

Centralized Services at DHS

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.
Supplemental Nutrition Assistance Program (SNAP)	Online at – www.mybenefits.ny.gov
	Call 753-6960 to have an application mailed to you.
	In person at 691 St. Paul St.
Medicaid	
<ul style="list-style-type: none"> If you are under age 65 and not disabled, you can call: 	NAVIGATOR: Coordinated Care Services Inc. at 613-7662
	NAVIGATOR: Legal Assistance of Western New York at 1-855-250-7748
	New York Medicaid Choice at 1-800-505-5678
	Online at http://healthbenefitexchange.ny.gov
	Call 753-6960 to have an application mailed to you.
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> Temporary Assistance case is active. 	Call 753-2750 / or you can contact them by email at: dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us
<ul style="list-style-type: none"> Temporary Assistance case is pending. 	Call 753- 2780 / or you can contact them by email at: dfa2a26.sm.monroe.intakell@dfa.state.ny.us
<ul style="list-style-type: none"> 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)	
<ul style="list-style-type: none"> Receiving Temporary Assistance 	Call 753-2750 / or you can contact them by email

	at: dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us
<ul style="list-style-type: none"> • Pending Temporary Assistance 	Call 753-2780 / or you can contact them by email at: dfa2a26.sm.monroe.intakell@dfa.state.ny.us
<ul style="list-style-type: none"> • Temporary Assistance case is not active or pending. 	In person at 111 Westfall Rd Call 753-6477 for more information.
<ul style="list-style-type: none"> • Receiving Supplemental Nutrition Assistance Program (food stamps) benefits from Team 41 and not receiving Temporary Assistance. 	Call 238-8620
<ul style="list-style-type: none"> • Receiving Supplemental Nutrition Assistance Program (food stamps) benefits and over the age of 65. 	Call 753-6559
<ul style="list-style-type: none"> • Senior Citizens age 60 and older who are NOT IN RECEIPT of Temporary Assistance or SNAP. 	Call Lifespan at 244-8400
Day Care	Call 753-6960 to have an application mailed to you or you can contact Daycare by email at – dfa2a26.sm.monroe.childcare-DHS@dfa.state.ny.us
Child Support Services	Call 753-1441 to have an application mailed to you.
Home Care Services	Call 753-5116 for more information.
Replacement Benefit Cards	Call 753-6006 for a replacement card.