

Effective February 13, 2012

Centralized DHS Intake

If you need:

You can apply:

Emergency Assistance for Rent, Food, Eviction Prevention or Housing	In person at 691 St. Paul St.
Temporary Assistance (Cash Benefits)	In person at 691 St. Paul St.
Food Stamps	Online at – www.mybenefits.ny.gov
	Call 753-6960 to have an application mailed to you.
	In person at 691 St. Paul St.
Medicaid	
• If you are under age 65 and not disabled, you can call:	Coordinated Care Services Inc's at 613-7662.
	Excelsus Blue Cross/Blue Shield at 1-800-716-4885.
	Fidelis Care of NY at 1-866-581-8603 or 383-8104.
	Call 753-6960 to have an application mailed to you.
• If you are 65 years old or disabled	Call 753-6960 to have an application mailed to you.
	Go to New York State Department of Health web site.
Emergency Utility/Fuel Assistance	
• Temporary Assistance case is active or pending.	Contact the workgroup that has your case.
• Temporary Assistance case is not active or pending.	In person at 111 Westfall Rd (Call 753 – 6477 for more information).
Home Energy Assistance Program (HEAP)	
• Receiving Temporary Assistance	Contact the workgroup that has your case.
• Receiving Food Stamps.	Call 753-2740
• Not receiving Temporary Assistance or Food Stamps.	Call 753 – 6477.
Day Care	Call 753-6960 to have an application mailed to you.
Assistance with Job Search and/or Employment Requirements	Call 753-2750
Replacement Benefit Cards	Effective 2/1/12 - Call 753-6006*

* The Monroe County Department of Human Services is changing the procedure for issuing New York State Benefit Cards. The new process will cut down on wait time and allow recipients to stay in their homes and still get a replacement card. The new procedure is a phone-in process that will require the recipient to leave identifiable information on a voicemail system. The information will be retrieved twice daily and NYS Benefit Cards sent via US Mail at 3:00 P.M. daily. NYS Benefit Cards mailed at 3:00 P.M. daily should be received the next day. Next day does not encompass weekends or holidays where mail delivery is not possible.