home interview.

There are currently no changes to child care guidelines at this time. If you would like to find out more information on the availability of providers or general information contact (315) 223-7850 ext 222 or 223.

**Onondaga County: (315) 435-2700**

**Website:** <http://www.ongov.net/dss/phoneus.html>

Temporary Assistance/Emergency Assistance/SNAP/HEAP/DAYCARE:

People are asked to call (315) 435-2700 if they want to apply for any of the above programs. The public is asked to only come to the Civic Center in an emergency.

Clients can also email us paperwork through a link on the DSS-ES website at <http://www.ongov.net/dss/>

- TA Intake/Applications - [TA-SNAPIntake@dfa.state.ny.us](mailto:TA-SNAPIntake@dfa.state.ny.us)
- TA Undercare/Open Cases - [TADocs@dfa.state.ny.us](mailto:TADocs@dfa.state.ny.us)
- SNAP/Applications - [TA-SNAPIntake@dfa.state.ny.us](mailto:TA-SNAPIntake@dfa.state.ny.us)
- SNAP/Open Cases - [SNAPDocs@dfa.state.ny.us](mailto:SNAPDocs@dfa.state.ny.us)
- HEAP - [HEAPDocs@dfa.state.ny.us](mailto:HEAPDocs@dfa.state.ny.us)
- Day Care - [DayCareDocs@dfa.state.ny.us](mailto:DayCareDocs@dfa.state.ny.us)
- People applying for SNAP benefits (food stamps) can apply by going to [mybenefits.ny.gov](http://mybenefits.ny.gov).

Child Support

All Child Support appointments at the Civic Center have been cancelled. If you have a previously scheduled appointment, a Child Support employee will contact you to conduct a phone interview.

Anyone with questions should call (315) 435-6839. If you would like to email us documents, send to [ChildSupportDocs@dfa.state.ny.us](mailto:ChildSupportDocs@dfa.state.ny.us)

Medicaid/Chronic Care

If you have questions about your open Medicaid in Community or Chronic Care case, please call (315) 435-2928

Applying for Medicaid:

- If under 65 and not certified disabled, call NYSOH at (855) 355-5777 or apply online at [nystateofhealth.ny.gov](http://nystateofhealth.ny.gov)
- If 65 or older, and/or certified disabled, mail an application to the Medicaid office at 600 S. State St., 7<sup>th</sup> fl. KOB, Syracuse, NY 13202 or email it to: Medicaid Community at [MACOMMDocs@dfa.state.ny.us](mailto:MACOMMDocs@dfa.state.ny.us)
- If you need to apply for Nursing Home or Home Care services, mail an application to the Medicaid office at 600 S. State St. 6<sup>th</sup> fl. KOB, Syracuse, NY 13202 or email to: Medicaid Nursing Home & Home Care- [MACCDocs@dfa.state.ny.us](mailto:MACCDocs@dfa.state.ny.us)
- You may request an application be mailed to you by calling (315) 435-2928 and leaving a message. You may download a Medicaid application at NYS Medicaid Application/Health Insurance Application- [Health.NY.gov](http://Health.NY.gov).

## Indigent Burials

Anyone requesting an indigent burial needs to call (315) 380-0948 for information or go to this website:

<http://www.ongov.net/dss/documents/2016IndigentBurialInformationandApplication.pdf>

## JOBSplus! (Temporary Assistance Employment)

JOBSplus! Clients should not come in, but please call (315) 442-3242 and we will connect you to a staff person to assist you. All JOBSplus! appointments will be conducted over the phone. A JOBSplus! employee will contact you.

## Day Care Subsidy Application Process

Day Care Unit contact information:

- Address: 421 Montgomery Street, 5<sup>th</sup> Floor Syracuse, NY 13202
- Phone: (315) 435-5683 or (315) 435-2700 prompt #4
- Fax: (315) 435-5682
- Email Address: [daycaredocs@dfa.state.ny.us](mailto:daycaredocs@dfa.state.ny.us)
- Website: <http://www.ongov.net/dss/dayCare.html>

Where can the application be obtained?:

- Online at <http://www.ongov.net/dss/dayCare.html> (bottom half of the page)
- Call us at (315) 435-5683 and we can mail you one.
- Applications are also available at Social Services. Currently, we recommend calling or visiting the website.

How can I submit my completed application and/or other necessary documentation for my case?:

- Mail the application to 421 Montgomery St – 5<sup>th</sup> Fl, Syracuse, NY 13202
- Fax the application to (315) 435-5682
- Email the application to [daycaredocs@dfa.state.ny.us](mailto:daycaredocs@dfa.state.ny.us)
- Drop the application in the DSS drop-box located on State Street (outside of the KOB).
- Bring the application in to Social Services and deliver by hand. Currently, we recommend utilizing one of the other methods of submittal above.

Do I need to complete a face-to-face interview?:

- No interview is needed to process a day care subsidy application. The application and relevant documentation are all that is needed.

How long does the application process take?:

- Regulations state applications must be processed within 30 days of receipt. We do our best to process applications quickly and will continue to do everything we can to provide timely decisions, given the circumstances.

# Bagged Meal Pick-Up Sites

Monday- Friday  
10:00 AM - 12:00 PM



While schools are closed, **BREAKFAST AND LUNCH** will be available for pick-up to all school aged children in the City of Syracuse without charge at the sites listed below (regardless if they are SCSD students). If you have been quarantined, are medically high risk or have immobile students please call (315) 435-4207.

Bellevue  
Elementary  
530 Stolp Ave. 13207

Brighton Academy Middle  
309 W. Brighton Ave.  
13205

Burnet Park  
Cokeridge & Grand Ave.  
13204

Central Library  
447 S. Salina. 13202

Clary Middle School  
100 Amidon Dr., 13205

Corcoran HS  
919 Glenwood Ave., 13207

Delaware Primary  
900 S. Geddes St., 13204

Dr. Weeks Elementary  
710 Hawley Ave., 13203

Ed Smith PK-8  
1106 Lancaster Ave.,  
13210

Franklin Elementary  
428 S. Alvord St., 13208

Frazer PK-8  
741 Park Ave., 13204

Henninger HS  
600 Robinson St., 13206

Huntington PK-8  
400 Sunnycrest Rd., 13206

HW Smith PK-8  
1130 Salt Springs Rd.,  
13224

ITC HS  
258 East Adams St., 13202

LeMoine Elementary  
1528 LeMoine Ave., 13208

Lincoln Middle  
1613 James St., 13203

Mary Nelson Youth Center  
2849 S. Salina St., 13205

McKinley-Brighton  
Elementary School  
141 W. Newell St., 13205

Meachem Elementary  
171 Spaulding Ave., 13205

Nottingham HS  
3100 E. Genesee St., 13224

Payton Temple  
1816 Midland Ave., 13205

Peace Inc. East  
202 Beech St., 13210

Peace Inc. West  
200 Wyoming St., 13204

People's AME Zion Church  
2306 S. Salina St., 13205

Porter Elementary  
512 Emerson Ave., 13204

PSLA @ Fowler  
227 Magnolia St., 13204

Salem Hyde Elementary  
450 Durston Ave., 13203

Seymour Elementary  
108 Shannard St., 13204

STEAM @ Dr King  
Elementary  
416 E. Raynor Ave., 13202

Syracuse Latin School  
345 Jamesville Ave., 13210

Van Duyn Elementary  
401 Loomis Ave., 13207

Webster Elementary  
500 Wadsworth St., 13208

Westcott Community  
Center  
826 Euclid Ave., 13210



## School Closure Plan

Stay informed by visiting [syracusecityschools.com/coronavirus](http://syracusecityschools.com/coronavirus)

MARCH 16, 2020

**Ontario County: (585) 396-4060**

**Website:** <https://www.co.ontario.ny.us/118/Social-Services>

Eligibility programs (Temporary Assistance, SNAP, HEAP and Medicaid): Face to face interviews are not required for any eligibility program for the duration of the Governor's order. Individuals who appear at either DSS office will be asked to drop off their application/documentation and leave a phone number where they can be reached for an interview. Staff will continue to be on-site or working from home to process benefits.

There are currently no changes to child care guidelines at this time.

**Orange County: (845) 291-2800**

**Website:** <https://www.orangecountygov.com/285/Department-of-Social-Services>

**COVID-19 Info Website:** <https://www.orangecountygov.com/1936/Coronavirus>

**Contact info Updated for DSS Services during COVID-19:**

<https://www.orangecountygov.com/DocumentCenter/View/16313/COVID-19-Social-Services-Contact-List?bidId=>

Main phone lines by office location:

Goshen: (845) 291-2800; (845) 291-4000

Middletown: (845) 346-1120



Newburgh: (845) 568-5100  
Port Jervis: (845) 858-1420

Individuals seeking a Temporary Assistance application can:

- Contact Orange County DSS for more information.

Individuals seeking to submit a Temporary Assistance application can:

- Mail them to: Department of Social Services – Orange County ATTN: Temporary Assistance PO BOX Z Quarry Road Goshen, NY 10924
- Drop them off to the drop boxes located outside their offices.
- Emergency Needs should call (845) 291-4000

Daycare centers are not mandated to be closed at this time, though some have chosen to. It is strongly advised that unless you need to send your child to daycare, that you do not. While young people appear to be least susceptible to COVID-19, they can still get it and transmit it to older people (such as grandparents).

For referrals or other childcare related questions, please call the Child Care Council of Orange County, Inc. at (845) 294-4012.

**Orleans County: (585) 589-7000**

**Website:** <https://orleanscountyny.com/>

Individuals seeking a Temporary Assistance application can:

- Call in an application can be mailed
- Be picked up from your local office

Individuals seeking to submit a Temporary Assistance application can:

- Be dropped off at the office directly, or in the drop box located outside.
- Be mailed to: Orleans County Office ATTN: Temporary Assistance 14016 Route 31 West, Suite 201 Albion, NY 14411
- Fax to: (585) 589-2877

Orleans County Office of Social Services  
14016 Route 31 West, Suite 201  
Albion, NY 14411

There are currently no changes to child care guidelines at this time.

**Oswego County: (315) 963-5000**

**Website:**

[https://www.oswegocounty.com/departments/human\\_services/social\\_services/index.php](https://www.oswegocounty.com/departments/human_services/social_services/index.php)

**Changes to Services Website:** [https://www.oswegocounty.com/news\\_detail\\_T17\\_R432.php](https://www.oswegocounty.com/news_detail_T17_R432.php)

All face to face appointments for Cash Assistance, HEAP, SNAP, Medicaid, Child Support and Employment and Training have been waived. These appointments will be conducted OVER

THE PHONE. There is no need to appear at the DSS building. If you have an urgent need, you may call the office at (315) 963-5000.

The Oswego County Department of Social Services continues to run essential operations. Appointments for assistance programs such as cash assistance, HEAP, SNAP and Medicaid are being handled over the phone.

Please be advised that staff are working remotely, so calls from DSS for your application or recertification appointments may come from a blocked number as staff are using cell phones to reach out to the public. If you are expecting a call from DSS, please stay by the phone number you gave us, so you do not miss our call.

If you need to reach out to a staff person for any DSS program information or for updates regarding the status of our operations, please call [\(315\) 963-5000](tel:3159635000). You may also visit our website for DSS contact information at [www.oswegocounty.com/dss](http://www.oswegocounty.com/dss).

The following email addresses will connect you to our assistance programs teams:

- [temporaryassistance@oswegocounty.com](mailto:temporaryassistance@oswegocounty.com)
- [SNAP@oswegocounty.com](mailto:SNAP@oswegocounty.com)
- [HEAP@oswegocounty.com](mailto:HEAP@oswegocounty.com)
- [childcare@oswegocounty.com](mailto:childcare@oswegocounty.com)
- [medicaid@oswegocounty.com](mailto:medicaid@oswegocounty.com)

There are currently no changes to child care guidelines at this time.

**Otsego County: (607) 547-4200**

**Website:** [https://www.otsegocounty.com/departments/social\\_services/index.php](https://www.otsegocounty.com/departments/social_services/index.php)

Individuals seeking a Temporary Assistance application can:

- Call into their local DSS office and one can be mailed out.

Individuals seeking to submit a Temporary Assistance application can:

- Mail to: 197 Main Street Cooperstown, NY 13326

Otsego County has received a waiver allowing for up to 30 child care absences for the next 30 days, expires 04/25/20.

**Putnam County: (845) 808-1500 ext 45233 (TA)**

**Website:** <https://www.putnamcountyny.com/social-services/>

Individuals seeking a Temporary Assistance application can:

- Call into their local DSS office and one can be mailed out.

Individuals seeking to submit a Temporary Assistance application can:

- Mail to: 110 Old Route 6 Carmel, New York 10512
- Pick one up at their local DSS Office

**Rensselaer County: (518) 833-6000**

**Website:** <https://www.rensco.com/departments/social-services/>

Individuals seeking to submit a Temporary Assistance application can:

- Mail/drop box at RCDSS 547 Rover Street Troy, NY 12180
- Email [dfa4a38.sm.rcdss.tanf.state.ny.us](mailto:dfa4a38.sm.rcdss.tanf.state.ny.us)
- Submit application online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)
- Fax to: (518) 266-7829

You can contact to schedule an appointment at (518) 266-7800 or (518) 266-7850.

ALL OTHER PROGRAMS (SNAP, Medicaid, HEAP) have telephone interview capabilities and you are encouraged to utilize telephone interviews whenever possible.

**Rockland County: (845) 364-3100**

**Website:** <http://rocklandgov.com/departments/social-services/>

**Website with COVID-19 Changes:** <http://rocklandgov.com/departments/social-services/eligibility-programs/#temp>

Due to COVID-19 restrictions the Department of Social Services has limited staff on-site, please consider utilizing [mybenefits.ny.gov](http://mybenefits.ny.gov) to apply for your benefits. Each program has an email set up for you to send a message directly to the area you would like to contact. If you want to call us and leave a message, we will make every effort to get back to you as soon as we can. Below you will find contact numbers for each of our programs.

Eligibility Programs:

- Child Care Subsidy: (845) 364-3797 or e-mail [RocklandCCS@dfa.state.ny.us](mailto:RocklandCCS@dfa.state.ny.us)
- Emergency Assistance: (845) 364-3032 or e-mail [RocklandDTA@dfa.state.ny.us](mailto:RocklandDTA@dfa.state.ny.us)
- Employment: (845) 364-3143 or email [RocklandEmployment@dfa.state.ny.us](mailto:RocklandEmployment@dfa.state.ny.us)
- SNAP: (845)364-3032 or e-mail [RocklandDTA@dfa.state.ny.us](mailto:RocklandDTA@dfa.state.ny.us)
- Energy Assistance Program HEAP: (845) 364-3480 or e-mail [RocklandHEAP@dfa.state.ny.us](mailto:RocklandHEAP@dfa.state.ny.us)
- Temporary Assistance: (845) 364-3032 or e-mail [RocklandDTA@dfa.state.ny.us](mailto:RocklandDTA@dfa.state.ny.us)

All Child Care subsidies are already used for Rockland County, so this service is not available. There are currently no changes to child care guidelines at this time.

**Saratoga County: (518) 884-4140**

**Website:** <https://www.saratogacountyny.gov/departments/social-services/>

Individuals seeking to submit a Temporary Assistance application can:

- Mail them to 152 West High Street Ballston Spa, NY 12020
- Fax to (518) 884-4251
- Call (518) 884-4144 for more information

The only face to face interviews will be for emergency assistance.

Individuals already receiving child care subsidy: If you are laid off due to Covid-19, your child subsidy case will be suspended but not closed during the duration of their time not working and will resume once they are able to go back to work. DSS will continue paying child care providers for essential workers.

**Schenectady County: (518) 388-4470**

**Website:** <https://www.schenectadycounty.com/dss>

Individuals seeking to submit a Temporary Assistance application or for recertification can:

- Fill out the application and submit it directly to their local DSS
  - Will Contact within 2 business days for phone interview
    - If you do not have a phone, they will still conduct a face-to-face interview.

Emergency Applicants can still come into the office for assistance.

For SNAP and Medicaid application:

- Submit application online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)
- Fax to: (518) 388-4644

**Schoharie County: (518) 295-8334**

**Website:** <https://www4.schohariecounty-ny.gov/departments/social-services/>

The Schoharie County Office Building will be closed to the public until further notice.

Schoharie County Department of Social Services has posted online resources for our clients to utilize. We are staffed to assist via phone, mail, or fax. At this time, we are asking that all documentation be sent online, fax, or mail. If this is not possible please call out office at (518) 295-8334 to discuss how we can best assist you.

To apply for Temporary Assistance: You can download an application at [mybenefits.ny.gov](http://mybenefits.ny.gov) or you can call this office at (518) 295-8334 and request that an application be mailed to you to complete and return by mail or fax. Once the application is received, we will call you for a telephone interview, so please be sure to write a current telephone number where you can be reached on your application. If you have any issues with this process, please call out office and we will discuss how we can best assist you.

Visit [mybenefits.ny.gov](http://mybenefits.ny.gov) to apply for:

- Regular HEAP Benefit
- SNAP Benefits
- Daycare

Visit [www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) to apply for Medicaid. If you are certified disabled and have Medicare or you are over 65 and do not have children under 18 in your household, please contact out office at (518) 295-8334 to apply.

If you are in need of further assistance or need an application mailed to you for any of the above listed program, please call out office at (518) 295-8334.

IN-PERSON DOCUMENTATION WILL BE ACCEPTED ON A CASE-BY-CASE BASIS.  
PLEASE CALL OUR OFFICES TO DISCUSS YOUR SPECIFIC NEEDS.

All documentation should be submitted in one of the following ways:

- Upload to [mybenefits.ny.gov](https://mybenefits.ny.gov)
- Mail to: PO BOX 687 Schoharie, NY 12157
- Fax to: (518) 29508415

Support Collections will be available by phone at (518) 295-8769.

Child and Adult Services will be available by phone at (518) 295-8334. You will be transferred to a caseworker who will further assist you.

**Schuyler County: (607) 535-8303**

**Website:** <https://www.schuylercounty.us/189/Social-Services>

**Schuyler County Department Operation Changes:**

<http://schuylercounty.us/DocumentCenter/View/8505/COVID-19-Department-Operations-Schuyler-?bidId=>

Due to the unprecedented public health impacts associated with responding to the COVID 19 pandemic, Schuyler County has instituted measures intended to limit the spread of this disease.

While we have substantially reduced or limited access to all County buildings in the interest of slowing the transmission of this virus, we have taken steps to continue delivery of service. Specifically, we have increased our capacity to work remotely and will strive to continue to provide County services utilizing a different manner of delivery wherever possible, to minimize in-person contact.

Essential services (law enforcement, emergency services, public health...etc.) will continue to operate at full staffing.

Below is specific departmental information outlining the changes that have been instituted to protect our staff and the public we serve.

We will continue to work closely with our state and federal partners to aggressively battle the spread of this disease and appreciate your understanding and assistance in helping to “flatten the curve” of contagion.

While this is an unprecedented event and response, what is not unprecedented is our community’s ability to persevere and assist our neighbors in a time of crisis. We ask that you continue this tradition, stay calm and heed the directives. Together we will get through this!

If you need assistance from Social Services please call (585) 535-8303 Monday through Friday 9AM to 5PM to make an appointment. Please note that Reception will be closed from 12:00PM-12:30PM daily. If you need assistance during non-working hours, please call the Sheriff's Department at (585) 535-8222.

Applications are available during office hours in the vestibule of the building. Also documentation and applications may be left in the drop box at the front of the building.

- To apply for benefits by telephone (585) 535-8303 or on-line at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)
- Those with Child Support related matters are asked to call the State Child Support Helpline (888) 208-4485 or on-line at [www.childsupport.ny.gov](http://www.childsupport.ny.gov)
- Any Schuyler County residents experiencing homelessness are asked to report to the Sheriff's Dept. for assistance.
- For Adult Services clients receiving checks, please note that effective 3/20/2020 all checks will be mailed.
- If you have paperwork that needs to be dropped off, please utilize the drop box located at the front of the Human Service Complex at: Schuyler County Department of Social Services: 323 Owego Street, Unit 3 Montour Falls, NY 14865

**Seneca County: (315) 539-1800**

**Website:** <https://www.co.seneca.ny.us/gov/services/family-services/>

In response to COVID – 19 and for the Health and Safety of all Seneca County Residents, Seneca County DHS is following directives from State Agencies, requesting that all residents and clientele conduct your business over the phone.

Please call (315) 539-1800 or (800) 688-7188 and ask for the department you are seeking applications and other information from.

Individuals seeking to submit a Temporary Assistance application can:

- Submit through 1 of the two drop boxes on site:
  - 1st located by DMV entrance on south side of the building;
  - 2nd located by employee entrance on the North side of the building.
- Mail to: 1 DiPronio Drive PO Box 690 Waterloo, NY 13146
- Email to: [tvavleack@co.seneca.ny.us](mailto:tvavleack@co.seneca.ny.us)
- Fax to: 315-539-4251

To apply for SNAP, Public Assistance, HEAP, and Medicaid:

- Apply online at: <https://mybenefits.ny.gov/mybenefits/begin>
- To apply for Child Care Assistance: <https://ocfs.ny.gov/main/childcare/paying.asp>
- To apply for Child Support: <https://www.childsupport.ny.gov/DCSE/HomePage>
- Child Support Helpline at (888) 208-4485
- Statewide Reporting for Child Abuse Toll Free Hotline Number: (800) 342-3720

There have been changes to the income guidelines for the child care subsidy, please call (315) 539-1794 for more information.

**Steuben County: See Contact information below.**

**Website:** <https://www.steubencony.org/Pages.asp?PGID=44>

Contact information for DSS Departments:

- TA Benefits including: Basic Needs, Housing, Financial Assistance, Supplemental Nutrition Assistance Program (SNAP), Medicaid, Housing - (607) 664-2101
- Foster Care, Children's Services, Adult Protective Services - (607) 664-2251
- Child Support Services - (888) 208-4485
- Child Abuse Hotline - (800) 342-3720
- All other services - (607) 664-2357

Individuals seeking a Temporary Assistance application can:

- Pick one up directly from the DSS office located at: 3 E Pulteney Square, Bath, NY 14810
- Call into (607) 664-2101, and one can be mailed to you.

Individuals seeking to submit a Temporary Assistance application can:

- Mail: 3 E Pulteney Square, Bath, NY 14810
- Drop it off to the DSS building located at: 3 E Pulteney Square, Bath, NY 14810
- Fax it to: (607)664-2177
- Upload your Documents via mobile application: Information to do so is located at: <https://www.steubencony.org/pages.asp?PID=13967>

**St. Lawrence County: (315) 379-2278**

**Website:** <https://www.stlawco.org/Departments/SocialServices/>

Individuals seeking a Temporary Assistance application can:

- Download their applications for Temporary Assistance from the OTDA Website: <http://otda.ny.gov/programs/applications/#common>

Individuals seeking to submit a Temporary Assistance application can:

- Mail to: St. Lawrence County DSS 6 Judson Street Canton, NY 13617
- Fax to: (315) 379-2392
- Drop off application to local office.

Child Care Guidelines have changed, but department is asking for individuals interested in Child Care Services to please call or submit an application. Waivers have been granted for those already established in the Child Care Subsidy program. Please call (315) 379-2285 for more information.



**Suffolk County: SEE SOCIAL SERVICES OFFICE LOCATIONS**

**Website:** <https://www.suffolkcountyny.gov/Departments/Social-Services>

**COVID-19 Changes for DSS:**

<https://www.suffolkcountyny.gov/Portals/0/formsdocs/socialservices/pdfs/COVID-19%20Announcement%20-%20English.pdf>

In response to the outbreak of COVID-19 and the declaration of a State disaster, Temporary Assistance applications and recertification's can be submitted by mail (instead of coming to a center). Eligibility Interviews and Recertification Interviews may be interviewed by phone. The department has made every effort to contact anyone with a scheduled appointment and will have that interview conducted on the same date and time by telephone. Consumers applying for emergencies ((631) 854-9100) may be interviewed by phone, however they will still need to provide documentation of the emergency need so that the department can make an accurate assessment and determine the assistance necessary to meet the need.

Supplemental Nutrition Assistance Program (SNAP) applications and recertification's can be submitted electronically at [mybenefits.ny.gov](http://mybenefits.ny.gov) or by mail (instead of coming to a center). SNAP application and recertification interviews will be done by phone. Additionally, SNAP benefits can be used for online grocery purchases. Current participating retailers include Amazon, Walmart and ShopRite. Amazon is available statewide; Walmart and ShopRite participate in specific zip codes. Walmart, depending on specific locations, offers delivery, pick-up or both. Clients can enter zip code on the Walmart or ShopRite websites to find availability.

**Social Services Office Locations:**

- Riverhead Center: 893 E. Main Street Riverhead, New York 11901-2542
  - Phone: (631) 852-3500
- Coram Center: 80 Middle Country Road Coram, New York 11727
  - Phone: (631) 854-2300
- Smithtown Center: 200 Wireless Boulevard Hauppauge, New York 11788
  - Phone: (631) 853-8714
- South West Center: 2 South 2nd Street Deer Park, New York 11729
  - Phone: (631) 854-6600

**Sullivan County: (845) 292-0100**

**Website:** <http://sullivanny.us/Departments/familyservices>

Individuals seeking a Temporary Assistance application can:

- Call into their local DSS off and one can be mailed to you.

Individuals seeking to submit a Temporary Assistance application can:

- Be mailed to: PO BOX 231 Liberty, NY 12754
- Be fax to: (845) 292-1320

There are currently no changes to child care guidelines at this time. Sullivan County DSS has put in for undisclosed waivers to help those who need child care, but they have not been approved as of 3/31/20.

**Tioga County: (607) 687-8300**

**Website:** <https://www.tiogacountyny.com/departments/social-services/>

**COVID-19 Press Release Archives:**

<https://www.tiogacountyny.com/departments/legislature/news/covid-19/>

Individuals seeking a Temporary Assistance application can:

- Pick up an application, which are available in the lobby at 1062 State Rt. 38 Owego, NY 13827
- Go online to: Mybenefits.ny.gov for an e-copy of the application
- Can call into the office and an application will be mailed to you.

Individuals seeking to submit a Temporary Assistance application can:

- Exterior Dropbox for submit application:
- Mail to: Tioga County DSS – ATTN: Temporary Assistance PO Box 240 Owego, NY 13827

The child care unit can be contacted directly at (607) 687-8500. They are reviewing any additional child care needs on a case by case basis.

**Tompkins County: (607) 274-5345 (TA) / (607) 274-5612 (Child Care)**

**Website:** <https://tompkinscountyny.gov/dss>

Mailing Address: Human Services Building 320 W Martin Luther King, Jr. / State St. Ithaca, NY 14850

**Ulster County: (845) 334-5000 / (845) 334-5489 (Day Care Unit)**

**Website:** <https://ulstercountyny.gov/social-services>

**COVID-19 County Department Updates:** <https://covid19.ulstercountyny.gov/county-departments/>

Individuals seeking a Temporary Assistance application can:

- Come inside the main door and request one/pick up one from the kiosk
- Call into DSS and one will be mailed out to you.

Individuals seeking to submit a Temporary Assistance application can:

- Drop it back off to the office within the main doors.
- Mail applications to: 1061 Development Court Kingston, NY 12401

There are currently no changes to child care guidelines at this time.

**Warren County: (518) 761-6300**

**Website:** <https://www.warrencountyny.gov/socserv/>

In accordance with CDC recommendations, we are practicing strict social distancing protocols. Please call DSS prior to coming to the Human Services Building. We will help you via telephone when possible. The number is (518)-761-6300. If you are advised by DSS to come to the building we ask that you to come alone and not bring others. We are currently working with limited staff, but all essential services are still available. Please be advised that we do not have gloves or face masks available at the department. Thank you.

Local Office is located at 1340 State Route 9 Lake George, NY 12845

**Washington County: (518) 746-2300**

**Website:** <https://washingtoncountyny.gov/517/Social-Services>

Washington County Department of Social Services  
383 Broadway, Building B  
Fort Edward, NY 12828

DSS is asking everyone to save time and frustration by prescreening:

- You may contact the DSS office however, please be advised that we are running with minimal staffing and meeting emergencies *only*, with all other issues being addressed once the Agency is returned to full staff.
- Screen yourself before calling DSS by considering these questions:
- Are you currently active on TA, SNAP, MA or HEAP?
- If *no*, are you out of work?
- We encourage you to apply for SNAP or HEAP benefits online at: [Mybenefits.ny.gov](http://Mybenefits.ny.gov)
- If *yes*, do you receive benefits and did you get your benefits?
- If *no*, Call (518) 746-2425 - clearly state your need, your name, and your contact number.
- If *yes*, has something changed that you now have an emergency situation?
- If *no*, you do not need to call.
- If *yes*, Call (518) 746-2425 - clearly state your need, your name, and your contact number.
- If you don't have access to the internet, you may call (518) 746-2425, clearly state your need and address. A Temporary Assistance, SNAP or HEAP Application will be mailed to you.
- If you need medical assistance you can contact NYS Department of Health to apply through the exchange.
- If you are trying to submit documents to your worker you can do so by emailing them to: [DSS@washingtoncountyny.gov](mailto:DSS@washingtoncountyny.gov)

Based on the federal legislation signed into law on Wednesday, March 18, 2020, no person who currently has Medicaid coverage will lose their coverage during this time of the COVID-19 pandemic. If you get a notice telling you that your Medicaid is discontinued after March 18, 2020, your coverage will be reinstated so there is no gap in coverage. If you have any questions please contact Kelly Brown at (518) 746-2426.

Members of the public requiring services from any County department should call ahead and make the necessary arrangements and receive further direction on how to move forward with the necessary business.

Washington County Department of Social Services: Please call our main number at (518) 746-2300. We will be handling business over the phone when possible and if necessary, to come into the municipal center by appointment only. Please be aware that due to staff reductions, if you have a current case your worker may not be available, and you will be directed to a worker in that unit. We thank you for your cooperation to help reduce any potential spread of the COVID-19 virus.

Day Care: Please be advised that we have applied for and been granted a waiver from OCFS for our Day Care Plan, this involves changes that could impact eligibility for our clients. Please encourage anyone that has any questions or concerns with Day Care right now to reach out to our Day Care Unit by calling our main number (518) 746-2300.

**Wayne County: (315) 946-4881**

**Website:** <https://web.co.wayne.ny.us/index.php/wayne-county-social-services-department/>

DSS continues to be open to respond to immediate needs and requests for assistance. Please note: we will close our facility to the general public from noon-1:00 pm each weekday in order to sanitize our waiting areas and interview rooms, so that we can help keep visitors safe. We have installed a secure lock box at the main entrance to our facility so that applicants or active recipients can drop off essential documentation. We will check this drop box regularly to assure that your documents and your case receive prompt attention. Additionally, applications for assistance can be submitted by email to the following [angela.switzer@dfa.state.ny.us](mailto:angela.switzer@dfa.state.ny.us) Persons with general questions or questions regarding their case are encouraged to contact the agency at (315) 946-4881. Thank you for your patience.

Child Care: There are currently no changes to child care guidelines at this time. We are handling each case individually and assessing if any waivers or expanded services are needed.

**Westchester County: (914) 995-3333 / (914) 995-6521 (Child Care)**

**Website:** <https://socialservices.westchestergov.com/>

**DSS COVID-19 Response Efforts:** <https://www.westchestergov.com/home/all-press-releases/8331-westchester-county-department-of-social-services-implements-coronavirus-response-efforts>

**Day Care Services Updates:** <https://socialservices.westchestergov.com/adult-child-family-services/day-care-services>

Coronavirus Response Efforts:

DSS is developing and implementing safety measures, and changing the way the Department provides services to prevent the spread of coronavirus in Westchester. As a precaution, in-person contact has been eliminated whenever possible, with DSS transitioning to offer assistance by

way of telework options and phone to reduce the potential exposure of Westchester County's residents. Those in need of benefits should apply online through [www.MyBenefits.com](http://www.MyBenefits.com), additionally applications can be either mailed or faxed to DSS.

Child Care Subsidy Unit Hours 9 a.m. to 5 p.m. Effective Immediately, March 23, 2020  
In response to the COVID-19 outbreak, hours for the Westchester County DSS Child Care Subsidy Unit have been temporarily changed to 9 a.m. to 5 p.m., Monday through Friday, effective immediately. [Check Day Care Services for updates.](#)

Social Services Office Locations:

- Mount Vernon - 100 East First Street Mount Vernon, NY 10550-3442
- Peekskill - 750 Washington Street Peekskill, NY 10566-5499
- White Plains - 85 Court Street White Plains, NY 10601-4201
- Yonkers - 131 Warburton Avenue Yonkers, NY 10701

**Wyoming County: (585) 786-8900**

**Website:** <https://www.wyomingco.net/205/Social-Services>

**Changes to Services:** <https://www.wyomingco.net/DocumentCenter/View/3623/Hours-of-Operation-by-department?bidId=>

Office of Social Services is open 8:30AM to 4:30PM. If you are in need of Temporary Assistance, SNAP, HEAP, Medicaid or Day Care, please call the office for further instructions at (585) 786-8900. Drop box for documents or payments is available in the front of the building.

Income Eligibility for child care increased to included higher income households. For new applicants contact your local DSS for eligibility determination. For information on child care availability contact: Accord at (585) 268-7605.

Social Services Office Location:

466 North Main Street  
Warsaw, NY 14569

Social Services Mailing Address:

P.O. Box 231  
Warsaw, NY 14569

**Yates County: (315) 536-5100**

**Website:** <https://www.yatescounty.org/317/Social-Services>

**State of Emergency Updates to Government Services:**  
<https://www.yatescounty.org/CivicAlerts.aspx?AID=156>

Building Hours M-F 9:00AM – 4:00PM.

- Food Stamps, Public Assistance, HEAP, Medicaid – Per state issued guidelines, all in-person interviews including applications and re-certifications are waived. Information will be primarily gathered over the phone. Work requirements for Temporary Assistance

and Food Stamps are also waived. Applications are available by mail for all eligibility programs, or apply for Food Stamps and HEAP online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

- Child Support – Child support orders are continued to be processed. Child Support Payments from non-custodial parents are still being accepted, however, it is preferred that payments are sent through the mail or call ahead for an appointment to drop off your payment.
- Children/Adult Services – Child and adult protective reports continue to be received and investigated. The office is following guidance issued by the Office of Children and Family Services regarding a reduction in unnecessary visits to homes and following the recommended screening procedures before any home visits.
- The staff is available for in person interviews for emergency issues that cannot be handled by phone. Please call (315) 536-5183 for an appointment.
- Child care needs are being reviewed on a case-by-case basis. They have expanded the total number of absences allowed, and are still offering child care to those who are working from home. Please contact Nancy Oppel at (315) 536-5171 ext 5.

Yates County Office Building  
417 Liberty Street  
Penn Yan, NY 14527

\*\*\*