

Niagara County Department of Social Services  
Frequently Asked Questions during COVID-19

1. Is your office open?

Our Niagara Falls and Lockport offices are open for emergencies only from 8am-3:45pm. All clients appearing in person will be screened and referred to contact us by phone or visit us online if necessary.

2. How do I apply for Supplemental Nutrition Assistance Program (SNAP) benefits?

Applications for SNAP benefits can be completed online at:

<https://mybenefits.ny.gov/mybenefits/begin>

Applications can also be mailed to Niagara County Department of Social Services, PO Box 506, Lockport, NY 14094. They can also be brought to the office during regular business hours and placed in our drop box.

3. Are you issuing benefits early?

No

4. Should I come into the office for my appointment?

No. All in person appointments have been canceled and are being rescheduled by phone. If you haven't been called yet by a worker, one will be contacting you as soon as possible.

5. Will you still be holding MAPP class for interested foster parents?

Yes...currently we are utilizing a virtual platform for MAPP classes.

6. Can I come to the office to meet with my CPS, Child Welfare or PSA worker?

Not without a scheduled appointment with such worker. Please contact your worker by phone and they will determine if an in person appointment is needed.

Helpful links:

<https://www.labor.ny.gov/unemploymentassistance.shtm>

<https://www.easy-apply.us/social-security-administration/>

<http://otda.ny.gov/programs/snap/> for up to date information on Covid-19 benefit changes

[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) to apply for SNAP

[www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) to apply for Medicaid

For any other questions about our services please visit our website at

<https://www.niagaracounty.com/socialservices/>

Or contact us through our website at <https://www.niagaracounty.com/socialservices/Contact-Us>