

Cortland County Dept. of Social Services

Orientation for Temporary Assistance and SNAP Applicants

Considering applying or have already applied for Temporary Assistance or the Supplemental Nutrition Assistance Program (SNAP)?

Read through this packet to find out more about:

- Both programs and what to expect
- Supportive services you may be eligible for
- And some other programs that may be able to assist you!



**Things to
know before
you begin the
application
process:**

- You must always provide complete and accurate information to the best of your knowledge. When you sign our forms, you are indicating that you've given truthful information
- At any point during your application process or during your participation in our programs, you must notify us of any changes with a timely manner.
- We may ask for information of a personal nature—all information you provide is confidential and will only be released or discussed with written permission from you.
- Our applications and forms are legal documents.
- Incorrect information may result in a fraud referral.

Our workers will treat you fairly and with respect. We will get back to you in a timely manner - our policy is for all phone calls and emails to be returned within 48 hours if possible.

You do not have to have a Temporary Assistance Case to receive **free assistance with Child Support Collection.**

**Contact our Child Support office for more questions at
1-888-208-4485**

Domestic Violence Assistance

is available at any time during your application process and while you have an open case. We have a domestic violence worker on site to assist you.

We have Supportive Services available while you are involved in Temporary Assistance or SNAP.

Childcare Assistance



We can refer you to the Childcare Unit for assistance with childcare costs while you are working, engaging in an employment activity, classes, etc.

We can also refer you to the Childcare Development Council if you need assistance finding a childcare provider.

If you'd like to learn more about Childcare Assistance, you can check in with our Childcare Unit at: 607-753-5230.

Employment Activity Related Expenses

These include, but aren't limited to :

- Work-related clothing and footwear
- Licenses and Fees to obtain employment

Transportation Assistance

- Bus fare
- Car Repairs
- Vehicle insurance
- Gas cards

ESOL Classes

Cortland Alternative School
250 Port Watson St.
Cortland, NY 13045
Phone: 315-433-2600

OCM BOCES Vocational Education

PO BOX 4754
Syracuse, NY 13045
Phone: 315-433-2600

Cortland Career Works

99 Main St. 1st Fl
Cortland, NY 13045
Phone: 607-756-7585

GED

CAPCO
32 N Main Street
Cortland, NY 13045
Phone: 607-753-6781

Transportation to Employment

Seven Valleys Health Coalition
10 Kennedy Pkwy
Cortland, NY 13045
Phone: 607-756-4198

SUPPORTIVE SERVICES FOR EMPLOYMENT

Cortland County Department of Social Services

Cortland County DSS has a number of support services that can assist public assistance recipients in finding and keeping employment. Below are some questions and answers that explain who is eligible, what services are available, how to request services, and what information you will need to provide in requesting supportive services for employment:

Q: Who is eligible to request supportive services?

A: Supportive services are available to anyone applying for or in receipt of Temporary Assistance, Safety Net Assistance, and SNAP (*Supplemental Nutrition Assistance Program*) who is looking for a job or needs assistance in keeping employment.

Q: What employment supportive services are available?

A: Cortland County DSS may be able to assist with childcare and transportation to obtain employment and short-term assistance to keep a job. Other supportive services are available if necessary to obtain or keep employment, if not available from other sources, such as:

- work-related clothing necessary for employment
- Fees for licenses essential to obtain employment
- Any other supportive needs deemed appropriate by Cortland County DSS

Q: How do I request supportive services for employment?

A: Please contact your worker and you will be assisted in obtaining services

Q: What information will I need to supply to request a supportive service?

A: You will be required to submit appropriate documentation to verify your need for these services. You may also be asked to submit receipts and other documentation such as a job search log so that you may continue to receive those supportive services.

Cortland County DSS reserves the right to set a maximum amount for any supportive services. We also reserve the right to reimburse the least expensive form of transportation available.