



## COUNTY OF FRANKLIN

# Department of Social Services

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Michele Mulverhill - Commissioner

March 16, 2020

### PRESS RELEASE

Effective immediately, due to COVID-19, the Office of Temporary and Disability Assistance has allowed the local Department of Social Services to change all face to face interviews for applications and recertifications to be done via the telephone for the Temporary Assistance program. Applications have been approved via telephone through April 11, 2020 and all recertifications have been approved to be interviewed via telephone through May 15, 2020. Franklin County Department of Social Services is switching to all interviews being completed on the telephone immediately unless the applicant wishes to have a face to face. If you are in need of assistance, please contact (518) 481-1894 or (518) 481-1806 for someone to assist you.

Franklin County Department of Social Services has chosen to suspend all employment classes and activities at this time. Employment workers will be reaching out to individuals to do Orientation and Employment Plans via the telephone.

Franklin County Department of Social Services will also be doing telephone interviews for the Heating Repair and Replacement Program. Applications can be completed and submitted via [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov).

In order to limit personal contact, any Child Support questions are being directed to the Child Support Customer Service Helpline at 1-888-208-4485. The local Child Support Unit will remotely answer any questions regarding referrals or Child Support Services which cannot be answered by the Child Support Customer Service Helpline via telephone at (518) 481-1863 or email at [csewebfranklin@dfa.state.ny.us](mailto:csewebfranklin@dfa.state.ny.us).

Michele Mulverhill, Commissioner  
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