



Emergency Assistance

Erie County Services

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| COVID-19 Helpline | By calling 716-218-1419 between the hours of 8:45 a.m. and 4:45 p.m., one can reach a Catholic Charities staff member about crucial needs that they may have at the moment. |
| Emergency Food | Food aid is provided by referral to food pantries and dining sites, through on-site food items, or through other emergency food programs. |
| Utilities | <p>Neighbor for Neighbor Heat Fund: 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 \$300 towards gas bill arrears. <i>(ongoing, year-round program)</i></p> <p>Care and Share: 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> |
| Rental Assistance | Rental assistance may be provided through emergency programs in the event of a financial hardship. May help with rental arrears, first month's rent, or security deposit. Assistance is determined on a case by case basis. <i>(Closed when funds are exhausted)</i> |
| SNAP Enrollment | 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. |
| Personal Care | Personal hygiene products are available on a limited basis for emergency need. |
| Clothing | Clothing is provided free by referral to Ladies of Charity thrift store, located at 1122 Broadway. Must have referral from Catholic Charities worker. |
| Household Items | Fresh Start 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. |
| Baby Items | Layette packages available by referral for new or expecting parents. |
| Prescriptions | Individuals with serious medical conditions may be assisted on a one-time basis when all other resources have been exhausted. |
| Information and Advocacy | 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. |
| Other Assistance | 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 with you:



Emergency Assistance

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.

| Downtown Buffalo (Main Office) | Niagara Falls (Satellite Office) | Lockport (Satellite Office) | Kenmore (Satellite Office) | Genesis Center (Satellite Office) |
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| 525 Washington St, Buffalo, NY 14203 | 625 Tronolone Pl, Niagara Falls, NY 14301 | 450 Bewley Building, Lockport, NY 14094 | 3370 Delaware Ave, Kenmore, NY 14217 | 2163 Seneca St, Buffalo, NY 14210 |
| Tel: 856-4494 | Tel: 282-2351 | Tel: 433-0246 | Tel: 877-8822 | Tel: 863-5470 |
| Hours: Weekdays 9-11 am, 1-4 pm | Hours may vary, please call | Hours may vary, please call | Hours may vary, please call | Hours may vary, please call |

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.