

Erie County Department of Social Services

Work Supports Resource Guide

This resource guide provides information on supports that are available to working individuals and families to help improve financial well-being. State income standards are established using poverty guidelines that are updated periodically by the U.S. Department of Health and Human Services.
 Helpful Websites: www2.erie.gov/socialservices www.mybenefits.ny.gov

Health and Human Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
211 WNY Confidential link to health and human services. Information available includes: basic needs, food assistance, free tax preparation, holiday assistance, housing, job training, legal counseling, mental health services, substance abuse services, volunteer opportunities, and more.	WNY residents.	None	Call 2-1-1 or 1-888-696-9211 24 hours a day/ 7days a week www.211wny.org	None

Food/Nutrition

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Supplemental Nutrition Assistance Program (SNAP) Electronic benefits that can be used like cash to purchase food. Amount of assistance depends on household size, income and expenses.	Households with limited income.	Proof of identity, DOB, SSN, address, expenses (shelter, utility, childcare & medical), citizenship or alien status, income.	Erie County Department of Social Services 158 Pearl St 1 st Floor M/T/W/F:8-4 (TH:8-5:45) To obtain a paper application by mail 716-858-8000 Questions 716-858-7239 www.myBenefits.ny.gov	None
Transitional Benefit Alternative (TBA) Provides transitional SNAP benefits to households leaving TANF.	Households whose cash assistance case is closing may be eligible for increased TBA for 5 months. Household must have an active SNAP case at the time of closing.			
Women, Infant & Children Program (WIC) Provides supplemental nutritious foods, nutrition education, referrals to health services.	NYS residents who are: Pregnant, breastfeeding or post-partum, OR Have an infant or child under 5 years old, AND Receive SNAP, Temporary Assistance (TANF) or Medicaid or meet the income guidelines.	Proof of identity, residence, vaccination records for child and income.	To locate WIC Agency nearest you 1-800-522-5006 https://www.ccnny.org/wic	None

Health Insurance Programs

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
<p>Medicaid (MA) The Medicaid Program in Erie County provides access to a variety of public health insurance programs including Medicaid, Family Planning Benefits Program and the Medicare Savings Program.</p> <p>Financial eligibility is determined based on the income and resource standards governing the Public Health Insurance Programs.</p> <p>Persons eligible for Medicaid may be required to enroll in a Managed Care plan.</p> <p>Transitional Medicaid Helps low-income families with children keep their Medicaid coverage for a limited period of time, even if an increase in earnings makes them ineligible for Medicaid.</p>	<p>Limited income individuals and families who cannot afford to pay for medical care.</p> <p>Is available for former TA recipients whose cases are closed and meet eligibility requirements.</p>	<p>Proof of identity, income, SSN or proof of application for SSN, citizenship or immigration status, residence and resources. (Proof of resources for long term care coverage).</p> <p>Enrollment is automatic after TA Case is closed. Mailed questionnaire during 4th month to determine extension.</p>	<p style="text-align: center;">1-855-355-5777</p> <p style="text-align: center;">Department of Social Services Medicaid 158 Pearl Street 4th Fl. Buffalo Monday through Friday, 9:00 a.m. – 4:00 p.m. 716-858-6244</p> <p style="text-align: center;">For further information: www.nystateofhealth.ny.gov www.health.NY.gov</p>	<p style="text-align: center;">None</p>
<p>New York State of Health Marketplace Provides comprehensive coverage, including prevention, primary care, hospitalization, prescriptions and other services. There are minimal co-payments for some Family Health Plus services. Health care is provided through participating managed care plans.</p>	<p>Adults who are aged 19 to 64 who have income too high to qualify for Medicaid, is available to single adults, couples without children, and parents who are residents of New York State and are United States citizens or fall under one of the many immigration categories.</p>	<p>Proof of identity, income, SSN or proof of application for SSN, citizenship or immigration status, residence and resources. (Proof of resources for long term care coverage).</p>	<p style="text-align: center;">Participating Insurers/Enrollers:</p> <p style="text-align: center;">Univera Community Health 1-888-669-3911 http://www.univerahealthcare.com</p> <p style="text-align: center;">Fidelis Care of N.Y. 1-888-343-3547 716-564-3630 http://www.fideliscare.org/</p> <p style="text-align: center;">Independent Health 1-800-501-3439 http://www.independenthealth.com</p> <p style="text-align: center;">New York State of Health 1-855-355-5777 www.nystateofhealth.ny.gov</p> <p style="text-align: center;">New York State Family Health Plus http://www.health.state.ny.us/nysdoh/fhplus/index.htm</p>	<p style="text-align: center;">Minimal Co-payments</p>

Health Insurance Programs (Continued)

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
<p>Child Health Plus Provides comprehensive health care services to uninsured children not eligible for Medicaid.</p>	<p>NYS residents under 19 years of age or younger who are not MA eligible, do not have 3rd party health insurance and do not have access to the state health benefits.</p>	<p>Proof of identity, income, SSN or proof of application for SSN, citizenship or immigration status, residence and resources. (Proof of resources for long term care coverage).</p>	<p>New York State of Health Marketplace: www.nystateofhealth.ny.gov 1-855-355-5777 For more information: 1-800-698-4543 (child) If you are hearing impaired, call the TTY number, 1-877-898-5849</p>	<p>Free to full premium depending on income and insurer.</p>
<p>Family Planning Benefit Program A public health insurance program for NYS residents who need family planning services, but may not be able to afford them.</p>	<p>Covers males and females of childbearing age, with family planning services who do not qualify for MA or FHP.</p>	<p>Proof of identity, income, SSN, citizenship or immigration status, age, residence and health insurance benefit card or policy statements (if you are covered by any other health insurance).</p>	<p>Family Planning Services Providers: Kaleida Health: Kaleida Health Family Planning Center, 1100 Main Street, Buffalo 14209 Phone: 716-748-4988 Planned Parenthood of Central and Western New York: Wimbledon Plaza, 240 Center Road, West Seneca 14224 Phone: 1-866-600-6886 Planned Parenthood of Central and Western New York: 60 East Amherst St. Buffalo, NY 14214 Phone: 866-600-6886</p>	<p>None</p>
<p>Medicaid Buy-In for Working People with Disabilities Offers Medicaid coverage to people with disabilities who are working and earning more than the allowable limits for regular Medicaid, the opportunity to retain their health care coverage through Medicaid.</p>	<p>Individuals with disabilities between the ages of 16 and 64 who are working full or part time.</p>	<p>Proof of income, citizenship or immigration status; identity, resources, expenses including Impairment-Related Work Expenses, residence, SSN, proof of employment and certification of disability.</p>	<p>https://www.health.ny.gov/health_care/medicaid/program/buy_in/ 1-800-541-2831 or TDD 1-800-662-1220 ECDSS MA: 158 Pearl Street 4th Fl. Buffalo Monday through Friday, 8:00 a.m. – 4:00 p.m. 716-858-6244</p>	<p>Free to full premium depending on income and insurer.</p>
<p>Medicare Savings Program (MSP) Assist people with limited income in paying for their Medicare premiums. Depending on your income, the MSP may also pay for other cost-sharing expenses.</p>	<p>Low income Medicare beneficiaries needing assistance with paying Medicare premiums and other Medicare costs.</p>	<p>Proof of residence, DOB, income, Medicare card, health insurance premiums, immigration status</p>	<p>www.health.ny.gov/health_care/medicaid/program/update/savingsprogram 1-800- 541-2831 716-858-8601</p>	<p>None</p>

Health Insurance Programs (Continued)

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
<p>Prenatal Care Assistance Program (PCAP) Complete pregnancy care and other health care services are available to women and teens who live in New York State and are eligible for Medicaid.</p>	<p>Health coverage for pregnant women through at least 2 months after delivery and for their infants until the age of 1.</p>	<p>Proof of NYS residence, identity, income.</p>	<p>https://www.health.ny.gov/community/pregnancy/health_care/prenatal/</p> <p>New York State Growing Up Healthy Hotline: 1-800-522-5006</p>	<p>None</p>
<p>Community Health Center of Buffalo <i>Federally Qualified Health Center (FQHC)</i> Provides medical, dental and family planning services.</p>	<p>People with no health insurance or high deductible and/or copay.</p>	<p>Proof of income and identity for all household members.</p>	<p>www.chcb.net</p> <p>34 Benwood Ave Buffalo, NY, 14214 716-986-9199</p> <p>934 Cleveland Drive Cheektowaga, NY, 14225 716-304-1056</p> <p>38 Heritage Court Lockport, NY, 14094 716-986-9199</p>	<p>Fee based on income and household size.</p>
<p>Independent Consumer Advocacy Network (ICAN) Assist NYS residents with enrolling in and using managed care plans that cover long-term care services or behavioral health services.</p>	<p>Individuals in a Medicaid managed care plan who needs long-term care services (like home attendant, adult day care, or nursing home) or are applying for Medicaid and need help enrolling in a Managed Long-Term Care (MLTC), Medicaid Managed Care (MMC), Fully Integrated Duals Advantage (FIDA & FIDA-IDD) plan, and Health and Recovery Plans (HARPs).</p>	<p>Per program requirements.</p>	<p>Statewide Helpline: 1-844-614-8800</p> <p>www.icannys.org</p>	<p>None</p>
<p>Medicaid Cancer Treatment Program (MCTP) A Medicaid program for eligible persons who are found to be in need of treatment for breast, cervical, colorectal or prostate cancer (and in some cases, pre-cancerous conditions of these cancers).</p>	<p>Certain uninsured individuals who have been diagnosed with or are being treated for certain cancers and are not eligible for other Medicaid programs.</p>	<p>Proof of identity, citizenship or immigration status, residence, income and certain expenses such as child care.</p>	<p>Cancer Services Program: 1-866-442-2262</p> <p>Medicaid Help Line: 1-800-541-2831</p>	<p>None</p>

Veteran Services

Benefit and Service	Who is Eligible	Documentation Required	Where to apply/Get More Info	Cost
Veterans One-Stop Center of WNY Services offered include: benefits counseling, education, employment, legal, financial, housing, emergency and readjustment counseling.	Former service members and their families.		1255 Niagara St., Suite 230 Buffalo, NY 14213 716-898-0110 https://www.vocwny.org	None

Child Care

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Temporary Assistance (TA) Child care costs.	TA recipients who have children under 13 years old, are working or engaged in an approved work activity.	Temporary Assistance application or open TA case.	Erie County Department of Social Services 158 Pearl St. Buffalo, NY 14202	None
Subsidized Child Care Assists with child care costs.	Individuals working a minimum of 10 hours a week and their income is 300% or less of the poverty level.	Proof of identity for all household members, income, and provider information.	Erie County Department of Social Services Day Care Unit: 95 Franklin St 4 th Fl 716-858-8953 (TYKE) www.2.erie.gov/socialservices	Cost of care is based on a sliding income scale.
Transitional Child Care Assists with child care costs for 12 months after TA case closing.	TA recipients who are no longer eligible for cash benefits due to earned income and the families earned income is less than or equal to a designated percentage of the State Income Standard.	Proof of identity for all household members, income, and provider information.	Erie County Department of Social Services 158 Pearl St. Buffalo, NY 14202	Cost of care is based on a sliding income scale.
Child Care Resource Network Helps families find child care, parenting education and provider training.	Individuals in need of child care assistance.		1000 Hertel Ave, Buffalo 716-877-6666 www.wnychildren.org	None
Workforce Development Institutes (WDI) Child Care Subsidy Program Enrolled families receive income-based childcare subsidies to help offset the cost of childcare.	Individuals working a minimum of 10 hours a week, have children under 13 years old, and household income within guidelines.	Proof of identity for all household members Residence, income, employment scheduled and hours worked, supplemental income and enrollment with a licensed, registered or legally exempt child care provider.	www.wdiny.org/childcare 716-632-1900	Cost of care is based on a sliding income scale.

Parenting

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Help Me Grow Links families and caregivers to information and community resources on child development and parenting.	Individuals with children ages 0-5.		2-1-1 and press 7 1-800-755-4769 www.HelpMeGrow.org	None
Harvest House of South Buffalo Baby & Children's Ministry Provides FREE clothing, safe cribs, car seats, strollers, toys, books, etc.	Low Income families.	Baby & Children's Ministry referral slip. Must be renewed every 3 years. ID required at each visit.	175 Jefferson, Buffalo, NY 14210 716-855-0654 www.harvesthousebuffalo.org Call to make an appointment Hours: Monday – Friday: 9:30am – 3:00pm	None

Child Support

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Child Support Provides custodial parents with help obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, and collection of past due child support payments.	Any parent, guardian, or caretaker of a child who has physical custody is eligible to apply.	Proof of identity, child's birth certificate, any court orders, any available absent parent information.	Local Office: 95 Franklin St, Rm 230 Buffalo, NY 14202 1-888-208-4485 https://childsupport.ny.gov	Minimal annual fee.

Clothes Closets

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Matt Urban Hope Center Work Attire	Limited Income.		243 Sears Street Buffalo, NY 14212 716-893-7222 x306 M – F 11:00am – 5:00pm	None
Citizens Community Development Corp Clothing	Limited Income.		134 William St Buffalo, NY 14204 716-852-2324 Tuesday, Thursday and Friday 9:00am – 2:00pm Wednesday 9:00am – 4:00pm	Small donation if able.

TAX Help/Credits

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Volunteer Income Tax Assistance (VITA) Offers free basic income tax return preparation with electronic filing.	Earn \$56,000 or less, persons with disabilities and limited English-speaking taxpayers who need assistance in preparing their own tax returns.	Last year's tax return (if available), identification, SSN and birthdates for all family members, W-2 Statements from all employers from last year, total paid for daycare and daycare provider tax ID number, Interest & UIB benefit statements, Forms 1095-A,B and C, Health Coverage Statements.	To locate the nearest VITA site near you, use the VITA Locator tool at: www.IRS.gov 1-800-906-9887	None
Federal and NYS Earned Income Tax Credits (EITC) Reduces the amount of tax you owe and may give you a refund.	Working people with low to moderate income. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.	W-2 forms, SSN, identification, federal income tax forms 1040 or 1040A and schedule EIC, NY State income tax forms IT-201 or IT-150, and IT-215.	1-800-829-1040 (federal) www.IRS.gov https://www.tax.ny.gov/	None if tax return prepared at VITA site or by the taxpayer.
<ul style="list-style-type: none"> • Non-Custodial Parent NYS EITC • Child Tax Credit (CTC) • Additional Child Tax Credit • Empire State Child Credit • Fed. & NYS education Credits • Fed. & NYS Child and Dependent Care Credits 	Varies for each credit. Income limits and credit amount change each tax year. Note: additional tax credits may be available for New York City residents	W-2 and/or various federal and state income tax forms, depending on credit.	VITA Sites https://www.tax.ny.gov/ 1-800-829-1040 (federal) www.irs.gov 1-800-906-9887	None if tax return prepared at VITA site or by the taxpayer.

Utilities

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Home Energy Assistance Program (HEAP) Help with paying the cost of home heating. Fuel types include: Natural gas, oil, propane, wood/wood pellets, and kerosene. Cooling assistance is available during the summer months based on medical necessity.	Families with limited income and resources.	Proof of income, address, rent, birth certificates and SSN for all household members, and a recent fuel or utility bill.	Erie County Department of Social and Senior Services HEAP 460 Main St, 2 nd Floor 716-858-7644 http://www2.erie.gov/heap/	None
Weatherization Assistance Program (WAP) The Weatherization Assistance Program assists income-eligible families and individuals by reducing their heating and cooling costs and addressing health and safety issues in their homes through energy-efficiency measures.	Low income households. Program services are available to both homeowners and renters, and persons with disabilities. If a household contains a member who receives Home Energy Assistance Program (HEAP) benefits or certain other forms of public assistance, the household is automatically eligible for WAP services.	Proof of income or categorical eligibility for: (SSI, TA, SNAP, HEAP).	Neighborhood Housing Services of South Buffalo, Inc. 716-823-3630 x102 Email: info@nhssouthbuffalo.org http://www.nhssouthbuffalo.org/ Lt. Col. Matt Urban Human Services Center of WNY 716-893-7222 ext. 218 Email: info@urbanctr.org http://www.urbanctr.org/ Supportive Services Corporation 716-685-6252 Email: weatherization@supportiveservices.org http://www.supportiveservices.org	None

Utilities (Continued)

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
<p>Neighbor for Neighbor Heat Fund A partnership with National Fuel to assist elderly, disabled, or those with medical emergencies to pay their energy bills.</p>	<p>Must be 55 years or older; disabled; or have had someone in the household face a recent medical emergency. The person must exhaust HEAP benefits and have made four utility payments in the past 12 months.</p> <p>You must reside in National Fuel's service territory. However, you do not need to be a National Fuel customer.</p>	<p>Most recent fuel bill, date of birth for all household members, proof of disability or medical emergency if applicant is under 60, SSN's for all household members, all income for all household members, receipts of all payments made in the last 30 days.</p>	<p style="text-align: center;">Salvation Army at 716-888-6230</p> <p style="text-align: center;">or</p> <p style="text-align: center;">Catholic Charities of Buffalo 741 Delaware Avenue, Buffalo, NY, 14209 716-856-4494 or 716-218-1400 https://www.ccwny.org</p>	<p style="text-align: center;">None</p>
<p>Affordable Connectivity Program An FCC program that helps connect families and households struggling to afford internet service.</p>	<p>Household income at or below 200% of the Federal Poverty Guidelines, or a member of the household meets at least one of the following criteria: Received Federal Pell Grant during current award yr.; Participates in: SNAP, Medicaid, Federal Public Housing Assist., SSI, WIC, Veterans Pension or Survivor Benefits, Or Lifeline; lives on Qualifying Tribal Lands and receives Bureau of Indian Affairs General Assistance, Tribal TANF, Indian Reservation Food Distribution Program, or Tribal Head Start.</p>	<p>One of the following:</p> <ul style="list-style-type: none"> • Social Security Number • Tribal ID Number • Driver's License • Military ID • Passport • Taxpayer Identification Number (ITIN) • Or other government ID 	<p style="text-align: center;">AffordableConnectivity.gov http://www.fcc.gov/ACP</p> <p style="text-align: center;">877-384-2575</p>	<p>Discount for broadband service; and a one-time discount of up to \$100 for a laptop; computer, or tablet purchased through a participating provider with contribution</p>

Phone Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
<p>Lifeline Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone service purchased from participating providers in the marketplace.</p>	<p>Low income and no other lifeline services in household. Eligible if already participating in other assistance programs.</p>	<p>Proof of income. Documents accepted: Medicaid statement, Supplemental Security Income statement, paystubs, letter from employer, tax return.</p>	<p style="text-align: center;">https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications</p> <p style="text-align: center;">https://www.fcc.gov/general/lifeline-program-low-income-consumers</p>	<p>Cost may vary by service provider</p>

Workforce Development

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
<p>Buffalo Employment & Training Center (BETC) Offer support preparation for employment, upgrading or acquiring marketable skills, navigation thru the job search process, use of the tools necessary to be successful, business wear to look the part, networking and placement assistance.</p>	Open to anyone seeking employment.		<p>One Stop Career Center 77 Goodell Street Buffalo, New York 14203 Phone: (716) 856-5627</p> <p>www.workforcebuffalo.org</p>	None
<p>ECC One Stop Career coaching and job referrals, job postings and labor market information, linkages and introductions to hiring employers, many career and job readiness workshops, resumes, Thursday afternoon networking clubs, well-equipped Resource Room and computer lab with high speed Internet access, postage for correspondence with hiring employers.</p>	18 years old and older.	Career Center registration required.	<p>Gleasner Hall, Room 166 6205 MainStreet Williamsville, NY 14221 Phone: (716)270-4444 onestop@ecc.edu Monday – Friday: 8am -4pm</p> <p>One-Stop Employment and Training Career Center 4041 Southwestern Blvd. Orchard Park, N 14127 Phone: (716)270-4444 onestop@ecc.edu Monday – Thursday: 8am - 6pm Friday: 8am - 4pm</p>	None
<p>Department of Labor Provide job search services: Career counseling, skills assessment, resume development, career workshops, computer and internet access, phones, faxes and copiers, job placement assistance.</p>	Open to individuals seeking employment.	Career Center registration required.	<p>284 Main Street Buffalo, New York 14202 851-2600 1-888-469-7365</p> <p>Monday – Friday 8:30am – 4:30pm</p> <p>https://dol.ny.gov/location/buffalo-career-center</p>	None

Transportation

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
<p>Reduced-Fare Program for individuals with Disabilities and the Elderly The Federal Government requires that a reduced fare policy be in effect for senior citizens and people with disabilities. The reduced fare is half of the regular fare.</p> <p>Reduced-Fare Program for individuals receiving non-TA Child Care Assistance One-year pilot community care program that offers reduced fare passes.</p>	<p>You must be at least 65 years old, have a disability, or be part of the Community Care program through Erie or Niagara County to receive the NFTA-Metro Reduced-Fare card. The Reduced-Fare card may be used on any NFTA regular route service. It is not valid on PAL service.</p> <p>Individuals must be receiving non-TA child care assistance and working a minimum of 10 hours a week and their income is 300% or less of the poverty level.</p>	<p>All applicants are required to forward to the Reduced-Fare Program a completed Reduced-Fare application, documentation of their disability, valid photo identification and \$2.00 fee.</p> <p>All applicants are required to present a completed Community Care Eligibility form signed by Department of Social Service Day Care eligibility worker as proof of eligibility for NFTA Metro's Reduced Fare Program, along with NFTA Metro's Reduced Fare Program Application, valid photo identification and \$2.00 fee.</p>	<p>https://metro.nfta.com/special-services/reduced-fares</p> <p style="text-align: center;">Reduced-Fare Program 181 Ellicott Street Buffalo, NY 14203 716.855.6611</p> <p style="text-align: center;">Monday - Friday 7- am - 5pm</p>	<p>The fee for the card is \$2.</p>