



# Office of Temporary and Disability Assistance

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Executive Deputy Commissioner

## General Information System (GIS) Message

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### Section 1

<b>Transmittal:</b>	20 TA/DC081 Upstate and New York City
<b>Date:</b>	August 13, 2020
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, TA Directors, SNAP Directors, WMS Coordinators, Medicaid Directors, Child Support Coordinators
<b>From:</b>	Jeffrey Gaskell, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	Lifeline Program Resources During the COVID-19 Pandemic
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	Temporary Assistance (TA) Questions – TA Bureau 518-474-9344 or <a href="mailto:otda.sm.cees.tabureau@otda.ny.gov">otda.sm.cees.tabureau@otda.ny.gov</a>
<b>Attachments:</b>	<a href="#">Attachment 1: Lifeline Brochure</a>

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### Section 2

The purpose of this General Information System (GIS) message is to provide information to social services districts (districts) about Lifeline Telephone Service (Lifeline) benefits for which applicants and recipients may be eligible. Many New Yorkers may be eligible for the Lifeline program, but not be aware of the program or how to apply.

Attached to this GIS is a copy of the Lifeline brochure with information about program eligibility and steps to apply for Lifeline. This information is also available on the New York State Department of Public Service [Lifeline Telephone Service website](#), which includes links to the latest COVID-19 related updates to the program, such as the Federal Communications Commission's temporary easing of documentation requirements for those who seek to qualify for the Lifeline program based on their income. Districts may wish to add Lifeline information to their district websites as a resource for applicants and recipients during this time.