

DSS Coronavirus Information Page

Our goal is to make sure we meet the basic needs of our families during this uncertain time. See the resources below regarding:

1. [Public Assistance](#)
2. [Emergency Assistance](#)
3. [Temporary Housing](#)
4. [HEAP and HERR](#)
5. [Food](#)
6. [Childcare](#)
7. [Child Support](#)

For additional information, call 315-946-4881.

PUBLIC ASSISTANCE

In an effort to reduce walk-in traffic into local into our Social Service District office 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**. Please contact us at 315-946-4881 if you would still prefer a face-to-face interview.

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 can contact us at 315-946-4881 if they would like to move to a phone interview.

New applications received will be scheduled for a phone interview. Applications can be:

- Dropped off at 77 Water St.-Lyons,
- Mailed to P.O. Box 10, Lyons NY 14489,
- Faxed to 315-946-7625, or
- Emailed to angela.switzer@dfa.state.ny.us

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 applications can be:

- Dropped off at 77 Water St.-Lyons,
- Mailed to P.O. Box 10, Lyons NY 14489,
- Faxed to 315-946-7625, or
- Emailed to angela.switzer@dfa.state.ny.us

The application should clearly mark that the applicant is seeking emergency assistance and include a **valid phone number**. We will call individuals within 2 days of the application submission and make a determination as soon as possible. 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 applications can be:

- Dropped off at 77 Water St.-Lyons,
- Mailed to P.O. Box 10, Lyons NY 14489,
- Faxed to 315-946-7625, or
- Emailed to angela.switzer@dfa.state.ny.us

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 an emergency situation may reach out to us via phone at 315-946-4881 prior to a TA application being submitted for further instructions.

Face-to-face **recertification interviews for Temporary Assistance** are also being suspended. Recipients already scheduled for in-person recertification interviews can contact your worker at 315-946-4881 if they would like to move to a phone interview. Any new recertifications being scheduled will be 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:

- Dropped off at 77 Water St.-Lyons,
- Mailed to P.O. Box 10, Lyons NY 14489,
- Faxed to 315-946-7625, or
- Emailed to angela.switzer@dfa.state.ny.us

FAIR HEARINGS

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.

FOOD

SNAP (commonly referred to as Food Stamps)

Individuals/families interested in SNAP assistance should follow the regularly outlined procedures on our website: <https://web.co.wayne.ny.us/index.php/wayne-county-social-services-department/supplemental-nutrition-assistance-program-snap/>

Individuals in need of a **benefit cards** should call 315-946-4881 for a card to be mailed to them within 24 hours.

The Cornell Cooperative Extension has published a list of food assistant resources on their website: <http://ccewayne.org/nutrition/food-assistance-resources>

They will continue to update this list as more information becomes available.

CHILDCARE

Please contact our **Child Care** unit at 315-946-4881 to have a conversation regarding your specific situation and what steps you need to take to apply for assistance.

CHILD SUPPORT

Applications for **Child Support** can be mailed to the Child Support Unit at:

PO Box 56
Lyons, NY 14489

Parents needing assistance with child support issues are encouraged to call the Child Support hotline at 888-208-4485. Additional contact information is provided in this sheet: [SCU Contact Information](#).