



# Essex County Department of Social Services

7551 Court Street, PO Box 217, Elizabethtown, NY 12932

## **\*\*WE ARE STILL HERE IF YOU NEED US...\*\*u>**

Dear Residents of Essex County,

As we continue to react to the impact COVID-19 is having on our residents, we want you to know that we are here to help. While the way we work has changed due to the pandemic, our mission to provide Essex County residents the best possible service we can has not. Please do not hesitate to contact us should you experience any of the hardships in this notice.

Michael Mascarenas, Commissioner

### **Economic Assistance**

In order to continue to make benefits available to those most in need;  
**in person interview requirements and employment activities are being temporarily suspended.**

- To apply for Medical Assistance through the State Health Benefit Exchange, call 1-855-355-5777 or email [Healthbenefitexchange@ny.gov](mailto:Healthbenefitexchange@ny.gov).
- Essex County Social Services is encouraging those needing economic assistance such as SNAP, HEAP and Temporary Assistance to submit an application and we will complete interviews over the phone.
- If possible, please apply online at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov).
- If you are unable to apply electronically and would like to apply by mail, applications can be accessed directly by visiting <http://otda.ny.gov/programs/applications/2921.pdf>. If you are unable to download and print the application from the website, please call our front desk at **(518) 873-3441** and we can mail the appropriate forms out to you.
- Applications and supporting documentation may be submitted by email, mail or fax. Please send fax transmissions to 518-873-3472. If submitting by mail, please send to Essex County DSS, 7551 Court Street, P.O. Box 217, Elizabethtown, NY 12932.
- We have an email address for the public, exclusively for application/documentation submission [DSS@essexcountyny.gov](mailto:DSS@essexcountyny.gov).
- If there is a situation that cannot be handled by one of the above methods, please call **(518) 873-3441** for more information.

### **Children and Adult Services**

The Essex County Department of Children and Adult Services is continuing to service our community as seamless as possible during these unprecedented times.

- If you have concerns regarding **Day Care Service (or are struggling to pay for Day Care Service)**, please call **(518) 873-3431** and leave a message. Voicemails are being checked every 30 minutes. Someone will get back to you ASAP.
- If you have a concern for the **safety of an adult**, please call **(518) 873-3550** during office hours, 8:00 AM – 4 PM. For **emergencies after hours**, dial **(518) 873-6321**, and ask to speak to the **DSS On Call worker**.
- If you have concerns for the **safety of a child**, please call the **New York State Child Abuse Hotline at 1-800-342-3720**.