

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-F:8-4 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 eligible 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.cwny.org/wic	None

Food/Nutrition

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Hot Meals			Hearts for the Homeless Mobile Soup Kitchen 1 Lafayette Square Buffalo NY 14203 Heartsforthehomeless.org or 1-888-663-2867	
Feedmore WNY Provides free or low cost food through food pantries and mobile farm markets around WNY	Individuals at or below 200% of the Federal income poverty level and/or in receipt of WIC, SNAP, TANF, Medicaid, or SSI.	Attestation of eligibility upon receipt of food assistance		

Health Insurance Programs

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
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. Financial eligibility is determined based on the income and resource standards governing the Public Health Insurance Programs. Persons eligible for Medicaid may be required to enroll in a Managed Care plan.	Limited income individuals and families who cannot afford to pay for medical care.	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).	1-855-355-5777 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 For further information: www.nystateofhealth.ny.gov www.health.NY.gov	None
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.	Is available for former TA recipients whose cases are closed and meet eligibility requirements.	Enrollment is automatic after TA Case is closed. Mailed questionnaire during 4 th month to determine extension.		

Health Insurance Programs

New York State of Health Marketplace Offers public and private health insurance options for individuals/families and small businesses. Depending on income, financial help is available to help lower cost of coverage.	All NY residents in need of health insurance can apply.	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).	New York State of Health 1-855-355-5777 www.nystateofhealth.ny.gov	Depends on income, insurer and coverage
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.	Covers males and females of childbearing age, with family planning services who do not qualify for MA or FHP.	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).	Family Planning Services Providers: Erie County Dept of Health- Jesse Nash Center 608 William St, Buffalo NY 14206 716-858-2779 Community Health Center of Buffalo 34 Benwood Ave, Floor 2 Buffalo NY 14214 716-986-9199 Community Health Center of Cheektowaga 934 Cleveland Drive, Floor 1 716-304-1056 Planned Parenthood of Central and Western New York: Wimbledon Plaza, 240 Center Road, West Seneca 14224 1-866-600-6886 Planned Parenthood of Central and Western New York: 60 East Amherst St. Buffalo, NY 14214 866-600-6886	None
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.	Individuals with disabilities between the ages of 16 and 64 who are working full or part time.	Proof of income, citizenship or immigration status; identity, resources, expenses including Impairment-Related Work Expenses, residence, SSN, proof of employment and certification of disability.	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 4 th Fl. Buffalo Monday through Friday, 8:00 a.m. – 4:00 p.m. 716-858-6244	Free to full premium depending on income and insurer.

Health Insurance Programs

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
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.	Low income Medicare beneficiaries needing assistance with paying Medicare premiums and other Medicare costs.	Proof of residence, DOB, income, Medicare card, health insurance premiums, immigration status	www.health.ny.gov/health_care/medicaid/program/update/savingsprogram 1-800- 541-2831 716-858-8601	None
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.	Health coverage for pregnant women through at least 2 months after delivery and for their infants until the age of 1.	Proof of NYS residence, identity, income.	https://www.health.ny.gov/community/pregnancy/health_care/prenatal/ New York State Growing Up Healthy Hotline: 1-800-522-5006	None
Community Health Center of Buffalo <i>Federally Qualified Health Center (FQHC)</i> Provides medical, dental and family planning services.	People with no health insurance or high deductible and/or copay.	Proof of income and identity for all household members.	www.chcb.net 34 Benwood Ave Buffalo, NY, 14214 716-986-9199 934 Cleveland Drive Cheektowaga, NY 14225 716-986-9199 421 Monroe Street Buffalo, NY 14212 716-986-9199	Fee based on income and household size.
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.	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).	Per program requirements.	Statewide Helpline: 1-844-614-8800 www.icannys.org	None

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
Veterans Services Agency Provides information to veterans, current service members, and their families of the many federal, state and local benefits they may be eligible for.	Former and current service members and their families Work Supports	Proof of veteran status	Rath Building 95 Franklin St, 8th Floor Buffalo NY 14202 (716) 858-6363	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	$(\text{Annual Gross Income} - \text{State Income Standard}) \times 1\% \div 52 [\text{weeks}] = \text{Weekly Fee}$
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	$(\text{Annual Gross Income} - \text{State Income Standard}) \times 1\% \div 52 [\text{weeks}] = \text{Weekly Fee}$
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.wnchildren.org	None
WDI Child Care Scholarship Program Limited scholarship funding for qualified families who are ineligible for local county child-care assistance programs.	Us online screening tool: https://portal.wdiny.org/apply/childcare/eligibility		Workforce Development Institute https://wdiny.org/Explore-Our-Work/Child-Care-Subsidy-Program	

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 7 716-760-GROW hmgwny.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 716-824-7818 www.harvesthousebuffalo.org Call to make an appointment Hours: Monday – Friday: 10:00am – 3:00pm	None
St Lukes Mission of Mercy Mission Mall Baby Room Offers diapers, wipes, ointments and baby clothes at no cost			325 Walden Avenue Buffalo, NY 14211 716-894-4476 for information stlukesmissionofmercy.org	None
DIAPERS AND WIPES – EVERY BOTTOM COVERED Provides 50 diapers or 25 pull-ups and a pack of wipes every 30 days for children under 3	Low income families	Photo ID, NYS Benefit Card (or Budget Sheet), WIC Card, Birth Certificate, Medicaid Card and proof of income if employed	Delavan Grider Community Center 877 East Delavan Avenue Buffalo NY 14215 716-650-4448	None
BEDS FOR CHILDREN AGES 3-17		Online SHP Application Form; Contact phone, text or email; child 3-17 year old; have an accessible house or apartment with a room large enough to fit bed	Sleep in Heavenly Peace https://shpbeds.org/ 1-844-432-2337 x5937	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 Child and Adult clothing, Personal essentials pantry.	Limited Income.		1081 Broadway Buffalo, NY 14212 716-893-7222 x306 M – F 12:00pm – 4:00pm	None
St Lukes Mission of Mercy Mission Mall Offers gently used clothing, shoes, linens and household goods for individuals who need them			325 Walden Avenue Buffalo, NY 14211 716-894-4476 for information on times and days stlukesmissionofmercy.org	None

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.
• 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 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/ Supportive Services Corporation 716-685-6252 Email: weatherization@supportiveservices.org http://www.supportiveservices.org	None
Neighbor for Neighbor Heat Fund A partnership with National Fuel to assist elderly, disabled, or those with medical emergencies to pay their energy bills.	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. You must reside in National Fuel's service territory. However, you do not need to be a National Fuel customer.	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.	Salvation Army at 716-888-6230 or Catholic Charities of Buffalo 741 Delaware Avenue, Buffalo, NY, 14209 716-856-4494 or 716-218-1400 https://www.ccwny.org	None

Phone Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
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.	Low income and no other lifeline services in household. Eligible if already participating in other assistance programs.	Proof of income. Documents accepted: Medicaid statement, Supplemental Security Income statement, paystubs, letter from employer, tax return.	https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications https://www.fcc.gov/general/lifeline-program-low-income-consumers	Cost may vary by service provider

Workforce Development

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Workforce Buffalo Downtown Career Center Offers one-on-one career counseling, occupational training assistance, career readiness, and career exploration services	Open to anyone seeking employment.		77 Broadway, Buffalo 14203 716-9845 www.workforcebuffalo.org	None
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.	Open to individuals seeking employment.	Career Center registration required.	284 Main Street Buffalo, New York 14202 716-851-2600 1-888-469-7365 Monday – Friday 8:30am – 4:30pm https://dol.ny.gov/location/buffalo-career-center	None

Transportation

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
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.	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.	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. 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.	https://metro.nfta.com/special-services/reduced-fares Reduced-Fare Program 181 Ellicott Street Buffalo, NY 14203 716-855-6611 Monday - Friday 7- am - 5pm	The fee for the card is \$2.
Reduced-Fare Program for individuals receiving non-TA Child Care Assistance One-year pilot community care program that offers reduced fare passes.	Individuals must receive 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.			

Homeless Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Community Resources (DSS referral not required)	Youth (12–17 yrs) Single women/families Survivors of domestic violence Adult males Families with children Food/meals		Compass House: 716-886-0935 Cornerstone Manor: 716-854-8181 ext. 100 Haven House: 716-884-6000 St. Luke's Mission of Mercy: 716-894-4476 Build Promise/Amy's Place: 716-322-1020 Family Promise: 716-771-3007 Friends of Night People: 716-884-5375 Breakfast M-F 9-11 am; Dinner daily 5-7 pm Buffalo City Mission: 716-854-8181 Breakfast daily 8:30-9 am; Lunch daily 11:30- 12 noon; Dinner daily 4- 4:30 pm	
Outreach Services include homeless outreach, medical outreach			Matt Urban Hope Center (Buffalo only) 716-893-7222 ext. 306 BestSelf Behavioral Health (mental health) 716-856-2587 Endeavor Health Services Friends of Night People 716-884-5375	

Homeless Services

Benefit and Service	Who is Eligible	Documentation Required	Where to Apply/Get More Info	Cost
Housing/Support			BestSelf Homeless Services – Housing first model, outreach, case management, crisis support. 716-884-0888 or 716-856-9711 1050 Niagara St., Buffalo Restoration Society Inc. (RSI) – Rapid Re Housing, eviction prevention, supported housing for individuals with a primary psychiatric disorder. 716-832-2141 Gerard Place – Supportive housing with training and education for single-parent families. 716-897-9948 Cazenovia Recovery Systems – Supported apartments for individuals in recovery. 716-894-7298 WNY Veterans Housing Coalition – Housing for low-income veterans. 716-882-5935 x26 HOME (Housing Opportunities Made Equal) – Fair housing counseling. 716-854-1400 Buffalo Municipal Housing Authority – Subsidized housing. 716-855-6711	
Coordinated Entry			Central Library Office – Basement floor 1 Lafayette Sq, Buffalo NY 14203 716-936-2761	