



Erie County Housing Resource Directory

A guide for solving housing related problems.



Erie County
Department of
Health



Public Health
Prevent. Promote. Protect.

Edition: July, 2018

Acknowledgements

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The department would also like to thank Kelly Dodd and the entire staff of Western New York (WNY) 2-1-1 for their assistance with the editing of information and for making this directory available to the public via their website. We appreciate their ongoing support of our work.



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I. Introduction

WELCOME TO THE ERIE COUNTY HOUSING RESOURCE DIRECTORY!

Erie County Department of Health LEADSAFE Erie County program has developed this document to assist Erie County & City of Buffalo residents with finding solutions to housing related concerns.

The agencies listed in this directory can help property owners, landlords, and tenants with the elimination or remediation of lead hazards and other housing issues. Every effort has been made to ensure that the information provided in this document is correct and up-to-date. Since many of the programs listed are funded through federal, state and local grant programs, we recommend contacting the agency to confirm eligibility and to determine if the program is still available.

If you have any questions, comments, or need a copy of this directory please contact the Erie County Department of Health LEADSAFE Erie County program at 716-961-6800. This directory is also available on our website at www.erie.gov/health or at www.211WNY.org.



Erie County Department of Health Mission Statement

“To promote and protect health, safety, and well-being of Erie County residents through active prevention, education, enforcement, advocacy and partnerships.”

Erie County Department of Health, Division of Environmental Health

503 Kensington Avenue Buffalo, New York 14214

Ph: (716)961-6800 FAX: (716)961-6880

www.erie.gov/health

Disclaimer: The Erie County Department of Health does not provide medical advice. The information provided herein and on the Erie County Department of Health website is not intended as a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your personal physician or other qualified health provider with any questions you may have regarding a medical condition or issue. Never disregard professional medical advice or delay in seeking it because of the content found on the Erie County Department of Health website or this correspondence.

II. Rental Assistance

A. Section 8 (Housing Choice Voucher Program - HCV)

Section 8 (Housing Choice Voucher Program) is a federally funded program that provides rental assistance to low income tenants. The program is available for families, seniors, or disabled persons whose gross family income is less than 50% of the median income for the County. Currently there are 3 agencies which administer Section 8/HCV programming in Erie County. For more information contact the agencies listed below.



Program Name Belmont Housing Resources for WNY



Services Provided

Section 8 (HCV) Services include Rental Assistance, Housing Resource Center, First time Homebuyer counseling, Post-Purchase Homebuyers Education, Foreclosure Prevention, One-on-one Budget/Credit Counseling, Financial Education Workshops, Affordable Housing and Tax Credit Property Management for Seniors/Multi Family, Development of Affordable New Homes for purchase.

Address 1195 Main Street Buffalo, NY 14209

Phone (716) 884-7791 **FAX** (716) 884-8026

Website www.belmonthousingwny.org

Hours Monday-Friday (9:00 am - 5:00 pm); open till 8 pm Thursdays

Contact **Email** contact available on web site

Eligibility Unfortunately no new HCV applications for assistance are currently being accepted due to length of wait list and Federal cuts. Other program eligibility varies from low to moderate income qualifications and vary by program.

II. Rental Assistance

B. Emergency & Temporary Housing

Numerous agencies in Erie County can provide emergency housing assistance to individuals and families in need.

Certain restrictions, availability and fees may apply.

Contact the agency directly for more information. For a complete listing of agencies contact Western New York (WNY) 2-1-1.

Call: 211 or 1-888-696-9211

website: www.211wny.org



Altamont Veterans Program - Peter Young Housing (716) 892-0132 www.pyhit.com

Provides transitional housing for homeless male veterans referred from the VA Homeless Program.

Provides case management, basic life skills, and some job development.

Buffalo City Mission/Cornerstone Manor (716) 854-8181 www.buffalocitymission.org/cornerstone-manor

Offers emergency shelter, DREAM transitional housing program, and children's program. Services include: case management, employment and career development, housing management, and financial literacy.

Catholic Charities (716) 856-4494 www.ccwny.org

Offers helps in emergencies with basic needs such as financial, food, prescription and heat.

Erie County Dept. of Social Services/Emergency Services (716) 858-6265 www.erie.gov/socialservices

Emergency Temporary Assistance offers help for an urgent need or situation that has to be taken care of right away. Examples: you are homeless, evicted, no heat, no utilities, domestic violence. Applications should be filed on the first floor of 478 Main Street, Buffalo.

Emergency Housing Service - Transitional Services Inc. (716) 886-0363 www.tsiwny.org

18 year old and over adults who have mental illness & lack housing & finances. Shelter, mental health support & case management services for homeless individuals with mental illness. Electronic application on Erie County Dept. of Mental Health website. 24 hour addiction hotline: (716) 831-7007

Gerard Place Transitional Housing (716) 897-9948 www.gerardplace.org

Provides transitional housing and supportive services for homeless single parents and their children.

Maximum family size, at time of admission, is one adult parent and three children or a pregnant woman in her third trimester.

II. Rental Assistance

B. Emergency & Temporary Housing (continued)

Haven House - Child and Family Services (716) 884-6000 www.cfsbny.org/programs/haven-house

Shelter for victims of domestic violence & their children, as well as shelter for child abuse victims when accompanied by the non-offending parent.

Harbor House Drop In Center (for mentally ill) (716) 842-4184 www.rsiwny.org

Drop-in, resource center open 365 days a year that works with individuals with a mental health diagnosis or dually diagnosed with mental health and substance use. Provides resources and support for housing, linkages to community supports and resources as well as showers, laundry and light meals served.

HOPE Center - Matt Urban Home Center (716) 893-7222 x310 www.urbanctr.org

Comprehensive services and/or programs, including job assistance, for individuals or families who are homeless, or at risk of becoming homeless.

Paradise House (716) 892-2813

Residential program for female parolees, ex-offenders, and offenders (with a court date). Also eligible are addicts coming from a 30 rehabilitation program, addicts who are pregnant.

Plymouth Crossroads United Church Home (716) 393-3906 www.plymouthcrossroads.org

Provides transitional housing for homeless young men ages 16-20 years old. Residents are connected with supportive services and their educational needs will be met.

Salvation Army Buffalo Area Emergency Shelter (716) 884-4798 www.buffalosalvationarmy.org

Provides short-term emergency shelter for families and single women who find themselves homeless and in crisis. Assistance in finding permanent housing, advocacy & referrals for residents.

Transitional Housing for Women, YWCA of WNY (716) 852-6120 x 104 www.tsiwny.org

Offers transitional housing to homeless women and their children. Criteria for participation in the Transitional Housing Program: 1) female head of household, 18 years of age or older; 2) guardian of minor-aged child(ren) or pregnant (at least second trimester) or working with courts to regain custody of child(ren); and 3) homeless according to the definition established by HUD. Must be able to pay monthly rent.

II. Rental Assistance

C. Code Blue Shelters

| | | |
|--|----------------|------------------------------------|
| St. Lukes | (716) 892-4049 | 325 Walden Ave Buffalo NY 14211 |
| Open when blue light is on | | |
| Harbor House | 888-696-9211 | 41 Genesee St Buffalo NY 14204 |
| Open when temperature is below 32°F | | |
| HOPE Center | | 385 Paderewski Dr Buffalo NY 14212 |
| Open when temperature is below 32°F | | |
| Autumnwood Senior Center | (716) 826-7895 | 1800 Clinton St Buffalo NY 14206 |
| Open when temperature is below 15°F | | |
| South Wales Community Center | (716) 240-2220 | 6381 Olean Rd South Wales NY 14139 |
| Open when temperature is below 32°F | | |
| Friends to Elderly Inc. | (716) 882-0602 | 118 E Utica St Buffalo NY 14209 |
| Richmond—Summer Senior Center | (716) 885-3290 | 337 Summer St Buffalo NY 14222 |
| Open when temperature is below 15°F | | |
| Schiller Park Senior Citizen Center | (716) 895-2727 | 2057 Genesee St Buffalo NY 14211 |
| Open when temperature is below 15°F | | |
| West Side Community Services | (716) 884-6616 | 161 Vermont St Buffalo NY 14213 |
| Open when temperature is below 15°F | | |
| William-Emslie Family YMCA | (716) 845-5440 | 585 William St Buffalo NY 14206 |
| Open when temperature is below 15°F | | |
| Delavan Grider Community Center | (716) 896-7021 | 877 E Delavan Ave Buffalo NY 14215 |

III. Programs for Homeowners (renovation, repair, financial service)

A. City of Buffalo Neighborhood Housing Service Agencies - Owner Occupied Housing Assistance Program

This program provides assistance in the form of low interest loan to all applicants. Loan repayment terms are based upon individual eligibility and are NOT grant funds.

Eligible rehabilitation activities include:

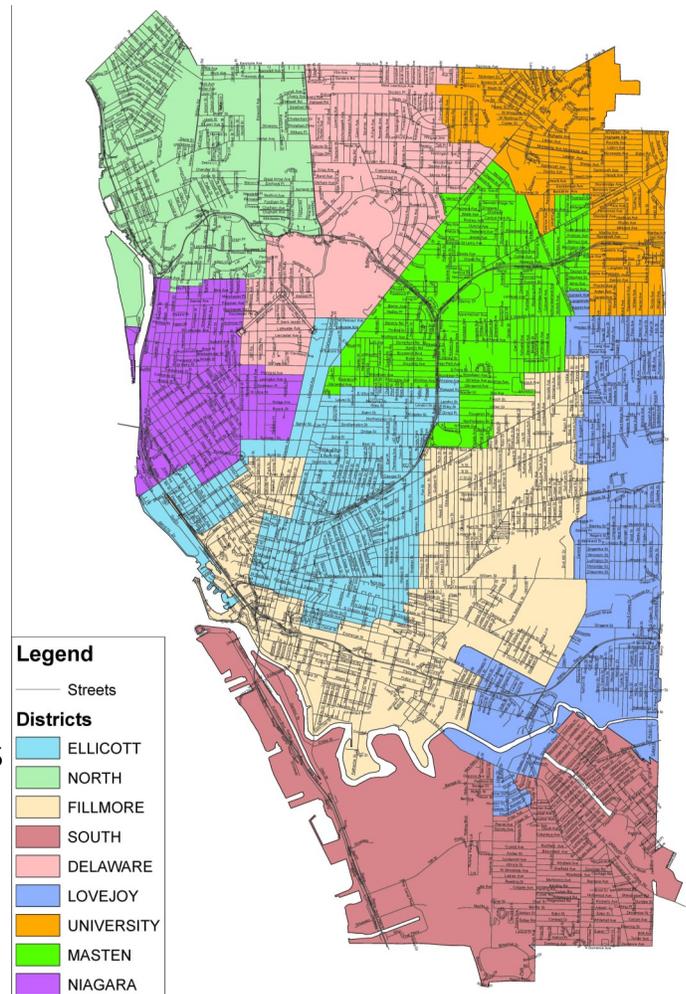
- ◆ break in main water line
- ◆ break in main sewer line
- ◆ hazard in main electrical panel
- ◆ inoperable heating system
- ◆ test & repair of gas line
- ◆ hazardous chimney
- ◆ water meter installation
- ◆ defective hot water heater
- ◆ and a limited number of deteriorated roof conditions for the elderly

Eligibility and restrictions apply.

NEIGHBORHOOD HOUSING SERVICE AGENCIES

The City of Buffalo works closely with Neighborhood Housing Service Agencies who administer the City of Buffalo Owner Occupied Housing Assistance Program. Contact information for each of these agencies is included on the following pages. To access a larger version of this map visit the City of Buffalo web site: www.ci.buffalo.ny.us/home/leadership/commoncouncil.

NOTE: *In addition to administering Owner Occupied Housing Assistance program, each Neighborhood Housing Service Agency may offer additional programs that can provide additional assist homeowners including: weatherization, minor home repair, home safety repairs. Contact the Agency located within your Council District for more information.*



Program Name Lt. Col. Matt Urban Human Services Center of W.N.Y.
FILLMORE DISTRICT/LOVEJOY DISTRICT

Services Provided

Housing Services, Senior Assistance, Senior Apartments, Weatherization Program, Youth & Family Services, Homeless Outreach Services, G.E.D. and Work Skills Training, Crime Victims Assistance, 3 Food Pantries & The Matt Urban Hope Center.

Address 1081 Broadway Buffalo, NY 14212

Phone (716) 893-7222 **FAX** (716) 893-7242

Website www.urbanctr.org

Hours Monday-Friday 8:30 am - 4:30 pm

Contact Marlies Wesolowski, Executive Director **Email** info@urbanctr.org

Eligibility Varies depending on service. Contact for more information on program availability and eligibility requirements.

Program Name Old First Ward Community Center
SOUTH DISTRICT



Services Provided

Housing Services (Home Repairs, Weatherization, Health & Safety Issues), Youth Services & Programs, Senior Programs, Food Pantry, Recreational Facilities and Programs, Community Engagement Events & Activities.

Address 62 Republic Street Buffalo, NY 14201

Phone (716) 856-8613 X 102 **FAX** (716) 856-8273

Website www.old1stward.org

Hours Monday-Friday 8:00 am - 9:00 pm

Contact Alissa Schmindle **Email** aschmindle@old1stward.org

Eligibility Contact for more information on program availability and eligibility requirements.

Length of Program(s) Ongoing & vary. Calendar of events on website.

**Program Name Fillmore Leroy Area Residents Inc. (FLARE)
MASTEN DISTRICT**



Services Provided

Homeowner Housing Rehab Loan Programs, Emergency Repair Loan Program, (sanitary system, water service, leaking roof, electrical hazards, hazardous chimney, water meter installation, defective heating system, defective hot water heater, gas line repair), target area rehabilitation program, Weatherization.

Address 2495 Main Street Suite 412 Buffalo, NY 14214

Phone (716) 838-6740 **FAX** (716) 856-6919

Website www.flarecenter.org

Hours Monday-Friday 9:00 am - 5:00 pm, evenings for community functions

Contact Anthony Williams, Executive Director **Email** info@flarecenter.org

Eligibility Contact for more information on program availability and eligibility requirements.

**Program Name Heart of the City Neighborhoods Inc.
NIAGARA & ELLICOTT DISTRICTS**



Services Provided

Homeowner Housing Rehab Loan Program, Emergency Repair Loan Program, Homebuyer Programs, Weatherization Assistance Program, Properties for Purchase, Apartment Rentals, Neighborhood Beautification, Advocacy Work, Referral Services.

Address 191 North Street, Suite 1, Buffalo, NY 14201

Phone (716) 882-7661 **FAX** (716) 882-7662

Website www.hocn.org

Hours Monday-Friday 9:00 am - 5:00 pm

Contact Jennifer Carman **Email** j.carman@hocn.org

Eligibility Serving zip codes 14201 and 14202.

Contact for more information on program availability and eligibility requirements.

Program Name West Side Neighborhood Housing Services
CITY-WIDE



Services Provided

Homebuyer Education, Down Payment & Closing Cost Assistance, Credit and Savings Counseling, Mortgage Counseling and Foreclosure Prevention, Rental Housing, University at Buffalo HOME Program.

Address 359 Connecticut St. Buffalo, NY 14213

Phone (716) 885-2344 **FAX** (716) 885-2346

Website www.wsnhs.org

Hours Monday-Thursday 8:00 am - 6:00 pm

Contact Ed Jackson, Executive Director **Email** ejackson@wsnsh.org

Chris Flynn, Lending Programs Manager **Email** cflynn@wsnhs.org

Eligibility Contact for more information on program availability and eligibility requirements.

Program Name Black Rock-Riverside Neighborhood Housing Services
CITY-WIDE



Services Provided

Homeowner Assistance, Home Improvement Lending, Construction Monitoring, City of Buffalo Repair Programs, Post-Purchase Workshops

Address 1943 Niagara St. Buffalo, NY 14213

Phone (716) 877-3910 **FAX** (716) 877-3912

Website www.wsnhs.org

Hours Tuesday-Friday 8:00 am - 6:00 pm

Contact Ed Jackson, Executive Director **Email** ejackson@wsnsh.org

Bill Buzak, Construction Monitoring **Email** bbuzak@brrnhs.org

Eligibility Varies by program. Contact for more information on program availability requirements.

Program Name Ellicott District Community Development, Inc. (EDCD)
ELLCOTT DISTRICT



Services Provided

EDCD is a private, non-profit, community development corporation working in the Ellicott District neighborhoods on Buffalo's Eastside. EDCC has evolved to focus on broader neighborhood issues including housing related issues and housing development. Services provided include: emergency assistance, weatherization, down payment assistance and rehabilitation program.

Address 644 William Street Buffalo, NY 14206

Phone (716) 856-3262 **FAX** (716) 856-7034

Website www.EDCD.org

Hours Monday-Friday 8:30am –4:30pm **Winter hours** Monday-Friday 8:30am-4:00pm

Contact Irma Brown, Director **Email** ellicottcd644@aol.com

Eligibility Varies depending on program. Contact for more information on available programs and eligibility requirements.

Program Name Kensington-Bailey Neighborhood Housing Association
UNIVERSITY DISTRICT



Services Provided

Homeowner Assistance, Home Improvement Loans, Emergency Repair Loan Program, Weatherization, Homebuyer Education, Homebuyer Assistance, Down Payment & Closing Cost Assistance, University of Buffalo Home Ownership Program, Rental Housing.

Address 995 Kensington Ave., Buffalo, NY 14215

Phone (716) 832-1010 X 207 **FAX** (716) 836-3686

Website www.udcda.org

Hours Monday– Friday 10:00 am– 4:00 pm

Contact Gloria Bryant, Housing Administrative Assistant **Email** g.bryant@udcda.org

Eligibility Contact for more information on program availability and eligibility requirements.

Program Name HOMEFRONT, Inc.



Services Provided

Goal is to strengthen neighborhoods, increase homeownership in the City of Buffalo and to increase awareness and knowledge of the home buying process. Services include pre-purchase counseling, home maintenance and financial management for homeowners, pre-purchase homebuyer education workshops, non-delinquency post-purchase workshops and landlord training.

Address 780 Fillmore Ave. Buffalo, NY 14212

Phone (716) 856-2952 **FAX** (716) 856-4639

Website www.780fillmore.org/homefront

Hours Monday-Friday 9:00 am - 5:00 pm

Contact **Email** Contact form on website

Eligibility Contact for more information on program availability and eligibility requirements.

Program Name Broadway-Fillmore Neighborhood Housing Services, Inc.



Services Provided Neighborhood-based, not-for-profit corporation that works to improve the Broadway-Fillmore Neighborhood through the provision of decent housing that is affordable to low and moderate income persons and families. Programs include: new home construction, acquisition of homes needing rehabilitation, loans and grants to homeowners, management of affordable rental properties, and limited financial and technical assistance to owners of commercial properties.

Address 780 Fillmore Ave. Buffalo, NY 14212

Phone (716) 856-2952 **FAX** (716) 856-4639

Website www.780fillmore.org/bfnhs

Hours Monday-Friday 9:00 am - 5:00 pm

Contact **Email** Contact form on website

Eligibility Contact for more information on program availability and eligibility requirements.

Program Name HUD 202 loans

Services Provided

Provides capital advances to finance construction, rehabilitation, or acquisition with or without rehabilitation of structures that will serve as supportive housing for very low income elderly persons including the frail elderly, and provides rent subsidies for the projects to help make them affordable.

Address 465 Main St. 2nd floor, Buffalo NY 14203

Phone (716) 551-5755 **FAX** (716) 551-5752

Website www.hud.gov

Hours Monday-Friday 8:00am-4:30pm

Contact

Email

Eligibility Very low income household comprised of at least one person who is at least 62 years of age.

III. Programs for Homeowners (renovation, repair, financial service)

B. Erie County - Erie County Community Development Block Grant and HOME Investment Partnership Consortia.

Federally funded programs which assist homeowners on housing related repairs and renovations are specific to each municipality within Erie County. The Erie County Department of Environment and Planning - Division of Planning administers the Erie County Community Development Block Grant (CDBG) and HOME Investment Partnership Consortia. These comprise thirty-four and thirty-seven communities respectively in the County that have banded together to receive federal funds. These monies are used for a variety of community planning/ improvements, housing rehabilitation activities, and economic development programs. Consortium members are indicated in green on the map. For additional information on any of the programs below visit www.erie.gov/environment or contact:

Erie County Dept. of Environment & Planning
95 Franklin St. Buffalo, NY 14202, 10th floor
Contact: Matthew Fisher (716) 858-2733
Email: Matthew.fisher@erie.gov



Housing Rehabilitation Program - assists eligible owner-occupied one- to two-family households to help with essential repairs. Funded through CDBG and Home Investment Partnership Program monies, the program aims to eliminate substandard living conditions and prolong the useful life of the housing stock occupied by low- and moderate-income households. Assistance is provided in the form of repayable loans of up to \$15,000 that are issued at a 0% fixed interest rate.

Please note that there is currently a waiting list for this program.

Rental Rehabilitation Program - available to property owners whose rental units fail to meet one or more standards as required by applicable local, state, and federal housing codes. The property owner must contribute 10% or more of the rehab cost, and rent the units to low/moderate income tenants for a period of seven years from the date of assistance. Further, the rents charged cannot exceed the fair market rents established by Erie County as determined by the federal government.

Mobile Home Repair Program - The Mobile Home Repair program provides low interest deferred loans and grants to low-income individuals residing in mobile homes. *Please note that there is currently a waiting list for this program.*

Housing Accessibility Program - allows wheelchair-bound low- and moderate-income individuals with documented disabilities that significantly impair mobility to make essential accessibility improvements to their owner-occupied home. Loan assistance of up to \$5,000 is available to assist with items such as access ramp installation, re-plumbing kitchen and bath to provide access to facilities, and installing a hard surface walkway from the ramp to where the vehicle is parked.

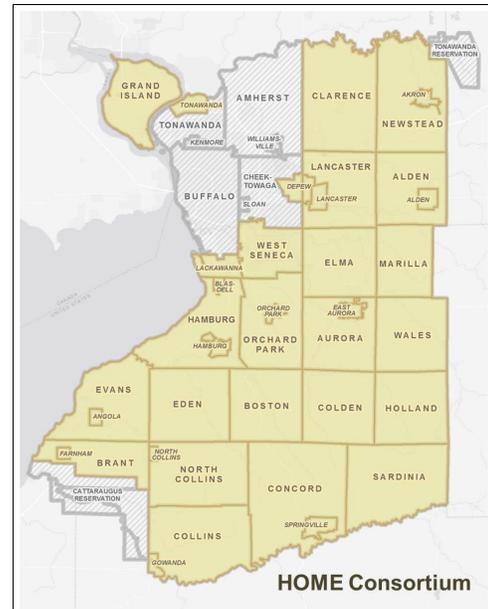
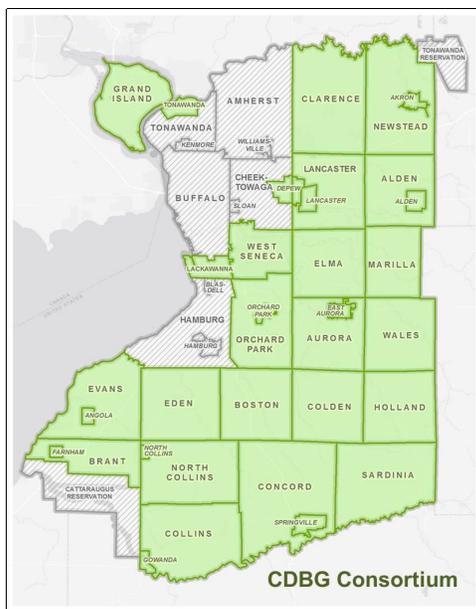
Utility Connection Program - eligible households wishing to connect their houses to new community sewer and water lines can receive up to \$5,000 to help with associated costs. Assistance is provided in the form of a 0% interest deferred loan that is not required to be paid back until the property is sold or transferred.

III. Programs for Homeowners (renovation, repair, financial service)

B. Erie County - Erie County Community Development Block Grant and HOME Investment Partnership Consortia (cont.)

Fair Housing Program - utilizes Housing Opportunities Made Equal (HOME), which assists housing discrimination victims, fair housing counseling and referrals, as well as mobility assistance. Housing Opportunities Made Equal (HOME) also conducts fair housing training workshops for landlords and local fair housing officers. Further information can be obtained by contacting HOME at (716) 854-1400.

The Erie County Fair Housing Program also utilizes Belmont Housing Resources for WNY, a comprehensive HUD Approved Housing Counseling Agency. Belmont counsels individuals and group audiences on a diverse quantity and complexity of services including: financial education; pre-purchase; rental; post occupancy, which includes foreclosure/default counseling, HECM (reverse mortgages), home maintenance and financial management; fair housing, which includes tenant/landlord rights, assistance in completing complaint forms and referrals to fair housing and legal agencies; along with providing Section 8 Housing Choice Vouchers and home buyer Clubs. Further information can be obtained by contacting Belmont at (716) 884-7791.



C. Erie County - other municipalities & organizations

Municipalities that administers Community Development Block Grant and HOME Investment Partnership outside of the Erie County consortium included:

Town of Tonawanda / Village of Kenmore
Town of Cheektowaga

Town of Amherst
Town of Hamburg

**Program Name Town of Tonawanda / Village of Kenmore
Department of Planning and Development**



Services Provided

Community Development Block Grant program, HOME Investment Partnership Act Grant (consortium with Amherst & Cheektowaga), First Time Homebuyer, New Build Program, Closing Cost Assistance, Residential Rehabilitation, Weatherization.

Address 169 Sheridan Parkside Dr. Tonawanda, NY 14150

Phone (716) 871-8847 **FAX** (716) 871-8857

Website www.tonawanda.ny.us

Hours Monday-Friday 7:30 am - 3:30 pm

Contact James Hartz, Planning and Development Director **Email** jhartz@tonawanda.ny.us

Eligibility Contact for more information on available programs and eligibility requirements.

**Program Name Town of Amherst
Planning Department - Community Development**



Services Provided

Housing Rehabilitation Program, Community Development Block Grant Program, HOME Investment Partnership Act Grant (consortium with Tonawanda & Cheektowaga), rental assistance program, weatherization, first time home buyer program.

Address 5583 Main St. Williamsville, NY 14221

Phone (716) 631-7082 **FAX** (716) 631-7153

Website www.amherst.ny.us

Hours Monday-Friday 9:00 am - 5:00 pm

Contact **Email**

Eligibility The Town of Amherst has approximately a one year waiting list for the Housing Rehabilitation Program. Please call 716-631-7082 to have your name added to the waiting list. Programs are principally for persons of low to moderate income.

Program Name Habitat For Humanity - Buffalo, NY



Services Provided

Christian housing ministry which provides affordable home ownership opportunities for income eligible families who meet program guidelines. Homes are located in the City of Buffalo.

Address 1675 South Park Ave. Buffalo, NY 14220

Phone (716) 204-0740 **FAX** (716) 235-8258

Website www.habitatbuffalo.org

Hours Monday-Friday 9:00 am - 5:00 pm

Contact Cheryl Smith, office manager **Email** family@habitatbuffalo.org

Eligibility Yearly household income cannot exceed 80% of the Area Median Income (AMI) as defined by HUD for the City of Buffalo. Please call the main office for more information.
(716-204-0740)

Program Name Community Action Organization of WNY
Housing & Development



Services Provided

The CAO New Ventures Housing Program provides housing assistance to low income families and individuals facing foreclosure and eviction as well as home repair funding for homeowners. Additional programs include homelessness prevention.

Address 564 Dodge Street, Bldg # 400 Buffalo, NY 14208

Phone (716) 881-6543 **FAX** (716) 881-6010

Website www.caoec.org

Hours Monday-Friday 9:00 am - 5:00 pm

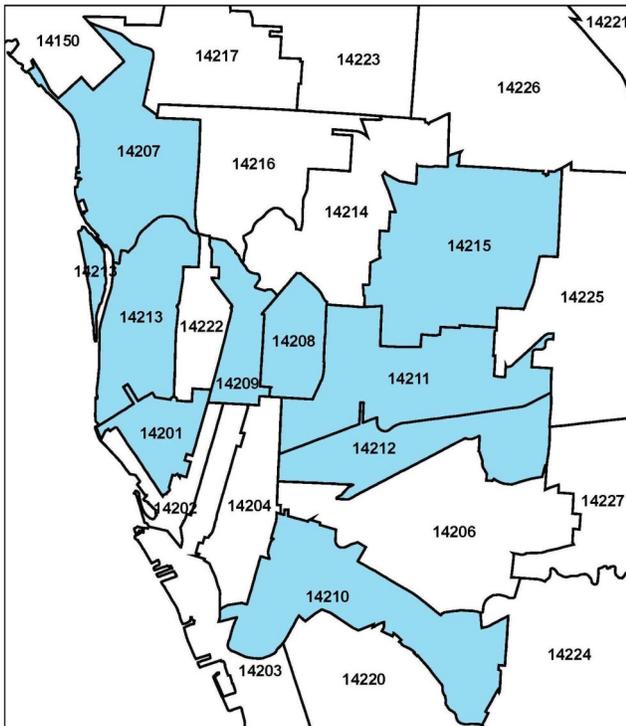
Contact Robin Young, Housing Director **Email** ryoung@caowny.org

Eligibility Varies by program. Contact the office for eligibility requirements. Funding limited for housing assistance. Contact Central Referral, Department of Social Services, or agency website and Facebook page for updates.

IV. Lead Poisoning Prevention & Healthy Homes Programs

A. Lead Poisoning Prevention

Despite significant progress, childhood lead poisoning remains a serious problem in Erie County and in the City of Buffalo. In children, lead exposure can result in neurological damage, including intellectual impairment, developmental delays, learning disabilities, memory loss, hearing problems, attention deficits, hyperactivity, behavioral disorders, and other health problems. Lead is particularly dangerous to children under the age of six due to their normal hand-to-mouth activity, which increases the potential for exposure, as well as the rapid growth and development of their nervous systems and their greater rate of lead absorption in their bodies.



Nine of Erie County zip codes - 14201, 14207, 14208, 14209, 14210, 14211, 14212, 14213, and 14215 - have been designated by the NYS Department of Health as “**Communities of Concern**”, where children are at exceptionally high risk for lead poisoning. While all of these zip codes lie within the City of Buffalo, conditions that give rise to lead poisoning can be found anywhere in Erie County. Since there is no medical treatment to permanently reverse the adverse health effects of lead exposure in children, it is **critical** to focus on prevention.

To combat this serious public health threat, public and private dollars have been invested in Erie County with the goal to eliminate lead poisoning through the remediation of homes, education & training opportunities, and building the capacity of the community to collectively address this serious issue.

**Program Name Erie County Childhood Lead Poisoning Program
Erie County Department of Health**



Services Provided

Childhood Lead Poisoning Prevention Program (Child Lead) is responsible for the case management of lead poisoned children in Erie County. Child Lead addresses the potential for lead exposure, as well as preventing lead poisoned children from further exposure.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800 **FAX** (716) 961-6880

Website www.erie.gov/health

Hours Monday - Friday 8:30 am - 4:30 pm

Contact Rebecca Henry **Email** rebecca.henry@erie.gov

Eligibility The program conducts investigations of children under the age of 18 that have tested positive for an elevated blood lead level.

**Program Name Erie County Lead Poisoning Primary Prevention Program
Erie County Department of Health**



Services Provided

Lead Primary performs no cost lead based paint exterior and interior assessments, provides lead education, and other interventions. Any identified lead hazards are required to be remediated by the property owner. Training and some resources exist to assist the property owner in making the repairs in a lead safe manner.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800 **FAX** (716) 961-6880

Website www.erie.gov/health

Hours Monday - Friday (8:30 am - 4:30 pm)

Contact Greg Jacobs **Email** lead.primary@erie.gov

Eligibility Available to residents in Erie County and the City of Buffalo living in pre 1978 housing. Priority given to homes with children under the age of six residing or visiting more than 6 hours a week, and homes located in zip codes 14201, 14207, 14208, 14209, 14210, 14211, 14212, 14213, 14215.

**Program Name Erie County Lead Hazard Control Program (LHC)
Erie County Department of Health**



Services Provided Funded by US Dept. of Housing and Urban Development (HUD), LHC is a low-cost initiative that provides lead hazard identification and contracted labor & supplies to remediate and control lead hazards at your property. This program is NOT intended to perform non-lead-related renovations or home rehabilitation work, although some funds may be available for minor home improvements.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800 **FAX** (716) 961-6880

Website www.erie.gov/health

Hours Monday - Friday 8:30 am - 4:30 pm

Contact Jeremy Huber **Email** leadsafe@erie.gov

Eligibility Available to low income property owners, qualifying families and home-based daycares. Small financial contribution from homeowner may apply. For more information on eligibility visit the web site or contact by phone.

**Program Name Lead Paint Remediation Grant Program
Erie County Department Environment & Planning**



Services Provided Allows low and moderate income homeowners with children under the age of 6 residing in the home to make essential repairs to ensure a lead safe home. Certified lead testing firm will identify areas of hazard and a certified lead contractor will make repairs to remediate lead paint hazards.

Address 95 Franklin Street, 10th floor, Buffalo NY 14202

Phone (716) 858-8390 **FAX** (716) 858-7248

Website www2.erie.gov

Hours Monday - Friday 8:30 am - 4:30 pm

Contact Matthew Fisher **Email** Matthew.Fisher@erie.gov

Eligibility Property must be own occupied, with at least one child under the age of 6 residing in the home. House must have been built prior to 1978. Must meet income requirements and live within eligible areas. More information can be found on website.

B. Healthy Homes

Environmental hazards in the home such as lead, mold, carbon monoxide, and allergens harm millions of children each year. In response to concerns about child environmental health the idea of creating a healthy home was born. “Healthy Homes” is a comprehensive approach to these activities by focusing on housing-related hazards in a coordinated fashion, rather than addressing a single hazard at a time. The goal, to protect children & their families from housing-related health & safety hazards by implementing a cost-effective and integrated approach. Organizations and agencies that offer healthy home programming are listed on the following pages.



**Program Name Green & Healthy Homes Initiative Buffalo, NY (GHHI)
Community Foundation for Greater Buffalo**



Services Provided GHHI is a public-private partnership between the federal government, national & local philanthropy, the National Coalition to End Childhood Lead Poisoning and local partners. Based on models from around the country, Buffalo's GHHI aligns and coordinates public and private funding sources and programs for Weatherization, Lead Hazard Control, Asthma Control, and other home health and safety interventions in low income homes with vulnerable populations.

Address 726 Exchange St. Buffalo, NY 14210

Phone (716) 852-2857 x242

FAX (716) 852-2861

Website www.cfgb.org/leadership/green-and-healthy-homes-initiative

Hours Monday - Friday 8:00 am - 5:00 pm

Contact Katie Pieri

Email katiep@cfgb.org

Eligibility Varies. Contact staff for more information.

**Program Name Healthy Neighborhoods Program
Erie County Department of Health**



Services Provided

A neighborhood based program, Health Department staff provide no cost services to prevent home injury. Home visits include information and a home assessment for Indoor Air Quality, Asthma Control, Carbon Monoxide Poisoning, Fire and Burn Safety, Lead Poisoning Hazards, Unintentional Injury, Smoking Cessation, Housing and Property Maintenance.

Address 503 Kensington Ave. Buffalo, NY 14214

Phone (716) 961-6800

FAX (716) 961-6880

Website www2.erie.gov/health

Hours Monday - Friday 8:30 am - 4:30 pm

Contact Scott Lauck, Program Manager

Email scott.lauck@erie.gov

Eligibility City of Buffalo residents residing in zip codes: 14201, 14202, 14206, 14207, 14208, 14209, 14210, 14211, 14212, 14213, 14215, 14218

V. ENERGY AND UTILITY SAVINGS ASSISTANCE

Paying your energy bill each month often can be a challenge. There are many programs available in Erie County that may be able to assist you and your family. One way to help conserve energy and make your home more energy efficient is to participate in programs including Weatherization Assistance Program (WAP) or the Energy Savings Assistance Program, and the Home Performance with Energy Star Program. All offer no-cost / low cost energy-saving home improvement services which can make your home more comfortable while saving money.

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. Weatherization services reduce the amount of energy required to heat and cool homes and provide hot water, thus reducing energy consumption, while minimizing the impact of higher fuel costs on low-income families. Household energy-use reductions and resultant energy cost savings are significant, with an average annual savings in excess of 20%.

There are 3 agencies in Erie County offer WAP's depending on where you live.

- 1) Supportive Services Inc. - Outside the City of Buffalo
- 2) Lt. Col. Matt Urban Weatherization Assistance Program (see map)
- 3) NHS of South Buffalo Weatherization Assistance Program (see map)



More information on these and other programs are included in this directory. Please contact each agency directly to discuss your needs. Services and cost vary. Additional programs can also be found by contacting WNY2-1-1.

Phone: 211 or (888) 696-9211 **website:** www.211wny.org

**Program Name WAP (Weatherization Assistance Program)
NHS of South Buffalo, Inc.**



Neighborhood Housing Services
of South Buffalo, Inc.

Services Provided

Conducts an assessment, or “energy audit,” of the residence to identify specific measures to increase energy efficiency. Based on the results of the energy audit, services may include, but are not limited to, sealing cracks and holes; insulation of attics and walls; heating system repairs or replacement; hot water tank and pipe insulation; energy-efficient lighting & refrigerators; etc.

Address 95 Dorothy St. Buffalo, NY 14206

Phone (716) 837-0071

FAX (716) 837-0244

Website www.nhssouthbuffalo.org

Hours Monday - Friday 8:00 am - 4:30 pm

Contact

Email info@nhssouthbuffalo.org

Eligibility Applicants must meet income requirements, and the building must lie within our service area (see map on page 26). Tenants who meet the income requirements may apply, though the landlord may be required to pay up to a quarter of the costs.

**Program Name WAP (Weatherization Assistance Program)
Lt. Col. Matt Urban Human Services Center of WNY**



Services Provided

Service area: the East Side of Buffalo (see map on pg. 26 or call for more details). Conducts an assessment, or “energy audit,” of the residence to identify specific measures to increase energy efficiency. Services may include, sealing cracks and holes; insulation of attics and walls; heating system repairs or replacement; hot water tank and pipe insulation; energy-efficient lighting & refrigerators.

Address 1081 Broadway St. Buffalo, NY 14212

Phone (716) 893-7222 X 218

FAX (716) 893-7242

Website www.urbanctr.org/housing-services/weatherization

Hours Monday - Friday 8:30 am - 4:30 pm

Contact

Marlies Wesolowski, Executive Director

Email jparylo@urbanctr.org

Eligibility Households with incomes at or below 60% of state median income are eligible. Program services are available to both homeowners and renters, with priority given to senior citizens, families with children, and persons with disabilities. Living in single-family and multi-family buildings.

Program Name **WAP (Weatherization Assistance Program)**
Supportive Services, Inc.



Services Provided

Service Area: Erie County outside of City of Buffalo. Services provided include: attic and wall insulation, caulking of windows and doors, weather stripping of windows and doors, clean and tuning of furnaces.

Address 201 St. Mary's St. Lancaster, NY 14086

Phone (716) 685-6252

FAX (716) 685-2601

Website www.supportiveservices.org/weather.html

Hours Monday - Friday 8:00 am - 4:00 pm

Contact **Email** weatherization@supportiveservices.org

Eligibility Households with incomes at or below 60% of state median income residing in Erie County, outside of the City of Buffalo; public assistance recipients, homeowners, renters (Landlord investment is necessary). Call or visit web site for additional information.

Program Name **PUSH Green**
People United for Sustainable Housing (PUSH) Buffalo



Services Provided

PUSH Green is a community-based energy efficiency program funded by People United for Sustainable Housing (PUSH Buffalo) and the New York State Energy Research and Development Authority (NYSERDA). Services include: free energy assessments, installation services, low-cost financing, solar, and, most importantly, workforce opportunities.

Address 456 Massachusetts Ave. Buffalo, NY 14213

Phone (716) 886-1780

FAX (716) 881-0191

Website <http://www.pushgreenwny.org>

Hours Monday - Friday 9:00 am - 5:00 pm

Contact Weatherization - Lou DeJesus ext. 105 **Email** lou@pushbuffalo.org

Solar - Gabriel Recchio **Email** Gabriel@pushbuffalo.org

Eligibility Erie County wide. Contact an Energy Advocate for more information about eligibility requirements.

**Program Name HEAP (Home Energy Assistance Program)
Erie County Department of Social Services**



Services Provided

HEAP is federally funded assistance with home heating costs and energy conservation for eligible households. Program components include benefit assistance for heat and electricity, furnace repair or replacement, weatherization referral, and cooling assistance (in summer months-based on medical necessity).

Address 478 Main Street, 1st Floor Buffalo, NY 14202 (TA, SNAP, below 60 yrs, or non disabled)
291 Pearl Street, Buffalo NY 14202 (60 yrs and older, or below 60 yrs and disabled)

Phone (716) 858-7644

Website www.erie.gov/depts/socialservices/heap.asp

Hours Monday - Friday 8:00 am - 4:00 pm

Eligibility Seasonal: Program opens in November and closes when funds are exhausted, usually April or May. Complete program guidelines and eligibility requirements can be found by calling the HEAP hotline or visiting the web site.

**Program Name EmPower New York
NYSERDA**



Services Provided

EmPower New York provides no-cost energy efficiency solutions to income-eligible New Yorkers, funded through the New York State Energy Research and Development Authority (NYSERDA). Services may include: installation of high efficiency lighting, insulation and air sealing, replacement of old, inefficient appliances, and tips on how to save energy.

Address 2 Wall Street, Albany, NY 12205

Phone 1-877-NYSMART

Website www.nyserda.ny.gov/empower

Hours Monday - Friday 8:00am-5:00pm

Contact **Email** info.residential@nyserda.ny.gov

Eligibility Household income must be 60% or below of the state median income (same as HEAP). Household must be an electricity customer of Central Hudson, Con Edison, National Grid, NYSEG, Orange and Rockland, or Rochester Gas & Electric. The person on the utility account must reside in the household, and eligible households must be part of a building with 100 units or less.

**Program Name Energy Assistance Program
NYSEG**



Services Provided

If you are having difficulty paying your bill contact us to work together on a solution. Services we have to assist you - Energy Assistance Program, Project SHARE Heating Fund, Billing Options (online billing, credit card, electronic funds transfer, etc.), Budget Billing, Third-Party Notification, Tips on Using Energy Wisely.

Address Multiple locations

Phone 1-800-600-2275

Website <http://www.nyseg.com/YourAccount/payyourbill/serviceandassistance>

Hours Monday-Friday 8:00am –4:30pm (walk-in offices) M-F 7:00am-7:00pm (phone hours)

Contact Email through website

Eligibility Eligible families or individuals in need of payment assistance are encouraged to contact NYSEG directly.

**Program Name LICAAP / Neighbor for Neighbor Heat Fund
National Fuel**



Services Provided

If you meet the HEAP income guidelines, you may also be eligible for LICAAP - National Fuel's Low Income Customer Affordability Assistance Program. The program offers stable bills, reduced rates, and debt forgiveness. The Neighbor For Neighbor Heat Fund, a first-come, first-served home-heating assistance grant program is available to provide assistance to low-income Western New Yorkers.

Contacts The Salvation Army at (716)883-9800 X 230

Catholic Charities at (716)856-4494 or (716) 218-1400 (ask for Parish Outreach)

Website www.nationalfuelgas.com/forhome/NY/PaymentAssistance.aspx

Hours Vary for each agency.

Eligibility Eligible families or individuals in need of payment assistance are encouraged to contact the agencies listed above.

Program Name Central Intake-Catholic Charities



Services Provided

Electric service payment assistance, heating fuel payment assistance, gas service payment assistance, holiday gifts/toys, food vouchers, food stamps/SNAP, prescription expense assistance, case/care management, benefits screening.

Address 525 Washington St Buffalo NY 14203

Phone (716) 856-4494 **FAX** (716) 842-1277

Website <http://www.ccwny.org>

Hours Monday-Friday 8:45am-4:15pm **Summer hours:** Monday-Friday 8:45am-4:00pm

Contact Renee Siepierski, Supervisor **Email** renee.siepierski@ccwny.org

Eligibility Varies by program. Must be a resident of Erie County

VI. LEGAL AID, SERVICES AND RIGHTS

Whether you qualify for free legal aid depends on a number of factors -- such as your income, health status, safety, location, and whether your issue is of a civil or criminal nature.

There are multiple organizations and private attorneys that offer free and reduced cost legal aid for our neighbors in and around Erie County.

A sample of these agencies are listed below. For more information contact 211WNY.



Phone: 211 or (888) 696-9211 **Website:** www.211wny.org

Program Name **Catholic Charities of Western New York Immigrant and Refugee Assistance Program**



Services Provided The immigration and refugee service assists local immigrants with matters related to asylum, family reunification, U Visa's and other similar immigration activity. Services include: citizenship classes, travel document application, green card and naturalization application, completion of affidavits of relationship or affidavits of support as well as assistance with housing, food, clothing, employment, and English. Contact the program for more information.

Address 20 Herkimer St. Buffalo, NY 14213

Phone (716) 842-0270 **FAX** (716) 852-0509

Website <https://www.ccwyn.org/services/immigration-refugee-assistance>

Hours Monday - Friday 8:30 am - 4:30 pm

Contact **Email** info@legalaiddbuffalo.org

Eligibility Residents of Erie County and surrounding counties. Eligibility determined by income level relative to size of family.

Program Name Legal Aid Bureau of Buffalo, Inc.



Services Provided

The Legal Aid Bureau of Buffalo, Inc., is a charitable not-for-profit corporation founded in 1912 by community leaders to provide legal representation and advice to the poor of our community. The Bureau offers both civil representation and criminal defense services to residents of Erie County who cannot afford a private attorney.

Address 290 Main St. Buffalo, NY 14202

Phone (716) 853-9555

FAX (716) 853-3219

Website www.legalaidbuffalo.org

Hours Monday - Friday 8:30 am - 4:30 pm

Contact

Email info@legalaidbuffalo.org

Eligibility Residents of Erie County and surrounding counties. Eligibility determined by income level relative to size of family.

Program Name Neighborhood Legal Services, Inc.



Services Provided

Neighborhood Legal Services, Inc., (NLS), is a private, non-profit agency, founded in 1976. NLS can help you with public benefits, disability law, housing, family law, and additional services such as the domestic violence project, assistance technology, and advocacy projects.

Address 237 Main Street, 4th Floor Buffalo, NY 14203

Phone (716) 847-0650

FAX (716) 847-0227

Website www.nls.org

Hours Monday-Friday 9:00am-5:00pm Monday-Thursday 9:00am-5:00pm (housing cases)

Contact

Email (use website)

Eligibility Services are provided FREE to financially eligible persons who reside in Erie County. In some matters clients are required to pay court costs. These guidelines may vary in regard to disability, housing discrimination and domestic violence cases.

**Program Name Center for Elder Law & Justice
(Formerly Legal Services for the Elderly (LSED))**



Services Provided

We provide free civil legal services to seniors, people with disabilities and low income populations. Our goal is to protect the essentials of life, such as housing, income, access to health care and protection from abuse. Services are health care advocacy, elder abuse prevention, housing and consumer protection.

Address 438 Main St. Suite 1200 Buffalo, NY 14202

Phone (716)853-3087 **FAX** (716)856-5317

Website www.elderjusticenyc.org

Hours Monday - Friday 9:00 am - 5:00 pm

Contact **Email** info@elderjusticenyc.org

Eligibility Free civil legal services, primarily to individuals age sixty and over as defined by the federal Older Americans Act, but also to younger disabled and low-income individuals, as funding permits.

Program Name Housing Opportunities Made Equal (HOME)



Services Provided

HOME is a civil rights organization whose mission is to promote the value of diversity and to ensure all people are an equal to live in the housing and community of their choice - through education, advocacy, the enforcement of fair housing laws and the creation of housing opportunities. FREE and confidential counseling on fair housing law and landlord/tenant law, counseling for discrimination complaints.

Address 1542 Main St. Buffalo, NY 14209

Phone (716)854-1400 **FAX** (716)854-1140

Website www.homeny.org

Hours Monday-Friday 9:00am-1:00pm (hours of intake) M-F 1:00pm-5:00pm (appointment only)

Contact **Email** homenyorg@gmail.com

Eligibility Service area Western New York. No income requirements. We help everyone in Western New York with our FREE and confidential services.

**Program Name Buffalo Civil Legal Advice & Resource Office
(CLARO)**



Services Provided

Assists and advises debtors in representing themselves in court and filing all the necessary court paperwork related to debt. Program can help people who may have: Collections issues, wage garnishments, frozen bank accounts, debt court cases or judgments related to credit card debts, medical debts, student loans, car loans, utilities collections, lines of credit, charge accounts, and foreclosures.

Address 45 Jewett Avenue, Suite 250 Buffalo, NY 14214 (BFNC Hope Center)

Phone (716) 828-8432 **FAX**

Website www.clarobuffalo.org

Hours Tuesdays 5:00pm - 7:00pm

Contact Stephen Cho (716) 855-0203 x119 **Email** scho@wnylc.com

Eligibility Open to all, free, service area Erie County, walk-in service, no appointments necessary; bring ALL pertinent documentation concerning your case (court documents, collections letters, credit reports, legal papers pertaining to debt).

**Program Name Volunteer Lawyers Project Inc. (VLP)
Erie County Bar Association**



Services Provided

Provides free civil legal services to low income households in WNY. VLP provides services by utilizing both its staff and volunteers to represent clients. Assistance with bankruptcy (Chapter 7), divorce, estate, family law, immigration, not-for-profit organizations, representation for HIV positive individuals, tax, tax foreclosure defense, tort defense, unemployment insurance benefits. No criminal cases.

Address 438 Main Street, 7th Floor Buffalo, NY 14202

Phone (716) 847-0662 **FAX** (716) 847-0307

Website www.ecbavlp.com

Hours Call for an appointment

Contact

Eligibility Free services. The office has no walk in services, please call for an appointment.



Program Name Say YES-Legal Clinics

Services Provided

Legal advice about bankruptcy, child custody, child support, divorce, eviction, foreclosure, government benefits, housing, immigration, income tax, and other legal matters. No advice for criminal matters

Address 712 Main St. Buffalo NY 14202

Phone (716) 828-8491

Website Sayyesbuffalo.org/supports/legalclinics

Hours Varies-check website

Contact Margarita Rivera' Rusch

Email mrusch@ecbavlp.com

Eligibility Students, parents, and community members living in the Buffalo Public School District. No advice for criminal matters. Location for clinics vary-check website.

IX. OTHER SUPPORT SERVICES

City of Buffalo 311 Call and Resolution Center Call 311 or (716) 851-4890

www.buffalony.gov/463/311-call-resolution-center

The City of Buffalo 311 Call and Resolution Center provides citizens with fast, centralized access to city services. Register complaints, get information, and access non-emergency police services. When appropriate, a Reference Number will be assigned to your request so that you can track its progress. During periods when the Center is closed, you can leave a voice-mail message. Or even better go online from the web page anytime! Download the 311 App at the Google Play app store or iTunes. NOTE: A report or request can be sent anonymously. However, if you choose this option, you will not be able to track the progress online. For this follow-up information, you can contact the Call Center by phone. Your anonymity will always be respected.

City of Buffalo Urban Renewal Agency (716) 851-2872 www.buffalourbanrenewal.com

The BURA's purpose includes the general planning and operation of various urban renewal programs designed to prevent or eliminate blight and deterioration in the City of Buffalo. The agency also offers continued support of the rejuvenation of inner-city neighborhoods through restoration efforts, educational programming, and safety agendas. It works towards keeping area neighborhoods drug and crime free through the use of Clean Sweeps; sweeps also to contain greater interdepartmental involvement.

City of Buffalo Department of Assessment and Taxation Exemption Office

(716) 851-5733 www.ci.buffalo.ny.us

Visit the website for a complete listing of services.

Erie County Office For People with Disabilities (716) 858-6215 www.erie.gov/ecod

The Erie County Office For The Disabled was created to ensure that Erie County's citizens with disabilities would have a direct voice in County government; to make available to such citizens an advocate who could work within the county structure to develop and enhance services; and to oversee facilities and programs by the County.