



# Emergency Assistance

## ERIE COUNTY SERVICES

<b>Emergency Food</b>	Food aid is provided by referral to food pantries and dining sites, through on-site food items, or through other emergency food programs.
<b>SNAP enrollment</b>	Households can be screened for eligibility for the Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) and can enroll or re-certify for benefits.
<b>Utilities</b>	<p><b>Neighbor-for-Neighbor Heat Fund:</b> Applicant must meet one of the eligibility guidelines: age 55+, veteran, receiving unemployment or disability benefits, or have a medical condition made worse by the absence of heat. May apply once per heating season for up to \$500 towards gas bill arrears. <i>(ongoing when funds are available)</i></p> <p><b>Care and Share:</b> Must be a National Grid account holder and have already exhausted HEAP benefits. May receive up to \$200 credit towards electric bill. May apply once per heating season. <i>(Program available typically February – March each year. Closed when funds are exhausted)</i></p>
<b>Personal Care</b>	Personal hygiene products are available on a limited basis for emergency need.
<b>Clothing</b>	Clothing is provided free by referral to Ladies of Charity thrift store, located at 1122 Broadway. Must have referral from Catholic Charities worker.
<b>Household Items</b>	<i>Fresh Start</i> packages are available by referral to individuals in need of small household items such as linens, cooking utensils and bedding. No furniture items are available.
<b>Baby Items</b>	<i>Layette packages</i> available by referral for new or expecting parents.
<b>Prescriptions</b>	Individuals with serious medical conditions may be assisted on a one-time basis when all other resources have been exhausted.
<b>Information and Advocacy</b>	Referrals to services inside and outside Catholic Charities for needs such as: shelter, domestic violence, counseling, employment, housing, re-entry, legal services, substance use, parenting classes, healthcare, and furniture.
<b>Other Assistance</b>	In the case that a catastrophic life event causes severe financial hardship, additional assistance may be available depending on the availability of funds and a detailed eligibility assessment conducted by program staff.

See reverse side for locations, hours, and what to bring to an appointment



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***Erie County residents in need of emergency financial assistance should call 856-4494 and they will be linked to an EFA worker. Most assistance can be completed remotely, and alternate locations may be available if needed.***

**Erie County Main Office:** Downtown Buffalo - 525 Washington St, Buffalo, 14203 Phone: (716) 856-4494  
Hours: Weekdays 9-11 am, 1-4 pm. Closed on major holidays. *Walk-in only*

**Satellite offices:** hours may vary, please call for availability

<b>Niagara Falls</b> 625 Tronolone Pl. Niagara Falls 14301  Tel: 282-2351	<b>Lockport</b> 450 Bewley Building Lockport 14094  Tel: 433-0246	<b>Kenmore</b> 3370 Delaware Ave Kenmore 14217  Tel: 877-8822	<b>Genesis Center</b> 2163 Seneca St Buffalo 14210  Tel: 863-5470
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## **Required documents to receive assistance:**

### **Identification for all household members**

- Acceptable forms of ID include: Current driver's license, non-license state ID, social security card, birth certificate, benefit card photo ID, military ID, or valid passport

### **Proof of all household monthly income**

- Most recent pay stubs for past 30 days, award letters for SSD/SSI, Social Security, unemployment, public assistance, child support or alimony payments, compensation or pension payments.

### **Proof of address**

- Utility bills with current address, paycheck stubs dated within four weeks, current bank statement with address

### **For Neighbor-for-Neighbor program:**

- **Proof of all expenses from the past 30 days:** rent/mortgage payments, car payments, loan payments, utility bills, phone and cable bills, food, clothing and other household expenses. Must have proof of at least 60% of expense-to-income ratio.

**Depending on the type of assistance requested, workers may request further documentation of need.**

