

Financial Assistance Division

The Financial Assistance Division is responsible for the delivery of Temporary Assistance, Medicaid, SNAP (Supplemental Nutrition Assistance Program), Child Support Enforcement and Day Care subsidies, and for ensuring that only persons eligible for public assistance services are provided such aid. This division also includes employment, domestic violence, and managed health care services.

Financial Assistance services are provided in the form of cash, rent, utilities, transportation, food/nutrition, housing, health insurance, day care subsidies, job search support, and job skills training to those who meet eligibility requirements.

The government assistance programs of Temporary Assistance, Medicaid and SNAP (Supplemental Nutrition Assistance Program) are complex and governed individually by their own set of laws, rules and regulations. The answer to most program-related questions often begin with the words, 'it depends.'

In collaboration with community case managers from several local human services agencies, we have developed and published [DHS 101](#). This booklet of information serves as a basic guide to navigating the complex systems of social services. We try to publish updates at least once per year, but the laws often change frequently. If you see information that is out-dated, please let us know.

LDSS-5215 applications for Temporary Assistance are available at our 691 St. Paul St and 111 Westfall Road offices.

Q. How Do I Apply for Temporary Assistance?

You can apply on www.mybenefits.ny.gov or drop off, mail or walk into our 691 St. Paul Street with your completed application to be screened for shelter, utility or food emergencies.

Applications are also available on the [New York State Office of Temporary and Disability Assistance](#) website, both DHS offices and at many area community service agencies. Clients may also call the appointment line at 585 753-6960 to have an application mailed to them.

[NYS Temporary Assistance Applications & Forms](#)

The Financial Assistance Division receives over 40,000 applications yearly. Applicants are required to look for work throughout the application process as well as pursue any other potential benefits such as Social Security, child support and unemployment benefits.

If you are applying for Temporary Assistance as a **non-parent caretaker** of a child/children outside of the foster care system, see [attached form](#) for information relating to financial assistance programs and how to apply for them as well as information on OTDA or SSD funded resources, including those that provide supportive services.

Important: To apply for Medicaid/SNAP or child care assistance program benefits only, call:

Medicaid/SNAP: 585 753-6960

Child Care: 585 753-6960

Q. What is Meant by “Work First”?

“Work First” is the phrase used to convey the primary goals for applicants and recipients to consider work their first priority. “Work First” is based on the idea that finding a job and earning a paycheck is the best way for families to become self-sufficient.

The responsibility of this office and our partners in the community is to support work and help families overcome barriers. For job search assistance visit RochesterWorks! (585-258-3500) at 255 N. Goodman Street.

*****Note:** All Monroe County Financial Assistance/Temporary Assistance information on this page taken from <https://www.monroecounty.gov/hs-assistance#division>, accessed 1/17/2025. To access the edition of “DHS 101” referred above, visit: <https://www.monroecounty.gov/files/hs/DHS%20101%2010.2022%20update.pdf>