



NEIGHBORHOOD LEGAL SERVICES, INC.

COVID-19 (Coronavirus) Updates

If you have questions about any of the below, please contact Neighborhood Legal Services, Inc. If you live in Erie or Niagara county, call (716) 847-0650. If you live in Genesee, Wyoming or Orleans county, call (585) 343-5450. Neighborhood Legal Services (NLS) is not able to accept walk-in clients at this time. If you need help, please do not come to our office. Our reception staff will answer your calls and connect you with an NLS advocate who can help you with your legal problem.

How do I apply or recertify for SNAP?

All SNAP application and recertification interviews may be done by phone or online. What this means is that you can call the Department of Social Services and do an interview over the phone. You can also apply for benefits or recertify over the phone or online.

In-person interviews are still available if you want one. If you would like an in-person interview, go to your local Department of Social Services office.

You can apply for SNAP online at <https://www.mybenefits.ny.gov/>

What about my work assignment? Do I have to go to the Department of Social Services to complete my assessment/plan?

Call your local Department of Social Services (see all numbers at the bottom) for questions about work requirements, assessments, and plans. Remember, the Department of Social Services **must** forgive you if you have not been able to complete your work activities because of COVID-19.

You can complete work assessments and work plans by telephone.

Will my SNAP benefits stop because of COVID-19?

No – you will keep receiving your SNAP benefits as normal.

Online Grocery Shopping.

You may use SNAP benefits to buy groceries online.

You can use SNAP benefits to buy groceries from Amazon. In some zip codes, you can shop from Walmart and Shoprite. You can go on the [Walmart](#) or [ShopRite](#) website to find out whether you can shop from them online. Depending where you live, Walmart may deliver to your home.

However, you can't use SNAP benefits to pay delivery fees.

WNY Department of Social Services Phone Numbers

Allegany - (585) 268-9622

Cattaraugus - (716) 373-8065

Chautauqua - (716) 363-3500

Erie - (716) 858-8000

Genesee - (585) 344-2580

Niagara - (716) 278-8400

Orleans - (585) 589-7000 (press 4 for Department of Social Services)

Wyoming - (585) 786-8900

Sources:

[OTDA GIS 20 TA/DC016](#)

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