

Cortland County Department of Social Services COVID-19 Event Services

as of 3/23/20

Temporary Assistance, Emergency Cash and Housing Assistance

For Emergencies:

- The County Office Building gymnasium is open for emergency services only. The current hours are 8:30am – 4:30pm.
- Please note that all utility shut-offs and evictions are state ordered to be on-hold at this time.
- Call (607) 753-3423, if possible, before arriving at the gymnasium for an emergency need.

Non-Emergencies:

- Call (607) 753-5320 or (607) 753-5332 to request an application be mailed to you. All follow-up will be done by telephone once an application is received.
- All pending applications will be opened as soon as possible and within regulatory guidelines of 30 or 45 days. All eligibility compliance activities have been waived at this time and there is no need to report in person to our office for anything.
- All open cases due for renewal will remain open, and all compliance appointments and activities have been waived at this time.

Warming Centers: The warming centers are remaining open currently. We will notify the public if this changes.

- Call (607) 753-9363 for more information.
- From 4:30pm – 8:00pm location is Grace and Holy Spirit Church on Court Street in Cortland
- From 8:00pm – 8:00am location is the Salvation Army on S. Main Street in Cortland

Home Energy Assistance Program – Call (607) 428-5400, messages will be checked daily

Supplemental Nutrition Assistance Program (SNAP)

- Please call (607) 753-5320 or (607)753-5332 to request an application be mailed. Once applications are received, someone will call to do an eligibility interview.
- Or, visit <https://otda.ny.gov/programs/apply/#snap>
- Mail completed applications to SNAP Unit, Cortland County DSS, 60 Central Ave., Cortland, NY 13045. All follow-up will be done by telephone once application is received.

Medicaid

- All open cases will receive extended coverage and no one needs to come into the office.
- Refer those in need as follows:

Health Benefit Exchange - 1-855-355-5777 to apply over the phone

ONLINE: @ <https://nystateofhealth.ny.gov/individual>

STIC (Southern Tier Independence Center)

Certified Navigator -*Joy Stalker* Call (607) 644-7843 to set up an appointment

Certified Navigator- *Theresa Kircher* Call (607) 644-6966 to set up an appointment

*Joy and Theresa are both Facilitated Enrollers who are able to assist with applications for the Aged, Blind and Disabled populations

- DSS Medicaid Unit for all other inquiries at (607) 753-5320 or (607) 753-5332

Child Support Services

- All inquiries should go to the NYS Child Support Phone Number: 1-888-208-4485
- Local calls can go to (607) 753-5320 and a message will be taken for a return call. The local unit is not currently staffed on a full-time basis.
- Everyone is encouraged to mail payments to New York State Child Support Processing Center rather than coming into our office to make a payment.
 - o Address is P.O. Box 15363, Albany, NY 12212-5363

Child Protective Services

- To make a report call the NYS Hotline at 1 (800) 342-3720
- For a child in immediate danger, call 9-1-1
- For local inquiries/needs call (607) 753-5347

Adult Protective Services

- To call with concerns about a vulnerable adult who might be unsafe, call (607) 753-5265
- Refer to NY Connects for long-term home health care needs at (607) 756-3485

Low-Income Day-Care Services

The Child Care Assistance Program for Cortland County serves income eligible Cortland County residents. Under normal circumstances the requirements include families who are working and earn less than 200% of the state income standard. For the next 30 days we will be expanding our eligibility criteria to include families with incomes up to 85% of the State Median Income, which is outlined in the table below:

Family Size	Income Limit for 85% of SMI
1	\$42,405
2	\$55,453
3	\$68,501
4	\$81,549
5	\$94,597
6	\$107,645
7	\$110,091
8	\$112,538

If eligible based upon this 85% income guideline, daycare hours can be paid for the hours the parent is at work, for children under the age of 13.

Application packets must include:

- A fully completed Application For Child Care Assistance (OCFS-6025)
- Copies of pay stubs for the previous month (4 if paid weekly, 2 if bi-weekly)
- Legally Exempt providers (not day care centers) need to provide a completed W-9 form

The Application form is also found on the OCFS website, <http://ocfs.state.nyenet/admin/forms/BECS/> and can be found by scrolling down to *OCFS-6025 Application for Child Care Assistance*. Applications can be emailed to: dfa.a11.dl.Cortlanddaycare@dfa.state.ny.us or faxed to (607) 753-5282. You can call 607-753-5320 with questions.