

Resource Guide for City of Buffalo - June 2021

Housing

Apartment Search Help

Housing Opportunities Made Equal (HOME) helps people find apartment listings, review leases and applications, and can help tenants advocate for themselves. In some cases, HOME may be able to help you pay your security deposit. 716-854-1400

Belmont Housing Resources of WNY can give you lists of affordable housing properties. 716-884-7791

Affordable Housing Units – Each one has different eligibility requirements and availability. Some providers may have openings right now, while others may take months or a year or two of being on a waitlist. Call to find out more.

Buffalo Municipal Housing Authority has public housing units. To apply, go to <https://bit.ly/BMHA-Apply> for the application and return the application to 245 Elmwood Ave. If you don't have computer access, you can pick up a paper application at 245 Elmwood Ave. Call 716-855-6774 x2 if you have questions.

Belmont Housing Resources of WNY has affordable housing units. You must get on the waitlist to be eligible. Call 716-884-7791 and say you'd like to apply for Belmont housing. Someone will call you back and talk to you about which buildings you might be eligible for.

Community Services for Every1 has affordable housing units. Call 716-447-9999 x609 to apply and get on the waiting list.

Heart of the City Neighborhoods has affordable housing units. Call 882-7661 x205 to apply and get on the waiting list. You can also email lquiros@hocn.org.

People Inc has affordable housing units. Call 716-880-3890 to get more information about the properties and get on the waiting list. If you're a senior, call 716-817-9090 for housing information. One pet per units is allowed. Buildings are smoke-free and accessible (have elevators).

PUSH Buffalo has affordable housing units. Call 716-884-0356 x203 to apply and get on the waiting list. PUSH has language assistance available.

Moving Help and Storage

Erie County Department of Social Services can help you pay for movers, a moving truck, and/or storage. To be eligible, you must be leaving your home because you can no longer stay there because of a critical reason. Critical reasons include: medical disability, health dept order, moving from temporary to permanent housing and more. Bring two sealed estimates for moving and/or storage, a landlord statement or lease for your new place, and proof of any rental subsidy you'll be getting to Emergency Services, 460 Main St, 2nd floor. You must get your estimates from two companies on this list: <http://bit.ly/ErieSmallBusinesses>

Security Agreements

Erie County Department of Social Services can help you get a security agreement if you can't pay for a security deposit and you're moving for a critical reason (such as a medical disability, health department order, moving from temporary to permanent housing). See <http://bit.ly/securityagreements> for info on what documentation to bring to Emergency Services, 460 Main St, 2nd floor.

Stove and Refrigerator Help

Erie County Department of Social Services can help you to repair or replace a stove or fridge if they are your responsibility to provide at your apartment. For information on what to bring to apply for help, see <http://bit.ly/ErieStove>. The application office is Emergency Services, 460 Main St, 2nd floor.

Rent Payment Help

2-1-1 can help you apply for rental assistance if funds are available. Call 2-1-1 to get started.

Evictions and Lock Outs

2-1-1 will help direct you if you've been illegally locked out of your apartment by your landlord. Call 2-1-1 for assistance.

Neighborhood Legal Services may be able to legally represent you in your eviction case for free. Also, if you've been illegally locked out of your apartment, and it's during business hours, NLS may be able to help you. Call 844-230-7376.

Volunteer Lawyers Project may be able to legally represent you in your eviction case for free. Call 716-847-0662

Utilities

Erie County Dept of Social Services has a Home Energy Assistance Program (HEAP) that may be able to help you pay for your electricity and gas. You can apply online at <https://bit.ly/MyBenefits2> or go to 460 Main St, 2nd floor.

WNY Law Center can help you if your water has been shut off or if you're behind on your water bill payments. Call 716-855-0203 x104.

Poor Housing Conditions

Neighborhood Legal Services can help you learn about your legal options. They also may be able to contact your landlord on your behalf to advocate for repairs. Call 716-847-0650.

Erie County Department of Social Services can pay for extermination in your home. See <http://bit.ly/ErieExtermination> for info on what to bring with you to Emergency Services, 460 Main St, 2nd floor. If you have rats in your home, call the Erie County Department of Health's Rent Control Program at 716-961-6800.

City of Buffalo Dept of Permits & Inspections can do a legal inspection of your home to make sure it is safe for you to live in. If they find problems with your home, they will tell your landlord to make repairs. Call 3-1-1 to schedule an inspection.

Homelessness

Erie County Department of Social Services can help you if you don't have a safe to stay. Their office at 158 Pearl St, 1st floor is open Monday - Friday 8am-4pm. If you need help outside of those times, call 2-1-1. They will help you anytime.

Compass House is a safe space designed for youth. Is you're 12-17 years old and you need emergency shelter, call their 24/7 hotline at 716-886-0935. Compass House also has a resource center for all youth up to age 24. You can visit it at 1451 Main St or call 716-884-3066.

Discrimination

Housing Opportunities Made Equal can help you if you think you may have been discriminated against in your housing search. Discrimination can come in many forms. Call 716-854-1400 if you think you've experienced discrimination.

City of Buffalo Office of Fair Housing can help you if you think you may have been discriminated against in your housing search. Call 3-1-1 and ask for the Fair Housing Officer.

Home Repair Programs

Lead Hazard Assistance is available for properties in the Upper West Side and Schiller Park. As a tenant, you can get started on this application without your landlord's help if you want to. If you live on the upper West Side, call 716-882-7661 (Heart of the City Neighborhood). If you live in Schiller Park, call 716-893-7222 x218 (Matt Urban).

Home Repair and Weatherization programs are available based on which part of the city you live in. Each part of the city is covered by a different service provider. Call your district's service provider to learn about what is available and what you may be eligible for:

- West Side (purple) — Heart of the City Neighborhoods 716-882-7661
- East Side (blue) – Matt Urban 716-893-7222 x218
- North (orange) – Delaware and University District – University District CDA 716-832-1010 x207
- South (green) – Old First Ward Community Center 716-856-8613

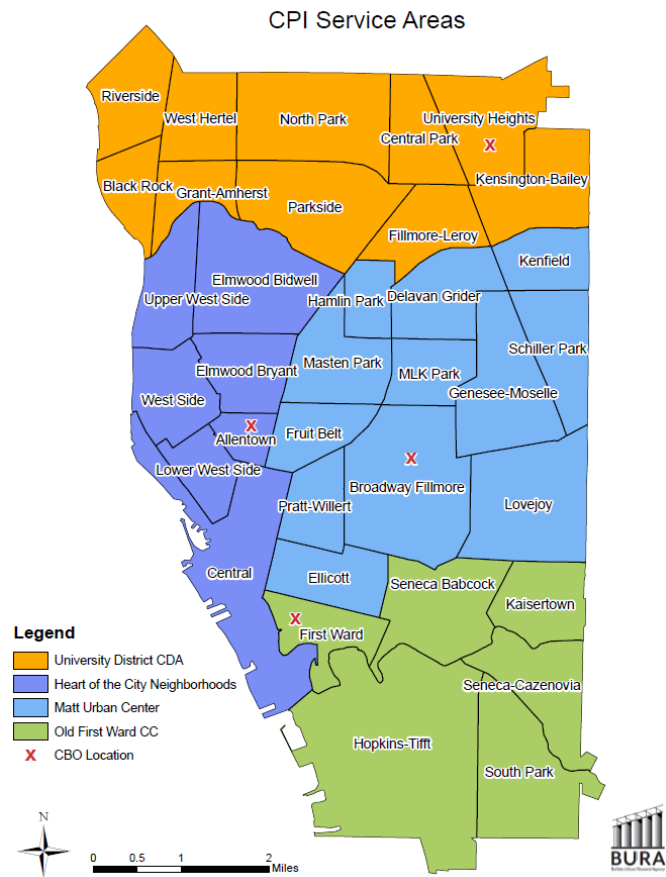
First-Time Home Ownership

Down Payment and Closing Cost Assistance is available to first-time homebuyers who are income eligible. The first step is to take the required homebuyer education class at Belmont or the Urban League. Call Belmont at 716-884-7791 or Urban League at 716-250-2400 and ask about the homebuyer education class. If you've already put in an offer on a house and it's been accepted, call Heart of the City Neighborhoods at 716-882-7661.

Neighborhood Assistance Corporation of America provides closing cost assistance and lower interest rates for first-time buyers. The first step is to take homebuyer workshop. Sign up for a workshop at <https://bit.ly/NACAWorkshop> or call 716-834-6222 for more information.

Property Taxes, Mortgage, and Foreclosure

2-1-1 There may be funding available for some homeowners who are behind on their mortgage payments. Call 2-1-1 for more information.



WNY Law Center might be able to help if you're behind on your property taxes or mortgage payments. They can also help you if you're facing foreclosure. Their services are free and available to owner-occupiers. If you're behind on your mortgage call 716-855-0203 x118. If you're behind on your property taxes call 716-855-0203 x124.

City of Buffalo Tax Exemption Office can help you find out whether you're eligible for any tax exemptions. Call 716-851-4374.

Food

Feed More Western New York has a food pantry locator at <https://bit.ly/FindPantry>. You can also call 716-852-1305 for help finding a food pantry. If you are over 60 and aren't able to shop for yourself, you are eligible for Meals on Wheels. Clients receive two meals a day delivered to their home. They are also eligible to receive free pet food (ask about "Animeals"). Clients are asked to make a voluntary donation, but no one will be turned away if they don't have funds. You can also use SNAP benefits to contribute. Those who are under 60 and who have a severe disability or terminal illness may also be eligible. Learn more at <https://bit.ly/MealsOnWheels2> or call 716-822-2002.

City Mission gives three hot meals a day to anyone who shows up. Breakfast is 8:30am-9am, lunch is 11:30am-12pm, and dinner is 4pm-4:30pm. All meals are served at 100 East Tupper Street.

Health

Health Insurance

Neighborhood Legal Services has a Navigator who can help you and your children find health insurance. Open enrollment for health insurance has been extended to end of 2021, so you can call the Navigator for help at any time: Alyssa Veiders at 716-847-0650 x236.

Primary Healthcare and Dental

Harvest House (Good Neighbors Healthcare) provides healthcare for adults without insurance. All services are free. It is first-come, first served; they do not take appointments. For primary care, go to 175 Jefferson during their summer hours (Wednesdays July 7 and 21 from 8:30am-11am and Thursdays

July 8,15,22, & 29 from 5:30-7:30pm) or call (716) 856-2400 x220 to ask about the schedule. You do not need to bring anything with you. For dental care, call (716) 856-2400 x223 for schedule. Good Neighbors Healthcare does not provide healthcare for children.

Jericho Road provides healthcare for adults and children. If you don't have insurance, there's a sliding scale starting at \$20. Make an appointment by calling (716) 881-6191. They have three clinics in the city. Bring a photo ID and your insurance card if you have one. If you don't have insurance, bring proof of your household income (a recent pay stub or letter from your employer) and cash, check or credit card to pay for your visit.

Evergreen Health provides healthcare for adults. If you don't have insurance, let them know on the phone. They can help you get insurance or let you pay on a sliding scale or payment plan. They provide primary care and specialty care. They specialize in HIV, HEP C, transgender and gender-expansive care. Make an appointment by calling (716) 847-2441. Patients of Evergreen may be able to get transportation help to their appointments. Evergreen does not provide healthcare for children. If you have a qualifying diagnosis (two chronic illnesses, a serious mental health illness, or are HIV positive), you can get extra care through a care coordinator.

Pregnancy

Buffalo Prenatal Perinatal Network helps pregnant women and parents with young families. They provide free, home-based services for residents on the East and West sides of Buffalo. They can help you with health insurance, finding a doctor, food, baby items, and housing. Call 716-884-6711 or see <http://bppn.org>.

Mental Health

Mental Health Advocates of WNY helps people get linked up with mental healthcare. Everyone is eligible for their help. Call (716) 886-1242.

Buffalo Urban League Project HOPE is an emotional support helpline available Monday to Saturday 8am-7pm. You can call them to talk about anything, and you'll be linked up with a trained counselor. Service is anonymous, confidential, and free. Call (716) 250-2478.

Crisis Services has a 24-hour hotline for anyone experiencing suicidality or mental health crises. Trained counselors are ready to provide crisis counseling, suicide prevention, support, information, and referral. Call 716-834-3131.

Substance and Drug Use

Evergreen Health has substance and drug use counseling and medication assisted treatment for people who are interested in quitting or regaining control over their use of drugs. Call 716-847-2441 for

information or see <https://bit.ly/EvergreenSubstance>. Evergreen also has an anonymous and free Syringe Exchange program. You can walk right in Monday, Wednesday and Friday 9am to 5pm or Tuesday 9am to 7pm at 206 South Elmwood Ave. You do not need insurance. For more info, see <https://bit.ly/EvergreenSyringe> or call 716-847-2441.

Crisis Services has a 24-hour hotline for anyone experiencing addiction. Trained counselors can help link you with substance use treatment services. Call (716) 831-7007.

Finances

Debt and Identity Theft

WNY Law Center gives free legal advice to people who are dealing with collections, garnishments, frozen bank accounts, and identity theft. Call 716-828-8414 for information or visit <http://clarobuffalo.org>.

Bankruptcy and Other Options

WNY Law Center can help you if you are considering filing for bankruptcy. Their attorneys can give you free legal advice and talk to you about whether declaring bankruptcy or another option is right for you. Call 716-866-0203 x121 for more info or visit <https://bit.ly/BankruptcyClinic>.

Family and Relationships

Baby and Child Items

Harvest House (Baby and Children's Ministry) has free items for babies and children if you are in need. These include, clothing, shoes, cribs, toys, books, and more. You can be referred to Harvest House by another agency, or you can call them directly at (716) 824-7818. See <https://www.harvesthousebuffalo.org/> for more information.

Every Bottom Covered gives away free diapers to low-income families. To be eligible, bring your photo ID, your baby's birth certificate and evidence that you get WIC, SNAP, TANF or Medicaid. It's located at the Delavan Grider Community Center (877 East Delavan Ave), and it's open on Mondays, Wednesdays and Friday from 12pm-4pm (closed on holidays). You can call (716) 896-7021 for more information.

Child Care

Child Care Resource Network can help you find child care services that fit your needs. Call (716) 877-6666 Monday-Friday, 9am-5pm for help. You can also email parentservices@wnychildren.org. They also have information about how to find help paying for child care. This can be found at <https://wnychildren.org/paying-child-care>.

Divorce

Neighborhood Legal Services may be able to help you if you want a divorce or have been sued for divorce. Call (716) 847-0650 for more information or see <https://nls.org/family/>.

Domestic Violence

Haven House (Child and Family Services) has a 24-hour domestic violence hotline. Trained counselors are available to provide information, support, and can also help you with shelter. Call (716) 884-6000 or chat with a staff person online at <https://bit.ly/HavenHouse2>.

Family Justice Center provides counseling, safety planning, volunteer lawyers, help with housing and getting orders of protection, and more. Call (716) 558-7233 for help.

Crisis Services has a 24-hour crisis hotline. Trained counselors are always ready to speak with you about any crisis you're facing, including domestic violence. Trained counselors can provide counseling, support, information and referral. Call (716) 834-3131.

Environmental Health

WNY Children's Environmental Health Center can give you information about environmental health hazards in air, food and water that may affect children, pregnant women, women that are breastfeeding or considering pregnancy.

Family Law

Neighborhood Legal Services may be able to help you with legal problems like child custody, child support, orders of protection, and more. Call (716) 847-0650 for more information or see <https://nls.org/family/>.

Mediation

Child and Family Services provides free mediation services for people in conflict. This could be conflict between landlord and tenant, co-workers, roommates, neighbors, divorce, and more. Call (716) 362-2323 for more information or email mediate@cfsbny.org.

Social Services

Temporary Assistance

Erie County Dept of Social Services gives cash assistance to many people who need it. You can apply for assistance at 158 Pearl Street, 1st floor from 8am to 4pm, Monday through Friday. For more information on applying, see <https://bit.ly/TempAssistance2>.

Neighborhood Legal Services may be able to help you if you already applied to Erie County Dept of Social Services (ECDSS) for services and were *denied*. Contact 716-847-0650 for help.

SNAP (Food Stamps)

Erie County Dept of Social Services gives money for food to many people who need it. You can apply online at <https://bit.ly/MyBenefits2>.

Disability and Age Benefits

U. S. Social Security Office You may be eligible for a monthly cash assistance if you are disabled or are an older adult. Due to COVID, the Buffalo Social Security office is still closed. You can call 800-772-1213 and say “Make an appointment” to make an appointment for someone to help you with the application. You can also apply online at <https://www.ssa.gov/>.

Unemployment Benefits

NY Department of Labor If you lost your job, you may be eligible for unemployment benefits. You can apply online at <https://bit.ly/NYSUnemployment2> or call 1-888-209-8124 Monday – Friday, 8am-6pm to apply over the phone.

Veterans

Veterans One-Stop Center helps veterans with applying for benefits, education and employment services, legal services, financial counseling, readjustment, and housing and emergency services. Call ahead to set up an appointment at (716) 898-0110. If you are experiencing an emergency you can walk in at 1280 Main St, 2nd floor.