

## Cayuga County Response to COVID-19

3/27/20 Updates

**The County Office Building is closed to the public, except for Department of Social Services emergency services.**

Please contact the **county hotline 315-253-1355** and call takers will direct you to the appropriate department for assistance. The hotline is staffed Monday - Friday 9 am - 5 pm, Saturday and Sunday 9 am - 12 pm.

**Please check the county's COVID-19 web page at [www.cayugacounty.us/response](http://www.cayugacounty.us/response) for daily updates** on department operations and community resources.

You can also find **department contact information on our department pages at [www.cayugacounty.us/31/Departments](http://www.cayugacounty.us/31/Departments)**. Departments are working at reduced staffing and in some cases remotely. Please use the phone numbers listed on the respective department pages to get in contact with staff. Leave a phone message as necessary. Staff will get back to you as soon as they can.

If you have **coronavirus-related health questions**, you can call Upstate University Hospital's 24-hour triage hotline at 315-464-3979. For general questions call the NYS Department of Health coronavirus hotline at 1-888-364-3065.

While the county encourages social distancing, we also want to remain connected with residents. **Don't miss any updates by signing up for automatic email and/or text message notifications** at [www.cayugacounty.us/notifyme](http://www.cayugacounty.us/notifyme). Click the mail or phone icon next to Coronavirus COVID-19 Response in the alert center and you will be notified as soon a new update is posted. Please note: If you have previously signed up for other alerts, you need to visit the [www.cayugacounty.us/notifyme](http://www.cayugacounty.us/notifyme) again and subscribe to the COVID-19 alert.

Amidst this health crisis, Cayuga County government remains committed to serving your needs!

Below you can find important updates for county departments as of 3/27/20:

### **Department of Social Services**

Notice to all recipients of the Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance Cash Benefits (TA) with Medicaid (MA)

As a result of the COVID-19 pandemic, the New York State Office of Temporary and Disability Assistance (OTDA) is automatically extending certain TA/MA/SNAP and SNAP only recertifications scheduled to expire in March, April and May for a period of three (3) months (see below). The COVID-19 pandemic prevented some households from submitting recertification forms in a timely manner.

**For the certification periods ending 3/31/20, 4/30/20 and 5/31/20, a three (3) month extension of SNAP or TA/MA/SNAP benefits has been approved for cases throughout the State.**

**March Recertifications:** Only cases whose certification periods were scheduled to end in March 2020 and were NOT processed for recertification have been extended. If your recertification was processed and the district determined your case to be no longer eligible for SNAP or TA/MA/SNAP benefits due to excess income, failure to provide required documentation or another reason, your household was not eligible for an extension. Those cases eligible for the extension will automatically be authorized for three (3) additional months of SNAP or TA/MA/SNAP benefits, allowing time for a recertification determination to be made.

**If your case was scheduled to recertify by March 31, 2020,** and did not get processed, your case must now be recertified by June 30, 2020. Your benefits WILL END if you do not recertify.

**If your case was scheduled to recertify by April 30, 2020,** and did not get processed, your case must now be recertified by July 31, 2020. Your benefits WILL END if you do not recertify.

**If your case was scheduled to recertify by May 31, 2020,** and did not get processed, your case must now be recertified by August 31, 2020. Your benefits WILL END if you do not recertify.

Monika

**MONIKA SALVAGE**

Public Information Officer

Emergency Operations Center

160 Genesee Street

Auburn, NY 13021

(315) 237-3694

[Cayuga County COVID-19 response](#)

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