



COUNTY OF ONONDAGA

Department of Social Services-Economic Security

Child Support • Day Care • Fair Hearings • Fraud • HEAP • Medicaid • SNAP • Systems • Temporary Assistance

JOHN H. MULROY CIVIC CENTER

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Joanne M. Mahoney
County Executive

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Commissioner

EMAILING OF DOCUMENTS TO ONONDAGA COUNTY DSS-ECONOMIC SECURITY

Document Submittal Instructions

July 7, 2016

The Onondaga County Department of Social Services – Economic Security is pleased to offer its clients the ability to submit Documents to the Department via email. Below listed are the terms and conditions by which the Department will take delivery of emailed Documents. By submitting Documents via email, the submitting party accepts these terms and conditions and agrees to adhere to the same.

1. The Onondaga County Department of Social Services – Economic Security assumes no liability for the transmittal of information via email (as attachment or otherwise) to the Department. Once received, the information delivered will be processed in a secure environment. The submitting entity assumes all liability for the safe and secure delivery of the information to the Department.
2. The Department will not process improperly submitted emails. Emails submitted to the Department that do not adhere to the guidance direction given below will be rejected.
3. The Department will not date-stamp and/or return emailed Documents to the submitter. The submitter will receive a "Delivery Confirmation" email reply.
4. The ability to submit Documents via email is provided as a courtesy tool for our clientele. As technical challenges/difficulties may occur, the Department assumes no responsibility for delayed or failed email delivery events, and Document due dates will not be modified based on email issues.
5. Please note: The Department prefers that emailed Documents NOT contain the Social Security Numbers.

Format of Email

In order to process Documents correctly, the Department requests strict adherence to the subject line format defined herein. Emails sent that do not follow this subject line format may not reach the intended party. When submitting a Document to one of the addresses listed below, the subject line of the delivering email should be formatted as follows:

SUBJECT LINE: Your First Name, Last Name Initial, and Case Number

EMAIL MESSAGE: Please include your first name, last name initial and **best daytime phone number**

Please keep in mind that communications via email over the internet are not secure. Although it is unlikely, there is a possibility that information you include in an email can be intercepted and read by other parties besides the person to whom it is addressed. Please do not include personal identifying information such as your birth date, social security number or personal medical information in any emails you send to us. No determination of eligibility will be made on the basis of email communication that is not appropriately verified by agency staff.

Proper Addressing of Email

- a. **File Format:** The Document to be submitted to the Department must be attached to the email in a PDF, TIFF or JPEG file format (**PDF preferred**). Documents transmitted to the Department in file formats other than these may be rejected and not processed. Supporting Documentation provided with a submitted email (Medicals; Denial Letters; etc.) must be in the file formats specified above.
- b. **Attachment File Name:** The Department prefers that the File Name of the attached Document(s) include the [**Case Number – Document type – date submitted**].

Submittal of Multiple Documents

If an individual wishes to submit multiple Documents concerning the same case (i.e.: Landlord Form and Wage Verification), the submitter may transmit the Documents under the same email address (see below). Documents intended for different Departments should be submitted under separate emails (see below). This helps to insure that the Documents will be routed to the correct party for processing by the Department. Emails containing multiple Documents that are submitted for filing and are incorrectly addressed may not be processed.

*It is **HIGHLY** recommended that you contact the county department by telephone **after 3 business days** to ensure that the documents were received and were legible.*

Email Addresses for Form Submittal:

To Submit Documents to:	Use This Email Address:
TA/SNAP Intake/ Applications	TA-SNAPIntake@dfa.state.ny.us
TA Undercare	TADocs@dfa.state.ny.us
SNAP Undercare	SNAPDocs@dfa.state.ny.us
Day Care	DayCareDocs@dfa.state.ny.us
MEDICAID Community Intake/Applications	MACOMMDocs@dfa.state.ny.us
MEDICAID Nursing Home & Home Care Intake/Applications	MACCDocs@dfa.state.ny.us
HEAP	HEAPDocs@dfa.state.ny.us
Child Support	ChildSupportDocs@dfa.state.ny.us