

## Erie County Resource List 2024

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# Important Phone Numbers

## Hotlines

### 211 WNY

211

1170 Main Street; Buffalo, NY 14209

### 24/7 Mental Health Hotline

988

### Crisis Text Line

741741

### Addiction Hotline:

716-831-7007

100 River Rock Drive; Ste 300; Buffalo, NY 14207

### Adult Protective Services:

716-858-6877

95 Franklin Street; #1304; Buffalo, NY 14202

### Crisis Services:

716-834-3131

100 River Rock Drive; Ste 300; Buffalo, NY 14207

### Domestic Violence Hotline:

716-862-4357

### Erie County Senior Services:

716-858-8536

95 Franklin Street; #1304; Buffalo, NY 14202

### Family Justice Center:

716-558-7233

438 Main Street; #201; Buffalo, NY 14202

### Kids Helpline:

716-834-1144

### Mandated Reporter Line:

1-800-635-1522

### SNAP Call Center:

716-858-7239

158 Pearl Street; Buffalo, NY 14202

### Social Security Administration (EBT):

888-328-6399

158 Pearl Street; Buffalo, NY 14202

### Spectrum CARES (Youth):

716-882-4357

1235 Main Street; Buffalo, NY 14209

### WIC:

716-218-1484

Various locations

## Diapers and Baby

Buffalo City Missions:

716-854-8181

Childcare Resource Network:

716-877-6666

Community Action Organization:

716-881-5150

ECDSS Daycare Unit:

716-858-8953

Every Bottom Covered:

716-896-7021

Family Help Center:

716-892-2172

Harvest House:

716-824-7818, ext. 214

Parent Network:

716-332-4170 for English

716-449-6394 for Spanish

SNAP Call Center:

716-858-7239

St. Gianna Molla Pregnancy Outreach Center:

716-847-2206

The Hope Project of WNY:

716-810-9156

WIC:

716-218-1484

## Domestic Violence

BE SAFE Hotline:

716-858-4630

Catholic Charities:

716-218-1400

Crisis Services:

716-834-3131

Cornerstone Manor:

716-854-8181, ext. 116

Family Justice Center:

716-558-7233

Friends of the Night People:

716-884-5375

Erie County Domestic Violence Hotline:

716-862-4357

Haven House:

716-884-6000  
Hispanics United of Buffalo:  
716-856-7110  
Hope Project of WNY:  
716-810-9156  
International Institute of Buffalo:  
716-883-1900

## Food Assistance

Catholic Charities:  
716-218-1400  
Community Action Organization:  
716-881-5150  
FeedMore WNY:  
716-822-2002  
Matt Urban Center:  
716-893-7222  
Meals on Wheels (Differ by area):  
716-858-8526  
SNAP Call Center:  
716-858-7239  
Social Security Administration (EBT):  
888-328-6399  
WIC:  
716-218-1484

## Homeless Services

American Red Cross:  
716-886-7500  
Buffalo City Missions:  
716-854-8181  
Catholic Charities:  
716-856-4494, ext. 338  
Chautauqua Opportunities:  
716-366-8176  
Erie County Department of Social Services:  
716-858-8000  
Harbor House:  
716-842-4184  
OR  
716-842-4186  
Matt Urban Center:  
716-893-7222



Salvation Army (Counselor on Duty):

716-884-4798

VA Healthcare for Homeless Veterans:

716-881-5855

WNY Veterans Housing Coalition:

716-882-5935

## Housing

Belmont Housing:

716-884-7791

Buffalo Municipal Housing Authority:

716-855-6711

Buffalo Urban League:

716-250-2400

Catholic Charities:

716-218-1400

Community Action Organization:

716-881-5150

Housing Opportunities Made Equal (HOME):

716-854-1400

NeighborWorks Community Partners Buffalo:

716-885-2344

[nyhousingsearch.gov](http://nyhousingsearch.gov) :

1-877-428-8844

People United for Sustainable Housing (PUSH):

716-884-0356

Rental Assistance Corporation:

716-882-0063

Veteran One Stop:

716-898-0110

## Immigration Services

Catholic Charities:

716-854-3622, ext. 2230

OR

716-842-0270

Chautauqua Opportunities:

716-366-8176

Medical and Dental for Migrant workers

International Institute of Buffalo:

716-883-1900

Jericho Road (Buffalo City Missions Location):

716-919-6870

Journey's End Refugee Services:

716-882-4963

Legal Aid of Buffalo:

716-853-9555

PATH Enrichment Center:

716-601-5678

## Job Training and Education

Buffalo Urban League:

716-250-2400

Catholic Charities:

716-893-3500

Chautauqua Opportunities:

716-366-8176

Fathers only

FeedMore WNY:

716-822-2002

Veteran One Stop:

716-898-0110

## Legal Eagles

Center for Elder Law and Justice:

716-853-3081

Civil Legal Advice and Resource Office (CLARO):

716-828-8432

Journey's End Refugee Services:

716-882-4963, ext. 203

Legal Aid of Buffalo:

716-853-9555

Neighborhood Legal Services:

716-847-0650

Veteran One Stop:

716-898-0110

Volunteer Lawyers Project:

716-847-0662

## Medical and Dental

Apollonia Guild (through Catholic Charities):

716-856-4494

Buffalo VA Medical Center:

716-834-9200

Chautauqua Opportunities:

716-366-8176

Migrant Workers Only  
Community Health Center:  
716-986-9199  
Good Neighbors Healthcare (through Harvest House):  
716-856-2400  
Jericho Road (Buffalo City Missions Location):  
716-919-6870  
Lighthouse Free Medical Clinic:  
716-222-0805  
UB School of Dental Medicine:  
716-262-9750

### Mental Health

BestSelf Behavioral Health:  
716-884-0888  
Buffalo VA Medical Center:  
716-834-9200  
Catholic Charities:  
1-877-448-4466  
Children, individual, family, marriage/couple  
Crisis Services:  
716-834-3131  
Horizons Health Services:  
716-831-1800  
Veteran One Stop:  
716-898-0110

### Parenting Programs

Able 2 Adjust, Inc. (online program):  
<https://newyork.onlineparentingprograms.com/>  
Catholic Charities:  
716-896-6390  
Family Help Center:  
716-892-2172  
FamilyKind (online program):  
[www.nyparentingclass.com](http://www.nyparentingclass.com)

### Re-Entry Services

Back to Basics Ministries:  
716-854-1086  
Buffalo Employment and Training Center:  
716-856-5627  
Legal Aid of Buffalo:  
716-853-9555

Peaceprints of WNY:  
716-856-6131

## Substance Use

BestSelf Behavioral Health:  
716-884-0888

Buffalo VA Medical Center:  
716-834-9200

Catholic Charities:  
716-218-1400

Community Action Organization:  
716-881-5150

Crisis Services Addiction Line:  
716-831-7007

Horizons Health Services:  
716-831-1800

Saving the Michaels of the World:  
716-984-8375

Veteran One Stop:  
716-898-0110

## Transportation

Catholic Charities:  
716-856-4494

Family Help Center:  
716-892-2172  
Done by a case-by-case basis

NFTA:  
716-855-7360

## Utility Assistance

Assurance Wireless:  
1-888-321-5880

Community Action Organization:  
716-881-5150

EmPower NY:  
1-877-697-6278 (1-877-NYSMART)

HeartShare Human Services:  
716-422-4200

Home Energy Assistance Program (HEAP):  
716-858-7644

National Fuel Customer Assistance:  
716-686-6123

National Grid Consumer Advocacy:

716-831-7312

Regular Arrears Supplement (RAS):

716-858-7644

## Veterans Services

Buffalo VA Medical Center:

716-834-9200

Buffalo Vet Center:

716-862-7350

Chautauqua Opportunities, Connections North:

716-366-8176

Hope Project of WNY:

716-810-9156

Veteran One Stop:

716-898-0110

WNY Heroes Inc.:

716-630-5020

WNY Veterans Housing Coalition:

716-882-5935

# Contacts

## Domestic Violence Survivor Services

### Haven House of Child and Family Services

- Shelter
- Court advocacy, supportive counseling, economic empowerment program, help filling an order of protection, etc.
- 24/7 number to call and get connected to services
  - (716) 884-6000

### Getting Insurance

- Fidelis, Direct Contact: Dusty Wilson
- Can help clients connect with different insurance plans that meet their needs
  - Including Medicaid managed plans
- 8:30 am – 5:00 pm
- (716) 544-4923
- [dwilson@fideliscare.org](mailto:dwilson@fideliscare.org)

### Housing

#### Erie County Emergency Housing

- Monday – Friday, 8:00 am – 4:00 pm
  - (716) 858-6365
  - Clients will most likely to come in-person to 158 Pearl Street, 1<sup>st</sup> Floor
- After 4:00 pm or on weekends for emergency housing call 211

#### Matt Urban Center

- Housing coordinator, Carolyn Lertzak
- Monday – Friday, 8:30 am – 4:30 pm
- (716) 430-7311

\*Many of the mental health counselors at agencies listed can help with housing and homelessness as well\*

### Mental Health Counseling and Specialists

#### Hope Inspired Psychotherapy

- Licensed Clinical Social Worker (BIPOC)
  - Laurence Jones, LCSW
- Work with all populations and client concerns

- Telehealth services only
- To make an appointment:
  - (716) 520-7547
  - [lrjones@hopeinspiredpsychotherapy.com](mailto:lrjones@hopeinspiredpsychotherapy.com)

#### Endeavor Health Services

- Works with a multitude of concerns and can help with housing, medication, and other concerns
- Multiple locations in Erie County including the City of Buffalo
- Telehealth and in person services
- To make an appointment:
  - (716) 895-6701

#### Shurmatz Counseling

- Licensed clinical social workers and licensed Master of Social Workers
- Specialties:
  - Anxiety, depression, chronic pain, chronic illness, working with domestic violence survivors, grief and loss, PTSD, LGBTQ population, life transitions, perfectionism, and shame
- Locations:
  - Amherst
  - Cheektowaga
- Telehealth and in-person services
- To make an appointment, call:
  - Amherst: (716) 249-4063
  - Cheektowaga: (716) 217-6112

#### Spectrum Health and Human Services

- Helps connect you to mental health counseling, substance abuse and addiction concerns, medication, housing, and other needs
- To make an appointment call:
  - (716) 842-6713
- Other Services:
  - 24/7 Spectrum Mental Health and Substance Abuse Helpline
    - (716) 710-5172
  - Immediate Mental Health and Addiction Services
    - 1280 Main Street, Buffalo, NY
    - Weekdays 8:30 am – 4:30 pm



### Department of Social Services

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

### Food Stamps

- (716) 858-7239
- How to file a food stamps application:
  - Online:
    - <https://mybenefits.ny.gov>
  - In writing:
    - Print and mail or fax the SNAP Application and How to Complete the SNAP Application forms to your local department of social services
    - Completed applications can be faxed to:
      - (716) 858-6834
    - Completed applications can be mailed to:
      - Erie County Department of Social Services; P.O. Box 120; Buffalo, NY 14201; Attention: SNAP Division
- Food stamps fraud phone number:
  - (716) 858-1886

### Social Security Hours

- Monday – Friday, 9:00 am – 4:00 pm

### SSD/SSI

- Social Security Administration
- (855) 881-0213

Other social service programs and how to apply: <https://www3.erie.gov/socialservices>

Questions on social services and benefits: (716) 858-800

## Important Information Local Resources

## 211 WNY

- Developmental Disabilities
- Domestic Abuse
- Health and Wellness
- Housing
- Legal Services
- Substance Abuse
- Mental Health
- Food and Nutrition
- Support Groups
- Tax Services

## Addiction Hotline

- Referrals to Addiction Treatment Services such as stabilization (detoxification), outpatient, inpatient, residential services, Medication-Assisted Treatment, and connection with a Peer/Family Navigator from the Addict-to-Addict Program at WNY Independent Living

## Adult Protective Services

- Senior Services/ Homemaker Services
- Housing Improvement
- Housekeeper/Chores Services/Home Management
- Health Related Services
- Preventive Services for Adults/Adult Residential Placement
- Information and Referral
- People who receive SSI, Temporary Assistance, or Medical Assistance are eligible for most services
- Must be 18 years or older who are physically/mentally impaired, in need of protection, and who do not have anyone to help them

## American Red Cross

- Finding shelter after a disaster: [click here](#)
- Resources: information on how to check for home's safety, recovering emotionally, recovering financially, and bereavement

## Assurance Wireless

- Provides eligible consumers with free monthly data, unlimited texted, free monthly minute, and a free smartphone
- Qualify is household income or a member is on Medicaid, Food Stamps/SNAP or SSI (most likely needs to provide proof of income or program participation)

## Back to Basics Ministries

- Re-entry for men and women, learn strategies for productive living, civic responsibility, community service
- Restorative justice: mediation for tensions and conflicts
- Transitional Housing: for people facing immediate eviction or facing long/short term homelessness

## BE SAFE

- Provides court accompaniment, supportive counseling, case management, safety planning, liaison between client and ADA, access to resources for medical, housing, employment, and financial needs, can help with OVS application and address confidentiality

## Belmont Housing

- Housing Choice Voucher Program
- Housing Resource Center: helps people find affordable housing, computer access, apartment listings, community information, housing counseling, housing information

## BestSelf Behavioral Health

- Mental health, substance use disorders, health assessment/monitoring, psychiatric rehabilitation, targeted case management, peer services, Parent-Child Interaction Therapy (parent and child), DBT, Assertive Community Treatment, problem gambling treatment, recovery transition, forensic interviews at the CAC, Health Home (care management)
- Personalized Recovery Services: housing assistance, symptom monitoring, Cognitive Enhancement Treatment programs, coping skills, basic life training, vocational training
- Renaissance Addiction Services: uses TIC, residential program for youth/young adults, halfway house to slowly reintegrate into society

## Buffalo City Mission

- Rescue Services: offers nutritious meals, showers and shelter, health and wellness, clean clothing and laundry services, chaplaincy, and case management/referrals
- Restoration Services: life skill classes, financial literacy, housing management, employment and career development, education (HSE, Pre-Collegiate, and certification programs), job-skill training, health and wellness, case management, substance use/recovery services
- Literacy and Enrichment After-School Program (LEAP): after-school program for children 5-12 that helps with education, mental health, and spiritual needs
- Early Child Care Services: for children birth-5 years old

## Buffalo Employment and Training Center

- Focuses on 18–24-year-olds and re-entry people

- Helps people get jobs by provide workshops, assist in tax credit, help develop marketable skills, help in the search process, tools to be successful, and networking/placement assistance

### Buffalo Municipal Housing Authority

- Section 8 Housing Assistance Program: low-income families by paying for a portion of their rent and a utility allowance
- Section 3 Program: employment opportunities in construction field
- Family Self-Sufficiency Program: helps families find resources for education, job training, and supportive services
- GED: offers individualized instruction
- Service Coordinator Program: help increase income, reduce need for public assistance, and economic independence

### Buffalo Urban League

- Housing and Community Development Department: helps provide people with homeowner education, first-time homebuyer assistance, financial empowerment, foreclosure prevention, rental search coaching, fair housing education, and minority and women business loan and technical assistance
- Workforce Development: YOLO (for 16–24-year-olds to receive help in finding a job)

### Buffalo VA Medical Center

- Addiction and Substance Use Care: rehabilitation, health maintenance, community support
- COVID-19 vaccines available for veterans, spouses, and caregivers (referral required)
- Cancer Care: immunotherapy, chemotherapy, radiotherapy, and palliative care
- Caregiver Support: training, counseling, respite care, and match services with benefits
- PTSD Care: counseling, homelessness help, and transitional care management
- Patient Advocates: help client get the best possible care
- Primary Care: family care, blood work, women’s healthcare
- Prosthetics and Rehabilitation: wheelchairs, adaptive equipment, clothing allowance, artificial limbs, including artificial joints and pacemakers
- Military Sexual Trauma Care: walk-in care, counseling, psychiatric care
- LGBTQ+ Veteran Care: safe and secure environment to address medical needs
- Offers general hospital/clinic care like cardiology, urology, transplants, physical therapy, ER, etc.

### Buffalo Vet Center

- Offers couples and family counseling, grief and bereavement counseling, mental health care, military sexual trauma care, PTSD care, transitional counseling care, and individualized health plan

- Referrals can be made for addiction and substance use care, suicide prevention, VA financial assistance

### Catholic Charities

- Counseling Programs: children, individuals, family, marriage/couples, multisystemic therapy
- Basic Needs: food pantries, housing, clothing, bookbag program
- Homeless prevention program and SOAR Program (homeless people with SSI/SSD)
- Rapid Re-housing: rental assistance, case management, housing search/placement
- Tomorrow's Youth Today: out-of-school or unemployed 16–24-year-olds with high school equivalency preparation, employment search, tutoring, college prep
- ECC Pathways: tuition-free, college prep classes for 16 and up, non-credit program to help people get a GED
- Financial Empowerment: 716-893-3500
- East Delavan Academy: free, short-term training program for 18 and older, includes construction and trades, and telecommunication certifications
- Domestic Violence Program for men: for offenders mandated by the courts, probation, parole, or CPS, weekly group session
- Caring Dads: for men that have abused, neglected, or exposed their children to DV, 17 weekly group session
- Women's Healing and Empowerment: help women with providing resources that is personalized to their situation
- Kinship Caregiver Program: offered in Cat. and Allegany County, helps families locate resources
- Our Kids Parent Education and Awareness (OKPEAP): for parents who want to reduce conflict and work on parenting skills (Can be referred by Family/Supreme Court), learn how to co-parent, child development, family law overview (716-896-6390)
- Incredible Years: 14-week program that help parents understand developmental needs, develop positive relationships, and use effective discipline (transportation is also available for clients)
- Young Parents Program: for 12–25-year-olds in Erie County, assistance with a newborn, parenting skills, nutrition
- Refugee Preventive Services: assists refugee families in the child welfare system, child permanency, interpreters through International Institute or Catholic Charities Immigration and Refugee Assistance Program
- Parent/Child Access Program: w/ court order, this program can provide Therapeutic Supervised or Monitored Exchanges (716-896-6390)
- Employment services for refugees/immigrants, immigration needs such as permanency

## Center for Elder Law and Justice

- Housing: represents tenants in eviction, tax foreclosure, senior/landlord disputes, financial literacy services
- Healthcare: helps with getting Medicare/Medicaid, managed long-term care treatment, and concerns with private insurance

## Chautauqua Opportunities

- Home Health Care Services: emergency services 24/7, need help recovering from an illness, disabled, or need assistance with daily activities
- Personal Care Services: housekeeper, personal care aide, home health aide, LPN services, and RN services
- Migrant Farm Workers Services: medical, dental, and health insurance access, translation/transportation from appointments, and education
- Training and education services such as applied suicide intervention skills, medication administration training, health care plans; health education services
- Mobile Crisis Outreach: crisis intervention, assessment, safety planning, peer support, and mental health monitoring
- Fatherhood Programs: assistance with employment barriers, assistance with court barriers, linkage with other parent networks, access to intensive couple therapy, budgeting/financial planning, skills on how to co-parent
- Housing Services: apartments to rent, section 8 housing, fair housing, homeownership, energy efficiency and weatherization, helps with homelessness, housing assistance for people with HIV/AIDS, asset development, and financial education
- Services for Pre-School Children and Families: education, nutrition, health, family supports, Early Head Start Program
- Veterans/veteran families facing housing crisis (can help with rent/utilities, moving costs, or security deposits)-income restricted

## Childcare Resource Network

- Link to finding childcare near clients: [click here](#)

## Civil Legal Advice and Resource Office (CLARO)

- Help with being sued, inform people of their rights, and provides legal advice

## Community Action Organization of WNY (CAO)

- Head Start/Early Head Start: eligible for families who received TANF, SSI, foster care/homeless; children with disabilities
- NUTURE Academy: education-based after school program for grades K-8
- NUTURE Summer Camp: 8:30a-5:30p
- Leadership Academy: summer youth camp for 11–14-year-olds
- Education Task Force: provides workshops, community events, and scholarships that encourage academic success/responsibility for high school students

- Community Engagement Team: open gyms, room rentals, meeting spaces
- Emergency & Family Services: provides immediate needs such as food pantries, Emergency Home Food Delivery, utility assistance programs, senior transportation, Holiday Toy Assistance
- Senior Services: recreational and social activities, games, guest speakers, and community outings
- Housing Development: rental and mortgage assistance, apartment searches, and home repair
- CAgrO Urban Agriculture Program: locally grown produce to low-income families
- Masten Resource: unique programs in the MLK District
- DART (Drug Abuse Research and Treatment Program): individualized patient-centered plans for recovery (takes Medicaid, Fidelis, Blue Cross/Blue Shield, Independent Health, Wellcare, Optum/United Healthcare)

### Community Health Center

- Adult/family medicine, pediatric medicine, behavioral health, dental services, woman's health/family planning, physical therapy

### Cornerstone Manor

- DV shelter for women and children- services through City Mission are offered to clients

### Crisis Services

- Trauma Response Program: for individuals, families, and groups that have been exposed to trauma (suicide, fire, robbery, community violence, workplace death, homicide, disasters)
- Mobile Outreach Program: mobile unit of CPEP, links people to services who do not go to CPEP
- Mobile Transitional Support Program: clinical intervention services that are being released from inpatient psychiatric care at ECMC/Buffalo Psychiatric Center, referrals can only come from discharge planners
- Crisis Case Management Program: short-term crisis case management to people that encounter law enforcement and who have mental illness
- SAFE Program: Sexual Assault Forensic Examiner (called SAFE or SANE Nurse) conduct rape kits at the hospitals in Erie County and some in Niagara County
- Advocate Program: case management services for DV and sexual assault survivors, works in schools for sexual and domestic violence prevention, goes to hospitals for advocacy/linking with services, works with individuals that have been sexually assaulted in prison/jail

### EmPower NY

- Provides no-cost energy efficiency solutions to income-eligible homes



## Erie County Department of Social Services

- Emergency Services: Homelessness, foreclosure, eviction, utility arrear, security agreements, moving/storage assistance, water help, home repair, extermination help, stove/fridge assistance, help with guide dogs, SSI check replacement

## Erie County Senior Services

- Case Management (Adult Day Care, Home Care, Personal Emergency Response Systems, Falls Prevention, Home Safety Self-Assessment)
- Health Insurance Information Counseling Assistance Program
- Legal Services
- Senior Vision Services
- Telephone Assurance Program
- Transportation

## Every Bottom Covered

- Diaper Bank in WNY (like a food bank)
- Only for low-income households such as individuals that receive TANF, Medicaid, SNAP/WIC
- Must complete an application as well as prove your relationship to enrolled children, and any public assistance card

## Family Help Center

- 24-Hour Family Helpline as the starting access point for services
- Home-Based Support Services: social workers can come into the home and observe the environment, helps assisting with resources, offers hands-on teaching for parenting skills
- Parent Support Groups and Companion Childcare Groups: support groups for parents that are feeling isolated using the evidence-based model of Parenting Wisely, childcare can be provided
- Parent Café: informal client-directed parent support group held over lunch, talking about coping skills, self-care, parenting skills, and personal health
- Food Pantry: only for emergency (formula, food, or diapers)
- Transportation: aids using bus pass and staff can provide transportation to appointments, groups (case by case basis)
- Intensive Home-Based Services: “whatever it takes” to restore family functioning, uses the nationally recognized Home Builders Model, a case worker that is assigned make sure the family receives 15 hours of direct intervention
- High Fidelity Wraparound Services: assisted with developing supports, services, and resources, families received 2-4 hours of home-based intervention bi-weekly for 6-12 months
- Childcare Center: full-service, high quality day care for children 6 weeks-12 years old, Monday-Friday 7a-5p, before and after school programs, summer programs

### Family Justice Center

- Address Confidentiality Program
- Support Groups for DV Survivors
- Orders of protections
- Medicals/Evaluations of DV Injuries

### FeedMore WNY

- Home-delivered meals for those who are 60 and older or having a disability
- Meals Express: meant for those who are homebound for a temporary length of time
- Animeals: All home-delivered clients with dogs/cats are eligible to receive free pet food once a month (talk about his during enrollment)
- Nutrition education and assistance (for older adults and children)
- Job training through RISE: 8-week program to become warehouse and logistics professionals (offers childcare for participants, resume writing, guided job search, interview help, financial literacy through Bank of America)
- Food pantry locator, [click here](#)

### Friends of the Night People

- Meals, food pantry, clothing, laundry, lockers, identification assistance, mailbox services, showers, hygiene products, public benefit/housing search assistance
- Medical outreach during specific (go to site for those)

### Harbor House

- Must be 18 years old or older and have a primary diagnosis of a psychiatric disorder, and be homeless/risk of homelessness
- Open 365 days, housing assistance, referrals to community resources, diversion activities, on-site provider screenings, showers/laundry, and light meals and snacks

### Harvest House

- Baby & Children's Ministry: helps caregivers with clothes, safe cribs, car seats, strollers, educational toys, books, and pajamas
- Good Neighbors Health Care: medical and dental care, counseling to those un/under-insured
- New Hope Education Center: vocational training programs including Allied Health Office Technology, Hands-On Home Improvement, Residential Electric, Steam Engineering, Into to Automation/PLC, and Certified Nursing Assistant (CAN)
- Retreat & Spirituality Center: offers interfaith groups for retreats, prayer services, Bible Study, and other spiritual programs

### Haven House

- Domestic violence shelter for men, women, and children

- Access to case management services, court help, counseling, referrals to housing, food, clothing, art empowerment classes

### Hispanics United of Buffalo

- Bilingual DV Program
- Provides case management, safety planning, referrals to shelter/ housing, non-clinical counseling, help with court
- Have parenting classes for reduce women losing children to DV
- 12-week support group and access to Rapid-Rehousing program
- Food pantry: emergency food pantry by WNY Food Bank, referrals to food service providers, clients need to bring ID w/ picture, proof of residence, proof of income, and number in the households

### Home Energy Assistance Program

- May be able to help heat houses with electricity, natural gas, oil, coal, propane, wood/wood pellets, kerosene, corn
- Eligibility is based on income, household size, primary heating source, and the presence of children or elderly
- Applying online: [myBenefits Alerts](#)

### Home Opportunities Made Equal

- Fair Housing: helps with housing issues, discrimination, complaints
- Community Housing Center: housing search assistance for everyone
- Buffalo Mobility Assistance Program: applicants have to receive Section 8, live in Niagara/Erie County, and do not live in an opportunity area ([map here](#))
- Education and training on tenants' rights, landlord certification

### Hope Project of WNY

- Provides gently used clothing, shoes/boots, outerwear, linens, furniture, housewares, small appliances, toys/books, hygiene and cleaning supplies
- Documents required:
  - If new applicant, 6 months of current, consecutive paystubs (must be printed), above the age of 18, picture ID, birth certificates for children/custody papers
  - Legally disabled clients: government issued award letter (printed) for the current year, documentation describing disability, 18 years or older, picture ID, and birth certificates for children/custody papers
  - Special needs minors: diagnosis letter from doctor, birth certificates or custody papers
  - DV survivors: current police report no older than 3 months or a signed letterhead from the Family Justice System or Haven House (No orders of protections), above the age of 18, picture ID, and birth certificates of minors/custody papers

- Current military/veteran: military ID/DD214 with picture, birth certificates of minors/custody papers

### Horizons Health Services

- Helps adults, young adults and adolescents, families, and veterans
- Offers counseling, residential treatment, detox and stabilization, and family recovery support

### International Institute of Buffalo

- Resettlement programs, employment help, domestic violence help, human trafficking, interpretation services

### Jericho Road

- Medical care/insurance help, telemedicine
- Hope Refugee Drop-In Center (716-881-0539): appointment only, non-traditional case management, referrals to other agencies, access to NLS on Tuesdays
- Priscilla Project: education about prenatal nutrition, referrals to donation centers, support events, interpretation services, perinatal and postpartum depression screening, breastfeeding support, mentor/mentee program
- Vive Shelter: for refugee claimants waiting for appointments/interviews about seeking asylum

### Journey's End Refugee Services

- Refugee Social Services Program: employment and job placement help
- ONA Workforce Community Navigator Program: connects immigrants to existing workforces
- Refugee Agricultural Partnership Program: agricultural training on an urban farm
- Adult ESOL Program: English as a Second Language
- TASC Prep Program: high school equivalency
- Immigration Legal Services Program: licensed attorneys for low-income refugee, asylees, and other immigrants
- Refugees School Impact Program: eases the transition for children into American school

### Legal Aid of Buffalo

- Formerly Incarcerated Individuals: employment, housing, educational opportunities, child support, DMV suspensions, financial stability, certificates of relief from disabilities/good conduct
- Legal representation for criminal defense, appeals/post-convictions, attorneys for children, housing rights, family stability, workers' rights, consumers' rights, immigrants/refugees, and Regional Immigration Assistance Center

### Lighthouse Free Medical Clinic

- Allied health program including dentistry, legal, nutrition, public health, and social work

- Offers sick visits, annual physicals, PPD testing, STI testing, pregnancy tests
- Offers dermatology, gynecology, and vaccines

### Matt Urban Center

- Housing Home Repair Programs: serve neighborhoods on the East Side
- Homebuyers Programs: funds available for low-income, first-time homebuyers in the city of Buf
- Agency Owned/Operated Real Estate: Hope House Apts., Monroe Place, Parkview Senior Apts. AWA, and Hope Gardens
- Receivership Administration: Housing Court Judge Carney made MUC to make repairs and address code violations in rental properties in the City of Buf
- Food Pantry: distribution is done at scheduled times, but urgent needs can be done via referral

### Meals on Wheels

- People that are over the age of 60
- In-home assessment must be completed as well as other benefits/services
- Doctor's notes must be provided for special type of diet

### Neighborhood Legal Services

- Housing: helps with eviction, homelessness, discrimination, fair housing, survivor of DV
- People with Disabilities: unable to work issues, SSI/SSD benefits, furthering education
- Public Benefits: rent assistance, needing insurance, loans in default, help with ECDSS, access to Medicaid/Medicare
- Family Services: divorce, custody/visitation, OOP, modifying orders of support

### NeighborWorks Community Partners Buffalo

- Homebuying workshops, financial coaching, down-payment and closing cost assistance for first time homebuyer, home repair grant, roof repair grant, lead paint testing, Erie County Home Repair Loan
- UB HOME: hybrid grant and loan to help full- and part-time UB faculty and staff

### Parent Network

- Provides 1-on-1 support, home visits, behavior assessment, person/family centered approaches, behavioral plan development, works with school to get IEPs, transportation issues, specific disabilities, early childhood programs/services, navigating systems, support groups for parents, and help through the application process for the Office of people with Developmental Disabilities

### PATH Enrichment Center

- For women or youth that has been or at risk of being exploited through trafficking (sex/labor): referral services to legal help, shelter, mental health, medical care, English as

a Second Language class, crocheting, cooking/nutrition, tutoring, clothing, personal care items, transportation

### Peaceprints of WNY

- Bissonette House: 120-day transitional residential program for re-entry
- Hope House: low-income, supportive housing (helps men transition from Bissonette House)
- Abbott Road Apartments: 1- or 2-bedroom units for people with convictions and their families
- Pre-Release Services: case management, Ready, Set, Work! program, court advocacy, fatherhood program, restorative circles
- Post-Release: housing help, case management, benefits assistance, connection to medical treatment, employment, and workforce linkage

### PUSH

- Affordable housing through application process: [click here](#)

### Regular Arrears Supplement (RAS)

- One-time benefit that assists with HEAP eligible households who have electricity or gas accounts arrears as documented by their utility vendor
- More Information, [click here](#)

### Rental Assistance Corps

- Housing Vouchers and Moderate Rehabilitation Programs

### Salvation Army

- Gives shelter to single women (w/ or w/o children), men with children, and married couples with children- assigned a case manager
- Emergency Family Assistance: 3 meals a day for 3 days during specific hours
- Supervised Visitation Program: received referrals from ECDSS
- Pathway of Hope: links families to resources in the Salvation Army, for families that want to improve their situation and is completely voluntary
- Erie County Rural Area Services: available 24/7, emergency need for food, shelter, clothing, transportation (Akron, Angola, Eden, Holland, North Collins, and Springville)

### Saving the Michaels of the World

- Substance use/misuse, education/prevention, case management, support groups, outpatient drug detoxification, referrals

### Spectrum CARES (Youth in Crisis)

- Crisis services/interviews
- Brief counseling/mental health services
- Safety planning

### St. Gianna Molla Pregnancy Outreach

- Pro-Life: letting clients know in case it does not align with his/her views
- Provides material, emotional, and spiritual support to mothers, fathers, and families
- Referral slip must be used: [Referral slip](#)

### UB School of Dental Medicine

- Cleanings, exams, x-rays, oral cancer screenings, fillings, implants, dentures, braces, pediatric dentistry, oral surgery, root canals, veneers, TMD

### VA Healthcare for Homeless Veterans

- HCHV Outreach Services: identifies homeless veterans in shelters, drop-in centers, then to provide them resources to housing, treatment, residential programs, etc.

### Veteran One Stop

- Benefits Counseling: range from federal disability compensation, pensions, education benefits and insurance, and enrollment in VA Healthcare
- Education Programs: filing education benefits application, exploring career goals. Selecting majors/minors, financial aid planning, and supporting transition time
- Employment Programs: vocational counseling and skills assessments, resume preparation and job readiness training, occupational skills training/courses, networking opportunities, job search, advocacy and placement assistance
- Legal Services: provided by Neighborhood Legal Services and the Legal Aid Bureau to help with disability-related matters, housing discrimination, bankruptcies
- Financial Counseling: free income tax preparation, financial literacy education, and assistance in asset building
- Readjustment Counseling: mental health, chemical dependency, linkages to community resources
- Housing and Emergency Services: emergency shelter, transitional, supportive, and independent housing (Partnered with the Veterans Housing Coalition, Belmont Housing, Altamont, and Restoration Society)

### Volunteer Lawyers Project

- Family Law Questions: 716-823-3255
- Housing Questions: 716-828-8460
- Divorce: 716-847-0662, ext. 807
- Immigration Questions: 716-847-0662, ext. 301
- Unemployment Benefits Questions: 716-847-0662, ext. 324
- HIV/AIDS Legal Assistance: 716-847-0662, ext. 319
- Low-Income Taxpayer Questions: 716-847-0662, ext. 316
- Everything else: 716-847-0662, ext. 324

### WIC (Women, Infants, & Children)

- Federal nutrition program

- Nutrition education and counseling
- Breastfeeding/chestfeeding support
- Food benefits/other resources for family

#### WNY Heroes, Inc.

- Heroes Bridge: help with mortgage, rent, or utilities (available once every 3 years per applicant)
- Pawsitive for Heroes: must have a documented combat-related disability of PTSD, anxiety, or hypervigilance to be eligible to provide client training with service animal
- Operation B.O.O.T.S.: brings families together in a casual, non-clinical environment to help build skills and network

#### WNY Veterans Housing Coalition

- Helps with housing, case management, employment, and referrals



## Anger Management Contacts

**Anger Management Counseling**

(716) 458-0055

<https://harrishillcounseling.com/service/anger-management-counseling-buffalo-ny/>

8612 Main Street #1

Williamsville, NY 14221

**Anger Management Program**

(716) 842-2750

<https://www.op.nysed.gov/child-and-family-services-erie-county-anger-management-program>

330 Delaware Avenue

Buffalo, NY 14202

**Anger Management Program**

(716) 842-2750

<https://www.op.nysed.gov/child-and-family-services-erie-county-anger-management-program>

3901 Genesee Street

Cheektowaga, NY 14225

**Article 16 Clinic – Suburban Adult Services Inc.**

(716) 805-1250

<http://www.sasinc.org/>

601 Oakwood Avenue

East Aurora, NY 14052

**Back to Basics Outreach Ministries**

(716) 854-1086

<http://back2basicsministries.org/>

1370 William Street

Buffalo, NY 14206

**Child and Adolescent Mental Health**

(716) 883-1914

<http://www.jfswny.org/>

70 Barker Street

Buffalo, NY 14209

**Conflict Resolution, Anger Management Workshop – Salvation Army**

(716) 864-1717

[www.buffalosalvationarmy.org](http://www.buffalosalvationarmy.org)

960 Main Street

Buffalo, NY 14202

**Dale Association Outpatient Counseling and Treatment Center**

(716) 693-9961

<http://www.daleassociation.com/>

624 River Road  
Suite 8  
North Tonowanda, NY 14120

**Horizon Health Services**

(716) 831-1800  
[www.horizon-health.org](http://www.horizon-health.org)  
3020 Bailey Avenue  
Buffalo, NY 14215

**Independent Living of Niagara County**

(716) 284-4131  
<http://wnyil.org/Independent-Living-Niagara>  
746 Portage Road  
Niagara Falls, NY 14301

**Mental Health Association in Chautauqua County**

(716) 661-9044  
<http://www.mhachautauqua.org/>  
31 Water Street  
Gateway Building, Rear, Door 14  
Jamestown, NY 14701

**North County Counseling Center**

(716) 353-8241  
<http://www.cattco.org/community-services>  
9824 Route 16  
Stone House, 3<sup>rd</sup> Floor  
Machias, NY 14101

**Olean Counseling Center**

(716) 373-8040  
<http://www.cattco.org/community-services>  
One Leo Moss Drive  
Suite 4308  
Olean, NY 14760

**Outpatient Clinic – Orleans County Mental Health Services**

(585) 589-7066  
<http://www.orleansny.com/>  
14014 Route 21 West  
Albion, NY 14411

**Outpatient Mental Health Clinic – OLV Human Services**

(716) 828-9651

<http://www.olvhumanservices.org/>

790 Ridge Road

Lackawanna, NY 14218

**Robert Waters Arrticle 16 Clinic – Arc GLOW**

(585) 589-0771

<http://www.arcglow.org/>

215 Washington Street

Albion, NY 14411

**Salamanca Counseling Center**

(716) 945-5211

<http://www.cattco.org/community-services>

117 ½ Main Street

Salamanca, NY 14779

**Springville Griffith Institute Family Support Center**

(716) 592-3248

<http://www.springvillegi.org/about-our-community/family-support-center/>

283 North Street

Springville, NY 14141

**Summit Behavioral Pediatrics Clinic**

(716) 629-3400

<http://www.thesummitcenter.org/what-we-do/behavioral-health-division/behavioral-pediatrics-clinic/>

75 Pineview Drive

Suite 200

Amherst, Ny 14228

# Child and Adolescent Mental Health Services

## Best Self Behavioral Health

### **Location:**

Multiple locations at Amherst Pediatrics, Delaware-Summer, North Collins, SouthTowns, University, and WestSide

Phone: (716) 835-4011

### **Program Hours:**

Hours are dependent on location and some walk-in hours are available at a first come, first serve basis. Hours can be found at <https://www.bestselfwny.org/wp-content/uploads/2024/01/BestSelf-Childrens-Programs-English-Brochure.pdf>

### **Contact:**

Lindsey Rickard  
(315) 729-9490

[lrickard@bestselfwny.org](mailto:lrickard@bestselfwny.org)

**Who we are / What we do:** Mental health is an important factor in overall health and it's never too early to start thinking about your children's mental health and well-being. Luckily, parents and families can do a lot to help create healthy, safe and supportive environments that promote good mental health. Our programs effectively engage families, schools and communities – the critical social supports to ensure lasting well-being in a family-centered environment.

**Specialties:** Mental health, substance use disorders, health assessment and monitoring, psychiatric rehabilitation, targeted case management, EMDR, TF-CBT, DBT, PCIT.

**Important Information:** Clients can be referred to satellite offices, but only through internal referral. Client must be a resident of the school district or

**Age Range of Clients:** Children and adolescents.

**Eligibility:** Children struggling with mental health disorders. Some programs have different requirements.

**Bilingual Staff/Interpreters:** Services are offered in Spanish and Arabic at different locations

## Child and Family Services

### **Location:**

339 Delaware Avenue  
Buffalo, NY 14202

Phone: (716) 842-2750

### **Program Hours:**

By appointment only

### **Contact:**

Erica Kuntz, Manager of Clinical Services  
(716) 335-7223  
[ekuntz@cfsbny.org](mailto:ekuntz@cfsbny.org)

Gretchen Szymanski, Director of Clinical Services  
(716) 335-7154  
[gsztmanski@cfsbny.org](mailto:gsztmanski@cfsbny.org)

**Who we are / What we do:** People of all ages can benefit from our counseling services. To meet the needs of every individual seeking treatment, our staff includes licensed counselors, a psychiatrist, psychiatric nurse practitioners and licensed practical nurses. Our skilled team enables us to provide counseling sessions, individualized treatment plans and medication when necessary. Our years of counseling experience prepare our team to help individuals of all races, creeds, national origins, sexual orientations or economic backgrounds. We also support people facing a broad range of challenges—from everyday stress to grief, loss, sadness, and overwhelm. Together, our team works with you to achieve healing and well-being in a safe, confidential environment.

**Specialties:** Adolescent/Youth Counseling, Adult Psychiatry, Anger Management, Bereavement and Grief Counseling, Child and Adolescent Psychiatry, Clinical Psychiatric Evaluation, General Counseling Services, General Psychiatry, Psychiatric Disorder Counseling, Suicide Counseling

**Important Information:** The facility offers both child counseling and family counseling among their other services.

**Age Range of Clients:** People of all ages can receive services so long as they are older than 3 years old.

**Eligibility:** Open to anyone who is in need of services and is over the age of 3.

**Bilingual Staff/Interpreters:** Services are available in English, Spanish, and Mandarin.

### **Insurance Information:**

Accepts:  
Medicaid, Medicare, and most private pay insurances.

## Children's Psychiatry Clinic

**Location:**

1028 Main Street  
Buffalo, NY 14202

Phone: (716) 859-5454

**Program Hours:**

Monday – Friday: 9:00 am – 5:00 pm

Evening and early morning appointments available upon request.

**Contact:**

Beth Smith, Medical Director  
(716) 859-5454

**Who we are / What we do:** A New York State Office of Mental Health licensed clinic. Staff serve children from two to 21 years of age and provide diagnostic and treatment services to Western New York youth and their families who are experiencing emotional and/or behavioral disturbances or family relationship problems. Offers diagnostic assessment and evaluation; individual, family, parent-child and group psychotherapies; psychiatric evaluation and consultation; medication management; and advocacy with and consultation to schools, social services, or other agencies serving clinic patients.

**Specialties:** Adolescent/Youth Counseling, Family Counseling, General Psychiatry.

**Age Range of Clients:** Youth ages 2 to 18.

**Eligibility:** Services are available for youth living in Erie County with behavioral or emotional disorders.

**Insurance Information:**

Accepts:

Medicaid and most major insurances.



## CMH Counseling

### **Location:**

153 West Utica Street  
Buffalo, NY 14222

Phone: (716) 884-7569

Fax: (716) 884-4087

### **Program Hours:**

Monday – Wednesday: 9:00 am – 7:00 pm

Thursday: 9:00 am – 6:00 pm

Friday: 9:00 am – 4:00 pm

### **Contact:**

Judith Breny, Executive Director

(716) 884-7569

[cmhcounseling@roadrunner.com](mailto:cmhcounseling@roadrunner.com)

**Who we are / What we do:** Founded in 1922, CMH Counseling is a private, not-for-profit organization providing counseling services to individuals, couples and families. All people experience difficult and stressful times in their lives. Counseling (therapy) can help an individual to learn ways of coping and to formulate and pursue achievable goals. Counseling (therapy) can help an individual learn ways of coping and to create and pursue achievable goals. The client(s) and therapist work together to help the client(s) develop skills to manage issues and to process past conflicts.

**Specialties:** Adult Child Sexual Abuse Survivor Counseling, Bereavement and Grief Counseling, Conjoint Counseling, Family Counseling, General Counseling Services, Individual Counseling, Marriage Counseling, Parent Counseling, Psychiatric Disorder Counseling, Sexual Assault Counseling.

**Important Information:** Provides, individual, couples, and family counseling. Offers short- and long-term counseling for a variety of problems, including relationship/marital issues, coping with loss, parent-child/family issues, sexual abuse, life transition adjustment, depression, independent functioning, personal growth, and development of more effective communication in job settings.

**Age Range of Clients:** Services are available to people of all ages, but child services are limited to children and adolescents.

**Eligibility:** Patients are accepted on an individual basis, but anyone is able to apply.

### **Insurance Information:**

Accepts:

Most major insurances

**Fees:** Some clients may be eligible for a sliding fee scale.

## Gateway Long View

### **Location:**

10 Symphony Circle  
Buffalo, NY 14201

Phone: (716) 783-3221

### **Program Hours:**

Monday – Thursday: 8:00 am – 7:00 pm  
Friday: 9:00 am – 5:00 pm

### **Contact:**

Kristy D’Angelo, Vice President of Behavioral Health Services  
(716) 783-3483  
[kdangelo@gateway-longview.org](mailto:kdangelo@gateway-longview.org)

**Who we are / What we do:** Our top priority is safety, as well as the social, mental and emotional well-being of youth and families in care. We recognize that each child and family has unique skills and experiences that make them who they are. Our work builds upon individual strengths, creating partnerships that foster hope for the future. In working together, we engage in collaboration, empowerment and choice.

**Specialties:** Adolescent/Youth Counseling, Art Therapy, Bereavement and Grief Counseling, Child Abuse Counseling, Child and Adolescent Psychiatry, Child Guidance, Child Sexual Abuse Counseling, Cognitive Behavioral Therapy, Counseling for Children Affected by Domestic Violence, Dialectical Behavior Therapy, Eye Movement Desensitization and Reprocessing, Family Counseling, Group Counseling, Individual Counseling, Infant and Early Childhood Mental Health, Juvenile Delinquency Diversion Counseling, Psychiatric Disorder Counseling, Suicide Counseling, Truancy Counseling

**Important Information:** Outpatient clinic services for children and adolescents ages 3-21. Provides rapid and immediate access to psychiatric, individual, group, and family therapy. Licensed clinicians can help children and youth by addressing situations such as oppositional defiant disorder, conduct disorder, mood disorder, anxiety, depression, behavioral challenges, addictions, school avoidance, traumatic experiences, PTSD, sexual abuse, domestic violence, suicidal thoughts, aggression, grief and loss, and reactive attachment disorder. Trained mental health clinicians have expertise in EMDR, DBT, Art Therapy, CBT, and Trauma Informed Care. Psychiatric care and parenting resources are available.

**Age Range of Clients:** Ages 3 to 21 years old.

**Eligibility:** Services are available for people ages 3 to 21 years old residing in Erie and Niagara counties.

### **Insurance Information:**

Accepts:  
Medicaid and Medicaid managed care, Child Health Plus, and most private insurances.

**Fees:** Some clients may be eligible for a sliding fee scale if they do not have insurance.

## Kids Escaping Drugs

### **Location:**

920 Harlem Road  
West Seneca, NY 14224

Phone: (716) 827-9462

Fax: (716) 827-9465

### **Program Hours:**

By appointment only

Day, evening, and weekend appointments are available by request.

### **Contact:**

Jodie Altman, Executive Director

(716) 827-9462

[jalthman@ked.org](mailto:jalthman@ked.org)

**Who we are / What we do:** We provide no-cost interventions. A KED intervention specialist will work in conjunction with a substance user's family members and loved ones. The goal is to educate, create self-awareness, and alter unhealthy behaviors to encourage positive change for all affected and is a great first step in combating substance use disorders. If you, your child or someone you care about needs help with their substance use, you can contact us directly and speak to one of our counselors. You can also utilize our "ask a counselor" feature afterhours and we'll get back to you as soon as we can!

**Specialties:** Stabilization Programs, Drug Use Disorder Counseling, Drug Use Disorder Education/Prevention, Substance Use Disorder Intervention Programs, and Early Intervention Programs.

**Important Information:** Provides students identified as at risk by educators, parents/guardians, or doctors with an opportunity for a free, private, one-time session on the KED campus with their parent(s), a counselor, and peers in recovery. Parents/guardians are provided with educational materials and referrals to treatment services are made as necessary.

**Age Range of Clients:** Ages 15 to 23.

**Eligibility:** Services are open to all, but can be referred to services by educators, doctors, or other facilities.

# Childcare and Diaper Assistance

## DSS Day Care

### **Location:**

95 Franklin Street  
Room 449  
Buffalo, NY 14202

Phone: (716) 858-8953

Fax: (716) 858-2888

### **Program Hours:**

8:30 am – 4:00 pm

**Specialties:** Temporary assistance child care, transitional child care assistance, non-temporary assistance child care (subsidy program), preventative/protective services child care.

**Eligibility:** Low-income child care assistance is available to employed families who earn 85% of the state median income or less.

**Application:** Applications can be done either remotely or in person. If done remotely, the application must be mailed in along with supporting documents. The application can be found at <https://www3.erie.gov/socialservices/sites/www3.erie.gov.socialservices/files/2024-03/ocfs-6025-application-for-child-care-assistance-3-11-24.pdf>

Supporting documents consist of:

- 8 paystubs or an employer's statement for new employment (start date, hourly rate, hours and schedule).
- Verification of residence and household composition.
- Completed child support form, which can be found at [https://www3.erie.gov/socialservices/sites/www3.erie.gov.socialservices/files/2023-08/b-5517\\_child\\_support\\_verification\\_8-21-23.pdf](https://www3.erie.gov/socialservices/sites/www3.erie.gov.socialservices/files/2023-08/b-5517_child_support_verification_8-21-23.pdf)
- Completed child care questionnaire, which can be found at [https://www3.erie.gov/socialservices/sites/www3.erie.gov.socialservices/files/2023-02/b-3923\\_child\\_care\\_payment\\_questionnaire.pdf](https://www3.erie.gov/socialservices/sites/www3.erie.gov.socialservices/files/2023-02/b-3923_child_care_payment_questionnaire.pdf)

**Fees:** Fees are decided on a sliding scale based on the documents provided.

## Workforce Development Institute Child Care Program

Phone: (716) 858-8953

**Contact:**

[scholarship@wdiny.org](mailto:scholarship@wdiny.org)

**Who we are / What we do:** WDI's Child Care Scholarship Program provides financial support for working families to help cover child care costs.

**Specialties:** WDI Child Care Scholarship program

**Important Information:** The average monthly scholarship is \$1,000 and is paid to the child care providers directly.

**Eligibility:** Applicant and applicant must be working (or in an educational / training program) for at least 10 hours per week. Must meet the eligibility criteria and complete the eligibility screening found at <https://wdiny.org/Child-Care-Program-Prescreen>

**Application:** Eligibility screenings must be completed prior to receiving application packets. Once application packet is received and filled out, funding will be approved.

**Fees:** No fees associated with this program.

## Family Help Center

### **Location:**

60 Digens Street  
Buffalo, NY 14206

Phone: (716) 822-0919

### **Program Hours:**

Monday – Friday: 7:30 am – 4:30 pm

**Who we are / What we do:** Children’s Center for Success at the Family Help Center is a full service, high quality childcare center licensed by the New York State Office of Children and Family Services for children 6 weeks through 12 years of age.

At the Children’s Center for Success we understand the importance of a strong curriculum and educational programming. We have a team of teachers and administrations that are professional, devoted, and caring, and all are trained in the most up to date trauma informed practices and Pyramid model. We provide a social worker and a family advocate to assist in individual family needs to build independence and success for families and children.

**Programs:** infant program (6 weeks – 10 months), older infant program (10 months – 18 months), toddler program (28 months – 36 months), preschool program (3 – 5 years), school age program (5 – 12 years).

**Specialties:** Child care, before school programs, after school programs, summer programs, special events and field trips.

**Important Information:** Breakfast and lunch are provided to children. The facility is contracted with Erie County to accept child care assistance.

**Age Range of Clients:** Cares for children ages 6 weeks through 12 years.

**Eligibility:** Contact the facility for program-specific eligibility requirements.

## St. Gianna Molla Pregnancy Outreach Center

### **Location:**

76 Church Street  
Buffalo, NY 14202

Phone: (716) 842-2229

Fax: (716) 847-2206

Email: [st.gianna@buffalodiocese.org](mailto:st.gianna@buffalodiocese.org)

### **Program Hours:**

By appointment only

Monday – Friday: 8:30 am – 4:00 pm

Closed for lunch: 12:00 pm – 12:30 pm

### **Contact:**

Cheryl Zielen-Ersing, Coordinator

(716) 842-2229

[czyelen-ersing@buffalodiocese.org](mailto:czyelen-ersing@buffalodiocese.org)

**Who we are / What we do:** The St. Gianna Molla Pregnancy Outreach Center serves families and life by providing material, emotional and spiritual support to mothers, fathers and families in need during and after pregnancy. We are dedicated to helping families in a caring and compassionate atmosphere.

**Specialties:** Baby Clothing, Bedding/Linen, Diapers, General Expectant/New Parent Assistance, Specialized Information and Referral

**Important Information:** The pastoral outreach of the Office of Pro-Life Activities of the Roman Catholic Diocese of Buffalo. The Center serves life by providing material, emotional, educational, and spiritual support to mothers, fathers, and families in need from pregnancy through the first years of life. Material support includes baby clothing, bottles, receiving blankets, diapers, and other basic infant and toddler care items. Also provides information and referral.

**Eligibility:** Before assistance can be provided, a referral slip must be completed by a worker or mentor and submitted via email, fax (716) 847-2206 or mail. We will contact the family for an appointment.



## Every Bottom Covered

### **Location:**

Delavan Grider Community Center  
877 Delavan Avenue  
Buffalo, NY 14215

Phone: (716) 896-7021

### **Program Hours:**

Monday, Wednesday, & Friday: 12:00 pm – 4:00 pm

**Who we are / What we do:** Every Bottom Covered, Inc. is a 501c3 Non-profit Organization. Every Bottom Covered champions diaper need and provides diapers and basic hygiene needs to underserved families and advocates for them across eight counties in Western New York.

**Programs:** Baby clothing donation programs, diaper distribution.

**Important Information:** Provides up to 50 free diapers and/or 20 pull-ups for each child in eligible families. Diapers are available for pick-up on a monthly basis. Also works to raise awareness of diaper need in the WNY area.

**Eligibility:** Services are available for families who live in Erie County that receive TANF, SNAP, or WIC may get diapers and pull-ups for children up to age 3 in the household. Verification of income is required for intake.

## West Side Diaper Bank at Provisions 139

**Location:**

44 Breckenridge Street  
Buffalo, NY 14213

Phone: (716) 884-6616

**Program Hours:**

Wednesday: 12:00 pm – 3:00 pm

Thursday: 5:00 pm – 7:00 pm

**Who we are / What we do:** Provisions 139 and Every Bottom Covered jointly launched the West Side Diaper Bank in November 2022. Families in Provisions 139's service zip codes (14201, 14209, 14213, and 14222) may pick up 25 diapers per eligible child two times per month (once from the 1st-14th and once from the 15th-31st). Children are eligible from birth until their third birthday.

**Programs:** Diaper distribution.

**Important Information:** - Distributes diapers in collaboration with Every Bottom Covered. Clients may pick up 25 diapers twice per month (once from the 1st-14th and once from the 15th-31st).

**Eligibility:** Services are available for families that receive TANF, SNAP, or WIC may get diapers and pull-ups for children up to age 3 in the household. Verification of income is required for intake. Clients must be residents of zip codes 14201, 14209, 14213, and 14222.

## Clothing and Hygiene Resources

## Clothing

### **Threads of Hope Linen Pantry**

(716) 877-4310

<http://stpeterseggertsville.org/sample-page-2/>

472 Callodine

Eggertsville, NY 14226

*Note: Referral forms are necessary to receive services. Form can be found at the listed website.*

### **Catholic Central Food Pantry**

(716) 800-1075

<https://blessedtrinitybuffalo.org/catholic-central-food-pantry/>

350 Dewey Avenue

Buffalo, NY 14214

### **Catholic Charities of Buffalo**

(716) 842-0270

20 Herkimer Street

Buffalo, NY 14213

### **Friends of Little Portion Friary**

(716) 688-2527

1305 Main Street

Buffalo, NY 14221

### **Friends of Night People**

(716) 884-5375

<https://friendsofnightpeople.com/>

394 Hudson Street

Buffalo, NY 14201

### **Love in the Name of Christ of Gowanda**

(716) 532-3541

<https://www.gowandaloveinc.org/what-we-do#:~:text=We%20build%20sustained%20relationships%20that,to%20reach%20their%20life%20goals.>

15 West Main Street

Gowanda, NY 14070

### **St. Vincent De Paul Society**

(716) 882-3360

[info@svdpwny.org](mailto:info@svdpwny.org)

<https://svdpwny.org/>

1298 Main Street

Buffalo, NY 14209

**City Mission Society**

(716) 854-8181

<https://www.buffalocitymission.org/what-we-do/get-help-now/>

100 East Tupper Street

Buffalo, NY 14203

## Public Showers and Baths

### **Durham Metro AME Zion Church**

(716) 856-4953  
200 East Eagle Street  
Buffalo, NY 14204

### **Friends of Night People, Inc.**

(716) 884-5375  
394 Hudson Street  
Buffalo, NY 14201

### **Harbor House Drop In Center – Restoration Society, Inc.**

(716) 842-4184  
241 Genesee Street  
Buffalo, NY 14203

### **Heart, Love, and Soul**

(716) 282-5687  
939 Ontario Avenue  
Niagara Falls, NY 14305

### **Safe Space – Best Self Behavioral Health**

(716) 566-1870  
430 Niagara Street  
Buffalo, NY 14201

# Community Service Opportunities

## Buffalo Therapeutic Riding Center

### **Location:**

950 Amherst Street  
Buffalo, NY 14216

Phone: (716) 877-9295

Fax: (716) 877-4001

### **Program Hours:**

Sessions run from 3:30pm – 7:30pm on Mondays  
Volunteers commit to a 2 or 3 hour shift each week

### **Contact:**

[becandbtrc@aol.com](mailto:becandbtrc@aol.com)

**Who we are / What we do:** There is a unique bond between horses and people that can be particularly meaningful to children with disabilities. Riding programs provide a relaxing, non-academic environment in which children can interact with adults and peers and more importantly with their horse.

**Volunteer Opportunities:** Horse handling, side walking, facility maintenance, and working at special events such as horse shows, fundraising, and clinics.

**Age Minimum:** Must be 15 years or older.

**Application Process:** Fill out application form found at [https://www.thebtrc.org/files/5013/2949/0751/VOLUNTEER\\_PAPERWORK.pdf](https://www.thebtrc.org/files/5013/2949/0751/VOLUNTEER_PAPERWORK.pdf) and email to the listed contact to apply. Site visits and training are available for all new or returning volunteers.

**Important Information:** Sessions have varied dates by year and season. Dates and session lengths have not been released for 2024 yet.



## HEART Animal Rescue

### **Location:**

6580 Gowanda State Road  
Hamburg, NY 14075

Phone: (716) 821-1915

### **Adoption Center Hours:**

Monday, Wednesday, Thursday, Friday: 5:00pm – 8:00pm

Tuesday: 5:30pm – 8:30pm

Saturday: 10:00am – 3:00pm

Volunteer hours may vary

**Who we are / What we do:** HEART relies solely on the time, energy, and dedication of volunteers. Brought together by a love of animals, our volunteers save the lives of hundreds of animals each year. **HEART** volunteers don't just love animals; they put their love of animals into action. It's true that no one person can save them all...but if you can make a difference in the life of just one animal, your contribution is invaluable.

**Volunteer Opportunities:** Crafts (e.g. sewing catnip pillows, decorating dog biscuits), fundraising, grant writing, human education, marketing and public relations, recruitment and retention, public outreach, special event work, and working in the adoption agency.

**Age Minimum:** 16/17 with parent permission, otherwise 18+.

**Application Process:** Volunteer application must be filled out and can be found at <https://heartforanimals.org/volunteer-application/>. Following acceptance of application, there is a mandated orientation.

**Important Information:** Volunteers must agree to work at least two shifts each month. Additionally, all volunteers agree to attend and assist at a minimum of 2 of HEART's main fundraising events.

## High Hurdles Therapeutic Riding Center

**Location:**

1339 Route 39  
Sardinia, NY 14134

Phone: (716) 496-5551

**Contact:**

(716) 496-5551

[matthew.krueger@sasinc.org](mailto:matthew.krueger@sasinc.org)

or

(716) 805-1555

[info@sasinc.org](mailto:info@sasinc.org)

**Who we are / What we do:** We seek to provide a unique opportunity for people with special needs through the horse-human bond.

**Volunteer Opportunities:** Opportunities depend on what is currently needed and/or available as well as what the applicant lists under "How would you like to help?".

**Application Process:** Fill out short questionnaire found at <https://www.sasinc.org/how-to-help/volunteer/> and staff will reach out shortly after.

## Nickel City Canine Rescue

### **Location:**

5635 Harris Hill Road, Suite 6  
Williamsville, NY 14221

### **Contact:**

[info@nickelcitycaninerescue.org](mailto:info@nickelcitycaninerescue.org)

or fill out contact form at <https://nickelcitycaninerescue.org/contact-us/>

**Who we are / What we do:** At Nickel City Canine Rescue, the heart of our work is to rescue displaced and unwanted dogs at risk of euthanasia. We're committed to providing them with stable care, basic needs, and the kind of love that makes their tails wag again!

**Volunteer Opportunities:** Special event assistance, data entry, reference caller, marketing, graphic design, application processing, transport help, fundraising, vet tech, grant writing – positions dependent on need and qualifications.

**Age Minimum:** Must be 18 years or older.

**Application Process:** Fill out the online application that can be found at <https://form.jotform.com/90205204657148>

**Important Information:** If training is necessary for a position, it will be provided.

[Pet Connection Programs Inc.](#)

**Location:**

12935 Williston Road  
East Aurora, NY 14052

Phone: (716) 652-0192

**Contact:**

(716) 652-0192

[petadoption652@gmail.com](mailto:petadoption652@gmail.com)

**Who we are / What we do:** Pet Connection Programs Inc. is a non-profit 501(c)3 maternity shelter for dogs with a spay/neuter assistance program for cats.

**Volunteer Opportunities:** Special event assistance, administrative work, working with cats, obedience training with dogs, cleaning up after pets, transporting animals to and from the vet, walking dogs, socializing puppies, shelter maintenance, property maintenance, dog grooming, photography, and more.

**Age Minimum:** Must be 18 years or older.

**Application Process:** Review handbook, sign waiver release form, fill out the application and put in placement requests before emailing it to the listed contact. All forms can be found at [https://www.petconnectionprogramsinc.com/files/ugd/ea79d2\\_4d6bf5cb6e5948729d1c0363d446571f.pdf](https://www.petconnectionprogramsinc.com/files/ugd/ea79d2_4d6bf5cb6e5948729d1c0363d446571f.pdf)

**Important Information:** Ideally looking for volunteers that can commit to 1 to 2 hours every week. Additionally some positions require past experience.

## SPCA of Erie County

### **Location:**

300 Harlem Road  
West Seneca, NY 14224

Phone: 716) 875-7360

### **Contact:**

Kelly Deschamps  
[kellyd@yourspca.org](mailto:kellyd@yourspca.org)  
(716) 875-7360 Ext. 232

**Who we are / What we do:** The SPCA Serving Erie County is a place for animals who, in their greatest time of need, have nowhere else to turn. We promise to transform the lives of animals in Erie County, NY and beyond – whether neglected, beaten, starved, abandoned, injured, or unwanted.

**Volunteer Opportunities:** Greeter in adoptions, donation sorting, donation distribution, animal care, laundry and dishes, transportation help, adoption assistance, special event assistance, and education.

**Age Minimum:** 18 years and older.

**Application Process:** Go to <https://yourspca.org/how-you-can-help/volunteer/> and view the current volunteer opportunities listed. Each one has a description as well as the information needed to apply.

**Important Information:** Volunteer opportunities are dependent on need and may change throughout the year. The SPCA is currently unable to offer court-ordered community service opportunities.

[SPCA of Niagara County](#)

**Location:**

2100 Lockport Road  
Niagara Falls, NY 14304

Phone: (716) 731-4368

**Who we are / What we do:** To prevent cruelty to all animals through public education on their humane treatment and to provide love, care, shelter and advocacy for companion animals in our community. We are committed to a no-kill philosophy, embracing the practices of rehabilitating, fostering and rehoming companion animals in need and to preventing their overpopulation through community outreach.

**Volunteer Opportunities:** Dog walking, kennel work, cat care, and community outreach.

**Age Minimum:** 11-17 years old for youth opportunities, 18 years or older for all positions.

**Application Process:** Application form can be found at <https://www.niagaraspca.org/how-to-help>

**Important Information:** If needed for a particular position, training will be provided

## Ten Lives Club

### **Location:**

3741 Lake Shore Road  
Blasdell, NY 14219

Phone: (716) 646-5577

### **Contact:**

(716) 646-5577 Ext. 10

[info@tenlivesclub.com](mailto:info@tenlivesclub.com)

**Who we are / What we do:** Ten Lives Club is a registered 501(c)3 non-kill, non-profit cat adoption group devoted to reducing the number of cats euthanized each year due to overpopulation and lack of space in shelters. Since our creation in 2001, TLC has saved the lives of or assisted over 40,000 cats through rescue, adoption, spay/neuter services or feral feeding assistance.

**Volunteer Opportunities:** Specific opportunities are dependent on what is needed at a given time and can change throughout the year. Some examples are adoption assistance, cat care and cleaning, cat transportation, event support, fundraising support, maintenance, and restocking.

**Age Minimum:** Accepts volunteers of all ages.

**Application Process:** Go to <https://www.tenlivesclub.com/volunteer> to view the list of currently available positions. Each will have the role description and requirements listed as well as the online application.

**Important Information:** Those with experience with cats are preferred.

[ACCESS of WNY](#)

**Location:**

609 Ridge Road  
Lackawanna, NY 14218

Phone: (716) 332-5901

Fax: (716) 332-5924

**Contact:**

(716) 332-5901 Ext. 33

[admin@accesswny.org](mailto:admin@accesswny.org)

**Who we are / What we do:** Established in 2005, the Arab-American Community Center for Economic and Social Services (ACCESS) of WNY is a non-profit organization that was created to promote understanding and the bonds of faith and friendship between members of the Arab American community and people of other nationalities and cultures living within America. Our organization is non-sectarian, serving families and individuals of any faith or ethnicity.

**Volunteer Opportunity Examples:** Tutoring, education classes, employment and tax preparation, mentoring and support, professional development.

**Application Process:** Application can be filled out online at

[https://www.volunteerwny.org/need/index?agency\\_id=54005](https://www.volunteerwny.org/need/index?agency_id=54005)

Alternatively, application can be found at [https://accesswny.org/images/2022\\_Volunteer\\_Application.pdf](https://accesswny.org/images/2022_Volunteer_Application.pdf) and should be emailed to [volunteers@accesswny.org](mailto:volunteers@accesswny.org)

**Important Information:** Volunteer opportunities are dependent on need at any given time.



## Buffalo and Erie County Botanical Gardens

### **Location:**

2655 South Park Aveue  
Buffalo, NY 14218

Phone: (716) 827-1584

### **Contact:**

Ellie Nunn

(716) 827-1584 Ext. 224

[enunn@buffalogardens.com](mailto:enunn@buffalogardens.com)

**Who we are / What we do:** The Buffalo and Erie County Botanical Gardens Society, Inc. (the Society) is a 501(c)(3), not-for-profit organization with a mission to inspire curiosity and connect people to the natural world through its historic living museum.

**Volunteer Opportunities:** Horticulture, docents, education, facilities, administrative support, and special event assistance.

**Application Process:** Fill out volunteer inquiry form that can be found at

<https://www.buffalogardens.com/pages/volunteer-1>

**Important Information:** Volunteer orientation must be attended before actual volunteer work can begin. Additionally, some volunteer opportunities may not be available due to capacity. If a certain position is not open at a given time, it should be listed as at capacity in the same link as the application.

## Buffalo Center for the Arts and Technology

### **Location:**

1221 Main Street  
Buffalo, NY 14209

Phone: (716) 259-1680

### **Contact:**

Matthew Bosque  
[mbosque@bufcat.org](mailto:mbosque@bufcat.org)

**Who we are / What we do:** From painting and illustrating, to producing original production content, there's a great tuition-free arts and technology program to meet every BPS and charter high school youth's interest. Experience this unique hands-on program that will inspire youth to discover their inner artist, build friendships, and create meaningful relationships that will last well beyond their high school years

**Volunteer Opportunities:** Youth arts program assistant, classroom assistant, tutor, academic mentor, adult workforce development assistants, tech and art class assistants, and event assistance.

**Application Process:** Application is filled out online and can be found at <https://buffaloartstechcenter.org/invest/volunteer/>. Following this, a background check will be conducted.

**Important Information:** Different positions have different requirements as well as different obligations. All information can be found in the volunteer handbook at [https://buffaloartstechcenter.org/wp-content/uploads/2020/05/Volunteer-Handbook\\_Updated-5.26.pdf](https://buffaloartstechcenter.org/wp-content/uploads/2020/05/Volunteer-Handbook_Updated-5.26.pdf)

## Buffalo Museum of Science

### **Location:**

1020 Humboldt Parkway  
Buffalo, NY 14209

Phone: (716) 896-5200

### **Contact:**

716) 896-5200 Ext. 309

[volunteer@sciencebuff.org](mailto:volunteer@sciencebuff.org)

**Who we are / What we do:** Come join our BMS Family by becoming a volunteer. The Buffalo Museum of Science is always looking to grow our volunteer program. We are actively looking for volunteers of all ages to help us accomplish our mission. No matter what your interest, or commitment level we have a place for you here. Join the hundreds that have given over 10,000 hours of service to our community.

**Volunteer Opportunities:** Tiffit tour guide, Tiffit stewarding volunteer, docent, and special event assistance.

**Age Minimum:** Must be 14 years or older.

**Application Process:** Application can be filled out online and can be found at <https://www.sciencebuff.org/volunteer/>. Many positions do require a background check, but others, such as a one-time event, do not.

**Important Information:** Volunteer hours are dependent on the specific opportunity one is involved with. Internships are also available on a selective basis.

## Buffalo Olmsted Parks Conservancy

### **Location:**

84 Parkside Avenue  
Buffalo, NY 14214

Phone: (716) 243-1750

### **Contact:**

Kristie Munson  
(716) 243-1750  
[kristie@bfloparks.org](mailto:kristie@bfloparks.org)

**Who we are / What we do:** The *mission* of Buffalo Olmsted Parks Conservancy (BOPC) is to steward Buffalo's historic Olmsted park and parkway system to benefit and to welcome all. The Conservancy works towards this through collaboration with community and strategic partners, advocating for quality parks for all, and enhancing the park system through beautification, maintenance and capital projects.

**Volunteer Opportunities:** Gardening, community outreach, special events, and social media assistance.

**Age Minimum:** 18 years or older or with a guardian's attendance.

**Application Process:** All needed positions along with application forms can be found at <https://www.signupgenius.com/go/10c0e4ba9ab23a6fdcf8-buffalo1#/>

**Important Information:** If long-term volunteer work isn't the goal, the conservancy does offer community volunteer events that are one-time events. Additionally, if there aren't enough volunteers for particular projects, they may be cancelled.

## Cazenovia Neighborhood Library

**Location:**

155 Cazenovia Street  
Buffalo, NY 14210

Phone: (716) 821-0564

**Contact:**

(716) 821-0564

[cazenovialibrary@gmail.com](mailto:cazenovialibrary@gmail.com)

**Who we are / What we do:** The Mission of Cazenovia Neighborhood Library, Inc. is to provide library services including to promote literacy, provide literary resources, technological resources, informational services, facilities for community functions, and forums to address issues of community interest.

**Volunteer Opportunities:** Shelving books, catalog books, processing new books, sorting books, tutoring patrons, monitoring books, assisting patrons, and special event assistance.

**Application Process:** Call or email the listed contact for more information regarding current opportunities and to apply.

**Important Information:** Ideally looking for volunteers with some experience in a library setting.

[Danceability, Inc.](#)

**Location:**

2365 Union Road  
Depew, NY 14043

Phone: (716) 651-0094

**Contact:**

(716) 651-0094

[danceabilitywny@gmail.com](mailto:danceabilitywny@gmail.com)

**Who we are / What we do:** *Danceability* is an individualized dance, fitness and movement program serving the special needs community. Our studio is led by qualified staff and dedicated volunteers who create a nurturing environment that empowers our students to flourish and grow while promoting a healthy lifestyle and we have a little fun along the way.

**Volunteer Opportunities:** Group or one-on-one work with special needs children and adults in the classroom.

**Age Minimum:** Must be 16 years or older.

**Application Process:** Reach out the listed contact through email or phone if interested in volunteering.

**Important Information:** No experience is needed and volunteers are placed in their positions based on availability and personal comfort levels. All volunteers must commit to at least one hour a week from September to May.

## Darwin Martin House

**Location:**

143 Jewett Parkway

Phone: (716) 856-3858

**Contact:**

(716) 856-3858

[volunteer@martinhouse.org](mailto:volunteer@martinhouse.org)

**Who we are / What we do:** Martin House did not fare well over the years. It was abandoned, partially demolished, and neglected in the period following the Martins' life there. With the resolve of many, an ambitious restoration effort to save this treasure began in earnest in 1992 and was completed in 2019. Today, Martin House stands as a compelling symbol of civic identity and cultural pride. It is a National Historic Landmark and a premier heritage destination within New York State's network of historic sites.

**Volunteer Opportunities:** Gardening, special event assistance, leading tours, welcoming guests, helping out in the store, and assistance with school groups.

**Age Minimum:** 18 years or older for some opportunities, but there is a junior docent program.

**Application Process:** Send an email to the listed contact and a team member will reach out to discuss current opportunities as well as more information regarding volunteering.

**Important Information:** Volunteer opportunities are based upon current need. More information must be collected at the time of potential application to be accurate.

## [Explore and More](#)

### **Location:**

130 Main Street  
Buffalo, NY 14202

Phone: (716) 655-5131

### **Contact:**

(716) 655-5131

[info@exploreandmore.org](mailto:info@exploreandmore.org)

**Who we are / What we do:** A world-class children's museum that celebrates the power of child-led play has arrived at Buffalo's doorstep. With four floors of fun to explore, the 43,000 sq. ft. museum sits at the crossroads between replica canals and bridges that have become year-round community destinations. The museum reflects that sense of place with thoughtfully crafted exhibits that help children develop a deeper sense of our world, our community and their place in it in a fun and engaging way for children and adults alike.

**Volunteer Opportunities:** Program volunteer, docent, special event assistance, seasonal opportunities and opportunities dependent on current need.

**Age Minimum:** Must be 18 years or older.

**Application Process:** Application should be filled out online and can be found at <https://exploreandmore.org/support/volunteer/>. Application allows potential volunteers to select specific events they wish to work at.

**Important Information:** Volunteer opportunities can take place at the museum or at programming around Western New York. Opportunities are dependent on current need.



## Gliding Stars

### **Location:**

1307 Military Road  
Buffalo, NY 14217

Phone: (716) 608-8345

Fax: (716) 608-8346

### **Contact:**

(716) 608-8345

[infogs@glidingstars.org](mailto:infogs@glidingstars.org)

**Who we are / What we do:** The Gliding Stars organization provides individuals with disabilities the opportunity to increase their personal potential through the development of ice skating skills in a regular program of instruction, utilizing our specialized adaptive equipment while practicing in their own local community.

**Volunteer Opportunities:** Special event assistance, fundraising, helping in rink, helping at the end-of-season shows, and sewing.

**Application Process:** The volunteer registration form can be found at <https://www.glidingstars.org/wp-content/uploads/Volunteer-Registration-Form-2023-2024.pdf>. Additional information as well as a way to reach out to the program can be found at <https://www.glidingstars.org/gliding-stars-of-wny/>.

**Important Information:** More specific, time-relevant information is available upon request or application.

## Graycliff Conservancy

### **Location:**

6472 Old Lake Shore Road  
Derby, NY 14047

Phone: (716) 947-9217

### **Contact:**

(716) 947-9217

[volunteer@graycliffestate.org](mailto:volunteer@graycliffestate.org)

**Who we are / What we do:** Graycliff Conservancy is dedicated to the preservation of the Frank Lloyd Wright-designed structures and grounds, along with the Ellen Biddle Shipman-designed gardens and landscape, that comprise Graycliff, the summer retreat of Isabelle and Darwin Martin of Buffalo, NY. The nonprofit organization strives to share the journey and all the stories of Graycliff advancing the property as a publicly accessible historic site.

**Volunteer Opportunities:** Docents, tour assistance, landscape maintenance, upkeep and housekeeping of historical interiors, and special event assistance.

**Application Process:** Reach out to the listed contact if interested in volunteering. If specifically planning on applying to be a docent, there's an online application that can be found at <https://docs.google.com/forms/d/e/1FAIpQLSfbZCNSavWu2JeNDay3C3N2tuzGfJ064ruzdqYeN6jFqKYtQg/viewform>

**Important Information:** Docents must go through a training program that has a \$35.00 fee. The Spring 2024 program application deadline is April 1. Additionally, some internships are available if certain requirements are met.

## Hispanic Heritage Council of WNY

### **Location:**

1 Lafayette Square  
Buffalo, NY 14201

Phone: (716) 402-1442

### **Contact:**

(716) 402-1442

[info@hispanicheritagewny.org](mailto:info@hispanicheritagewny.org)

### **Who we are / What we do:**

The Hispanic Heritage Council of WNY Inc. is a nonprofit organization that exists to foster and inspire awareness, understanding, and appreciation of past, present, and future contributions of the Hispanic Community in Western New York.

El Concilio de Herencia Hispana del Oeste de Nueva York, Inc. es una organización sin fines de lucro que existe para promover e inspirar la conciencia, la comprensión y apreciación de la contribución pasada presente y futura de la comunidad hispana en el oeste de Nueva York.

**Volunteer Opportunities:** Community projects, event planning, and seasonal opportunities.

**Age Minimum:** Age minimum is dependent on volunteer opportunity.

**Application Process:** Application form can be found at

<https://hispanicheritagewny.org/support/volunteer-form.php>

**Important Information:** Opportunities are need-based and dependent on time of year. More specific information about opportunities must be obtained before and/or during application process. Additionally, some internships are available on a case-by-case basis.

## Hull Family Home & Farmstead

### **Location:**

5976 Genesee Street  
Lancaster, NY 14086

Phone: (716) 681-6451

Fax: (716) 407-0504

### **Contact:**

Gary N. Costello – President  
(716) 837-0893

[gcostello@hullfamilyhome.com](mailto:gcostello@hullfamilyhome.com)

Sarah Foels – Event Coordinator

[sfoels@hullfamilyhome.com](mailto:sfoels@hullfamilyhome.com)

**Who we are / What we do:** The Hull House Foundation firmly believes in maintaining the authenticity and integrity of our historical site. The heart of heritage development is to tell real stories—stories that explain the places and also tell why these places are important. We, therefore, derive an appreciation and understanding of the significance and value of our community and its past. This, in turn, helps us create a sense of shared experience and meaning - a sense of place!

**Volunteer Opportunities:** Household tasks, clerical assistance, outdoor yard work, fundraising, special event assistance, restoration and renovation assistance, historical research and library work, docent work, and committee work.

**Age Minimum:** No listed age minimum.

**Application Process:** Application should be filled out online and can be found at <https://docs.google.com/forms/d/e/1FAIpQLSct5bGyQbG9atu3pjjHoKk-vzT66uGcsqv5hY0gkUrCGGJZ7A/viewform>

## Jewish Family Services

### **Location:**

70 Barker Street  
Buffalo, NY 14209

Phone: (716) 548-9431

### **Contact:**

(716) 883-1914

[generalinfo@jfswny.org](mailto:generalinfo@jfswny.org)

(716) 548-9431

[volunteer@jfswny.org](mailto:volunteer@jfswny.org)

**Who we are / What we do:** Since 1862, Jewish Family Services of Western New York has been providing all members of our community with critical health and human services, regardless of religion, ethnicity, cultural background, gender identification, ability, or age. The life-changing and wide-ranging services are provided by professional staff, supported by our extended family of dedicated volunteers and generous donors.

**Volunteer Opportunities:** Volunteer opportunities change throughout the year with different service needs and events. Opportunities can be found at <https://app.betterimpact.com/PublicOrganization/4f33c227-bf86-45e7-9d56-8855672cfffdf/1>

**Age Minimum:** Age minimums can be dependent on the particular opportunity one is applying for.

**Application Process:** Before applying, potential volunteers should view available opportunities at <https://app.betterimpact.com/PublicOrganization/4f33c227-bf86-45e7-9d56-8855672cfffdf/1>. Following viewing the opportunities, applicants should make an account and then apply at <https://app.betterimpact.com/Application?OrganizationGuid=4f33c227-bf86-45e7-9d56-8855672cfffdf&ApplicationFormNumber=1>

**Important Information:** Some volunteer opportunities have strict dates and start/end times while others are more flexible and can be determined at volunteer orientation.

## Locust Street Art

### **Location:**

138 Locust Street  
Buffalo, NY 14204

Phone: (716) 852-4562

### **Contact:**

(716) 852-4562

[info@locuststreetart.org](mailto:info@locuststreetart.org)

**Who we are / What we do:** Locust Street Art provides free or low-cost art classes on a consistent basis for any individual, especially youth, low-income and minority individuals from age 4 to senior adult, to seriously develop the talent and skills necessary to excel in the visual arts.

**Volunteer Opportunities:** Spreading information, fundraising, gardening, cleaning, art work, and event assistance.

**Age Minimum:** No listed age minimum.

**Application Process:** Regular application can be found at <https://www.jotform.com/LocustStreetArt/volunteer-application>. If looking for opportunities outside of these, some seasonal and event opportunities can be found at <https://www.locuststreetart.org/volunteer> as well.

**Important Information:** Opportunities vary greatly due to need and types of events (e.g. normally volunteers can't teach, but one-day, pay what you wish workshops are occasionally available for volunteers to teach).

[Moving Miracles, Inc.](#)

**Location:**

954 Union Road  
Suite 1  
West Seneca, NY 14224

Phone: (716) 656-1321

**Contact:**

Macey Doe  
(716) 656-1321  
[macey.doe@sasinc.org](mailto:macey.doe@sasinc.org)

**Who we are / What we do:** In 1998, Moving Miracles, Inc. opened its doors with just four students. Today there are over 150 individuals benefiting from the power and joy of movement and music! Instructors, dancers, staff and volunteers come together during classes for holistic exercise, fitness, socialization, creative expression and an opportunity to enrich their lives through dance. All of this empowers the dancers to explore the magic of the performing arts.

**Volunteer Opportunities:** Assisting individuals with special needs with dance, creative movement, music, and props, dance partners, personal training volunteers.

**Age Minimum:** Must be 12 years or older to work with ambulatory students. Must be 16 years or older to work with nonambulatory students. Must be 18 years or older with academic requirements to be a personal training volunteer.

**Application Process:** Applicants must fill out the form found at <https://www.movingmiracles.org/Portals/0/Volunteers%20at%20Moving%20Miracles%20-%20Attachment%20A.pdf> and mail it to the address listed on the form. Two references must be listed and a set schedule made.

**Important Information:** There is a mandatory orientation for all new volunteers. Additionally, all volunteers must commit to at least one hour a week. Some internships are available for college students, but under certain circumstances.

## Niagara Frontier Radio Reading Service

**Location:**

1199 Harlem Road  
Cheektowaga, NY 14227

Phone: (716) 821-5555

**Contact:**

Nick Aldrich

(716) 821-5555

[nick@nfradioreading.org](mailto:nick@nfradioreading.org)

[read@nfradioreading.org](mailto:read@nfradioreading.org)

**Who we are / What we do:** Since 1987, your Niagara Frontier Radio Reading Service has broadcast more than 250,000 hours of reading material to thousands of Listeners. Long regarded as one of the nation's finest radio reading services for the blind, your Niagara Frontier Radio Reading Service has compiled a track record of exemplary efficiency, productivity, and excellence.

**Volunteer Opportunities:** Broadcasting daily readings, newspapers, books, and magazines to local blind and print-handicapped people. Advisory council work, administrative activities, special event assistance, fundraising, outreach, and landscaping.

**Application Process:** In order to apply, reach out to the listed contact via email with interest.

**Important Information:** There is no minimum time commitment needed to volunteer.



## Richardson Olmstead Campus

**Location:**

444 Forest Avenue  
Buffalo, NY 14213

Phone: (716) 601-1150

**Contact:**

(716) 601-1150

Can also contact via form at <https://richardson-olmsted.com/contact-us/>

**Who we are / What we do:** The Richardson Center Corporation, the non-profit guardian of the Campus, has remained steadfast in its role as steward of this National Historic Landmark with an enormous responsibility to care for the 42-acre campus and infrastructure, which includes the Frederick Law Olmsted-designed grounds and 13 historic buildings.

**Volunteer Opportunities:** Leading tours, grounds maintenance, gardening, special event assistance.

**Age Minimum:** No listed age minimum.

**Application Process:** Short form is available to be filled out online at <https://richardson-olmsted.com/support-us/volunteer/>. Following submission of the form, a staff member will reach out.

**Important Information:** Volunteer form has an option to describe how you'd like to help out as well as listing specific opportunities.

## Roycroft Campus

### **Location:**

31 South Grove Street  
East Aurora, NY 14052

Phone: (716) 655-0261

Email: [info@roycroftcampuscorp.com](mailto:info@roycroftcampuscorp.com)

### **Contact:**

Amanda Falkowski – Guest Relations Coordinator

(716) 655-0261 Ext. 108

[afalkowski@roycroftcampuscorp.com](mailto:afalkowski@roycroftcampuscorp.com)

**Who we are / What we do:** The Roycroft Campus in East Aurora, New York, is the best preserved and most complete complex of buildings remaining in the United States of the “guilds” that evolved as centers of craftsmanship and philosophy during the late 19th century. The Campus, designated a National Historic Landmark district (NHL) in 1986, contains nine of the original 14 structures including the Inn, the Chapel, the Print Shop, the Furniture Shop, and the Copper Shop.

**Volunteer Opportunities:** Garden upkeep, administrative tasks, special event assistance, facilitating book club, chaperoning tours, maintenance, organization, docent.

**Application Process:** Application form can be found at <https://www.roycroftcampuscorporation.com/wp-content/uploads/2020/06/Volunteer-Application-2020.pdf> and should be filled out before either mailing to the address on the list or emailing it to the listed contact. Additionally, three references and their contact information must be listed on the application.

Valley Community Association, Inc.

**Location:**

93 Leddy Street  
Buffalo, NY 14210

Phone: (716) 823-4707

**Contact:**

(716) 823-4707 Ext. 2

**Who we are / What we do:** The Valley Community Association is dedicated to enhancing the quality of life of the residents of the Buffalo River Community by meeting individual and family needs and promoting environmental beautification.

Advocating a strong sense of empowerment and ownership, the Valley Community Association's committed staff and volunteers serve all age groups, i.e. infants through seniors, with health-related, educational, economic, social, and recreational assistance and opportunities.

**Volunteer Opportunities:** Opportunities vary based on the program you sign up for. Program options are youth, senior citizen, self-sufficiency, food pantry, and neighborhood beautification programs.

**Age Minimum:** Age requirements may vary depending on opportunity.

**Application Process:** For more information, contact the listed contact or fill out the contact form at <https://thevalleycenter.com/about-us/volunteer-opportunities/> for someone to reach out to you.

**Important Information:** Internships are also available but on a selective basis and primarily for college students.

## WEDI Buffalo

### **Location:**

436 Grant Street  
Buffalo, NY 14213

Phone: (716) 759-3265

### **Contact:**

[info@wedibuffalo.org](mailto:info@wedibuffalo.org)

[volunteer@wedibuffalo.org](mailto:volunteer@wedibuffalo.org)

**Who we are / What we do:** WEDI's dual focus areas of Education and Economic Development work in tandem to tackle systemic inequities that affect Buffalo's underserved residents, many of whom are people of color. By supporting youth to succeed in school and powering entrepreneurs to launch, sustain, and grow small businesses, WEDI is helping to create a more equitable Buffalo.

**Volunteer Opportunities:** Educational programs (ENERGY, FLY, Launch, Peer Support Groups) or Economic Development programs (business mentors).

**Age Minimum:** Must be 15 years or older.

**Application Process:** Fill out the volunteer application form that can be found at <https://forms.office.com/Pages/ResponsePage.aspx?id=KpXHZV5Jw0ymBiWjp6xOLoUV6hs-rlRKqSScc2aDn8tUQ1lGSkc0RlVaMEpQUzdGMEVZRlVWQkFBNi4u> and a staff member will contact you.

**Important Information:** Some opportunities have requirements for past work experience / knowledge.

## [Amherst Meals on Wheels](#)

### **Location:**

370 John James Audubon Parkway  
Amherst, NY 14228

Phone: (716) 636-3065

### **Contact:**

[rellis@amherstmealsonwheels.org](mailto:rellis@amherstmealsonwheels.org)

**Who we are / What we do:** Amherst Meals on Wheels helps to provide the nutritional support needed for elderly and adults with disabilities living in the Town of Amherst to maintain their independence in their home environment.

**Volunteer Opportunities:** Making and/or delivering meals to homebound residents of the town of Amherst.

**Age Minimum:** Must be 18 years or older.

**Application Process:** The volunteer application, necessary background check authorization, and other information can be found at <https://amherstmealsonwheels.org/volunteers/>.

**Important Information:** On the application page, there is information regarding practices and policies that should be read before submitting the application.

## Canopy of Neighbors

### **Location:**

805 Delaware Avenue  
Buffalo, NY 14209

Phone: (716) 235-8133

Fax: (716) 240-9345

### **Contact:**

Wendy A. Fredricks

[wendy@canopyofneighbors.org](mailto:wendy@canopyofneighbors.org)

**Who we are / What we do:** We aim to be a catalyzing force in transforming our community into an elder friendly community; to contribute to neighborhood stabilization; to convene members for socialization, communication and educational endeavors; to maintain a delivery system for desired and necessary services in keeping with our mission; and to serve as a vehicle for our community to benefit from the wisdom, experience, energy and friendship of its members and volunteers. Our staff and board of directors pledge to continue to grow an organization committed to inclusiveness, collaboration, and community.

**Volunteer Opportunities:** Driving members, engaging members in visits or phone calls, helping in the office, assisting members in small tasks, assisting with technology, assisting with decluttering or organizing, going on an outing with a member.

**Age Minimum:** No listed age requirement.

**Application Process:** Application can be found at the link listed below and should be mailed in, turned in in person, or emailed to the listed contact. References and a background check are needed.

[https://s3.amazonaws.com/ClubExpressClubFiles/745653/documents/Complete\\_volunteer\\_application\\_packet\\_1819913309.pdf?AWSAccessKeyId=AKIA6MYUE6DNNCCDT4J&Expires=1704479194&response-content-disposition=inline%3B%20filename%3DComplete\\_volunteer\\_application\\_packet.pdf&Signature=5rATDuUVYO1rJwKltt4mIM929M%3D](https://s3.amazonaws.com/ClubExpressClubFiles/745653/documents/Complete_volunteer_application_packet_1819913309.pdf?AWSAccessKeyId=AKIA6MYUE6DNNCCDT4J&Expires=1704479194&response-content-disposition=inline%3B%20filename%3DComplete_volunteer_application_packet.pdf&Signature=5rATDuUVYO1rJwKltt4mIM929M%3D)

## Catholic Central Food Pantry

### **Location:**

350 Dewey Avenue  
Buffalo, NY 14214

Phone: (716) 800-1075

### **Contact:**

Dan  
(716) 465-4771

**Who we are / What we do:** The Catholic Central Food Pantry has been in continuous operation on the east side of Buffalo since 1991. In August, 2013, the Pantry relocated from Bailey Avenue to Blessed Trinity's campus and expanded its service area to include households in zip codes 14214 and 14215. Each week of the year, 40-50 clients, on average, receive a food supplement defined by FeedMore WNY to serve a household for three days. No one has ever been turned away from the pantry. Residents help themselves to rations of carbohydrates, grains, proteins and canned vegetables. The pantry keeps a stock of gently-used clothes for distribution also. The entire operation is run by volunteers and is supervised by parishioners of Blessed Trinity Parish.

**Volunteer Opportunities:** Sorting, packaging, and displaying foods, moving equipment, setting up pick-up areas, reviewing food, sorting clothing, folding and displaying clothing.

**Age Minimum:** No listed age requirement.

**Application Process:** Contact the listed contact if interested in volunteering.

## Compass House

### **Location:**

1451 Main Street  
Buffalo, NY 14209

Phone: (716) 886-1351

### **Contact:**

Adam Noonan  
(716) 886-1351 Ext. 114  
[anoonan@compasshouse.org](mailto:anoonan@compasshouse.org)

**Who we are / What we do:** Compass House was founded in 1972 as a homeless shelter. Today along with the Emergency Shelter, we operate a Resource Center, and a Rapid Re-Housing Program. Our mission is to provide runaway, homeless and street youth with safe shelter and services, through a voluntary and mutually agreed-upon process, in an environment that supports dignity, respect and self-reliance. We serve approximately 300 youth at our shelter annually and an additional 300 youth at our Resource Center.

**Volunteer Opportunities:** Meal preparation, housekeeping, grounds maintenance, administrative support, recreational activities.

**Age Minimum:** No listed age requirement.

**Application Process:** You can call or email the listed contact or fill out the form that can be found at <https://www.compasshouse.org/volunteer>.

**Important Information:** Time and length of volunteer work is entirely dependent on volunteer without commitment.



## Family Help Center

### **Location:**

60 Dingens Street  
Buffalo, NY 14206

Phone: (716) 822-0919

### **Contact:**

Barbara Hertel  
(716) 822-0919

[bhertel@familyhelpcenter.net](mailto:bhertel@familyhelpcenter.net)

**Who we are / What we do:** The Family Help Center is a “home away from home” for many children and parents. The Center offers a comfortable and nurturing environment for group interaction, child care programming, parent training sessions, family socials and a variety of other functions. We are dedicated to the prevention and interruption of child abuse and neglect in all of its forms — physical, emotional and sexual. Because the maltreatment of children transcends class, gender, race, ethnic and religious backgrounds, there are no eligibility requirements. To ensure the safety of every child, families are never charged a fee for any service we provide, with the exception of our Childcare Center.

**Volunteer Opportunities:** Talking to callers on the 24-hour Family Helpline, working in the childcare facility, special events, and seasonal programs.

**Age Minimum:** Must be 18 years or older.

**Application Process:** For more information or to volunteer contact the listed contact.

**Important Information:** Volunteers will receive ongoing training and support, professional supervision, and optional weekly in-house training. Hours are flexible.

## Family Promise of WNY

### **Location:**

75 Hickory Street  
Buffalo, NY 14204

Phone: (716) 771-3007

### **Contact:**

Jenn – Community Coordinator  
(716) 771-3007  
[outreach@fpwny.org](mailto:outreach@fpwny.org)

**Who we are / What we do:** We know that most shelters separate men from women and young children-leaving fathers and teenage sons with limited shelter options. We are one of only two shelters in Erie County that keep families of any makeup together through the crisis of homelessness. This is even more critical considering that over 70% of our guests are children. We know that helping a family find stability starts with building trust and allowing families to reclaim their sense of agency. Because of this, we run a small-scale, family-centered model which allows us to know each guest by name, offer intensive support tailored to the unique needs of each family and create a home-like environment based on compassion, respect and shared goals.

**Volunteer Opportunities:** Saturday activities with the kids in the shelter, moving assistance, blanket making.

**Age Minimum:** No listed age minimum.

**Application Process:** Reach out to the listed contact for more information and/or in order to volunteer.

**Important Information:** Some opportunities change.

## Food Shuttle of WNY

**Location:**

200 St. Gregory Ct.  
Williamsville, NY 14221

Phone: (716) 688-2527

**Contact:**

(716) 688-2527

**Who we are / What we do:** Food Shuttle of Western New York, Inc. was organized to help alleviate hunger in our community. It is an all-volunteer program that serves as a link between the sources of surplus food and the locations where it is needed most. The Food Shuttle operates 7 days a week, 358 days a year.

**Volunteer Opportunities:** Transporting excess prepared and perishable foods from supermarkets, bakeries, restaurants, etc. to soup kitchens, food pantries, and shelters.

**Age Minimum:** No age minimum listed, but volunteers must be able to drive as the work is transporting the food.

**Application Process:** Reach out to the listed contact with your availability.

## Friends of Little Portion Friary

**Location:**

1305 Main Street  
Buffalo, NY 14221

Phone: (716) 688-2527

Fax: (716) 204-9040

**Contact:**

(716) 882-5705

[littleportionfriary@outlook.com](mailto:littleportionfriary@outlook.com)

**Who we are / What we do:** With over 35 years, the Little Portion Friary continues to bring together workers, donors, and guest in an effort to meet the basic needs for food, shelter, and clothing, but also to see that each guest takes his or her own steps toward a more stable life. We depend entirely on the efforts of volunteer workers and remain in awe of the generosity that has sustained us this long.

**Volunteer Opportunities:** Prepare food for meals, manage and sort donations, laundry, book keeping, marketing, building maintenance, supervision.

**Age Minimum:** No listed age requirements.

**Application Process:** Reach out to the contact listed with intent to volunteer or fill out the contact form that can be found at <https://www.littleportionfriary.com/contact-us>

## Friends of Night People

### **Location:**

Main Office – Volunteer Location May Vary  
394 Hudson Street  
Buffalo, NY 14201

Phone: (716) 884-5375

Fax: (716) 884-7882

### **Contact:**

(716) 884-5375 Ext. 202

ehanratty@friendsofnightpeople.com

**Who we are / What we do:** Friends of Night People is a charitable organization that helps the poor, homeless and destitute in Buffalo, New York. We provide food, clothing, medical care, counseling and hope to those in need. Help us make a difference today by serving meals, contributing clothing or hygiene products, or making a donation. Because of you, help is available to those experiencing homelessness and poverty in our community 365 days a year.

**Volunteer Opportunities:** Serving meals to patrons and helping with clean up.

**Age Minimum:** Age minimums are dependent on volunteer opportunity and can be found when signing up for a particular shift.

**Application Process:** Fill out the online application that can be found at <https://volunteer.friendsofnightpeople.com/registration?layoutViewMode=tablet>.

**Important Information:** Before volunteering, the training videos found at <https://www.youtube.com/playlist?list=PLXSwFSP6eOIoVDhjtlfKafdQXFF6rZX1c> must be watched. Following volunteer registration, volunteers can sign up for shifts (up to three months in advance) at <https://volunteer.friendsofnightpeople.com/calendar?layoutViewMode=tablet>.

## Habitat for Humanity

### **Location:**

1675 South Park Avenue  
Buffalo, NY 14220

Phone: (716) 204-0740

Email: [info@habitatbuffalo.org](mailto:info@habitatbuffalo.org)

### **Contact:**

DJ Manou

(716) 331-0744

[volunteer@habitatbuffalo.org](mailto:volunteer@habitatbuffalo.org)

**Who we are / What we do:** Habitat for Humanity Buffalo makes homeownership possible for local families. Since 1985, we have assisted more than 300 families in achieving their dream of homeownership. Families in Habitat Buffalo's homebuyer program are able to purchase a decent, safe, affordable home. This is attainable for low-income families because Habitat Buffalo subsidizes the cost of the house through grants, donations, and volunteer labor. The homebuyer repays an affordable, 30-year mortgage, which supports the Fund for Humanity, a revolving account used to build additional homes. Our ReStore Program supports our mission and helps our community. Every year, thousands of household items are saved from landfills, and are repurposed through our ReStore Program. We accept donated appliances, furniture, and building materials, which are refinished and used in Habitat houses, or are sold through our two ReStore retail locations. This program helps to defray the cost of construction, and provides the community low-cost options for household goods.

**Volunteer Opportunities:** Construction, retail work in a ReStore location, office work for administrative team, office work for development teams.

**Age Minimum:** Dependent on particular opportunities.

**Application Process:** Fill out the online waiver that can be found at <https://www.habitatbuffalo.org/volunteer-registration/>. Following completion of the waiver, volunteers can choose days to do construction work at [https://habitatbflo.my.salesforce-sites.com/volunteer/GW\\_Volunteers\\_PersonalSiteJobCalendar](https://habitatbflo.my.salesforce-sites.com/volunteer/GW_Volunteers_PersonalSiteJobCalendar) and ReStore location work at <https://www.habitatbuffalo.org/restorevolunteers/>. In order to apply to do office work, volunteers must reach out to the listed contact with their interest.

**Important Information:** Not all court mandated volunteers are accepted, dependent on opportunity and availability.

## Ken-Ton Meals on Wheels

### **Location:**

169 Sheridan Parkside Drive  
Tonawanda, NY 14150

Phone: (716) 874-3595

Email: [ktmeals@ktmeals.org](mailto:ktmeals@ktmeals.org)

### **Contact:**

Jennifer Jetter

(716) 874-3595

[jennifer@ktmeals.org](mailto:jennifer@ktmeals.org)

**Who we are / What we do:** The mission of Ken-Ton Meals on Wheels is to promote health, dignity, and independence of people in the Ken-Ton community by delivering nutritious meals.

**Volunteer Opportunities:** Drivers/delivery workers and kitchen volunteers.

**Application Process:** Application should be filled out online at  
<https://kentonmealsonwheels.org/volunteer/volunteer-application/>.

**Important Information:** The volunteer guide for Ken-Ton Meals on Wheels can be found at  
<https://kentonmealsonwheels.org/volunteer/volunteer-guide/>.

## Kevin Guest House

### **Location:**

782 Ellicott Street  
Buffalo, NY 14203

Phone: (716) 882-1818

### **Contact:**

(716) 882-1818 Ext. 200

**Who we are / What we do:** The Kevin Guest House campus is comprised of four buildings in the heart of the Buffalo Niagara Medical Campus and can serve guests in these beautifully restored homes in a variety of rooms based on your need and availability. Our mission is to provide a comfortable and supportive home away from home for patients and their families traveling for medical care. Our vision is to be America's first independent healthcare hospitality house, setting the standard for compassionate guest care.

**Volunteer Opportunities:** Front desk assistance, cook dinner for guests, housekeeping, gardening, special event assistance, community awareness help, overnight coverage.

**Age Minimum:** No listed age requirements.

**Application Process:** Application should be filled out online and can be found at [https://kevinguesthouse.com/volunteers/#gform\\_wrapper\\_3](https://kevinguesthouse.com/volunteers/#gform_wrapper_3)

**Important Information:** Opportunities may vary depending on need.



## Love in the Name of Christ of Gowanda

**Location:**

15 West Main Street  
Gowanda, NY 14070

Phone: (716) 532-3541

**Contact:**

(716) 532-3541

gowandaloveinced@gmail.com

**Who we are / What we do:** Gowanda Love In the Name of Christ seeks to empower people by investing in their lives through caring. We build sustained relationships that encourage change and learning. We help our community with necessary food, clothing, transportation, financial support, budgeting and nutritional education classes, spiritual support, addiction recovery, as well as providing resources to help the community to reach their life goals.

**Volunteer Opportunities:** Disaster relief, transportation, food/clothing/household donation collection, food/clothing/household donation sorting, volunteer drivers, answering phones, administrative assistance.

**Application Process:** Reach out to the listed contact with interest in order to apply.

**Important Information:** Some volunteer opportunities may change. Most up-to-date options will be found at <https://www.gowandaloveinc.org/get-involved>

Love Inc., Springville

**Location:**

62 East Main Street  
Springville, NY 14141

Phone: (716) 592-3761

**Contact:**

Sharon Heinen  
(716) 592-3761

**Who we are / What we do:** The body of Christ is God's answer to community brokenness and a part of His plan of redemption and restoration. That's why we mobilize local churches to offer a holistic approach to caring for people in all areas of life: spiritual, mental, emotional, relational, material, and physical. Our volunteers screen clients and help assess their financial, emotional, and spiritual needs. From there the Clearinghouse Coordinator uses our expansive network of churches and social service agencies to provide services to help end the cycle of poverty.

**Volunteer Opportunities:** Transportation assistance and seasonal opportunities.

**Application Process:** Fill out the survey that can be found at <https://docs.google.com/forms/d/e/1FAIpQLSe2MiQdrR7gG2DdLHYkikMxcH43UbgERsnxIkem5T04srjzlw/viewform?c=0&ampampampampampw=1>. A church volunteer will then reach out to you to schedule an interview.

**Important Information:** Opportunities change throughout the year, but the primary need is drivers. The most up-to-date needs can be found at <https://www.loveincspringville.com/volunteer-opportunities.html>.

## Matt Urban Hope Center

### **Location:**

1081 Broadway Street  
Buffalo, NY 14212

Phone: (716) 893-7222

Fax: (716) 893-3279

### **Contact:**

[info@urbanctr.org](mailto:info@urbanctr.org)

**Who we are / What we do:** The Matt Urban Center (MUC) is a 501(c)(3) not-for-profit located on Buffalo's East Side with a mission to revitalize neighborhoods, serve families and change lives. Formerly known as The Polish Community Center of Buffalo, Inc., we continue to serve our community as the Lt. Col. Matt Urban Human Services Center of WNY.

**Volunteer Opportunities:** Tabling at community events, hosting events, hosting donation drives, administrative support, door to door flyering, assisting at events, etc.

**Age Minimum:** Age requirements are dependent on the position.

**Application Process:** Volunteers can sign up for particular opportunities at

[https://www.volunteerwny.org/agency/detail/?agency\\_id=40040](https://www.volunteerwny.org/agency/detail/?agency_id=40040).

**Important Information:** Opportunities vary based on need and seasonal changes. Current opportunities can be found at [https://www.volunteerwny.org/agency/detail/?agency\\_id=40040](https://www.volunteerwny.org/agency/detail/?agency_id=40040).

## Meals on Wheels

### Location:

100 James E Casey Drive  
Buffalo, NY 14206

Phone: (716) 822-2002

Email: [hello@feedmorewny.org](mailto:hello@feedmorewny.org)

### Contact:

Saralynn Ruhland  
(716) 822-2005 Ext. 3028  
[sruhland@feedmorewny.org](mailto:sruhland@feedmorewny.org)

**Who we are / What we do:** As a cornerstone of FeedMore WNY's mission to enrich the lives of our neighbors in need, our core meal delivery services promote independent, healthy living by offering nutritious food and a friendly visit to homebound neighbors. Depending on an individual's age, health and mobility status, FeedMore WNY provides programs suited to each individual—while still working to give every member of our community a meal that meets their nutritional needs.

**Volunteer Opportunities:** Delivering meals to homebound residents.

**Age Minimum:** Ages 16 and 17 with an adult, 18 and older without.

**Application Process:** Application can be filled out online at <https://www.feedmorewny.org/get-involved/volunteer/volunteer-signup-form/>. Volunteers are expected to review the rules and expectations before hand, which can be found at <https://www.feedmorewny.org/wp-content/uploads/2022/08/FMWNY-Volunteer-Handbook-Digital-Version-Rev-4-2022.pdf> and watch the training video before starting, which can be found at <https://www.youtube.com/watch?v=TVkXkRPo2ng>.

**Important Information:** Volunteers must have valid drivers licenses and a background check is required for those over 18 years of age.

## Resurrection Life Food Pantry

**Location:**

2145 Old Union Road  
Buffalo, NY 14227

Phone: (716) 656-8995

**Contact:**

Jean

[pantryvolunteer@res-life.com](mailto:pantryvolunteer@res-life.com)

**Who we are / What we do:** Resurrection Life Food Pantry is a designated *high capacity/high priority* emergency food relief organization providing first time emergency food to households throughout WNY. Continued support is provided for households struggling with food insecurity in our focus service areas of Cheektowaga NY and chronically homeless veterans throughout WNY connected with the VA's HUD-VASH program.

**Volunteer Opportunities:** Opportunities vary based on seasonal and year-round need. Opportunities can be found at [https://www.volunteerwny.org/agency/detail/?agency\\_id=78956](https://www.volunteerwny.org/agency/detail/?agency_id=78956).

**Age Minimum:** No listed age minimum.

**Application Process:** Applications can be done online at [https://www.volunteerwny.org/agency/detail/?agency\\_id=78956](https://www.volunteerwny.org/agency/detail/?agency_id=78956) or by reaching out to the listed contact via email.

## Rural Outreach Center

**Location:**

730 Olean Road  
East Aurora, NY 14052

Phone: (716) 240-2220

**Contact:**

Amelia Leggett  
(716) 240-2220 Ext. 202

**Who we are / What we do:** The ROC's mission is to break the cycle of rural poverty by accompanying people toward self-sufficiency. We assist, empower, and elevate. The Rural Outreach Center improves the lives of the rural poor in southwestern New York by breaking the cycle of generational poverty. The Rural Outreach Center improves the lives of the rural poor in southwestern New York by breaking the cycle of generational poverty.

**Volunteer Opportunities:** Drivers, mentors, tutors, building maintenance, grounds maintenance, project leadership and assistance.

**Age Minimum:** Must be 18 years or older.

**Application Process:** Reach out to the listed contact in order to apply.

**Important Information:** If interacting with program participants, background checks and fingerprinting are required.

## Rural Transit Center

### **Location:**

1000 Brant Farnham Road  
Brant, NY 14027

Multiple more local locations for volunteer work.

Phone: (716) 548-5098

### **Contact:**

Phone number dependent on location

[staff@ruraltransitservice.org](mailto:staff@ruraltransitservice.org)

**Who we are / What we do:** Rural Transit Service is a non-profit transportation organization. Rural Transit Service provides safe, affordable and reliable transportation to seniors, low income and disabled clients to allow them to maintain a happier, healthier more independent lifestyle and heighten involvement in the community. Eligible residents are transported to dialysis clinics, medical offices, physical therapy, pharmacies, colleges, work places, nutrition sites, adult day cares, grocery stores, banks, salons/barbers, etc., with medical trips taking priority.

**Volunteer Opportunities:** Volunteer drivers, volunteer driver aides, volunteer dispatchers.

**Age Minimum:** Must be 18 years or older.

**Application Process:** Call the phone number with your location in order to apply.

(716) 549-5098

Brant, Collins, Evans, North Collins

(716) 662-8378

Aurora, Boston, Colden, Concord, Elma, Eden, Holland, Marilla, Orchard Park,  
Sardinia, Wales

(716) 565-3323

Clarence, Newstead

**Important Information:** Typically volunteers work one 4-hour shift per week. Opportunities will likely be decided by skills, availability, and interest. Volunteers need to have a valid license.

## The Salvation Army

**Location:**

960 Main Street  
Buffalo, NY 14202

Phone: (716) 883-9800

**Contact:**

Bryanna Gwitt  
(716) 888-6220

**Who we are / What we do:** The Salvation Army of Buffalo exists to offer hope for a better life by meeting basic human needs without regard to age, religion, ethnicity or educational level. Its mission is to help others through more than a dozen programs, including Emergency Family Assistance, Supervised Visitation, Emergency Shelter, Employment Services, Conflict Resolution/Anger Management, Corps Community Centers, Emergency Disaster and Canteen Services.

**Volunteer Opportunities:** Opportunities can be found at  
<https://easternusa.salvationarmy.org/empire/buffalo/volunteer-7/>

**Age Minimum:** No listed age requirements.

**Application Process:** Application should be filled out online and can be found at  
<https://easternusa.salvationarmy.org/empire/buffalo/volunteer-7/>

**Important Information:** Opportunities change seasonally and many are limited only to the winter holiday season.



## St. Vincent De Paul Society

### **Location:**

1298 Main Street  
Buffalo, NY 14209

Phone: (716) 882-3360

Fax: (716) 882-3556

Email: [info@sudpwny.org](mailto:info@sudpwny.org)

### **Contact:**

(716) 882-3360

**Who we are / What we do:** The Society seeks out God's needy, both materially and spiritually, and helps where and when they can. Sometimes they can do little more than just listen and comfort. Sometimes they are able to help with a bag of donated foodstuffs, or by assisting with the necessities of life. SVDP is not just a "provider of emergency food orders." Vincentians are also concerned with the needs of the aged, lonely, handicapped, permanently sick or housebound, and persons in convalescent nursing homes and hospitals. Persons to be aided are met "on an equal basis," never looked down upon, and always thought of as brothers and sisters in Christ. Visits to those in need are made in pairs to help the recipients feel more at ease and avoid scandal. Wherever there is a need, the Vincentians go two-by-two and do what they can to ease the suffering of their fellow human beings. In coming closer to those in need, SVDP members feel that they come closer to God!

**Volunteer Opportunities:** Store opportunities (hanging clothing, keeping displays stocked and in order, assisting customers, keeping store clean), warehouse opportunities (sorting clothing and items, testing and making minor repairs to small appliances, assisting donors in making donations, unloading trucks), dining room opportunities (meal preparation, serving guests, clean up, stocking donated food items), building maintenance, office work, and assistance on special projects.

**Age Minimum:** Age requirements dependent on chosen opportunity.

**Application Process:** Reach out to the listed contact with availability and volunteer interests.

## The Hope Project of WNY

### **Location:**

4545 Transit Road #632  
Williamsville, NY 14221

Phone: (716) 810-9156

**Who we are / What we do:** The Hope Project of WNY, Inc. was created as a resource for struggling families. Often identified as 'the working poor', many families find it difficult to make ends meet regardless of employment. In addition, we assist individuals who have lost their job to no fault of their own, disabled friends, households with special needs members, victims of domestic violence in transition and of course, without reservation, our military families and veterans. Individuals and families may request assistance due to a sudden or unexpected tragedy, such as a house fire or serious medical diagnosis.

**Volunteer Opportunities:** Current volunteer opportunities can be found at [https://www.volunteerwny.org/agency/detail/?agency\\_id=79718](https://www.volunteerwny.org/agency/detail/?agency_id=79718).

**Age Minimum:** Age requirements dependent on chosen opportunity.

**Application Process:** Applications for specific available opportunities can be filed online at [https://www.volunteerwny.org/agency/detail/?agency\\_id=79718](https://www.volunteerwny.org/agency/detail/?agency_id=79718).

**Important Information:** Opportunities are based on need and availability.

## Tri-Community Food Pantry

### **Location:**

722 Terrace Boulevard  
Depew, NY 14043

Phone: (716) 289-1370

Email: [info@tri-communityfood.org](mailto:info@tri-communityfood.org)

### **Contact:**

(716) 949-0498

<https://tri-communityfood.org/contact-us/>

**Who we are / What we do:** Tri-Community Food Pantry, Inc. is a 501(C)(3) non-profit organization with a goal of alleviating hunger and poverty by providing food and services to people in need. We are a private non-profit organization and are not a part of county government. We work to educate the public about the nature of hunger and poverty. We recognize the need for emergency and supplemental food programs and of other non-profit organizations that meet the critical needs of low-income families. We strive to provide our services with compassion and respect for the dignity of our clients.

**Volunteer Opportunities:** Food distribution, food pick up, special event assistance.

**Age Minimum:** Volunteers aged 13-17 must fill out a pantry permission form and be accompanied by a parent or guardian.

**Application Process:** Follow the instructions listed at <https://tri-communityfood.org/volunteer/> in order to volunteer.

**Important Information:** Volunteers are given access to a volunteer portal which gives more in-depth access to future event information and availability.

## Buffalo Maritime Center

**Location:**

90 Arthur Street  
Buffalo, NY 15085

Phone: (716) 881-0111

**Who we are / What we do:** The Buffalo Maritime Center inspires meaningful connections and life lessons through community boatbuilding, preserving maritime culture, and exploring the waterways of Western New York.

**Volunteer Opportunities:** Boat building, mentoring, building renovation, machine shop, maintenance, event planning, fundraising, special event assistance.

**Age Minimum:** Must be 18 years or older.

**Application Process:** Application must be filled out online and can be found at <https://buffalomaritimecenter.org/volunteer/>.

**Important Information:** Application involves a survey where applicants rate their abilities in certain tasks as well as the projects they want to work on, although projects will be assigned based on ability rather than just desires.

## Catholic Charities

### **Location:**

741 Delaware Avenue  
Buffalo, NY 14209

Phone: (716) 853-4456

### **Contact:**

Shannon Strom

[shannon.strom@ccwny.org](mailto:shannon.strom@ccwny.org)

**Who we are / What we do:** Today, Catholic Charities is a beacon of hope for people throughout all seasons of life – ensuring safety and support for children who are neglected or at risk of harm; providing intensive family therapy to parents of children and teens; getting young adults back on an education and career track; assisting an unemployed father with food for his family, and keeping older adults independent. Catholic Charities will continue to focus on hope and be a beacon of light for those in need.

**Volunteer Opportunities:** Office work, donation team, laundry assistance, delivery driver, delivery assistant, pantry worker, senior day program activity volunteer, immigration and refugee assistance.

**Age Minimum:** Age requirements are dependent on volunteer opportunity.

**Application Process:** Reach out to the listed contact for the most up-to-date information regarding opportunities and available positions and she will send over the volunteer application.

**Important Information:** Volunteer opportunities are dependent on current need. Full list of opportunities can be found at <https://ccwny.org/get-involved/#volunteer>.

## Gerard Place

### **Location:**

2515 Bailey Avenue  
Buffalo, NY 14215

Phone: (716) 897-9948

### **Contact:**

Kathy  
(716) 897-9948 Ext. 101  
khzuppa@gerardplace.org

**Who we are / What we do:** Gerard Place strengthens the community as it empowers individuals and families toward self-sufficiency by providing housing, supportive services, community education and outreach. By taking a human-centered approach, Gerard Place empowers those in need by providing the tools, support and safe haven needed on a journey to achieve life goals.

**Volunteer Opportunities:** Tutoring, event assistance, gardening, seasonal opportunities.

**Age Minimum:** No listed age requirements.

**Application Process:** Reach out to the listed contact via call or email with information on scheduling and desire to assist.

**Important Information:** Opportunities are both need and season-dependent and will often change. Some up to date information can be found at <https://gerardplace.org/get-involved/volunteer/>, but when looking for immediate need, it is best to reach out to the listed contact as they will have the most up to date information.

## Goodwill of WNY

### **Location:**

1119 William Street  
Buffalo, NY 14206

Phone: (716) 854-3494 Ext. 3011

**Who we are / What we do:** Goodwill empowers people to achieve their fullest potential through the power of work. Every person has the opportunity to achieve upward economic mobility. Every person in every community deserves an opportunity to reach their full potential. Our team and the people we support must reflect the diversity of the communities we serve. Our work must foster equity and be free of discrimination and bias. Our commitment to inclusiveness will only be realized by working together as one team towards our mission of changing lives through the power of work.

**Volunteer Opportunities:** Receiving donations, organizing donations, help others build skills, help with mock interviews, and other assistance helping people enter or re-enter the work force.

**Age Minimum:** No listed age requirements.

**Application Process:** Application should be filled out online and can be found at <https://forms.office.com/Pages/ResponsePage.aspx?id=TIqPbRdEbUaNpmPq5NTZkq8fgkxdLPBOsYNfqxrYo-RUNFdUNVkyU1JBMkoxOTZDR09FTEdVN0U5Sy4u>.

**Important Information:** Not currently taking people who need court-mandated community service hours.

## Pride Center of WNY

### **Location:**

200 South Elmwood Avenue  
Buffalo, NY 14201

Phone: (716) 847-2441

### **Contact:**

[volunteers@evergreenhs.org](mailto:volunteers@evergreenhs.org)

**Who we are / What we do:** The mission of the Pride Center of Western New York is to work with the community to make Western New York a safe, healthy, and satisfying place for lesbian, gay, bisexual, transgender, and queer people to live, work, and establish their families. The Pride Center envisions an LGBTQ community in which individuals feel safe, secure, and affirmed where they live, work, worship, and play. The Pride Center will be an integrated part of the social fabric of Western New York, nurtured by those we have served.

**Volunteer Opportunities:** Opportunities are entirely dependent on the time of year and the need of the center. Reach out to the listed contact for current opportunities.

**Age Minimum:** No listed age requirements listed.

**Application Process:** Reach out to the listed contact in order to gain more information about current opportunities then discuss desire to volunteer.

**Important Information:** Opportunities to participate in research are also available.



## [716 Squash](#)

### **Location:**

1803 Elmwood Avenue  
Buffalo, NY 14207

Phone: (716) 984-7328

### **Contact:**

[volunteer@716squash.org](mailto:volunteer@716squash.org)

**Who we are / What we do:** Our Mission: 716 Squash empowers youth in Buffalo through education, mentoring, health, and wellness to build transformational relationships within our community.

**Volunteer Opportunities:** Academic volunteers, players for squash sessions, other opportunities dependent on season and need.

**Age Minimum:** No listed age requirements.

**Application Process:** Email the listed contact with information about what you wish to do and how you wish to help and they will get back to you in order to discuss what opportunities are available.

**Important Information:** Days and hours are flexible and it is not needed to have consistent weekly commitment.

[Seneca Street Community Development Corp](#)

**Location:**

1218 Seneca Street  
Buffalo, NY 14210

Phone: (716) 939-3501

**Contact:**

(716) 939-3501

[contact@senecastreetcdc.org](mailto:contact@senecastreetcdc.org)

**Who we are / What we do:** The Seneca Street Community Development Corporation (SSCDC) partners with our neighbors in the Seneca Babcock community to provide a supportive environment to overcome educational, social and economic barriers. We provide opportunities for the entire community to acquire skills that build resiliency and self-reliance, enhancing the quality of life and potential for current and future generations in our neighborhood.

**Volunteer Opportunities:** Mentoring, tutoring, people who are able to share special activities and/or talents with the student participants.

**Age Minimum:** Must be 18 years or older.

**Application Process:** If interested, reach out to the listed contact with availability and desire.

**Important Information:** Mentor and tutor volunteers are always welcome.

## [The Teacher's Desk](#)

**Location:**

22 Northampton Street  
Buffalo, NY 14209

Phone: (716) 348-3412

**Contact:**

Christine

[volunteer@theteachersdesk.org](mailto:volunteer@theteachersdesk.org)

**Who we are / What we do:** The Teacher's Desk is the store where teachers shop free for school supplies, books and teacher resources for students in 250 WNY schools in need. Its mission is to distribute free school supplies to students in need, to encourage teachers and to provide purpose through volunteerism.

**Volunteer Opportunities:** Store assistants, inventory sorters, warehouse assistants, product packaging, projects to go, and other seasonal opportunities.

**Age Minimum:** No listed age requirements.

**Application Process:** If interested, reach out to the listed contact with availability and desire.

**Important Information:** Opportunities have specific time frames they're available for. Time frames can be found at <https://www.theteachersdesk.org/volunteers/>.

## Alliance for the Great Lakes

### **Location:**

640 Ellicott Street  
Suite 439  
Buffalo, NY 14203

Phone: (716) 261 9393

### **Contact:**

Olivia Reda

[oreda@greatlakes.org](mailto:oreda@greatlakes.org)

**Who we are / What we do:** The Alliance for the Great Lakes is a nonpartisan nonprofit working across the region to protect our most precious resource: the fresh, clean, and natural waters of the Great Lakes.

**Volunteer Opportunities:** Adopt a beach volunteers (clean beaches, collect data), alliance ambassadors, beach cleanup volunteers.

**Age Minimum:** Age requirements dependent on volunteer opportunity.

**Application Process:** Adopt a beach program information can be found at

[https://adopt.greatlakes.org/s/?\\_gl=1\\*\\_1vgg3i0\\*\\_ga\\*MTAwOTcwOTgzMi4xNzA1NTkyNDg2\\*\\_ga\\_BNNRZGDZJK\\*MTcwNjI4NDcxMS4yLjEuMTcwNjI4NDgwNy42MC4wLjA](https://adopt.greatlakes.org/s/?_gl=1*_1vgg3i0*_ga*MTAwOTcwOTgzMi4xNzA1NTkyNDg2*_ga_BNNRZGDZJK*MTcwNjI4NDcxMS4yLjEuMTcwNjI4NDgwNy42MC4wLjA). Alliance ambassadors can reach out to the

listed contact with interest and will be contacted for further information.

**Important Information:** An additional way to help can be found at

[https://greatlakes.p2a.co/F7VGuBz?\\_ga=2.41578786.1413947973.1706284711-1009709832.1705592486](https://greatlakes.p2a.co/F7VGuBz?_ga=2.41578786.1413947973.1706284711-1009709832.1705592486).

## Chestnut Ridge Conservancy

### **Location:**

6121 Chestnut Ridge Road  
Orchard Park, NY 14127

Phone: (716) 674-1131

### **Contact:**

[info@chestnutridgeconservancy.org](mailto:info@chestnutridgeconservancy.org)

**Who we are / What we do:** The Chestnut Ridge Conservancy was formed to support the restoration and preservation of the rich natural, recreational, and historic resources that comprise Chestnut Ridge Park. To that end, we have established a not-for-profit 501(c)(3) organization that works in conjunction with the County of Erie and is dedicated to: (1) identifying projects within the park that will help restore the park to its original beauty, (2) raising awareness for these projects in the Western New York community, (3) raising funds to supplement those provided by the county budget and allow the Conservancy to maintain a minimal operating budget.

**Volunteer Opportunities:** Board member, project chairmen, event coordinator, technical help, community outreach, helping hands.

**Age Minimum:** Age requirements likely depend on volunteer opportunity.

**Application Process:** Application must be filled out online and can be found at <https://chestnutridgeconservancy.org/getinvolved/>.

[Hawk Creek Wildlife Center, Inc.](#)

**Location:**

1963 Mill Road  
West Falls, NY 14170

Phone: (716) 652-8646  
Email: [ed@hawkcreek.org](mailto:ed@hawkcreek.org)

**Contact:**

Mike  
(716) 652-8646  
[mike@hawkcreek.org](mailto:mike@hawkcreek.org)

**Who we are / What we do:** For over 35 years, Hawk Creek has served the Western New York community and beyond. Our educational reach is nationwide and our award-winning conservation efforts are recognized globally. We thrive to give thousands of animals a second chance, care for over 100 permanent residents, and reach audiences in the thousands per year with our exciting educational programming. Hawk Creek has also been featured on *PBS* and named a “*Blue Planet Hero*” by National Geographic. Our animal ambassadors and naturalists have been featured on *Rachael Ray* and *NBC Today*.

**Volunteer Opportunities:** Animal husbandry, education, marketing and public relations, horticulture, graphic design, computer technology, journalism and writing.

**Age Minimum:** Age is likely dependent on volunteer opportunity.

**Application Process:** Application form can be found at <https://www.hawkcreek.org/wp-content/uploads/2021/03/Volunteer-Application-Form-3.pdf> and should be mailed to the address listed at the bottom of the form upon completion.

**Important Information:** Internships are also available for those who need them.

## Messinger Wood Wildlife Care & Education Center

**Location:**

Orchard Park, NY 14127

Phone: (716) 345-4239

**Contact:**

info@messengerwoods.org

**Who we are / What we do:** Messinger Woods is a 501 (c) 3 not for profit membership supported organization. It is operated by its Volunteer Boards and Directors as well as its active member/volunteers. Truly the most unique thing about Messinger Woods is its future for long term operational longevity in Western New York. It is not a sole proprietorship, but the corporation of Messinger Woods who own all property. The Corporation and By-laws of Messinger Woods have been carefully planned to ensure the replacement of any officer or director, should a vacancy necessitate such action.

**Volunteer Opportunities:** Opportunities are dependent on time of year, need of the center, and past experience of the volunteer.

**Age Minimum:** No listed age requirements, but likely dependent on opportunities.

**Application Process:** Fill out the volunteer application that can be found at [https://www.messengerwoods.org/files/ugd/56f86e\\_d036bf2c9ceb4c0fa4f977b582bdea42.pdf](https://www.messengerwoods.org/files/ugd/56f86e_d036bf2c9ceb4c0fa4f977b582bdea42.pdf) before scanning it and emailing it to the listed contact.

**Important Information:** Opportunities are seasonal due to primary need being during their busy season, which is June through September. Ideally, volunteers will commit to 4 hours a week.

## Reinstein Woods Environmental Education Center

**Location:**

93 Honorine Drive  
Depew, NY 14043

Phone: (716) 683-5959

**Contact:**

(716) 683-5959

[volunteer@reinsteinwoods.org](mailto:volunteer@reinsteinwoods.org)

**Who we are / What we do:** Friends of Reinstein Woods (incorporated as Friends of Reinstein Nature Preserve) is a volunteer-led, nonprofit organization that supports the environmental education programs offered by the New York State Department of Environmental Conservation at Reinstein Woods. We provide vital financial and volunteer support for programs aimed at school children, teachers, youth from underserved neighborhoods, and the general public. We also support stewardship projects designed to protect and restore the natural habitats at Reinstein Woods.

**Volunteer Opportunities:** Board of directors, development committee, finance committee, membership committee, special event assistance, fundraising assistance, help with rentals during the winter.

**Age Minimum:** Must be 18 years or older.

**Application Process:** If interested in any of these opportunities, reach out to the listed contact with the opportunity of interest.

**Important Information:** Additional positions are available through the New York State Department of Environmental Conservation (DEC) and can be found at <https://reinsteinwoods.org/donate/volunteer/> along with their volunteer forms.



## [Greenfields Continuing Care Community](#)

**Location:**

5959 Broadway  
Lancaster, NY 14086

Phone: (716) 684-0202

**Contact:**

Mary Dumke  
(716) 684-0202 Ext. 1802  
[mdumke@niagaralutheran.org](mailto:mdumke@niagaralutheran.org)

**Who we are / What we do:** At The GreenFields, we're restoring the true meaning of home by designing a comfortable, safe, and active environment for residents. With plenty of options and comforting spaces, when you choose The GreenFields, you define "home" however you choose.

**Volunteer Opportunities:** Transport elderly residents, visit residents, write correspondence, assist in clerical work, play cards and/or games with residents, share skill/hobby/interest, assist in the café, assist in the gift shop, etc.

**Age Minimum:** 16 years or older.

**Application Process:** You can apply online at <https://thegreenfields.org/volunteer-application-form/>.

**Important Information:** Mandatory commitment of at least 20 hours each year.

## Juvenile Diabetes Research Foundation

**Location:**

331 Alberta Drive  
Suite 106  
Amherst, NY 14226

Phone: (716) 833-2873

**Who we are / What we do:** JDRF is the leading global organization funding type 1 diabetes (T1D) research. Our strength lies in our exclusive focus and singular influence on the worldwide effort to end T1D.

**Vision:** A world without type 1 diabetes.

**Mission:** Improving lives today and tomorrow by accelerating life-changing breakthroughs to cure, prevent and treat T1D and its complications.

**Volunteer Opportunities:** Event planning, event assistance, family outreach, and other seasonal opportunities.

**Age Minimum:** No listed age requirements.

**Application Process:** Application must be filled out online and can be found at <https://www.jdrf.org/community/volunteer/>.

**Important Information:** Opportunities may be limited.

## Ronald McDonald House

**Location:**

780 West Ferry Street  
Buffalo, NY 14222

Phone: (716) 883-1177

**Contact:**

Matt Bissett  
(716) 883-1177  
mbissett@rmhcwny.org

**Who we are / What we do:** We believe when families are together, they cope better. We believe no family should have to deal with their child's medical crisis alone. We believe when families are together, they cope better. We believe no family should have to deal with their child's medical crisis alone.

**Volunteer Opportunities:** Drive the van, answer phones, tidy the playroom, clean the toys, ready kitchen for next meal or snack, house cleaning, house maintenance, etc.

**Age Minimum:** 18 years or older.

**Application Process:** Reach out to the listed contact to discuss availability and opportunities.

**Important Information:** Some opportunities are seasonal such as deep cleaning and outdoor work.

## Schofield Care

**Location:**

3333 Elmwood Avenue  
Kenmore, NY 14217

Phone: (716) 874-1566

**Contact:**

(716) 874-1566

[info@schofieldcare.org](mailto:info@schofieldcare.org)

**Who we are / What we do:**

**Volunteer Opportunities:** Share a skill, outdoor maintenance, activity leading, special event assistance, transporting residents, visiting residents, assisting with outings, delivering mail to residents, help with clerical work, etc.

**Age Minimum:** No listed age requirements.

**Application Process:** Reach out to the listed contact to discuss opportunities and availability.

**Important Information:** Other locations are available to volunteer at as well.

Updated: 11/2023

## Buffalo and Erie County Naval & Military Park

### **Location:**

1 Naval Park Cove  
Buffalo, NY 14202

Phone: (716) 847-1773

### **Contact:**

Brendan Lindahl  
(716) 847-1773 Ext. 17  
[brendan@buffalonaivalpark.org](mailto:brendan@buffalonaivalpark.org)

**Who we are / What we do:** Our mission is to **honor** veterans, active military, and military families; **educate** about the history and values of service and sacrifice in defense of freedom; **inspire** a sense of patriotism and appreciation in protecting the right to liberty and justice for all; and **preserve** the military artifacts entrusted to our care. The many exhibits and artifacts featured at the Buffalo Naval & Military Park bring to life some of the major events in our nation's history to defend freedom and democracy and honor those who have served.

**Volunteer Opportunities:** Docents, landscape committee, gift shop assistance, shop maintenance, collection and exhibit assistance, assistance on boat projects, education, event assistance.

**Age Minimum:** No listed age requirements.

**Application Process:** Application must be filled out online and can be found at <https://buffalonaivalpark.wufoo.com/forms/z1jxfxjq1uqolw0/>.

**Important Information:** Opportunities are based on availability and need.

# Domestic Violence Resources for Perpetrators

## Catholic Charities - Caring Dad's Program

**Location:**

Virtual

Phone: (716) 896-6390

**Contact:**

Gregory White

[gregory.white@ccwny.org](mailto:gregory.white@ccwny.org)

**Who we are / What we do:** Caring Dads is a group intervention program for men who have abused, neglected, or exposed their children to domestic abuse. The program is intended to offer information to men in the program, that if they so choose, can use to father their child(ren) in ways that meet the emotional and development needs of the child. Caring Dads works to complement existing efforts to end men's use of violence, and is intended to be used along with domestic violence or intimate partner violence programs. Caring Dads works in collaboration with other community-based organizations with the goal of addressing men's violence against women. It is critically important that men attend and complete the Catholic Charities Domestic Violence Program for Men as required by the court or agent of the court.

**Specialties:** Virtual group sessions.

**Important Information:** The program consists of 17 weekly group sessions currently held virtually on Zoom. Group sessions are open enrolled, so men can begin the program at any point after completing 5 sessions of DVPM. The program is available across all eight counties of Western New York, in conjunction with the DVPM.

**Age Range of Clients:** Adults 18 years and older.

**Eligibility:** Clients must be men and complete five sessions of DVPM.

**Fees:** Fee payment is required at the time of services and are sent on a sliding scale based on income and the number of dependents.

## Salvation Army – Conflict Resolution

**Location:**

960 Main Street  
Buffalo, NY 14202

Phone: (716) 864-1717

Fax: (716) 888-6299

**Program Hours:**

Tuesday or Thursday: 5:15 pm – 6:45 pm

**Contact:**

Michael Garvey, Director  
(716) 864-1717

**Who we are / What we do:** Adult group counseling program which teaches self-esteem improvement, relationship awareness, stress and anger management, and communication skills as an alternative to domestic violence.

**Specialties:** Anger management and domestic violence intervention programs.

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** Services are available for men living in Western New York. Clients can call the listed contact for intake.

**Fees:** There is an \$11 fee for each session.



# Domestic Violence Resources for Survivors

## Adult Protection Services DV Advocate

**Location:**

95 Franklin Street  
Room 1304  
Buffalo, NY 14202

Phone: (716) 858-6877

Fax: (716) 858-8017

**Program Hours:**

Monday – Friday: 9:00 am – 5:00 pm

**Contact:**

Melinda Mantino-Koch

**Who we are / What we do:** Provides a variety of specialized protective services to vulnerable adults, ages 18 and older whose condition or circumstances make them vulnerable to abuse, neglect, and exploitation by others. These services are designed to prevent or remedy the neglect, exploitation, or abuse of vulnerable adults by strengthening their capacity to function and be self-directing.

**Specialties:** Adult protective service, adult residential care homes, home management instruction, homemaker assistance, housekeeping assistance.

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** Adult protection, information, and referrals are available to all persons, regardless of income.

**Intake:** Any concerned person, family member, friend, neighbor, law enforcement officer, health professional, clergy, or financial institution employee who observes an individual having difficulty in providing for their most basic needs (such as food, clothing, shelter, medical care, or personal safety) is urged to call. Individuals recognizing their own need for assistance should contact as well. All referrals accepted for an adult service assessment are evaluated for Adult Protection eligibility, regardless of the type of assistance requested by the referral source. The process usually begins with a home visit by a caseworker within three business days after receiving the referral. If the situation is considered life threatening, the home visit will be made within 24 hours.

## BE SAFE Program (Erie County DA's Office)

**Location:**

50 Delaware Avenue  
4<sup>th</sup> Floor  
Buffalo, NY 14202

BE SAFE Hotline: (716) 858-4622

Fax; (716) 858-4622

**Program Hours:**

Monday – Friday: 8:30 am – 5:00 pm

**Contact:**

Tiny Pilkey  
(716) 908-4073

Heather Summers  
[heather.summers@erie.gov](mailto:heather.summers@erie.gov)

**Who we are / What we do:** A domestic violence program comprised of advocates and social workers located within the Erie County District Attorney's Office. Provides supportive counseling, resources, case management, and safety planning to survivors of Intimate Partner Violence. Specializes in providing advocacy within criminal courts and helping survivors review their options regardless of whether they have a criminal case. Free services are provided to anyone who identifies themselves as a victim of Domestic Violence. Services include BE SAFE Hotline; court accompaniment and advocacy; counseling; crisis case management; help with safety planning; information and referrals for counseling, housing, and other programs; help communicating with the Assistant District Attorney and police; help with medical, housing, employment and financial needs; education and training about abuse; assistance in filing Family Court Family Offense petitions; and VINE program registration for offender release information.

**Specialties:** Crime victim support, domestic violence hotlines, domestic/family violence legal services, specialized information and referral, spouse/intimate partner abuse counseling, spouse/intimate partner abuse prevention.

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** Any adult who identifies themselves as a survivor of domestic or intimate partner violence.

**Bilingual Staff/Interpreters:** Spanish-speaking advocates are available and a language line is available.

## Community Services for Every1

**Location:**

180 Oak Street  
Buffalo, NY 14203

Administration: (716) 883-8888

Referrals: (716) 883-8002

**Program Hours:**

Monday – Friday: 8:00 am – 4:30 pm

**Contact:**

Melinda Mantino-Koch

**Who we are / What we do:** Partners with individuals of all abilities to help them reach their fullest potential, protect their rights, and promote their independence and inclusion in the community.

**Specialties:** Various supports for people dealing with

**Important Information:** Other services are offered at this facility, specifically for individuals with developmental disabilities as well as people facing life circumstances that require extra support.

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** People dealing with domestic violence who live in Western New York.

**Accessibility:** Facilities are handicap accessible.

## Crisis Services

### **Location:**

100 River Rock Drive  
Suite 300  
Buffalo, NY 14207

Administration: (716) 834-2310

Hotline: (716) 834-3131

### **Program Hours:**

Crisis Hotline is available 24/7

Administration phone is available during normal business hours.

### **Contact:**

Tiffany Pavone

tpavone@crisisservices.org

**Who we are / What we do:** The Advocate Department offers free and confidential survivor support services to individuals 12 years of age and older who have experienced rape, sexual assault, domestic violence, and family violence. Services are also available to a survivor's family members and/or significant others. Since 1983, the Advocate Department has been Erie County's Rape Crisis Center, as designated by the New York State Department of Health. We are also an approved non-residential Domestic Violence Service Provider in New York.

**Specialties:** Personal safety, emergency assistance, advocacy, legal rights, and counseling.

**Important Information:** Other services are offered at this facility including elder abuse counseling, general crisis intervention, mental health crisis hotlines, sexual assault hotlines, suicide prevention hotlines, suicide prevention programs.

**Age Range of Clients:** Adults 18 years and older.

**Eligibility:** Services are available to residents of Erie and Chautauqua counties.

**Bilingual Staff/Interpreters:** Staff speak English and Spanish and a multi-language interpreters are available.

## Erie County Sheriff's Office DV Advocate

**Location:**

134 West Eagle Street  
4<sup>th</sup> Floor  
Buffalo, NY 14202

Advocate and Domestic Violence Hotline: (716) 858-7999

Phone: (716) 858-7057

Fax: (716) 858-7072

**Program Hours:**

Monday – Friday: 8:00 am – 4:00 pm

**Contact:**

Brian Mohr

[brian.mohr@erie.gov](mailto:brian.mohr@erie.gov)

(716) 838-7063

**Specialties:** Bullying Prevention, Child Abuse Counseling, Child Abuse Prevention, Crime Victim Support, Dating Violence Prevention, Domestic/Family Violence Legal Services, Elder Abuse Counseling, Elder Abuse Prevention, General Abuse Prevention, Sexual Assault Prevention, Spouse/Intimate Partner Abuse Counseling, Spouse/Intimate Partner Abuse Prevention

**Important Information:** Provides crisis intervention and support for victims of family violence, elder abuse, rape, and sexual assault. Offers safe, confidential services including counseling, safety-planning, court advocacy, and referrals. Also provides comprehensive domestic violence, sexual assault, teen dating violence, elder abuse, and bullying prevention programs available for schools, community groups, women's groups, scouting troops, and other interested groups.

**Age Range of Clients:** Adults 18 years and older.

**Eligibility:** Open to victims of domestic violence in jurisdictions covered by the Erie County Sheriff's Office.

**Bilingual Staff/Interpreters:** Services are available in English, Seneca, and Spanish.

## Family Justice Center

### **Location:**

438 Main Street  
Suite 201  
Buffalo, NY 14202

SafeLine: (716) 558-7233

Fax: (716) 558-5260

### **Program Hours:**

SafeLine is available 24/7

Monday – Friday: 8:30 am – 5:00 pm

**Who we are / What we do:** The Family Justice Center helps victims of Domestic Violence by providing free services for domestic violence victims and their children through an extensive collaboration with 13 partner agencies, located at one secure, comfortable location. Victims can visit any of the three locations to take advantage of these free services to help them safely escape abuse.

**Specialties:** Counseling for Children Affected by Domestic Violence, Crime Victim Support, Domestic Violence Hotlines, Domestic Violence Protective/Restraining Orders, Domestic/Family Violence Legal Services, Family Justice Centers, Sexual Assault Treatment, Spouse/Intimate Partner Abuse Counseling.

**Important Information:** Provides access to various services for victims of domestic violence and unsafe relationships, including advocacy, civil legal assistance, safety planning, counseling, shelter referrals, and access to criminal and civil courts. Partners with various agencies on-site. Speakers' bureau covering domestic violence topics available. Does not serve perpetrators. FJC SafeLine/Hotline available 24 hours a day, 7 days a week, and website chat box available [www.fjcsafe.org](http://www.fjcsafe.org).

**Age Range of Clients:** 18 years and older.

**Eligibility:** Open to anyone who has experienced domestic violence or abuse regardless of age, gender, sexual orientation, immigration status, or disability living in Erie County.

**Bilingual Staff/Interpreters:** Language Line service is available.

## Haven House

### **Location:**

Buffalo, NY 14201

Hotline: (716) 884-6000

Phone: (716) 884-6002

### **Program Hours:**

Services are available 24/7

### **Contact:**

Tiffany Pavone, Director  
(716) 449-0395

[tpavone@cfsbny.org](mailto:tpavone@cfsbny.org)

Phuong Brady, Shelter Supervisor  
(716) 335-7456

[pbrady@cfsbny.org](mailto:pbrady@cfsbny.org)

**Specialties:** Crime Victim Support, Domestic Violence Hotlines, Domestic Violence Protective/Restraining Orders, Domestic Violence Shelters, Domestic Violence Support Groups, Domestic/Family Violence Legal Services, Spouse/Intimate Partner Abuse Counseling, Spouse/Intimate Partner Abuse Prevention.

**Important Information:** Serves survivors of domestic and intimate partner violence ages 16 and older and their dependent children. Anyone feeling unsafe in a relationship can call or chat using the confidential hotline, operated by trained, compassionate staff available 24 hours a day, 7 days a week to provide information and support. Services provided include confidential domestic violence shelter, supportive counseling, legal and court advocacy, assistance obtaining orders of protection, safety planning, parenting after violence service, education and support groups, transitional housing, and rapid rehousing. Individuals interested in connecting with one of more of these services should call the hotline or chat online at: <https://cfsbny.org/hh-chat/>

**Age Range of Clients:** 18 years and older.

**Eligibility:** Shelter is open to victims of domestic violence and their children seeking refuge from domestic violence, regardless of county/state of residence. Non-Residential services are open to past and present survivors of domestic violence. Service Area is Western New York, but services are open to residents of any county or state.



## International Institute of Buffalo

**Location:**

864 Delaware Avenue  
Buffalo, NY 14209

Phone: (716) 883-1900

Survivor Support Intake Line: (716) 331-4711

**Program Hours:**

Monday – Friday: 8:00 am – 5:00 pm

After-hours support and programs are done as needed.

**Contact:**

Rikki Nawotka  
(716) 883-1900 ext. 304  
[rnawotka@iibuff.org](mailto:rnawotka@iibuff.org)

Alyssa Chamberlin  
(716) 883-1900 ext. 304  
[achamberlin@iibuff.org](mailto:achamberlin@iibuff.org)

**Who we are / What we do:** Offers integration, refugee resettlement, and employment programs; provides services to survivors of domestic violence and human trafficking; offers translation and interpretation services to break down barriers; presents global education programs for students, adults and businesses; and hosts international visitors. Also assists employers in developing on-site ESL programs, workforce support, and interpretation and cultural competency support. For employment programs, see separate listing for Employment Program - International Institute of Buffalo. For services to survivors of domestic violence and human trafficking, see separate listings for Human Trafficking Victim Services - International Institute of Buffalo and Domestic Violence Survivor Support Services - International Institute of Buffalo.

**Specialties:** Domestic violence and human trafficking.

**Important Information:** Law enforcement and victim services can call the listed survivor support intake line to connect survivors to services.

**Age Range of Clients:** Adults 18 years and older.

**Eligibility:** Eligibility varies by needs and program a client is interested in.

**Bilingual Staff/Interpreters:** Interpreting and translation services are available at (716) 883-1900 ext. 308.

# Elder Services

## Information and Referral Contacts

For information on services, benefits, entitlements, and other areas of concern to older people  
(via the Erie County Department of Senior Services):

Erie County Department of Senior Services / NY Connects

[www.erie.gov/seniorservices](http://www.erie.gov/seniorservices)

(716) 858-8526

211 / Central Referral Service

[www.211wny.org](http://www.211wny.org)

211 OR (888) 696-9211

City of Buffalo Division for Senior Services

[www.buffalony.gov/564/senior-services](http://www.buffalony.gov/564/senior-services)

(716) 851-4141

Community Action Organization

[www.caoec.org](http://www.caoec.org)

(716) 881-5150

Crisis Services, Inc

[www.crisisservices.org](http://www.crisisservices.org)

(716) 834-3131

24-hour service

Erie County Department of Social Services

[www.erie.gov/socialservices](http://www.erie.gov/socialservices)

(716) 858-8000

Erie County Office for the Disabled

[www.erie.gov/ecod](http://www.erie.gov/ecod)

(716) 858-6215

Federal Information Center

[www.usa.gov/](http://www.usa.gov/)

(844) 872-4681

Long-Term Care Ombudsman Program

[www.ltombudsman.ny.gov](http://www.ltombudsman.ny.gov)

(716) 817-9222 OR (855) 582-6769

Nursing Home (NYS Health Department)

Information and Complaints

[www.health.ny.gov/facilities/nursing/complaints.htm](http://www.health.ny.gov/facilities/nursing/complaints.htm)

(716) 847-4320

24-hour Hot Line

(888) 201-4563

Veterans One-Stop Center of WNY, INC (VOC of WNY)

[www.vocwny.org](http://www.vocwny.org)

(716) 898-0110

Voter Registration / Erie County Board of Elections

[www.elections.erie.gov](http://www.elections.erie.gov)

(716) 858-8891

## Out of Town Aging Network Contacts

For information on agencies servicing elderly out of Erie County, call:

Erie County Department of Senior Services

(716) 858-8526

Eldercare Locator

<https://eldercare.acl.gov/public/index.aspx>

(800) 677-1116

Aging Life Care Association

[www.aginglifecare.org](http://www.aginglifecare.org)

(520) 881-8008

There is a fee for services.

## Transportation Contacts

Door to door transportation service to health, nutrition, income maintenance, social services, and other services that identified as high priority may be obtained by calling:

Erie County Department for Senior Services (Going Places Van)  
(716) 858-7433

Buffalo: Division for Senior Services  
(716) 851-4141

Amherst Senior Transportation  
(716) 636-3075

Aurora, Elma / Going Places Van  
(716) 652-8866

Aurora, Elma, Marilla, Wales (Rural Transit)  
(716) 662-8378

Boston, Colden, Eden, Orchard Park (Rural Transit)  
(716) 662-8378

Brant, Collins, Evans, Gowanda, North Collins (Rural Transit)  
(716) 549-5098

Concord, Hollands, Sardinia (Rural Transit)  
(716) 592-0088

Clarence, Newstead (Rural Transit)  
(716) 565-3323

Grand Island Senior Center  
(716) 773-9682

Hamburg Transportation  
(716) 646-1666

Lackawanna Senior Citizens Center  
(716) 827-6669

Tonawanda (Town) Senior Citizen Center  
(716) 875-1029  
Also covers the Kenmore area

Tonawanda (City) Recreation Department

(716) 505-1172

For transportation with wheelchair lifts, call:

Erie County Department of Senior Services (Going Places Van)

(716) 858-7433

Services are limited to: Cheektowaga and West Seneca

Medicaid Recipients for Medical Appointments

(800) 651-7040

NFTA Paratransit Access Line

(716) 855-7268

Western New York Independent Living, Inc.

(716) 836-0822

Disability is required for service

Fee is required for service

## Driver Safety and Evaluation Program Contacts

### AARP Driver Safety Program

(800) 350-7025

Completion of course may result in reduction of auto insurance cost.

### Driver Evaluation Program at ECMC

(716) 898-3225

### Kenmore-Tonawanda AAA

[www.westerncentralny.aaa.com/car/driver-training](http://www.westerncentralny.aaa.com/car/driver-training)

(716) 873-0111



## Community Services Contacts

### Catholic Charities

(716) 856-4494

[www.ccwny.org/](http://www.ccwny.org/)

### Cheektowaga Senior Services

(716) 686-3930

<https://tocny.org/departments/seniors/>

### Harmonia Collaborative Care

(716) 947-5025

[www.harmonia-care.org](http://www.harmonia-care.org)

### Deaf Access Services, Inc.

Voice: (716) 833-1637

Videophone: (716) 335-9192

[www.wnydas.org](http://www.wnydas.org)

### FLARE, Inc

(716) 838-6740

[www.flarecenter.org](http://www.flarecenter.org)

Services available for Fillmore-Leroy area residents

### Hearts and Hands

(716) 406-8311

<https://hnhcare.org/>

### Hispanics United of Buffalo

(716) 856-7110

<https://hubwny.org>

### Lt. Col. Matt Urban Human Services Center of WNY

(716) 893-7222

<https://urbanctr.org>

### Los Tainos Senior Citizen Center

(716) 842-0172

### Love, Inc. of Springville, NY

(716) 592-3761

[www.loveincspringville.com/](http://www.loveincspringville.com/)

Serves the Greater Gowanda area

### Native American Community Services

(716) 874-4460  
[www.nacswny.org](http://www.nacswny.org)

People, Inc. Senior Outreach  
(716) 768-2357  
[www.people-inc.org/](http://www.people-inc.org/)

Price Center of Western New York  
(716) 852-7743  
[www.pridecenterwny.org/](http://www.pridecenterwny.org/)

Schiller Park Community Services  
(716) 895-2727

Senior Outreach Services  
(716) 636-3070  
[www.amherst.ny.us/pdf/seniors/sos/pdf](http://www.amherst.ny.us/pdf/seniors/sos/pdf)  
Services available for Amherst, Clarence, and Newstead Residents

South Buffalo Community Outreach Services  
(716) 822-4532  
Services available for South Buffalo and Lackawanna residents

Springville Concord Elder Network  
(716) 532-1010  
<https://www.communityalliance.org/scene-springville-concord-elder-network/>

Western New York Independent Living, Inc.  
(716) 836-0822  
[www.wnyil.org/](http://www.wnyil.org/)

## Home Care Services Contacts

Erie County Department of Senior Services

(716) 858-8526

CASA: Community Alternative Systems Agency

(716) 858-2323

Services for Medicaid recipients

NY Medicaid Choice

(855) 222-8350

Services for Medicaid recipients

## Chore Service Contacts

Note: Some of these agencies may request donations.

Harmonia Collaborative Care

(716) 670-1200

Fee for Services

People Inc, Senior Outreach

(716) 768-2357

Schiller Park Senior Center

(716) 895-2727

South Buffalo Community Association

(716) 822-4532 ext. 103

## Adult Day Program Contacts

These programs offer medical, rehabilitation, mental health, or social activities.

Aurora Adult Day Services

(716) 652-4269  
Social Program

Catholic Charities "A Gathering Place" Senior Day Program

(716) 896-6388  
Social Program

Suburban Adult Services Inc.

(716) 805-1555 ext. 226  
Developmental Disabilities

Guild-Care

(716) 885-8041  
Visually Impaired Health Program

Town of Hamburg Adult Day Services

(716) 646-0255  
Social Program

Lake Shore Family Center

(716) 934-2353  
Social Program

Lord of Life Adult Day Health Center

(716) 668-8000  
Social Program

People Inc., Seniors Unlimited Adult Day Care

(716) 768-2370  
Social Program

Ralph C. Wilson Jr. Adult Day Services at Amherst

(716) 689-1403  
Social Program

Ralph C. Wilson Jr. Adult Day Services at North Tonawanda

(716) 243-7888  
Social Program

St, Catherine Laboure Adult Day Care Program

(716) 862-2513

Medical Program

Schofield Adult Day Health Care Program

(716) 849-8720

Medical Program

Structured Day Program

(800) 710-1233 ext. 118

Social Program

Focusses on individuals with Traumatic Brain Injury

## Meals on Wheels Contacts

These are the local services that deliver meals to homebound senior citizens and disabled persons. The service closest to the client's home should be the one that is contacted.

### FeedMore WNY

(716) 822-2002

[www.mowbuffalo.com/](http://www.mowbuffalo.com/)

### Alden Meals on Wheels

(716) 937-7105

### Amherst Meals on Wheels

(716) 636-3065

[www.amherstmealsonwheels.org](http://www.amherstmealsonwheels.org)

### Grand Island Meals on Wheels

(716) 773-9682

### Ken-Ton Meals on Wheels

(716) 874-3595

[www.kentonmealsonwheels.org](http://www.kentonmealsonwheels.org)

### Springville Meals on Wheels

(716) 592-4054

### Twin Vities Meals on Wheels

(716) 693-1663

[www.tcmow.com/](http://www.tcmow.com/)

Serves the city of Tonawanda and North Tonawanda

## Wellness and Nutrition Contacts

### Erie County Department of Senior Services, Stay Fit Dining

(716) 858-7639

[www.erie.gov/seniorservices.index.php?q=nutrition-amp-dining-stay-fit-dining-program](http://www.erie.gov/seniorservices.index.php?q=nutrition-amp-dining-stay-fit-dining-program)

Hot meals are served Monday through Friday at noon at group dining sites for people 60 years old or older. Spouses are welcome to attend. Nutrition education and counseling, Club 99 exercise classes, and cooking demos are also offered.

### Go & Dine Program

(716) 858-8526

### Wellness Program

(716) 858-8526

Programs: Aging Mastery, Choose Healthy Diabetes Self-Management Program, Chronic Disease Self-Management Program, Tai Chi for Health, and Mater of Balance.



## Grocery Delivery Contacts

These services all delivery groceries to clients who do not want to or cannot shop for themselves.  
All of these services do have fees.

### Dash's Delivers

(716) 204-0386

<https://dashsdelivers.rosieapp.com/>

### Price Rite Market (West Side)

(716) 885-2887

[www.priceritewesstside.com/](http://www.priceritewesstside.com/)

### Shop 4 U

(716) 759-7187

### Instacart Grocery Delivery

[www.instacart.com](http://www.instacart.com)

## Housing / Rental Assistance

### Erie County Department of Senior Services

(716) 858-8526

[www.erie.gov/seniorservices/housing](http://www.erie.gov/seniorservices/housing)

Long-term living arrangement options can be discussed with the office.  
For housing assistance, call for a list.

### Belmont Housing Resources for WNY

(716) 884-7791

[www.belmonthousingwny.org/](http://www.belmonthousingwny.org/)

### Buffalo Municipal Housing Authority

(716) 855-6711

[www.bmhahousing.com/](http://www.bmhahousing.com/)

### City of Tonawanda Housing Authority

(716) 692-3555

[www.tonha.org](http://www.tonha.org)

### HUD, Housing and Urban Development

(716) 551-5755

[www.hud.gov/states/new\\_york/offices#buffalo](http://www.hud.gov/states/new_york/offices#buffalo)

### Kenmore Housing Authority

(716) 874-6000

[www.kenmorehousingauthority.org/](http://www.kenmorehousingauthority.org/)

### Lackawanna Municipal Housing Authority

(716) 823-2551

[www.lackawannahousing.com/](http://www.lackawannahousing.com/)

### Rental Assistance Corp.

(716) 882-0063

[www.racbny.org](http://www.racbny.org)

## Utilities and Energy Information Contacts

For a disconnect notice or other concerns regarding utility bills, have the client call the utility company first.

If the problem is not resolved, call:

PSC (all regulated utilities)

(800) 342-3377

Hours: 8:30 am – 4:00 pm

PSC (gas and electric emergencies)

(800) 342-3355

Hours: 7:30 am – 7:30 pm

For information or assistance in paying heating bills, call:

Home Energy Assistance Program (HEAP) Hotline

(716) 858-7644

Catholic Charities Neighbor for Neighbor

(716) 856-4484

Heating utilities

HeartShare Care and Share Energy Fund

(855) 852-2736

National Grid

HeartShare Project Share Heating Fund

(800) 599-4327

NYSEG

Salvation Army Neighbor for Neighbor

(716) 883-9800 ext. 260

Heating utilities.

## Community Medical / Dental Contacts

### Baker Victory Dental Center

(716) 828-9334

<https://www.olvhumanservices.org/>

790 Ridge Road; Lackawanna, NY 14218

### Catholic Health System

(716) 706-2112

[www.chsbuffalo.org/](http://www.chsbuffalo.org/)

Various locations are available

### ECC School of Dental Hygiene

(716) 851-1336

6205 Main Street; Williamsville, NY 14221

Free exams and cleanings

### ECMC Dental Center

(716) 898-3189

462 Grider Street, Suite 150; Buffalo, NY 14215

### ECMC Cleve-Hill Family Health Center

(716) 831-8612

1461 Kensington Avenue; Buffalo, NY 14215

### Erie County Medical Center

(716) 898-3000

[www.ecmc.edu](http://www.ecmc.edu)

462 Grider Street; Buffalo, NY 14215

### Good Neighbors Health Center

(716) 856-2400

[www.harvesthousebuffalo.org/good-neighbors-health-care](http://www.harvesthousebuffalo.org/good-neighbors-health-care)

Medical and dental care for people who do not have insurance

### Jericho Road Family Practice

(716) 881-6191

[www.jrchc.org](http://www.jrchc.org)

184 Barton Street; Buffalo, NY 14213

### Jericho Road Family Practice

(716) 892-2775

[www.jrchc.org](http://www.jrchc.org)

1609 Genesee Street; Buffalo, NY 14211

Jericho Road Family Practice

(716) 529-3020

[www.jrchc.org](http://www.jrchc.org)

1021 Broadway; Buffalo, NY 14212

Kaleida Health

(716) 859-5600

[www.kaleidahealth.org/](http://www.kaleidahealth.org/)

Various locations are available

Neighborhood Health Center

(716) 875-2905

[www.neighborhoodhealthcenter.org](http://www.neighborhoodhealthcenter.org)

155 Lawn Avenue; Buffalo, NY 14207

Neighborhood Health Center

(716) 242-8600

[www.neighborhoodhealthcenter.org](http://www.neighborhoodhealthcenter.org)

300 Niagara Street; Buffalo, NY 14201

Neighborhood Health Center

(716) 332-3070

[www.neighborhoodhealthcenter.org](http://www.neighborhoodhealthcenter.org)

4233 Lake Avenue; Blasdell, NY 14219

Neighborhood Health Center

(716) 648-4345

[www.neighborhoodhealthcenter.org](http://www.neighborhoodhealthcenter.org)

151 Elmview Avenue; Hamburg, NY 14075

University at Buffalo, School of Dental Medicine

(716) 262-9750

<https://dental.buffalo.edu/patients>

3435 Main Street; 325 Squire Hall; Buffalo, NY 14214

## Mental Health Service Contacts

### Comprehensive Psychiatric Emergency Program, Erie County Medical Center

(716) 898-3465

24-hour emergency psychiatric services

### Crisis Services

(716) 834-3131

[www.crisisservices.org](http://www.crisisservices.org)

### Del-Nor Resource and Treatment Center

(716) 533-4065

### Horizon Health Services

(716) 831-1800

[www.horizon-health.org](http://www.horizon-health.org)

### Jewish Family Services

(716) 883-1914

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)

### Mental Health Advocates of WNY

(716) 886-1242

[www.eriamha.org](http://www.eriamha.org)

Information, referral, and advocacy

### Endeavor Health Services

(716) 895-6701

<https://www.ehs.ny.org/>

### Project HOPE (Helping Older People Excel) at Catholic Charities

(716) 362-2388

[www.ccwny.org/projecthope](http://www.ccwny.org/projecthope)

### Spectrum Human Services

(716) 662-6638

[www.shswny.org](http://www.shswny.org)

240 Seneca Street; Buffalo, NY 14210

### Spectrum Human Services

(716) 592-9301

[www.shswny.org](http://www.shswny.org)

27 Franklin Street; Springville, NY 14141

Spectrum Human Services

(716) 884-5797

[www.shswny.org](http://www.shswny.org)

1280 Main Street; Buffalo, NY 14209

Spectrum Human Services

(716) 828-0560

[www.shswny.org](http://www.shswny.org)

326 Orchard Park Road; Orchard Park, NY 14224

## Health Care Information, Self-Help and Support Group Contacts

### Alzheimer's Association, WNY

(716) 626-0600

(800) 272-3900

[www.alz.org](http://www.alz.org)

### American Cancer Society

(716) 689-6981

(800) 227-2345

[www.cancer.org](http://www.cancer.org)

### American Heart Association

(716) 243-4600

[www.heart.org](http://www.heart.org)

### American Lung Association

(800) 586-4872

[www.lung.org](http://www.lung.org)

### American Parkinson's Disease Association

(800) 223-2732

[www.apdaparkinson.org](http://www.apdaparkinson.org)

### Buffalo Hearing & Speech Center

(716) 885-8318

[www.askbhsc.org](http://www.askbhsc.org)

### Center for Hospice and Palliative Care

(716) 686-8077

[www.hospicebuffalo.com](http://www.hospicebuffalo.com)

### Deaf Access Services

(716) 833-1637

[www.wnydas.org](http://www.wnydas.org)

### Diabetes Support Group

(716) 835-0274

(800) 342-2383

[www.diabetes.org](http://www.diabetes.org)

### Epilepsy Association of WNY

(716) 883-0274

[www.epilepsywny.org](http://www.epilepsywny.org)



Erie County Health Department

(716) 858-7690

[www.erie.gov/health/](http://www.erie.gov/health/)

Erie County Senior Services Choose Healthy Chronic Disease Self-Management Program (CDSMP)

(716) 858-8526

Erie County Senior Services Choose Healthy Diabetes Self-Management Program (DSMP)

(716) 858-8526

Eye Care America National Eye Care Project

(877) 887-6327

[www.eyecareamerica.org/](http://www.eyecareamerica.org/)

Hearing Loss Association of America

(301) 657-2248

[www.hearingloss.org/](http://www.hearingloss.org/)

Lions Club

(716) 853-3300

[www.lionsclub.org/EN/index/php](http://www.lionsclub.org/EN/index/php)

Medical Society of the Erie

(716) 852-1810

[www.eriemds.org](http://www.eriemds.org)

Mended Hearts

(716) 655-4597

[www.mendedhearts.org/](http://www.mendedhearts.org/)

Services included support groups and other supports for survivors of heart attacks / heart disease

National Cancer Institute

(800) 4-CANCER

[www.cancer.gov](http://www.cancer.gov)

National Multiple Sclerosis Society

(585) 271-0801

[www.nationalsmssociety.org](http://www.nationalsmssociety.org)

National Parkinson's Foundation of Wester New York

(716) 449-3795

<https://www.parkinson.org>

Recovery International

(886) 221-0302

[www.recoveryinternational.org/](http://www.recoveryinternational.org/)

Services are for former mental health patients

Stroke Groups

(888) 478-7653

[www.stroke.org](http://www.stroke.org)

National Osteoporosis Foundation

(800) 231-4222

<https://www.nof.org/patients/patient-support>

VIA (FKA Olmsted Center for Sight

(716) 882-1025

[www.olmstedcenter.org](http://www.olmstedcenter.org)

## Consumer Question Contacts

These contacts are for concerns regarding fraud, false advertising, food inspection, and other consumer questions.

### Better Business Bureau

(716) 881-5222

[www.bbb.org](http://www.bbb.org)

### Consumer Credit Counseling Service of Buffalo, Inc.

(716) 712-2060

[www.consumercreditbuffalo.org](http://www.consumercreditbuffalo.org)

### Cornell Cooperative Extension

(716) 652-5400

[www.erie.cce.cornell.edu](http://www.erie.cce.cornell.edu)

Services revolve around food safety

### Do Not Call National Registry

(888) 382-1222

[www.dos.ny.gov/consumerprotection/do\\_not\\_call](http://www.dos.ny.gov/consumerprotection/do_not_call)

### Erie Department of Health

(716) 858-7690

[www.erie.gov/health/](http://www.erie.gov/health/)

Services provide health-related information

### NYS Attorney General

(716) 853-8404

[www.ag.ny.gov](http://www.ag.ny.gov)

Services focus on consumer protection

### NYS Consumer Protection Hotline

(800) 697-1220

[www.dos.ny.gov/consumerprotection](http://www.dos.ny.gov/consumerprotection)

### NYS Statewide Senior Action Council

(800) 333-4374

[www.nysenior.org](http://www.nysenior.org)

## Victim Services Contacts

### Crime Victims Board

(716) 876-8708 #9

Helps connect to supportive services after being a victim of a crime

### Victim Witness Assistance Program

(716) 858-4640

[www.erie.gov/da/victimwitness-bureau](http://www.erie.gov/da/victimwitness-bureau)

Helps connect to supportive services after being a victim of a crime

### Crisis Services Advocate Program

(716) 834-3131

[www.crisisservices.org](http://www.crisisservices.org)

Offers 24-hour crisis intervention and services for victims of abuse, neglect, or exploitation

### Protective Services for Adults

(716) 858-6877

[www.erie.gov/socialservices/adult-protection](http://www.erie.gov/socialservices/adult-protection)

Offers services for victims of abuse, neglect, or exploitation

### Family Justice Center

(716) 558-7233

[www.fjcsafe.org](http://www.fjcsafe.org)

Offers services for survivors of family violence and sexual assault.

## Legal Counseling Contacts

### Legal Aid Bureau

(716) 853-9555

[www.legalaidbuffalo.org](http://www.legalaidbuffalo.org)

### Volunteer Lawyers Project

(716) 847-0662

[www.ecbavlp.com](http://www.ecbavlp.com)

Referrals

### Lawyer Referral and Information Services of the Erie County Bar Association

(716) 852-3100

[www.eriebar.org](http://www.eriebar.org)

Initial consultation has a \$20 fee

Help is given without cost to seniors for problems with Medicare, Medicaid, Social Security, grandparents' rights and, in Buffalo, home ownership, landlord, and tenant problems.

### Center for Elder Law and Justice

(716) 853-3087

[www.elderjusticenyc.org](http://www.elderjusticenyc.org)

Formerly known as Legal Services for Elderly, Disabled, or Disadvantaged of WNY

For low-income people having problems with SSI, SNAP issues, disability claims, handicapped rights, family law, and housing and eviction issues.

### Neighborhood Legal Services

(716) 847-0650

[www.nls.org](http://www.nls.org)

## Developmental Disability Contacts

### Aspire of WNY

(716) 838-0047

[www.aspirewny.org](http://www.aspirewny.org)

### Community Services for Every 1

(716) 883-8888

[www.csevery1.com](http://www.csevery1.com)

### The Arc Erie County New York

(833) ARC-ERIE

[www.arceriecounty.org](http://www.arceriecounty.org)

### People Inc

(716) 817-7400

[www.people-inc.org](http://www.people-inc.org)

### WNY Developmental Disabilities Service Office

(716) 517-2000

[www.opwdd.ny.gov](http://www.opwdd.ny.gov)

## Health Insurance Information Contacts

### Insurance Resource Center

(716) 858-7883

### Elderly Pharmaceutical Insurance Coverage

(800) 332-3742

Services are available for seniors 65 years and older

### Affordable Care Act

(855) 355-5777

[www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov)

## Educational Opportunity Contacts

These facilities offer educational opportunities and classes. Many of them offer these services at reduced or free tuition.

### University Express

(716) 858-7605

[www.erie.gov/seniorservices/index.php?q=university-express-classes](http://www.erie.gov/seniorservices/index.php?q=university-express-classes)

### Buffalo and Erie County Public Library

(716) 858-8900

[www.buffalolib.org/](http://www.buffalolib.org/)

Computer classes

### Buffalo State College, Office of Continuing Education

(716) 878-5907

[www.continuingstudies.buffalostate.edu/](http://www.continuingstudies.buffalostate.edu/)

### Canisius College

(716) 883-7000

[www.canisius.edu/](http://www.canisius.edu/)

### Daemen College

(800) 462-7652

[www.daemen.edu/](http://www.daemen.edu/)

### D'Youville College

(716) 829-8000

[www.dyc.edu/](http://www.dyc.edu/)

### Erie Community College- City

(716) 851-1322

[www.ecc.edu](http://www.ecc.edu)

### Erie Community College- North

(716) 851-1322

[www.ecc.edu](http://www.ecc.edu)

### Erie Community College- South

(716) 851-1322

[www.ecc.edu](http://www.ecc.edu)

### Hilbert College

(716) 840-7900



[www.hilbert.edu](http://www.hilbert.edu)

Houghton College

(800) 777-2556

[www.houghton.edu](http://www.houghton.edu)

State University of New York at Buffalo

(716) 645-2000

[www.buffalo.edu](http://www.buffalo.edu)

Villa Maria College

(716) 961-1805

[www.villa.edu](http://www.villa.edu)

## Education for Caregiver Contacts

Erie County Department of Senior Services, Speakers' Bureau  
(716) 858-8526

Erie County Department of Senior Services' Caregiver Unit  
(716) 858-8526

Powerful Tools for Caregivers Classes  
[www.erie.gov/seniorservices/powerful-tools](http://www.erie.gov/seniorservices/powerful-tools)  
(716) 858-8526

Alzheimer's Disease Caregiver Support Initiative  
(716) 858-8526

Note: Some school districts have adult or continuing education programs which may have other caregiver classes.

## Volunteer Opportunity Contacts

Compeer of Greater Buffalo

[www.compeerbuffalo.org](http://www.compeerbuffalo.org)

(716) 883-3331

FeedMore of WNY (Formerly Meals on Wheels)

[www.feedmorewny.org/volunteer/](http://www.feedmorewny.org/volunteer/)

(716) 822-2002

Retired Senior Volunteer Program (RSVP)

[www.erie.gov/rsvp](http://www.erie.gov/rsvp)

(716) 858-7548

VolunteerWNY

[www.volunteer.wny](http://www.volunteer.wny)

Note: Other volunteer opportunities can be found in the community service section of this resource list.

## Employment Contacts

### Buffalo Employment and Training Center

[www.workforcebuffalo.org](http://www.workforcebuffalo.org)

(716) 856-5627

### Foster Grandparent Program

[www.ccwny.org/services/foster-grandparent-program](http://www.ccwny.org/services/foster-grandparent-program)

(716) 896-6388

### NYS Department of Labor, Community Services Center

[www.labor.ny.gov/home/](http://www.labor.ny.gov/home/)

Buffalo: (716) 851-2600

Williamsville: (716) 634-9081

### Senior Companion Program

[www.people-inc.org/senior\\_services\\_home/senior\\_companion\\_program/](http://www.people-inc.org/senior_services_home/senior_companion_program/)

(716) 768-2381

### Supportive Services Corporation

[www.supportiveservices.org](http://www.supportiveservices.org)

(716) 881-6350

## Socialization and Recreation Contacts

Erie County Department of Senior Services

[www.erie.gov/seniorservices](http://www.erie.gov/seniorservices)

(716) 858-8526

City of Buffalo Division for Senior Services

[www.buffalony.gov/564/senior-services](http://www.buffalony.gov/564/senior-services)

(716) 851-4141

Erie County Department of Parks and Recreation

[www.erie.gov/parks/](http://www.erie.gov/parks/)

(716) 858-8355

Wellness Institute of Greater Buffalo

[www.healthycommunitynetwork.com/](http://www.healthycommunitynetwork.com/)

(716) 851-4052

## Recreation Permit and Discount Contacts

### Golf

[www.erie.gov/parks](http://www.erie.gov/parks)

(716) 858-8355

Rate reduction for Elma and Grover Cleveland courses for seniors 62 years old and older.

### State Parks

<https://parks.ny.gov/admission/golden-park-program.aspx>

(518) 747-0456

Use NYS driver's license to get parking discount for seniors 62 years old and older.

### Fishing and Hunting Licenses

[www.dec.ny.gov/permits/365.html](http://www.dec.ny.gov/permits/365.html)

Licenses can be purchased from DEC office, town clerk offices, and sporting goods stores.

### NYS Consecration Office

270 Michigan Ave

[www.dec.ny.gov](http://www.dec.ny.gov)

(866) 933-2256

### Federal Parks Senior Pass for 62+

[www.nps.gov/findapark/passes.htm](http://www.nps.gov/findapark/passes.htm)

(888)-ASK-USGS ext. 3

## Discount and ID Card Contacts

Identification cards can be obtained for discounts on goods, services, food, entertainment, and/or Metro bus/rail transportation.

### Complimentary Card Program, Erie County Senior Services

(716) 858-8526

Available for seniors 65 years old and older.

### City of Buffalo Division for Senior Services

(716) 851-4141

Available for seniors 60 years old and older; must be a resident of the City of Buffalo.

### NFTA-Metro Reduced Fare Pass for the Disabled

(716) 855-7360

No age requirement. Can be obtained the 3<sup>rd</sup> Wednesday of each month,

### Non-Driver ID Cards and Driver License from Erie County Auto Bureau

(716) 858-7450

### "Thank a Vet" Discount Program

(716) 858-4737

Note: Many merchants offer discounts to seniors and discounts beyond what are listed may be available.

## Miscellaneous Contacts

### **Adaptive Clothing and Equipment**

Seniors with physical limitations or seniors who have difficulty doing everyday tasks may be helped by adaptive technology or specially designed clothing. For more information including local suppliers and numbers to call for catalogs, contact:

Erie County Caregiver Resource Center  
(716) 858-8526

Technology-Related Assistance for Individuals with Disabilities (TRAIID)  
[www.cat.buffalo.edu/traid](http://www.cat.buffalo.edu/traid)  
(716) 836-1350

### **Case Work / Case Management Contact**

Erie County Department of Senior Services  
(716) 858-8526

### **Friendly Visitor and Telephone Call Contacts**

Senior Companion Program  
(716) 768-2381  
For homebound seniors who would like someone to visit on a regular basis.

Telephone Assurance Program (TAP)  
(716) 218-1400  
For regular phone calls to check on a person's welfare or offer a friendly chat

### **Handicapped Parking Contacts**

For handicapped parking permit information and application, call:

Erie County Office for the Disabled  
(716) 858-6215

Office for Disabled Parking Permits  
(716) 851-4204  
Residents of the City of Buffalo only.

All forms must be submitted to the client's local town hall.



### **Personal Emergency Response System (PERS) Contact**

An emergency response system can be installed in-home. With the push of a button, emergency help can be summoned.

Erie County Department of Senior Services

(716) 858-8526

You may also request information from the client's local hospital or home care agencies.

### **Tax-Related Contact**

Internal Revenue Service (IRS)

[www.irs.gov](http://www.irs.gov)

(800) 829-1040

Note: For property tax information and reductions, call local city, town, or village assessor's office directly.

# Employment Services

## Buffalo Employment and Training Center

**Location:**

77 Goodell Street  
Buffalo, NY

Phone: (716) 856-5627

**Program Hours:**

Monday – Friday: 9:00 am – 5:00 pm

**Contact:**

(716) 856-5627

[betc@wdcinc.org](mailto:betc@wdcinc.org)

**Who we are / What we do:** The Buffalo Employment and Training Center (BETC) is a comprehensive American Job Center. Job seekers and employers may access a wide array of free employment and training-related services, so that workers, job seekers, and businesses can conveniently receive the help they need under one roof. We can help you with planning your career and make recommendations as to which BETC resources might be most helpful in your situation. We have specialized employment programming for veterans, young adults ages 16+, and individuals who are Justice-Impacted (reentry). Individuals do not need to be out of work to use our free services.

**Specialties:** Employment programming for veterans, young adults, and individuals who are justice-impacted (reentry services).

**Services:** Facility offers a wide array of employment services and training-related services. Services are provided to job seekers, workers, and businesses.

**Important Information:** Orientations for new clients are held Monday – Thursday at 9:45 am and 1:45 pm. Additionally, individuals do not have to be out of work to use these services.

**Age Range of Clients:** Clients must be 16 years old or older.

**Fees:** No fees are associated with the services at this facility.

## Good Will

### **Location:**

1119 William Street  
Buffalo, NY 14206

Phone: (716) 854-3494

### **Program Hours:**

Monday – Friday: 8:00 am – 4:00 pm

### **Contact:**

Contact forms can be found at <https://www.goodwillwny.org/contact>

**Who we are / What we do:** Working together, we will start you on a path to take you beyond minimum wage so you can focus on what matters most: building the life you deserve with a new career in advanced manufacturing or technology (only available at our Buffalo location).

**Specialties:** Personalized career assistance and Goodskills Career Builder.

**Services:** Discovering jobs, exploring new career paths, assistance filling out job applications, meetings with career coaches, interview preparation, resume assistance, community support connections, certification obtainment, credential obtainment, and training programs.

**Application:** An interest form must be filled out prior to acceptance into a program. The form can be found at [https://prod.caseworthy.com/Goodwill\\_WesternNewYork\\_prod-goodskillsinterest.kiosk](https://prod.caseworthy.com/Goodwill_WesternNewYork_prod-goodskillsinterest.kiosk).

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** Must be an adult residing in Erie, Niagara, or Chautauqua counties with a high school diploma or GED authorized to work in the USA.

**Fees:** No fees associated with this program.

## Salvation Army

**Location:**

960 Main Street  
Buffalo, NY 14202

Phone: (716) 883-9800

**Program Hours:**

Monday – Friday: 8:00 am – 4:30 pm

**Contact:**

Alayna Petrie

(716) 883-9800 ext. 412

[alayna.petrie@use.salvationarmy.org](mailto:alayna.petrie@use.salvationarmy.org)

**Who we are / What we do:** The Employment Services Program in partnership with Erie County DSS (Department of Social Services) provides low-income individuals with comprehensive Job Readiness, Job Search, Vocational Training, and HSE (High-School Equivalency) services. Clients are assisted with childcare resources and referrals, and housing searches. In addition, clients are linked to community agencies for additional supportive services. Approximately 400-450 individuals are served by the program yearly.

**Specialties:** Job readiness, job search, and vocational training.

**Services:** HSE classes, job search assistance, training and certification, wraparound worships, open interviews.

**Age Range of Clients:** Adults ages 18 years and older.

**Eligibility:** Low-income adults living in Erie County who have a referral from ECDSS.

**Fees:** no fees are associated with the program.

## Center for Employment Opportunities

**Location:**

170 Franklin Street  
Suite 300  
Buffalo, NY 14202

Phone: (716) 842-6320

Email: [ceobuffalo@ceoworks.org](mailto:ceobuffalo@ceoworks.org)

**Program Hours:**

Monday – Friday: 8:30 am – 4:00 pm

**Contact:**

Cerise Sutton, Site Director  
[csutton@ceoworks.org](mailto:csutton@ceoworks.org)

**Who we are / What we do:** Center for Employment Opportunities (CEO) offers individuals just coming home from prison the ongoing support necessary to build career capital and financial stability. We believe that everyone, regardless of their past, deserves the chance to work toward a stronger future for themselves, their families, and their communities. As the largest reentry employment provider in the country, CEO is using our scale, experience, and data – backed by our participants’ feedback on what works – to change the way government invests in criminal justice and workforce development.

**Specialties:** Justice-impacted people.

**Services:** Job obtainment and retainment services for up to one year follow obtainment of a job.

**Important Information:** Their work crew services available are Olmsted Parks Conservancy and the City of Buffalo.

**Age Range of Clients:** Adults ages 18 years and older.

**Eligibility:** All clients must have a referral from either a parole officer or a probation officer.

## SUNY Erie Career Center

Phone: (716) 270-4444

**Program Hours:**

Monday – Friday: 8:00 am – 4:00 pm

Evening appointments may be available upon request.

**Contact:**

(716) 270-4444

[onestop@ecc.edu](mailto:onestop@ecc.edu)

**Who we are / What we do:** The SUNY Erie Career Centers provide Erie County residents cost-free career coaching; access to Labor Market Information; professional résumé writing services; job search and job placement assistance; interview assistance; workshops, local job listings; grant funding training for tuition/books in Erie County's Demand Occupations for eligible individuals; and similar employment-related services.

**Specialties:** Job acquisition.

**Services:** Job search assistance, job placement assistance, resume writing services, interview assistance, workshops, access to local job listing, and grant fundraising.

**Important Information:** There are two locations available, one at their North Campus and one at their South Campus. Additionally, hybrid and video appointments are offered. Orientation must be completed prior to services.

**Age Range of Clients:** Clients must be 18 years or older.

**Fees:** No fees are associated with this program

# Food Banks



## Blackrock Riverside Emergency Food Pantry

**Location:**

809 Tonawanda Street  
Buffalo NY, 14207

Phone: (716) 875-1523

**Program Hours:**

Monday: 9:30am – 12:30pm

Wednesday: 5:00pm – 7:00pm

Friday: 9:30am – 12:30pm

**Who we are / What we do:** We provide food for the hungry and basic needs to assist the impoverished in becoming independent.

**Eligibility:** People visiting the food pantry must reside in 14207, parts of 14216 and 14217. Referrals are not needed if you live within this service area.

**Requirements:** When visiting for the first time, you must bring: proof of residency, proof of family size, public assistance case number, proof of entire household income, and food stamp sheets.

**Cost:** N/A

## Buffalo River Food Pantry

### **Location:**

62 Republic Street  
Buffalo, NY 14204

Phone: (716) 856-8613 Ext. 112

### **Program Hours:**

Thursday: 9:00am – 12:00pm

### **Contact:**

Judy Mulnix, Pantry Coordinator  
(716) 856-8613 Ext. 110

Patrick Gormley, Executive Director  
(716) 856-8613 Ext. 108

**Who we are / What we do:** Food pantry located at Old First Ward Community Center. Provides bags of groceries. Clients are eligible for pantry bags every other week, as well as holiday food baskets. In an emergency, will provide food on a one-time basis to anyone with a referral or a request for service; however, must register as a client for continuing service.

**Eligibility:** People visiting the food pantry must reside in 14204 as well as some emergency cases on a one-time basis.

**Requirements:** Must bring proof of number of people in household, proof of residency, and proof of income to register.

**Accessibility:** Accessible parking and restrooms.

**Cost:** N/A

## Catholic Central Helping Hands Food Pantry

**Location:**

350 Dewey Ave.  
Buffalo, NY 14214

Phone: (716) 812-3461

**Program Hours:**

Wednesdays: 9:30am – 1:30pm

**Contact:**

Dan Korchowsky  
(716) 800-1075

[ccfp14214@gmail.com](mailto:ccfp14214@gmail.com)

Email: [ccfp14215@gmail.com](mailto:ccfp14215@gmail.com)

**Who we are / What we do:** The Catholic Central Food Pantry has been in continuous operation on the east side of Buffalo since 1991. In August, 2013, the Pantry relocated from Bailey Avenue to Blessed Trinity's campus and expanded its service area to include households in zip codes 14214 and 14215. Each week of the year, 40-50 clients, on average, receive a food supplement defined by FeedMore WNY to serve a household for three days. No one has ever been turned away from the pantry. Residents help themselves to rations of carbohydrates, grains, proteins and canned vegetables. The pantry keeps a stock of gently-used clothes for distribution also. The entire operation is run by volunteers and is supervised by parishioners of Blessed Trinity Parish.

**Eligibility:** People visiting the food pantry must reside in 14214 or 14215.

**Requirements:** Must show ID with name and current address and must sign a qualification guideline when picking up food.

**Other:** Baby items, books, and clothing are also available but on a limited basis.

**Cost:** N/A

## Catholic Charities South Buffalo Pantry

**Location:**

920 Tiffitt Street  
Buffalo, NY 14220

Phone: (716) 332-1168

**Program Hours:**

Tuesday: 9:30am – 12:00pm, 12:30pm – 2:30pm

Thursday: 9:30am – 12:00pm, 12:30pm – 2:30pm

**Contact:**

Darlene Sery, Coordinator

(716) 332-1168

[darlene.sery@ccwny.org](mailto:darlene.sery@ccwny.org)

**Who we are / What we do:** Catholic Charities maintains nine pantry and outreach centers in Western New York. Each pantry has emergency food and offers information and referrals. Trained volunteers assess and help those in need through these centers.

**Eligibility:** Serves low income houses in zip code 14220 or some parts of 14210.

**Requirements:** Call for intake appointment. Have to bring photo ID, proof of income, proof of address, and social security numbers for all members of household.

**Accessibility:** Facility is not handicap accessible.

**Cost:** N/A

Citizens Community Development Corporation

**Location:**

134 William Street  
Buffalo, NY 14204

Phone: (716) 852-2324

**Program Hours:**

Tuesday: 9:00am – 2:00pm  
Wednesday: 9:00am – 2:00pm  
Thursday: 9:00am – 2:00pm  
Friday: 9:00am – 2:00pm

**Mobile Pantry:**

Fourth Thursday of each month  
10:00am – 12:00pm

**Contact:**

Marie Brown  
(716) 852-2324

**Who we are / What we do:** We provide social services, advocacy, and referrals; free clothes; community food pantry and mobile pantry. Mobile pantry is open to all, regardless of income and residency.

**Eligibility:** Mobile Pantry has no eligibility requirements. Serves people in seven zip code (14202, 14203, 14204, 14206, 14210, 14211, and 14212) as well as anyone with a referral or in an emergency situation.

**Requirements:** Mobile pantry has no requirements. For the community food pantry, must bring photo ID, proof of address, proof of income, and number of people in household.

**Cost:** N/A

[City Mission Society](#)

**Location:**

100 East Tupper Street  
Buffalo, NY 14203

Phone: (716) 854-8181

**Program Hours:**

Monday: 10:00am – 12:00pm

Wednesday: 10:00am – 12:00pm

**Contact:**

Mark Matteson, Office Manager  
(716) 854-8181

[mmatteson@buffalocitymission.org](mailto:mmatteson@buffalocitymission.org)

Yvonne Banks, Chief Operating Officer

[ybanks@buffalocitymission.org](mailto:ybanks@buffalocitymission.org)

**Who we are / What we do:** A nonprofit organization providing preventive, emergency, and transitional shelter/housing programs to men who are homeless and impoverished, as well as the services detailed below to anyone in need.

**Eligibility:** People visiting the pantry must be living in their own places of residence, but otherwise serves anyone in need in the Western New York area.

**Requirements:** N/A

**Bilingual Staff/Interpreters:** Spanish-speaking staff are sometimes available

**Accessibility:** Accessible parking and restrooms.

**Other:** Clothing is also available during set food pantry times.

**Cost:** N/A

## Community Missions Food Pantry

### **Location:**

1570 Buffalo Avenue  
Niagara Falls, NY 14303

Phone: (716) 285-3403

### **Program Hours:**

Tuesday: 1:00pm – 3:00pm

Thursday: 1:00pm – 3:00pm

Friday: 1:00pm – 3:00pm

**Who we are / What we do:** Since its founding in 1925, Community Missions (CMI) has provided a unique blend of services to address the needs of the Niagara community. In general, CMI serves a vulnerable population of individuals that, through a variety of circumstances, have been underserved, marginalized, overlooked and challenging in their presentations and behaviors.

**Eligibility:** Food pantry clients must be income eligible and live in zip code 14303.

**Requirements:** Clients must pre-register with proof of income, proof of residence, and identification for each person in household.

**Cost:** N/A

## Evergreen Health Services

### **Location:**

206 South Elmwood Avenue  
Buffalo, NY 14201

Phone: (716) 847-2441

### **Program Hours:**

Monday: 9:30am – 11:30am

Tuesday: 1:00pm – 3:00pm

Thursday: 1:00pm – 3:00pm

Friday: 9:30am – 11:30am

**Who we are / What we do:** As a member of the Food Bank of WNY, our food pantry is open to eligible patients of any service at Evergreen or residents of 14201. Elmwood has returned to a drop-in model. Walk in during pantry hours and complete the short intake with our pantry representative in order to receive groceries. Eligible patients can receive grocery assistance every 30 days.

**Eligibility:** Clients should be wither low income individuals living in zip code 14201 or any person that receives services from a program of Evergreen Health.

**Requirements:** Walk in during open hours and sign in.

**Accessible:** No.

**Cost:** N/A



## Food Bank Urban Christian Ministries

**Location:**

967 Jefferson Avenue  
Buffalo, NY 14204

Phone: (716) 882-9472

**Program Hours:**

Tuesday: 11:00am – 4:00pm

Thursday: 11:00 am – 12:45pm, 2:00pm – 4:00pm

Friday: 11:00 am – 2:00 pm

**Contact:**

Nicole Shearer, Pantry Coordinator

[nicole@ucmbuffalo.org](mailto:nicole@ucmbuffalo.org)

**Who we are / What we do:** All of our community based services are geared toward the individual situation. All services provided are free of cost, and run by a staff member or one of our dedicated volunteers. We find joy in being able to help our fellow brothers and sisters in their time of need.

**Eligibility:** Clients must be low to moderate income families living in zip codes 14204, 14208, and 14211. Those who live outside this area can be served if they have a referral.

**Requirements:** Bring proof of residence, proof of income, and a photo ID. If outside the normal service area, please bring referral.

**Cost:** N/A

## Food Farmacy

### **Location:**

301 Connecticut Street  
Buffalo, NY 14213

Phone: (716) 829-7736

### **Program Hours:**

Tuesday: 10:00am – 2:00pm

Thursday: 10:00am – 2:00pm

### **Contact:**

Katie Morris

(716) 829-7736

**Who we are / What we do:** Food Farmacy is a program that provides you with free counseling with a Registered Dietician as well as offers a variety of nutritious fresh and shelf-stable food items to those in need. Plus, you can take part in regular health screenings, nutrition education and cooking demos.

**Eligibility:** Services are available for all living in the city of Buffalo.

**Requirements:** Fill out form (<https://form.jotform.com/221154960312144>) for a representative to reach out regarding services.

**Cost:** N/A

## Fulton Street Brigid Food Pantry

**Location:**

170 Fulton Street  
Buffalo, NY 14204

Phone: (716) 853-4456

**Program Hours:**

Wednesday: 9:30am – 12:00pm, 1:00pm – 2:30pm  
Emergency visits available by appointment only.

**Contact:**

Bill Larsen, Supervisor  
(716) 853-4456 Ext. 11  
[william.larson@ccwny.org](mailto:william.larson@ccwny.org)

**Who we are / What we do:** Catholic Charities maintains nine pantry and outreach centers in Western New York. Each pantry has emergency food and offers information and referrals. Trained volunteers assess and help those in need through these centers.

**Eligibility:** Serves area code 14204.

**Requirements:** Call for an appointment. When registering bring photo ID, proof of address, proof of income, and benefit and/or social security cards for each family member.

**Accessibility:** Facilities are not handicap accessible.

**Cost:** N/A

## Grace Lutheran Church Pantry

### **Location:**

174 Cazenovia Street  
Buffalo, NY 14210

Phone: (716) 822-0553

### **Program Hours:**

Tuesday: 10:00am – 1:00pm

Friday: 10:00am – 1:00pm

### **Contact:**

Patty Watkins, Head of Pantry

(716) 822-3267

[gracelutheranpantry@gmail.com](mailto:gracelutheranpantry@gmail.com)

**Eligibility:** Those visiting the pantry must live in the 14210 area and meet income requirements.

**Requirements:** For information and guidelines, please call the church or send an email to [gracechurchbuffalo@gmail.com](mailto:gracechurchbuffalo@gmail.com) with your zip code in the message.

**Accessibility:** Chairlift available, but otherwise not handicap accessible.

**Cost:** N/A

## Hearts Harvest Food Pantry

### **Location:**

870 Tonawanda Street  
Buffalo, NY 14207

Phone: (716) 877-3536

### **Program Hours:**

Tuesday: 12:00pm – 4:00pm

Friday: 10:00am – 2:00pm

### **Contact:**

Joanne Heici, Pantry Coordinator  
(716) 877-3536

**Who we are / What we do:** Hearts Harvest Food Pantry provides physical nourishment through groceries and other items; although, the pantry offers much more than just groceries. Through relationships, the ministry's staff and volunteers are able to make personal connections with our neighbors. The pantry is a living example of God's love for His people and hundreds of individuals and families are visiting this program of Hearts for the Homeless® each month.

**Eligibility:** Eligibility is based on income and only available for residents of 14207.

**Requirements:** When picking up, please bring ID for everyone in household, proof of residency, proof of income, and SNAP card if currently receiving.

**Bilingual Staff/Interpreters:** English, Spanish, and some Arabic spoken.

**Accessibility:** Facility is handicap accessible

**Cost:** N/A

## Hispanics Services Salvation Army

**Location:**

187 Grant Street  
Buffalo, NY 14213

Phone: 716) 886-5772

**Program Hours:**

Tuesday: 9:00am – 1:00pm

Wednesday: 9:00am – 1:00pm

Thursday: 9:00am – 1:00pm

**Contact:**

Diego J .Bedoya, Coordinator

(716) 886-5772

[diego.bedoya@use.salvationarmy.org](mailto:diego.bedoya@use.salvationarmy.org)

**Who we are / What we do:** The Salvation Army of Buffalo exists to offer hope for a better life by meeting basic human needs without regard to age, religion, ethnicity or educational level. Its mission is to help others through more than a dozen programs, including Emergency Family Assistance, Supervised Visitation, Emergency Shelter, Employment Services, Conflict Resolution/Anger Management, Corps Community Centers, Emergency Disaster and Canteen Services.

**Eligibility:** Serves people in the 14213 zip code; parents with emergency need and Hispanic individuals and families of low income

**Requirements:** Call ahead to set up

**Bilingual Staff/Interpreters:** Spanish and English spoken.

**Cost:** N/A

## Hispanics United of Buffalo

**Location:**

254 Virginia Street  
Buffalo, NY 14201

Phone: (716) 856-7110

**Program Hours:**

Tuesday: 9:00am – 1:30pm

Thursday: 9:00am – 1:30pm

**Contact:**

Eugenio Russi, Executive Director

(716) 856-7110

[erussi@hubwny.org](mailto:erussi@hubwny.org)

**Who we are / What we do:** Founded in 1989, HUB is a Buffalo-based nonprofit organization that provides integrated care and social services to underserved and vulnerable populations across the Western New York Region. From our early days to the present, our mission and our purpose has remained the same: *To Serve Our Community.*

**Requirements:** Call ahead for more information regarding program.

**Bilingual Staff/Interpreters:** English, Spanish, and Arabic are spoken.

**Cost:** Dependent on program.

Joan A. Male Food Pantry

**Location:**

60 Dingens Street  
Buffalo, NY 14206

Phone: (716) 822-0919

**Program Hours:**

Tuesday: 9:00am – 1:00pm  
Thursday: 9:00am – 1:00pm

**Emergency Assistance:**

Must call (716) 892-2172 to receive emergency assistance.

**Contact:**

Family Helpline  
(716) 892-2172

**Who we are / What we do:** We don't have a lot – but we're willing to share. Client families in critical need of emergency assistance for formula, food or diapers can turn to the Family Help Center.

**Eligibility:** Families from the Kaisertown area (14206) of Buffalo who meet income guidelines.

**Requirements:** Must bring proof of address and income for each member of the family residing at the address.

**Cost:** N/A



## Lovejoy Parish Outreach

**Location:**

139 North Ogden Street  
Buffalo, NY 14206

Phone: (716) 312-7510

**Program Hours:**

Wednesday: 9:30am – 12:00pm, 12:30pm – 2:30pm

Friday: 9:30am – 12:00pm, 12:30pm – 2:30pm

**Contact:**

Dee Sery, Coordinator

(716) 312-7510

[darlene.sery@ccwny.org](mailto:darlene.sery@ccwny.org)

**Who we are / What we do:** Catholic Charities maintains nine pantry and outreach centers in Western New York. Each pantry has emergency food and offers information and referrals. Trained volunteers assess and help those in need through these centers.

**Eligibility:** Serves low income households in zip code 14206 and some parts of the Village of Sloan.

**Requirements:** Call for intake appointment. Have to bring photo ID, proof of income, proof of address, and social security numbers for all members of household.

**Accessibility:** Facility is not handicap accessible.

**Cost:** N/A

## Matt Urban Center Food Pantry

**Location:**

385 Paderewski Drive  
Buffalo, NY 14212

Phone: (716) 893-7222

**Program Hours:**

Tuesday: 12:00pm – 4:00pm

**Contact:**

Danyel Sease, Director of Community Services  
(716) 893-7222 Ext. 403  
[desease@urbanctr.org](mailto:desease@urbanctr.org)

Alissa M. Venturini, MSW, Chief Program Officer  
(716) 893-7222 Ext. 202  
[aventurini@urbanctr.org](mailto:aventurini@urbanctr.org)

**Who we are / What we do:** Community is at the heart of the Matt Urban's Centers mission – to create stronger ones. A stronger youth, family and senior base will strengthen communities for a better tomorrow.

**Eligibility:** Call regarding income guidelines and service area boundaries.

**Requirements:** Clients must provide name, address, and phone number. Additionally, proof of income, proof of address, and social security numbers are needed.

**Cost:** N/A

## Mobile Food Pantry at T.J. Dulski

**Location:**

129 Lewis Street  
Buffalo, NY 14206

Phone: (716) 893-7222

**Program Hours:**

Second Friday of every month  
10:00am – 12:00pm

**Contact:**

Danyel Sease, Director of Community Services  
(716) 893-7222 Ext. 403  
[desease@urbanctr.org](mailto:desease@urbanctr.org)

Alissa M. Venturini, MSW, Chief Program Officer  
(716) 893-7222 Ext. 202  
[aventurini@urbanctr.org](mailto:aventurini@urbanctr.org)

**Who we are / What we do:** Community is at the heart of the Matt Urban's Centers mission – to create stronger ones. A stronger youth, family and senior base will strengthen communities for a better tomorrow.

**Eligibility:** Call regarding income guidelines and service area boundaries.

**Requirements:** Clients must provide name, address, and phone number.

**Cost:** N/A

## Network of Religious Communities

### **Location:**

1272 Delaware Avenue  
Buffalo, NY 14209

Phone: (716) 882-4793

### **Program Hours:**

Monday: 9:30am – 1:00pm

Tuesday: 9:30am – 1:00pm

Wednesday: 9:30am – 1:00pm

Thursday: 9:30am – 1:00pm

Friday: 9:30am – 1:00pm

### **Contact:**

Kelly Ann Kowalski, Food for All Director  
(716) 882-7705

**Who we are / What we do:** Our emergency food pantry provides emergency food for over 15,000 hungry persons each year. During the first seven months of 2001 the pantry experienced a 28% increase in the number of persons served. The pantry operates by referral from social service and religious organizations, is open from 9:30 A.M. to 1:00 P.M. Monday through Friday, and is staffed by volunteers from area churches. Food is received from local congregations, various governmental programs, and purchased from the Food Bank of WNY.

**Eligibility:** In order to receive assistance, clients must get a referral from either a social service or religious organization.

**Accessibility:** Facilities are accessible.

**Cost:** N/A

## North Buffalo Food Pantry

**Location:**

2 Wallace Avenue  
Buffalo, NY 14214

Phone: (716) 836-1361

**Regular Program Hours:**

Saturday: 9:00am – 1:00pm

**Emergency Program Hours:**

Monday: 9:30am – 12:30pm

Tuesday: 9:30am – 12:30pm

Thursday: 9:30am – 12:30pm

**Contact:**

Pam Krieger, Volunteer Coordinator

(716) 836-1361

[parksidelutheran@gmail.com](mailto:parksidelutheran@gmail.com)

Chris Pope, Office Administrator

(716) 836-1361

[parksidelutheran@gmail.com](mailto:parksidelutheran@gmail.com)

**Emergency Program Hours:** Emergency access to the food pantry is by appointment only during the emergency program hours listed. Clients must call the office at (716) 836-1361 or email [parksidelutheran@gmail.com](mailto:parksidelutheran@gmail.com) in order to set up a time to receive assistance.

**Eligibility:** Clients must meet WIC income guidelines and reside in zip codes 14214, 14216. Or 14217

**Requirements:** Must call ahead for intake. Need a photo ID, verification of household size, proof of residency and proof of income.

**Accessibility:** Facility is accessible.

**Cost:** N/A

## New Covenant Buffalo Food Pantry

**Location:**

345 McConkey Drive  
Buffalo, NY 14223

Phone: (716) 877-9882

**Program Hours:**

Thursday: 12:00pm – 4:00pm

**Contact:**

Catherine Shick, Public & Community Relations Manager  
[cshick@foodbankwny.org](mailto:cshick@foodbankwny.org)

**Who we are / What we do:** Our “client’s choice” food pantry provides food for those in need for zip codes 14217 & 14223. Client’s Choice means that recipients and their families are able to choose which food items they want based on preference, need, and family size.

**Eligibility:** Clients are allowed two visits per month so long as they follow the income guidelines available on their website. Additionally, the pantry only accepts clients who live in zip codes 14217 and 14223.

**Requirements:** When registering, clients must bring proof of income, proof of address, and proof of children and their addresses. Client intake form must be filled out by second visit, but photo ID must be shown at every visit.

**Cost:** N/A

## New Covenant Buffalo Mobile Food Pantry

**Location:**

345 McConkey Drive  
Buffalo, NY 14223

Phone: (716) 877-9882

**Program Hours:**

Thursday: 12:00pm – 4:00pm

**Contact:**

Catherine Shick, Public & Community Relations Manager  
[cshick@foodbankwny.org](mailto:cshick@foodbankwny.org)

**Who we are / What we do:** Our “client’s choice” food pantry provides food for those in need for zip codes 14217 & 14223. Client’s Choice means that recipients and their families are able to choose which food items they want based on preference, need, and family size.

**Eligibility:** No eligibility or proof needed. Open to anyone in need.

**Cost:** N/A

## Provisions 139

### **Location:**

44 Breckenridge Street  
Buffalo, NY 14213

Phone: (716) 884-6616

### **Program Hours:**

Wednesday: 12:00pm – 3:00pm

Thursday: 5:00pm – 7:00pm

### **Contact:**

Pantry Email  
[info@wscsbuffalo.org](mailto:info@wscsbuffalo.org)

Mary Schaefer, Senior Manager, Marketing  
[mschaefer@wscsbuffalo.org](mailto:mschaefer@wscsbuffalo.org)  
(716) 884-6616

**Who we are / What we do:** We're a market-style food pantry that sources local produce to provide free provisions to residents of the West Side of Buffalo. Registered clients may visit the pantry twice per month (once from the 1st-14th and once from the 15th-31st).

**Eligibility:** Clients must reside in one of four zip codes: 14201, 14209, 14213, and 14222. Points to spend are allotted based on number of people in household

**Requirements:** Clients must register with the pantry in order to get assistance. When registering, bring photo ID and proof of current address in order to fill out the form. When picking up food, check in with your photo ID.

**Cost:** N/A



## Response to Love Center

### **Location:**

130 Kosciuszko Street  
Buffalo, NY 14212

Phone: (716) 894-7030

### **Program Hours:**

Monday: 9:00am – 11:30am

Tuesday: 9:00am – 11:30am

Wednesday: 9:00am – 11:30am

Thursday: 9:00am – 11:30am

### **Contact:**

Sister M. Johnice, Executive Director  
(716) 894-7030  
[rtlcoffice@aol.com](mailto:rtlcoffice@aol.com)

Michael Gilhooly, Assistant Director  
(716) 894-7030 Ext. 137  
[rtlcoffice@aol.com](mailto:rtlcoffice@aol.com)

**Who we are / What we do:** Inspired by our faith and inclusive of all, Response to Love Center improves lives across our community by addressing basic human needs and providing a path to self-sufficiency.

**Eligibility:** Open to all who reside in Erie and Niagara Counties.

**Requirements:** Walk in during posted hours in order to do a one-on-one interview with staff to assess needs and how to best fit them.

**Accessibility:** Facilities are accessible.

**Cost:** N/A

## Rich Street Food Pantry

**Location:**

930 Genesee Street  
Buffalo, NY 14211

Phone: (716) 314-7050

**Program Hours:**

Tuesday: 9:30am – 12:00pm, 12:30pm – 2:30pm

**Contact:**

Elly Fialkowski

[elly.fialkowski@ccny.org](mailto:elly.fialkowski@ccny.org)

**Who we are / What we do:** Catholic Charities maintains nine pantry and outreach centers in Western New York. Each pantry has emergency food and offers information and referrals. Trained volunteers assess and help those in need through these centers.

**Eligibility:** Clients can consist of anyone within the 14211 zip code who is in a food emergency. Walk ins allowed during open hours, no appointment needed.

**Requirements:** For the first visit, clients must bring photo ID, proof of number of people in household, proof of residency, and proof of income

**Accessibility:** Facilities are accessible.

**Cost:** N/A

## Russel J. Salvatore Food Pantry

### **Location:**

75 Caldwell Place  
Lackawanna, NY 14218

Phone: (716) 824-4760

### **Program Hours:**

Tuesday: 9:30am – 12:00pm, 12:30pm – 2:30pm

### **Contact:**

Bill Larsen, Coordinator

[william.larson@ccwny.org](mailto:william.larson@ccwny.org)

(716) 824-4760

**Who we are / What we do:** Catholic Charities maintains nine pantry and outreach centers in Western New York. Each pantry has emergency food and offers information and referrals. Trained volunteers assess and help those in need through these centers.

**Eligibility:** Clients can consist of anyone within the 14211 zip code who meets income limits. Walk ins allowed during open hours, no appointment needed.

**Requirements:** For the first visit, clients must bring photo ID, proof of number of people in household, proof of residency, and proof of income

**Accessibility:** Facilities are not handicap accessible.

**Cost:** N/A

## St. Lawrence Parish Outreach

**Location:**

1520 Delavan Avenue  
Buffalo, NY 14215

Phone: (716) 892-2471

**Program Hours, By Appointment Only:**

Monday: 9:00am – 12:00pm

Thursday: 9:00am – 12:00pm

Friday: 9:00am – 12:00pm\*

**Contact:**

Luke Dyer, Food Pantry  
(716) 896-0047

**Eligibility:** Clients must be from one of three zip codes: 14215, 14211, 14225.

**Requirements:** Call ahead to make an appointment. Must share need, address, phone number, and name of those in the household. Some documentation may also be needed.

**Cost:** N/A

## St. Phillips Episcopal Church

**Location:**

15 Fernhill Avenue  
Buffalo, NY 14215

Phone: (716) 833-0442

**Program Hours:**

Wednesday: 10:00am – 2:00pm

**Contact:**

Yanava Hawkins, Secretary  
(716) 833-0442  
[specbuffalo@gmail.com](mailto:specbuffalo@gmail.com)

Michelle Cray, Coordinator  
(716) 833-0442  
[specbuffalo@gmail.com](mailto:specbuffalo@gmail.com)

**Who we are / What we do:** We provide food pantry, Healing Hearts bereavement support group, and recreational activities for children during summer months (June-August). Pantry provides emergency bags of groceries to those in need.

**Eligibility:** Clients of the food pantry must reside in zip code 14215.

**Requirements:** Walk in during posted hours, no appointment needed. Must bring proof of income, proof of residency, and a photo ID.

**Accessibility:** Facilities are accessible.

**Cost:** N/A

## The Genesis Center

**Location:**

2161 Seneca Streeth  
Buffalo, NY 14210

Phone: (716) 822-1901

**Program Hours:**

Thursday: 10:00am – 1:00pm, 4:00pm – 5:30pm

**Contact:**

Marty Bensch, Administrator  
(716) 822-1901

[marty@thegenesiscenter.us](mailto:marty@thegenesiscenter.us)

**Who we are / What we do:** We are a food-sustaining, not-for-profit agency that provides sustenance to those in need in the WNY South Buffalo community. We offer home-cooked free meals four days a week from our Community Soup Kitchen. We also distribute groceries provided primarily by FeedMore of WNY to eligible 14210 neighbors from our Food Pantry.

**Eligibility:** Serves people living in the 14210 zip code who meet the financial requirments.

**Requirements:** Call (716) 822-1901 before coming in to verify availability.

**Accessibility:** Facilities are accessible.

**Cost:** N/A

## T.J. Dulski Food Pantry

**Location:**

129 Lewis Street  
Buffalo, NY 14206

Phone: (716) 893-7222

**Program Hours:**

Wednesday: 10:30am – 2:30pm

**Contact:**

Danyel Sease, Director of Community Services  
(716) 893-7222 Ext. 403  
[desease@urbanctr.org](mailto:desease@urbanctr.org)

Alissa M. Venturini, MSW, Chief Program Officer  
(716) 893-7222 Ext. 202  
[aventurini@urbanctr.org](mailto:aventurini@urbanctr.org)

**Who we are / What we do:** Community is at the heart of the Matt Urban's Centers mission – to create stronger ones. A stronger youth, family and senior base will strengthen communities for a better tomorrow.

**Eligibility:** Call regarding income guidelines and service area boundaries.

**Requirements:** Clients must provide name, address, and phone number.

**Accessibility:** Facilities are accessible.

**Cost:** N/A

## Town Square Food Pantry

**Location:**

2710 North Forest Road  
Getzville, NY 14068

Phone: (716) 218-1421

**Program Hours:**

Tuesday: 9:30am – 12:00pm, 12:30pm – 2:30pm

Friday: 9:30am – 12:00pm, 12:30pm – 2:30pm

**Contact:**

Dee Sery, Coordinator

(716) 218-1421

[darlene.sery@ccwny.org](mailto:darlene.sery@ccwny.org)

**Who we are / What we do:** Catholic Charities maintains nine pantry and outreach centers in Western New York. Each pantry has emergency food and offers information and referrals. Trained volunteers assess and help those in need through these centers.

**Eligibility:** Serves low income households in three zip codes (14068, 14221, and 14228).

**Requirements:** Call for intake appointment. Have to bring photo ID, proof of income, proof of address, and social security numbers for all members of household.

**Accessibility:** Facility is not handicap accessible.

**Cost:** N/A



Head Start

## CAO Head Start

### **CAO Location:**

46 Jewett Avenue  
Buffalo, NY 14214

Phone: (716) 881-5150

### **Program Hours:**

Monday – Friday

**Who we are / What we do:** CAO of WNY’s Head Start/ Early Head Start programs prepare children to succeed in school from day one. We do this by providing a rich, positive environment that fosters age-appropriate academic and developmental growth five days a week, Monday through Friday. Our programs focus on school-readiness skills both inside and outside the classroom. In addition to laying a firm foundation for academics, we help build confidence and understanding of the world through such relevant topics as health, nutrition, social skills, and physical activity. We know that school success depends on family support in addition to a student’s individual efforts and we work hard to equip every household with the resources they need to support and advocate for their children. No family is ever alone on this journey. Our team reaches out regularly to caregivers, by phone or through in-person meetings and visits, to offer needed support.

**Specialties:** Improving school readiness skills.

**Important Information:** Several locations are available and are listed below.

**Age Range of Clients:** Infants, toddlers, and preschool-aged children.

**Eligibility:** Children must have a current physical on file as well as up to date immunizations. There must be proof of insurance, birth, and income as well.

**Application:** Application should be filled out online before going in person to any location. The application can be found at <https://www.caowny.org/application>.

### **Locations:**

#### 1461 Academy

Address: 1461 Main Street; Buffalo, NY 14209

Phone: (716) 878-0220

Fax: (716) 240-9755

#### Chapel Park Villa Academy

Address: 7008 Erie Road; Derby, NY 14085

Phone: (716) 630-5912

Fax: (716) 630-5916

#### Deck Academy

Address: 909 Dick Road; Cheektowaga, NY 14225

Phone: (716) 348-3322  
Fax: (716) 348-3330

Ferry Academy

Address: 909 East Ferry Street; Buffalo, NY 14211  
Phone: (716) 348-3322  
Fax: (716) 348-3330

Frontier Academy

Address: 3780 South Park Avenue; Blasdell, NY 14219  
Phone: (716) 828-9297  
Fax: (716) 332-0439

Gowanda Academy

Address: 64 East Main Street; Gowanda, NY 14070  
Phone: (716) 532-5927  
Fax: (716) 532-2101

Grace Academy

Address: 1653 Kensington Avenue; Cheektowaga, NY 14215  
Phone: (716) 836-2021  
Fax: (716) 836-4982

Infant of Prague Academy

Address: 921 Cleveland Drive; Cheektowaga, NY 14225  
Phone: (716) 631-5200  
Fax: (716) 631-7248

McKinley Academy

Address: 92 Orchard Place; Lackawanna, NY 14218  
Phone: (716) 395-0600  
Fax: (716) 322-7397

Memorial Temple Academy

Address: 800 Sycamore Street; Buffalo, NY 14212  
Phone: (716) 894-0616  
Fax: (716) 893-1706

Springville League Academy

Address: 393 North Street; Springville, NY 14141  
Phone: (716) 794-3513  
Fax: (716) 794-3455

St. Agatha's Academy

Address: 65 Abbott Road; Buffalo, NY 14220  
Phone: (716) 823-9757  
Fax: (716) 823-3608

St. Hyacinth Academy

Address: 257 Ridge Road; Buffalo, NY 14218

Phone: (716) 822-2402

Fax: (716) 822-0552

St. James Academy

Address: 500 Terrace Boulevard; Depew, NY 14043

Phone: (716) 681-2625

Fax: (716) 681-9702

Buffalo Promise Neighborhood Children's Academy

Address: 3149 Bailey Avenue; Buffalo, NY 14215

Phone: (716) 393-9909

Lockport Academy

Address: 85 North Adam Street; Lockport, NY 14094

Phone: (716) 216-3990

Fax: (716) 201-1608

North Tonawanda Academy

Address: 1135 Oliver Street; North Tonawanda, NY 14120

Phone: (716) 262-9919

Fax: (716) 389-2257

## Holy Cross Head Start

### Location:

150 Maryland Street  
Buffalo, NY 14201

Phone: (716) 852-8373

Fax: (716) 854-7046

### Program Hours:

Full Day Services: 8:30 am – 3:30 pm

Extended Day Services: 7:30 am – 4:30 pm

**Who we are / What we do:** Holy Cross Head Start is a comprehensive school readiness program, helping children and families succeed - from preschool through life. Holy Cross Head Start offers a pre-kindergarten school experience for 3 and 4 year old children, centered on literacy, math and social skills.

**Specialties:** Preparing each child and their families for kindergarten.

**Important Information:** Multiple locations are available for children to be enrolled.

**Age Range of Clients:** Preschool-aged children.

**Application:** Enrollment applications are available at <https://www.holycrossheadstart.org/enrollment>

### Locations:

#### Dewitt School

Address: 368 Dewitt Street; Buffalo, NY 14213

Phone: (716) 424-0571

Fax: (716) 424-0574

#### Central School

Address: 89 Military Road; Buffalo, NY 14207

Phone: (716) 875-1506

Fax: (716) 875-1567

#### Holy Cross Main School

Address: 150 Maryland Street

Phone: (716) 852-8373

Fax: (716) 854-7046

#### North Buffalo School

Address: 203 Sanders Road; Buffalo, NY 14216

Phone: (716) 464-7771

Fax: (716) 464-7773

#### Northwest School

Address: 155 Lawn Avenue; Buffalo, NY 14207  
Phone: (716) 877-5022  
Fax: (716) 877-4910

Parkside School

Address: 169 Sheridan Parkside Drive; Tonawanda, NY 14150  
Phone: (716) 876-0100  
Fax: (716) 876-2305

# Household Necessities and Furniture

## Potter's Hands

### **Location:**

500 Crosspoint Parkway  
Getzville, NY 14068

Phone: (716) 631-2636

### **Program Hours:**

By appointment only

### **Contact:**

[donationcenter@thechapel.com](mailto:donationcenter@thechapel.com)

**Who we are / What we do:** The Potter's Hands is a ministry specifically centered around meeting the tangible needs of families in Western New York. With our warehouse of gently used furniture and household items, Potter's Hands helps those that need it most. To do this, we partner with local agencies and churches all over our region. Our desire is to be the hands and feet of Jesus by loving and assisting our neighbors.

**Specialties:** Furniture and household necessities

**Important Information:** Clients must be referred to these services by an agency or a local church representative. The person referring the client must submit the initial application by email and accompany the client to the first appointment. The form can be submitted to [donationcenter@thechapel.com](mailto:donationcenter@thechapel.com).

**How to Get Help:** We understand many families in our community are facing difficult life circumstances. That is why we are available to help men, women, and children work to establish a place to call home. In order to receive help from The Potter's Hands, we ask that you submit an application and either: (1) Contact a local church near you as we request each applicant be accompanied by a church leader or representative. If you do not know of a church near you, please send a message or call 716-222-0791 and we will help you find one. OR (2) If working with a community agency, have your caseworker reach out to us directly (send a message) or call 716-222-0791 .

An online household needs request can be found at: <https://thechapel.com/form/households-needs-request/>.

A printable household needs request can be found at:

[https://thechapel.com/site/assets/files/8597/potters\\_hands\\_household\\_needs\\_request\\_form\\_revised-1.pdf](https://thechapel.com/site/assets/files/8597/potters_hands_household_needs_request_form_revised-1.pdf)



## St. Vincent De Paul – Client Assistance Program

### **Location:**

1298 Main Street  
Buffalo, NY 14209

Phone: 9716) 882-3360 ext. 6

Fax: (716) 882-3556

### **Program Hours:**

Monday – Saturday: 9:30 am – 4:30 pm

Closed on holidays

**Who we are / What we do:** The St. Vincent de Paul store began as a storage depot for donated items where needy families could come for help. (As donations increased, the Society voted to run the depot as a store in an effort to cover operating costs that were using the Society's funds meant for other programs.) Today, the Society operates a store and a warehouse facility in Buffalo, providing reconditioned clothing and household items at little or no cost for those in need of them. As with any business, the store is in a constant struggle to keep operating costs in line with revenues, without raising the cost to users. That is why St. Vincent de Paul Store must also rely on the Society members and friends to stay in business.

**Specialties:** General Appliance Provision, General Clothing Provision, General Furniture Provision, Household Goods Vouchers.

**Important Information:** Program available to persons in need of appliances, furniture, household items, and/or clothing. Voucher can only be used at St. Vincent De Paul Store. Volunteers may not be available for all areas.

**How to Get Help:** Social worker must refer client to these services. Call to provide information about the situation; if it is determined that help can be provided a volunteer will schedule a home visit; may take three to four weeks to process.

## Beds 4 Buffalo

### **Location:**

4545 Transit Road  
Williamsville, NY 14221

Phone: (716) 570-3449

### **Program Hours:**

No set hours, call for an appointment

### **Contact:**

Jerry Sheldon, Chapter President  
(716) 570-3449  
[jerry.sheldon@shpbeds.org](mailto:jerry.sheldon@shpbeds.org)

**Who we are / What we do:** All children deserve a safe, comfortable place to lay their heads. Across the US, too many boys and girls go without a bed—or even a pillow—to sleep on. These children end up sleeping on couches, blankets, and even floors. This can affect their happiness and health. That's where Sleep in Heavenly Peace comes in. We're a group of volunteers dedicated to building, assembling and delivering top-notch bunk beds to children and families in need.

**Specialties:** Bed assistance and distribution.

**Important Information:** Program provides twin beds and bunk beds living in particular Buffalo zip codes.

**Eligibility:** Children ages 3-17 who live in the following Buffalo zip codes: 14206, 14208, 14211, 14212, 14214, 14215

**How to Get Help:** Social workers can refer clients and clients can apply themselves at <https://shpbeds.org/apply/>

## Community Helping Hands

**Location:**

31 Water Street  
Jamestown, NY 14701

Phone: (716) 487-1488

Email: [office.chh@gmail.com](mailto:office.chh@gmail.com)

**Program Hours:**

Tuesday – Friday: 10:00 am – 4:00 pm

Saturday: 10:00 am – 12:00 pm

**Contact:**

Shawn Whitmer, Executive Director  
(716) 487-1488

**Who we are / What we do:** We are the one-stop-shop for emergency needs in our community. We recycle clothing, furniture, and household items to keep them out of landfills and get them into the hands of those who need them most. 42 agencies in our community refer their clients to us and we treat each one with dignity, care and individualized attention.

**Specialties:** Furniture assistance, furniture vouchers, and thrift store access.

**Important Information:** Facility offers several other services for clients if it is determined it is needed: Automobile Insurance Payment Assistance, Automobile Payment Assistance, Bedding/Linen, Cleaning Products, Gas Money, General Clothing Provision, General Furniture Provision, Household Goods Vouchers, Kitchenware, Occasional Medical Equipment/Supplies, Telephone Service Payment Assistance, Thrift Shops, Undesignated Temporary Financial Assistance

**How to Get Help:** Clients need a referral from a non-profit agency or a church. Following referral, the clients will have to fill out an application and complete an interview.

**Bilingual Staff / Interpreter:** English and Spanish speaking staff work at this facility.

## Housing Resources

## Affordable Housing List

**Cloister Associates:**

(716) 542-3030  
20-31 Westgate Ave.  
Akron, NY 14001  
*Availability:* Waitlist

**Leisure Timers:**

(716) 542-5984  
364 Bloomingdale Road  
Akron, NY 14001  
*Availability:* Waitlist

**The Meadows:**

(716) 542-7557  
31 Westgate Avenue  
Akron, NY 14001  
*Availability:* Waitlist

**Alden Square:**

1525 Rusher Drive  
Alden, NY 14004

**Emerald Hills Estate:**

1001 E Main Street  
Allegany, NY 14706

**Oxford Village Townhomes:**

42 Oxford Avenue  
Amherst, NY 14226

**Princeton Court:**

165 Princeton Avenue  
Amherst, NY 14226

**Shaarey Zedek Apartments:**

410 Hartford Road  
Buffalo, NY 14226

**Brewster Mews Apartment:**

925 Robin Road  
Buffalo, NY 14228

**Daffodil Senior Housing:**

160 Robin Road  
Amherst, NY 14228

**Prairie Pond:**

(716) 689-7841  
[prairiepond@livemillennia.com](mailto:prairiepond@livemillennia.com)  
2199 North French Road  
Getzville, NY 14068  
*Availability:* Waitlist

**Parkside Houses:**

(716) 688-4200  
925 Robin Road  
Buffalo, NY 14228

**Peppertree Heights:**

(716) 691-9663  
285 Peppertree Drive  
Amherst, NY 14228

**Sutton Place Apartments:**

113 Travers Boulevard  
Amherst, NY 14228

**Friendly Senior Housing:**

(800) 848-8569  
8541 North Main Street  
Angola, NY 14006  
*Availability:* Waitlist

**Holly Senior Apartments:**

174 North Main Street  
Angola, NY 14006

**One Karrot Properties:**

(716) 440-7996  
7956 Southwestern Boulevard  
Angola, NY 14006

**St. Paul's Place Apartments:**

930 Lake Street  
Angola, NY 14006

**Cambridge Square:**

(716) 826-1177  
3180 Cambridge Square South  
Blasdell NY, 14219  
*Availability:* Waitlist Closed

**Good Counsel Apartments:**

(716) 825-3711  
4288 Lake Avenue

Blasdell, NY 14219  
*Availability:* Waitlist

**Lilly Senior Housing:**

1320 Southwestern Boulevard  
West Seneca, NY 14224

**Boston School Apartments:**

(716) 941-5787  
[info@southtownsprc.com](mailto:info@southtownsprc.com)  
9441 Boston State Road  
Boston, NY 14025  
Application can be found [here](#)

**Christine Apartments:**

526 Niagara Street  
Buffalo, NY 14201

**Maryner Towers:**

(716) 842-6505  
186 Efner Street  
Building 4  
Buffalo, NY 14201  
*Availability:* Waitlist, 2 years

**Pine Harbor:**

(716) 855-3000  
10 7<sup>th</sup> Street  
Buffalo, NY 14201  
*Availability:* Waitlist

**Shoreline/Waterfront Apartments:**

(716) 852-2027  
270 Niagara Street  
Buffalo, NY 14201  
*Availability:* Waitlist, 3 years

**The Residence on North:**

245 North Street  
Buffalo, NY 14201

**Whitney Neighborhood:**

(716) 847-6362  
190 Carolina Street  
Buffalo, NY 14201

**Marine Drive Apartments:**

205 Marine Drive

Buffalo, NY 14202

**Touraine Apartments:**

(716) 847-0169  
274 Delaware Avenue  
Buffalo, NY 14202

**McCarley Gardens:**

(716) 845-6120  
818 Michigan Avenue  
Buffalo, NY 14203  
*Availability:* Waitlist, 2-3 years

**Oak School Lofts:**

(716) 842-1938  
266 Oak Street  
Buffalo, NY 14203

**Roosevelt Apartments:**

(716) 883-1705  
921 Main Street  
Buffalo, NY 14203

**St. John Towers:**

(716) 855-1505  
865 Michigan Avenue  
Buffalo, NY 14203  
*Availability:* Waitlist, 6 months

**St. John Townhomes:**

(716) 856-2101  
818 Michigan Avenue  
Buffalo, NY 14203  
*Availability:* Waitlist, 2 years

**Washington Apartments:**

510 Washington Street  
Buffalo, NY 14203

**Buffalo River Apartments:**

(716) 880-3890  
67 Vincennes Street  
Buffalo, NY 14204

**Ellicott Homes:**

(716) 856-3100  
424 Swan Street  
Buffalo, NY 14204

*Availability:* Waitlist, 2 years

**Ellicott Town Center:**

(716) 842-0528  
233 East Eagle Street  
Buffalo, NY 14204

*Availability:* Not renting remodel

**Friendship Manor:**

(716) 852-6911  
132 Spring Street  
Buffalo, NY 14204

**Monsignor Adamski Village:**

(716) 842-0646  
[adamski@christopher-community.org](mailto:adamski@christopher-community.org)  
855 William Street  
Buffalo, NY 14206

**Shiloh Senior Homes:**

(716) 842-0528  
233 East Eagle Street  
Buffalo, NY 14204

*Availability:* Not renting remodel

**Town Gardens LLC:**

(716) 271-5588  
440 Clinton Street  
Buffalo, NY 14204  
*Availability:* Waitlist

**Excelsior Apartments:**

130 Central Avenue  
Buffalo, NY 14206

**Parkview Apartments:**

769 Best Street  
Buffalo, NY 14211

**Austin Manor:**

(716) 880-3890  
395 Tonawanda Street  
Buffalo, NY 14207

**Gratwick Manor:**

(716) 880-3890  
840 Tonawanda Street  
Buffalo, NY 14207



**Marina Vista:**

(716) 874-1922  
12 Hertel Avenue  
Buffalo, NY 14207  
*Availability:* Waitlist, 1 year

**Riverview Manor Apartments:**

(716) 873-5937  
8 Hertel Avenue  
Buffalo, NY 14207

**Schoolhouse Senior Community:**

(716) 447-1334  
1005 Grant Street  
Buffalo, NY 14207  
*Availability:* Waitlist, 4 people

**St. Mark's Manor:**

120 Albemarle Street  
Buffalo, NY 14207

**1490 Estates:**

(716) 881-6654  
1500 Jefferson Avenue  
Buffalo, NY 14208

**1490 Meadows:**

(716) 881-6654  
1500 Jefferson Avenue  
Buffalo, NY 14208

**1165 Delaware Associates:**

1165 Delaware Avenue  
Buffalo, NY 14209

**Artspace:**

(716) 887-2963  
1219 Main Street  
Buffalo, NY 14209

**Baptist Manor:**

(716) 881-1120

276 Linwood Avenue

Buffalo, NY 14209

Rental application can be found [here](#)

**Linwood Elderly Housing:**

(716) 881-6600

637 Linwood Avenue

Buffalo, NY 14209

**Pilgrim Village:**

37 Holloway Boulevard

Buffalo, NY 14209

**The Packard Apartments:**

(716) 883-3055

1325 Main Street

Buffalo, NY 14209

**Timon Towers:**

(716) 882-2123

1015 Delaware Avenue

Buffalo, NY 14209

**Trinity Tower Senior Apartments:**

33 Linwood Avenue

Buffalo, NY 14209

**Veteran's Housing:**

(716) 882-5935

25 West Utica Street

Buffalo, NY 14209

**Veteran's Housing – Basilone Manor:**

(716) 882-5935

25 West Utica Street

Buffalo, NY 14209

**Veteran's Housing – Bowen Manor:**

(716) 882-5935

17 West Utica Street

Buffalo, NY 14209

**Veteran's Housing – Engine 16:**

(716) 882-5935

1416 Main Street

Buffalo, NY 14209

**Seneca-Cazenovia Community Square:**

2169 Seneca Street  
Buffalo, NY 14210

**St. Patrick Village:**

(716) 847-1635  
South Division Street  
Buffalo, NY 14210

**St. Ann's Apartment:**

371 Watson Street  
Buffalo, NY 14212

**Sycamore Mills Apartments:**

(716) 847-1635  
946-948 Sycamore Street  
Buffalo, NY 14212

**Walden Park Senior Complex:**

101 Bakos Boulevard  
Buffalo, NY 14211

**Francis John Apartments:**

(716) 893-0716  
1201 Broadway Street  
Buffalo, NY 14212

**Stadnitski Gardens:**

100 Beck Street  
Buffalo, NY 14212

**La Casa de Los Tainos:**

(716) 849-0485  
333 Trenton Street  
Buffalo, 14201

**Santa Maria Towers:**

(716) 882-2661  
255 Connecticut Street  
Buffalo, NY 14213

**St. John Bosco Apartments:**

(716) 884-8059  
158 Chenango Street  
Buffalo, NY 14213

**Wingate Management:**

Scattered sites in Buffalo, NY

## Belmont Housing

### **Location:**

2393 Main Street  
Buffalo, NY 14214

Phone: (716) 884-7791

### **Program Hours:**

Monday – Friday: 9:00 am – 5:00 pm

**Who we are / What we do:** At Belmont, we believe that lives are changed when families and individuals have a safe, healthy, and affordable place to live and grow. Our housing redevelopment projects are focused on providing safe and affordable housing opportunities to first time homebuyers. We partner with the City of Buffalo, the City of North Tonawanda and other municipalities where we successfully rehabilitate vacant properties which are then resold at market value. This past year, we rehabbed over 200 in the City alone. Additionally, through our homebuyer workshop education series, we help educate and prepare first time homebuyers for the process of purchasing and closing on their first homes.

**Services:** Housing choice voucher programs, help locating affordable housing, computer access for housing searches, phones for housing inquiries, apartment listings, community information, housing-related information for renters, landlords, and homeowners, and housing counseling.

**Specialties:** Homeless individuals and housing support.

**Important Information:** There is a wait list for housing voucher programs.

**Age Range of Clients:** 18 years and older.

**Eligibility:** Eligibility is dependent on what services are needed.

**Referral:** Voucher application forms can be found at <https://www.belmonthousingwny.org/services/> and must be completed and signed then submitted to any Belmont Housing office.

**Bilingual Staff/Interpreters:** Forms can be found in both English and Spanish.

## Best Self Housing Services

### **Location:**

1050 Niagara Street  
Buffalo, NY 14213

Phone: (716) 856-9711

\*All information has been taken from the Best Self Agency Directory\*

### **Program Hours:**

Monday – Friday: 8:00 am – 4:00pm

### **Walk in Hours:**

Monday – Friday: 8:00 am – 4:00pm

### **Contact:**

Carmen Lozada, Housing Team Leader  
(716) 856-9711 ext.1193  
[clozada@bestselfwny.org](mailto:clozada@bestselfwny.org)

**Who we are / What we do:** BBH's Homeless Services Permanent Supportive Housing Program provides scattered site housing with subsidy and support services to homeless, severely mentally ill individuals. The supportive services provided include, but are not limited to, case management, transportation, food assistance, and linkages to treatment, care coordination, medical care, financial entitlements, employment and educational programs. BBH's MRT HHH program serves individuals who are enrolled, or are enrolling in Health Home, and may include families with minors under the age of 18 years old. Potential clients of the program must be enrolled in Medicaid, be health home enrolled or the provider must work with the Health Home to enroll the eligible member, and have high Medicaid utilizations rates including: two or more inpatient stays; five or more emergency department visits; four or more emergency department visits and one or more inpatient stay within the past 12 months. For the MRT HHH program, homeless is defined as individuals or families that are either living on the street, in a shelter or a hospital, or has more than three addresses in the past 12 months.

**Services:** Permanent housing and assistance adjusting to independent subsidized housing once clients are stable and gain the life skills to live independently.

**Specialties:** Homeless and severely mentally ill individuals.

**Important Information:** Housing is permanent, but clients can graduate to independent subsidized housing once they are stable and gain the life skills to live independently.

**Age Range of Clients:** 18 years and older.

**Eligibility:** Men and Women who are homeless and have a diagnosis of severe mental illness.

**Referral:** All participants access our CoC I, CHP, and SPOE Housing Programs through the Erie County Department of Mental Health Single Point of Access and Accountability (ECDOH-SPOA) Housing office and are prioritized via our Continuum of Care's Coordinated Entry System. SPOA Referrals are received from many sources including BBH's Homeless Outreach Program. Contact Homeless Outreach 716-856-9711-ext. 1181. All MRT Health Home Housing (HHH) Program referrals are made through assigned point

persons from our BBH Health Home and Assertive Community Treatment Teams directly to Homeless Program Director to determine program eligibility within 24 hours. BBH's MRT HHH program serves individuals who are enrolled, or are enrolling in Health Home, and may include families with minors under the age of 18 years old. Potential clients of the program must be enrolled in Medicaid, be homeless, be health home enrolled or the provider must work with the Health Home to enroll the eligible member, and have high Medicaid utilizations rates including: two or more inpatient stays; five or more emergency department visits; four or more emergency department visits and one or more inpatient stay; within the past 12 months. For the MRT HHH program, homeless is defined as individuals or families that are either living on the street, in a shelter or a hospital, or has more than three addresses in the past 12 months.

**Admissions Information:** Acceptance varies based on vulnerability and length of time homeless as determined via Coordinated Entry. Once accepted clients can be housed immediately in a Bridger housing setting until permanent housing is secured.

**Bilingual Staff/Interpreters:** Spanish-speaking staff and/or interpreters.

## BMHA Housing Assistance Office

**Location:**

300 Perry Street  
Buffalo, NY 14204

Phone: (716) 855-6711

**Program Hours:**

Monday – Friday: 9:00 am – 4:00 pm

**Contact:**

Questions and comments can be directed at the listed phone number or left on their website at [https://bmhaportal.bmhahousing.com/contactus.aspx?\\_yTrackUser=Mjc2MjQwMTgyMCMxMjk3NDQ4NzEz-TkMvp87Pq70%253d&\\_yTrackVisit=NDYwNjc1NDg2NCM3NTYwMjI3OTI%253d-6ljMLe%252fj7xw%253d&\\_yTrackReqDT=27281520241204](https://bmhaportal.bmhahousing.com/contactus.aspx?_yTrackUser=Mjc2MjQwMTgyMCMxMjk3NDQ4NzEz-TkMvp87Pq70%253d&_yTrackVisit=NDYwNjc1NDg2NCM3NTYwMjI3OTI%253d-6ljMLe%252fj7xw%253d&_yTrackReqDT=27281520241204)

**Who we are / What we do:** As the City of Buffalo’s largest landlord and only public housing authority, the Buffalo Municipal Housing Authority assists our 10,000+ residents in attaining and maintaining a high standard for their quality of life. We provide services and opportunities associated with affordable, desirable, and secure housing to individuals and families across 39 developments in every part of the City of Buffalo.

**Services:** Assistance obtaining housing, assistance maintaining housing.

**Specialties:** Housing assistance.

**Age Range of Clients:** 18 years and older.

**Admissions Information:** Applications can be found at <https://www.bmhahousing.com/DocumentCenter/View/97/Application-Information-PDF?bidId=>

**Cost:** Costs vary depending on type of housing, location, and other factors.

## Erie County CAO

### **Location:**

564 Dodge Street, #400  
Buffalo, NY 14208

Phone: (716) 881-6543

Fax: (716) 881-6010

Email: [housingapplications@caowny.org](mailto:housingapplications@caowny.org)

### **Contact:**

Rachel Bailey, Housing Development Manager

[rbailey@caowny.org](mailto:rbailey@caowny.org)

**Who we are / What we do:** Here at CAO, our Housing Development Office works tirelessly to provide programs that improve the affordability and stability of housing in Erie County. These programs include rental and mortgage assistance, apartment searches, and home repair.

**Services:** Housing assistance.

**Specialties:** Housing and homelessness.

**Important Information:** Application must be filled out before paying the organization a visit. Application can be found at <https://www.caowny.org/application>.

**Age Range of Clients:** 18 years and older.

**Eligibility:** All clients must fill out the application before paying the organization a visit. Application can be found at <https://www.caowny.org/application>.



## Gerard Place Housing

**Location:**

Multiple Locations

Phone: (716) 897-9948

**Contact:**

Sasha Rodgers

(716) 897-9948 ext. 104

[srodgers@gerardplace.org](mailto:srodgers@gerardplace.org)

**Who we are / What we do:** Gerard Place strengthens the community as it empowers individuals and families toward self-sufficiency by providing housing, supportive services, community education and outreach. By taking a human-centered approach, Gerard Place empowers those in need by providing the tools, support and safe haven needed on a journey to achieve life goals.

**Services:** Housing support, literacy classes, vocational job training, case management, and food distribution programs.

**Specialties:** Homeless individuals and housing support.

**Important Information:** There are aftercare programs for up to six months after they have been discharged from the program.

**Age Range of Clients:** 18 years old to 45 years old.

**Eligibility:** All clients are single parents ranging in age from 18 to 45 and their children. Clients must be coming from a homeless shelter or living on the street and have verification that they are homeless. They must have at least one child and either the client or their child must have a documented mental health disability.

## Harambee House

### **Location:**

108 Sycamore Street  
Buffalo, NY 14204

Phone: (716) 218-2400

\*All information has been taken from the Best Self Agency Directory\*

### **Program Hours:**

Open 24/7

### **Walk in Hours:**

By appointment only

### **Main Contact Person:**

Carmen Lozada, Program Director  
(716) 218-2400 ext. 1380  
[clozada@bestselfwny.org](mailto:clozada@bestselfwny.org)

### **Secondary Contact:**

Willie Hernandez, Team Leader  
(716) 218-2400 ext. 2086  
[whernandez@bestselfwny.org](mailto:whernandez@bestselfwny.org)

**Who we are / What we do:** “Harambee House is a residential facility that provides single-occupancy, permanent housing to chronically homeless mentally-ill individuals eighteen years of age and over. The program was developed through HUD funding as a safe haven project, and adheres to the housing first model in encouraging and assisting homeless, mentally-ill individuals to come in off of the streets. Harambee House is a low-demand environment that focuses on providing residential stability without requiring pre-admission adherence to treatment modalities or abstinence from substance use.”

**Services:** “The Harambee House Program serves sixteen homeless men and women who are living with severe and persistent mental illness or co-occurring mental illness and substance use disorders. These individuals have historically been untreated for many years and are often unwilling or unable to participate in supportive services. The complexity of their needs include chronic medical health conditions and psychiatric needs with untreated mental illness. Harambee House provides a low demand, trauma-informed, culturally sensitive and non-intrusive environment and does not require participation in treatment or sobriety as condition for housing. Harambee House utilizes a “Housing First” community model which does not require clean time, medication compliance or linkage to treatment for acceptance to the residence. The only request is a willingness to come indoors from the streets. This model is accepted as a best practice by the U.S. Department of Housing and Urban Development (HUD) and is utilized all over the United States.”

**Specialties:** Harambee House is a 24-hour residence with on-site case management where tenants can reside for an unlimited period of time. Staff assists tenants to transition from the streets in a safe and caring, client-centered and trauma-informed manner. Harambee House provides a relaxed environment where they are treated with dignity and respect that encourages the tenants to feel at home. Every consideration is made to allow each tenant to transition at his or her own pace. Staff conduct assessments for independent living skills and provide assistance and training that is tailored to each

person's needs. Vocational services are available on and off site. Outreach teams are available to provide support and community linkage assistance as needed. Trips to community and sports events are planned regularly. Birthdays and graduations to permanent housing are celebrated with a special dinner and congratulations by other residents and staff. Other services include secure mail, access to local phone calls, laundry facilities, computer access, two meals daily, transportation to and from scheduled appointments and medical and mental health assistance.

**Important Information:** All participants access the Harambee House program through the ECDOMH SPOA Housing office and our local CoC Coordinated Entry process. A VI-SPDAT vulnerability assessment (evidence based tool) is performed by Coordinated Entry prior to referral. Once the SPOA referral is received by this agency, staff meets with the prospective participant within 48 hours to complete a comprehensive intake assessment and determine eligibility. Documentation verifying homelessness, mental health diagnosis and income source are requested and secured. If the participant is not eligible, or there are no available openings, Coordinated Entry and SPOA are notified. If the participant is eligible, they are immediately moved into the house and the engagement process begins.

**Eligibility:** Applicant must have a severe and persistent mental illness with an axis I diagnosis. Applicant must have significant history of homelessness and meet the HUD definition of chronic homeless. (If all chronic homeless individuals on the Coordinated Entry list are linked with housing, Coordinated Entry will refer the next most vulnerable individual.) Applicant must have been unsuccessful in other housing programs and/or be appropriate for the level of care provided by the Harambee House.

**Bilingual Staff/Interpreters:** N/A.

## Haven House

Phone: (716) 884-6000

**Contact:**

Sara Grady  
[sgrady@cfsbny.org](mailto:sgrady@cfsbny.org)

Phu Brady  
[pbrady@cfsbny.org](mailto:pbrady@cfsbny.org)

**Who we are / What we do:** Haven House was founded in 1979 by the Coalition for Victims of Domestic Violence (now known as the Erie County Coalition Against Family Violence) and is a recognized leader in the provision of domestic violence services. Haven House works to prevent domestic and intimate partner violence and promote peace in the home. Our services for survivors include an emergency shelter in a confidential location, long-term transitional housing, and counseling to help individuals cope with the pain and trauma of violence in the home.

**Services:** Housing and housing assistance.

**Important Information:** Haven House serves survivors of domestic and intimate partner violence ages 16 and older and their children. Haven House does not discriminate based on race, color, national origin, religion, sex, gender, or disability.

**Age Range of Clients:** Adults and children up to 18 years old are allowed.

**Eligibility:** Domestic violence victims and survivors only. All genders are allowed as are children up until the age of 18.

# Immigrants, Asylum Seekers, Refugees

## ACCESS of Western New York

### **Location:**

609 Ridge Road  
2<sup>nd</sup> Floor  
Lackawanna, NY 14218

Phone: (716) 332-5901

Fax: (716) 332-5924

### **Program Hours:**

Office: Tuesday-Thursday, 10am-4pm.

ESL Classes: Monday-Friday, 9:30am-12:30pm.

After School Program: Monday-Thursday, 3pm-6pm.

Citizenship Preparation Class: Wednesday & Thursday, 6pm-9pm.

Employment Services: Call to make an appointment.

### **Contact:**

[admin@accesswny.org](mailto:admin@accesswny.org)

**Who we are / What we do:** Established in 2005, the Arab-American Community Center for Economic and Social Services (ACCESS) of WNY is a non-profit organization that was created to promote understanding and the bonds of faith and friendship between members of the Arab American community and people of other nationalities and cultures living within America. Our organization is non-sectarian, serving families and individuals of any faith or ethnicity.

**Specialties:** Career Counseling, Citizenship Education, Extended Child Care, Financial Literacy Training, General Benefits Assistance, Health Insurance Information/Counseling, Human Relations Groups, Job Search/Placement, Language Interpretation, Multicultural Education, Resume Preparation Assistance, Welfare Rights Assistance, Youth Employment Programs, Youth Enrichment Programs

**Important Information:** Appointments have priority and are highly encouraged; walk-ins are accepted and seen subject to availability of ACCESS staff. Intakes are done in person only.

**Eligibility:** Services are open to anyone who needs them and is currently residing in Western New York.

**Bilingual Staff/Interpreters:** English and Arabic are available.

## Catholic Charities of Buffalo

### **Location:**

20 Herkimer Street  
Buffalo, NY 14213

Phone: (716) 842-0270

Fax: (716) 328-0032

### **Program Hours:**

Monday – Friday: 8:45 am – 4:45 pm

### **Summer Hours:**

Monday – Friday: 8:45 am – 4:00 pm

### **Contact:**

William Sukaly, Primary Coordinator  
(716) 842-0270

[william.sukaly@ccwny.org](mailto:william.sukaly@ccwny.org)

**Who we are / What we do:** Catholic Charities of Buffalo has provided services to the immigrant and refugee populations in Western New York since it was founded in 1923. Pre- and post-arrival services such as assistance with housing, food, clothing, employment, English Language Learners classes and immigration services are provided to our resettlement clients. Our Resettlement clients arrive in the United States through the auspices of the United States Conference of Catholic Bishops/Migration Refugee Services (USCCB/MRS) and only after approval from the U.S. Department of State and U.S. Citizenship and Immigration Services. Refugees considered for resettlement by the United States must pass through a series of security screenings aimed at ensuring they will not pose a security risk. The information examined to confirm a refugee's identity is checked against law enforcement, the intelligence community, and other relevant databases, including those administered by the National Counterterrorism Center, Department of Defense, Federal Bureau of Investigation, Department of State, and Department of Homeland Security. If there is doubt about whether an applicant poses a security threat, the individual will not be admitted to the U.S.

**Specialties:** Citizenship Education, English as a Second Language, Immigration/Naturalization Legal Services, Refugee Resettlement Services

**Important Information:** All clients must call the listed phone number in order to schedule and appointment to determine what services can be provided.

**Eligibility:** Resettlement services are only for agency sponsored refugees. Immigration services are open to all. Clients must currently reside in Western New York.

## International Institute of Buffalo

### **Location:**

864 Delaware Avenue  
Buffalo, NY 14209

Interpreting and Translation Services: (716) 883-1900 ext. 308  
Resettlement Services: (716) 883-1900 ext. 302

### **Program Hours:**

Monday – Friday: 8:00 am – 5:00 pm  
After-hours support and programs are done as needed.

### **Contact:**

Jenny Rizzo, Executive Director  
(716) 883-1900 ext. 311

**Who we are / What we do:** Offers integration, refugee resettlement, and employment programs; provides services to survivors of domestic violence and human trafficking; offers translation and interpretation services to break down barriers; presents global education programs for students, adults and businesses; and hosts international visitors. Also assists employers in developing on-site ESL programs, workforce support, and interpretation and cultural competency support. For employment programs, see separate listing for Employment Program - International Institute of Buffalo. For services to survivors of domestic violence and human trafficking, see separate listings for Human Trafficking Victim Services - International Institute of Buffalo and Domestic Violence Survivor Support Services - International Institute of Buffalo.

**Specialties:** Diversity Awareness Training, English as a Second Language, Immigrant Resettlement Services, Language Interpretation, Language Translation, Refugee Resettlement Services

**Eligibility:** Clients can be referred or self-apply by phone or writing.

**Bilingual Staff/Interpreters:** Interpreters and translation services are available.



## Jericho Road Services

### **Location:**

248 West Ferry Street  
Buffalo, NY 14213

Phone: (716) 881-0539

### **Program Hours:**

Monday – Friday: 8:30 am – 5:00 pm

**Who we are / What we do:** Our focus at Hope is strongly rooted in providing tools for self-empowerment for refugees and immigrants who now call Buffalo home. The Drop-In Center provides non-traditional case management. Utilizing a participatory development model, clients identify their own needs and Hope helps provide a path to meet those needs. Sometimes this means filling out forms or showing clients how to do it on their own. We handle everything from interpreting WIC checks, paying bills, and filling out job applications to medical appointments and requesting translation services. Hope's staff members are culturally diverse caseworkers and interpreters who help connect clients to available resources within the community. Hope has become an active voice in the community by strengthening relationships among those that are equally dedicated to assisting a similar population. Some of our partnerships include community health worker training, participation in domestic violence awareness, good tenant trainings, partnerships with ethical landlords, and providing access to resources for parents of school-aged children.

**Specialties:** Case/Care Management, Immigration/Naturalization Legal Services, Legal Counseling, and Employment Services.

**Important Information:** Provides language matched, client-driven case management, legal counseling, and referrals to community services. Clients have access to programs addressing financial education and home purchasing, as well as other Jericho Road programs. Offers 60-minute immigration consultations with a Department of Justice accredited representative. Consultations are by appointment only. Immigration consults are by appointment only.

**Eligibility:** Must be a refugee who was resettled to Buffalo at least six months prior (or is no longer receiving services from their resettlement agency) or a refugee who migrated to Buffalo from another city or state

**Bilingual Staff/Interpreters:** Many languages are available.

## Journey's End Refugee Services

**Location:**

2495 Main Street  
Suite 530  
Buffalo, NY 14214

Phone: (716) 882-4963

Fax: (716) 882-4977

**Program Hours:**

Services are exclusively by appointment; contact the listed phone number

**Who we are / What we do:** Journey's End Refugee Services, Inc. is a Christian community-based organization with the mission of welcoming refugees without regard to ethnic origin or creed and to assist them to become healthy, independent, contributing members of the community.

**Specialties:** Language interpretation and refugee resettlement services.

**Important Information:** Offers resettlement services, immigration services, interpreting services, and education both for clients and for the community. Also offers service opportunities for those interested in making a difference through the Volunteer Services Department, and interpreting services for health and human service organizations, medical offices, educational institutions, legal and government agencies, corporations and more.

**Eligibility:** Services are available for refugees and community members.

**Bilingual Staff/Interpreters:** Interpreters are available, but language is dependent on staffing.

## Legal Aid Bureau of Buffalo

**Location:**

290 Main Street  
4<sup>th</sup> Floor  
Buffalo, NY 14202

Phone: (716) 853-9555 ext. 200  
Fax: (716) 853-3219  
Automated Intake: (716) 853-9555 ext. 400

**Contact:**

[cls@legalaidbuffalo.org](mailto:cls@legalaidbuffalo.org)

**Who we are / What we do:** The mission of the Legal Aid Bureau of Buffalo is to provide access to justice and due process to the most vulnerable individuals, children and families in the Western New York community through quality legal representation and assistance.

**Specialties:** Alimony Assistance, Bankruptcy Assistance, Child Custody/Visitation Assistance, Child Support Assistance/Enforcement, Child Support Wage Assignment Assistance, Comprehensive Family Law Services, Consumer Law, Criminal Law, Divorce Assistance, Domestic/Family Violence Legal Services, Employment Discrimination Assistance, Ex-Offender Legal Assistance, General Legal Aid, GI Rights Counseling, Housing Discrimination Assistance, Immigration/Naturalization Legal Services, Labor and Employment Law, Landlord Rights Information/Counseling, Landlord/Tenant Dispute Resolution, Mortgage Delinquency and Default Counseling, Name Change Assistance, Public Defender, Real Estate Law, Tenant Rights Information/Counseling, Unemployment Insurance Benefits Assistance

**Important Information:** Serves as the lead agency of the Coordinated Refugee/Asylee Legal Services Project, which aims to assist immigrants and refugees with legal concerns such as housing, matrimonial matters, domestic violence, and child custody. Also assists with education-related issues within the City of Buffalo School system.

**Eligibility:** Services are available to people living in Western New York who have an income within 200% of the federal poverty level.

**Bilingual Staff/Interpreters:** On-site speakers of several languages are available, as well as access to Language Line

Literacy New York – Buffalo-Niagara, Inc.

**Location:**

1 Lafayette Square

Phone: (716) 876-8991

Fax: (716) 876-5936

**Program Hours:**

Call for an appointment

**Walk in Hours:**

Friday: 1:00 pm – 3:00 pm

**Contact:**

Amy Mazur, Director of Operations

(716) 876-8991

[amy.mazur@literacybuffalo.org](mailto:amy.mazur@literacybuffalo.org)

Tara Schafer, Executive Director

(716) 876-8991

[info@literacy.org](mailto:info@literacy.org)

**Who we are / What we do:** Our mission is to develop literacy skills by providing free tutoring in Erie and Niagara counties through engagement and training of diverse community volunteers. Our vision is that all people in Erie and Niagara counties are literate.

**Specialties:** Adult literacy programs and English as a second language.

**Important Information:** Provides one-on-one reading and ESL instruction to adults. Instruction provided by volunteer tutors who have been trained at a literacy volunteer tutor workshop. Instruction is provided 2 hours/week at a time convenient to student and tutor.

**Age Range of Clients:** 18 years or older.

**Eligibility:** 18 years or older, out of school, and either below 5th grade reading level or in need of English as a second language.

# Insurance

## Health Insurance Information Counseling & Assistance (HIICAP)

### **Location:**

111 Main Street  
Lockport, NY 14094

Phone: (716) 438-3030

**Who we are / What we do:** HIICAP is the Health Insurance Information, Counseling and Assistance Program. HIICAP provides you and your loved ones with information and counseling about Medicare and other health insurances. Trained staff and counselors will answer your questions. Each month the HIICAP column will feature a new topic to help keep you informed about Medicare.

**Services:** Offers informational and enrollment sessions, classes, and a wide variety of other services aimed to help people get insured, keep themselves insured, and make the best of their insurance in order to keep them healthy.

### **Important Information:**

HIICAP can help with...

- Understand the Medicare prescription drug benefit
- Medicare Part D) and how to select the best plan
- Understand and apply for low-income subsidy programs, including Extra Help and Medicare Savings Programs (MSPs), and Medicaid
- Find ways to pay for your medications or medical equipment
- Understand and apply for the EPIC Program
- Choose between original Medicare and Medicare Advantage plans including health maintenance organizations (HMOs), preferred provider organizations (PPOs), private fee-for-service (PFFS), and special needs plans (SNP's)
- Understand Medicare rules and your medical bills
- Report possible Medicare fraud or abuse
- Provide information on how to appeal a decision by Medicare, your managed care provider or other health insurance company
- Discover ways to fill in Medicare's gaps
- Learn how to file a Medicare or Medigap complaint
- Learn about Medicare covered prevention and screening that can identify health problems
- Explore long term care services like paying for nursing home care or understanding long-term care insurance

**Age Range of Clients:** Clients must be aging and elderly individuals.

**Eligibility:** This program is geared towards the aging and elderly who live in Niagara County.

**Fees:** N/A

## Insurance Resource Center

**Location:**

95 Franklin Street  
13<sup>th</sup> Floor  
Buffalo, NY 14202

Phone: (716) 858-7883

**Program Hours:**

Monday – Friday: 8:30 am – 4:30 pm

**Contact:**

Bill Daniels, Coordinator  
(716) 858-7883  
[seniorinfo@erie.gov](mailto:seniorinfo@erie.gov)

**Who we are / What we do:** Provides information, counseling, and assistance with the most up-to-date information about Medicare, Medicare Supplemental Plans, Managed Care Plans (HMO, PPO, PEES, MSA), Premium Rates, Medicaid, Prescription Coverage, and Long-Term Care Insurance. Helps people make educated decisions regarding insurance options by providing unbiased, up-to-date, personalized information. Helps uninsured/under-insured persons. Also provides confidential help with health insurance problems, including billing, filing appeals, referrals to appropriate agencies including legal assistance, and one-on-one counseling by appointment. Group presentation available. Provides training for professionals and caregivers.

**Services:** Assistance with obtaining and maintaining insurance and handling bills.

**Important Information:** Intake is done by phone; call the listed number.

**Eligibility:** Available to all in Erie County, focusing on senior citizens.

**Fees:** Fees are dependent on program.

**Bilingual Interpreters / Staff:** Interpreters are available upon request.

**Accessibility:** Facilities are handicap accessible.

## Elderly Pharmaceutical Insurance Coverage

Phone: (800) 332-3742

Fax: (518) 452-3576

Email: [nysdohepic@primetherapeutics.com](mailto:nysdohepic@primetherapeutics.com)

### **Program Hours:**

Monday – Friday: 8:30 am – 5:00 pm

**Who we are / What we do:** The Elderly Pharmaceutical Insurance Coverage (EPIC) program is a New York State program for seniors administered by the Department of Health. It helps more than 325,000 income-eligible seniors aged 65 and older to supplement their out-of-pocket Medicare Part D drug plan costs. Seniors can apply for EPIC at any time of the year and must be enrolled or eligible to be enrolled in a Medicare Part D drug plan to receive EPIC benefits and maintain coverage. EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs purchased after any Medicare Part D deductible is met. EPIC also covers approved Part D-excluded drugs once a member is enrolled in Part D.

**Services:** Assistance with the cost of pharmaceuticals.

**Important Information:** All recipients of services must be residents of New York State and live in the state on a regular, ongoing basis.

**Eligibility:** Services are available to senior citizens (65 years or older) in Erie County. They must have an annual income less than \$75,000 if single or \$100,000 if married. Client must be enrolled or eligible to be enrolled in Medicare Part D and not receiving full Medicaid benefits.

**Application:** Call the toll-free help line listed. The help line will ask necessary questions before sending out an application. They are available during business hours to assist in any confusion.

**Fees:** There are no fees associated with the use of this program.



## Local Shelters

## Buffalo City Mission (Men's Community Center)

Phone: (716) 854-8181

**Who we are / What we do:** The Buffalo City Mission is about education, medical and mental health services, spiritual growth, housing management and job skills training...not just focusing on the problem of homelessness, but rather providing real solutions and strategies so that individuals can build new lives and stay on a healthy plan.

### **Services:**

#### Rescue Services

Three nutritious meals, emergency shelter, showers, health and wellness, clean clothing, laundry services, chaplaincy, case management, and referrals.

#### Restoration Services

Life skill classes, financial literacy, housing management, employment and career development, education (HSE, pre-collegiate and certification programs), job-skills training, health and wellness, case management, substance abuse and recovery services, spiritual development, etc.

**Important Information:** Services are provided with the aim of helping clients consider long-term solutions.

**Age Range of Clients:** Men ages 18 and older.

**Eligibility:** "Men's Ministry Programs do not discriminate against applicants or residents on the basis of race, color, creed, religion, sex, disability, or marital status."

### **Important Phone Numbers:**

Referrals for Rescue Services

(716) 854-8181 ext.

Referrals for Transitional Housing

(716) 854-8181 ext. 445

## Compass House

### **Resource Center Location:**

1451 Main Street  
Buffalo, NY 14209

### **Emergency Shelter Location:**

370 Linwood Avenue  
Buffalo, NY 14209

### **Phone Numbers:**

Client Services: (716) 884-3066  
Administrative Offices: (716) 886-1351  
Fax: (716) 886-8387 (Resource Center)  
Fax: (716) 886-8386 (Emergency Shelter)  
Hotline: (716) 886-0935

### **Program Hours:**

Many services are available 24 hours a day, 7 days a week, 365 days a year, including their hotline and safe space programs.

Some services are conducted during normal business hours.

### **Contact:**

Lisa Freeman

[lfreeman@compasshouse.org](mailto:lfreeman@compasshouse.org)

**Who we are / What we do:** Compass House was founded in 1972 as a homeless shelter. Today along with the Emergency Shelter, we operate a Resource Center, and a Rapid Re-Housing Program. Our mission is to provide runaway, homeless and street youth with safe shelter and services, through a voluntary and mutually agreed-upon process, in an environment that supports dignity, respect and self-reliance. We serve approximately 300 youth at our shelter annually and an additional 300 youth at our Resource Center.

**Services:** Emergency shelter, resource center, rapid re-housing, transitional independent living program, and safe space program.

**Important Information:** Eligibility criteria, particularly age criteria, for particular programs can vary, but overall age range is 12 to 24 years of age.

**Age Range of Clients:** 12 to 17 years old, some programs (e.g. Rapid Re-Housing program) are available to young adults.

**Eligibility:** Services are meant for runaway youth, homeless youth and youth living in unsafe conditions.

## Haven House

Phone: (716) 884-6000

**Contact:**

Sara Grady  
[sgrady@cfsbny.org](mailto:sgrady@cfsbny.org)

Phu Brady  
[pbrady@cfsbny.org](mailto:pbrady@cfsbny.org)

**Who we are / What we do:** Haven House was founded in 1979 by the Coalition for Victims of Domestic Violence (now known as the Erie County Coalition Against Family Violence) and is a recognized leader in the provision of domestic violence services. Haven House works to prevent domestic and intimate partner violence and promote peace in the home. Our services for survivors include an emergency shelter in a confidential location, long-term transitional housing, and counseling to help individuals cope with the pain and trauma of violence in the home.

**Important Information:** Haven House serves survivors of domestic and intimate partner violence ages 16 and older and their children. Haven House does not discriminate based on race, color, national origin, religion, sex, gender, or disability.

**Age Range of Clients:** Adults and children up to 18 years old are allowed.

**Eligibility:** Domestic violence victims and survivors only. All genders are allowed as are children up until the age of 18.

## Corner Stone Manor

Phone: (716) 852-0761

**Who we are / What we do:** Buffalo City Mission's Women and Children's Shelter – (Cornerstone Manor) – is not simply a place which offers food and shelter to those in need, it is a place that provides a safe haven for which women and mom's with children can have the opportunity to transition safely and successfully through the Mission's Transitional Housing Program, where sorrows can be turned into joy so hope for a better tomorrow can begin.

### **Services:**

#### Rescue Services

Three nutritious meals, emergency shelter, showers, health and wellness, clean clothing, laundry services, chaplaincy, case management, and referrals.

#### Restoration Services

Life skill classes, financial literacy, housing management, employment and career development, education (HSE, pre-collegiate and certification programs), job-skills training, health and wellness, case management, substance abuse and recovery services, spiritual development, etc.

**Important Information:** "Women's Ministry Programs do not discriminate against applicants or residents on the basis of race, color, creed, religion, sex, disability, or marital status."

**Age Range of Clients:** Girls and women of any age. Boys must be 12 years old or younger.

**Eligibility:** Services are available to women and children, excluding boys over the age of 12.

Note: If transitional housing services are needed, the application can be found here:

<https://www.buffalocitymission.org/wp-content/uploads/2022/02/CSM-Application-Transitional-Housing-Program.pdf>

## Little Portion Friary

### **Location:**

1305 Main Street  
Buffalo, NY 14209

Phone: (716) 882-5705

Email: [littleportionfriary@outlook.com](mailto:littleportionfriary@outlook.com)

### **Program Hours:**

Open 24/7

**Who we are / What we do:** Little Portion Friary is a homeless shelter located in Buffalo, NY. It is a safe and secure place for men and women who are seeking shelter and care. We provide a home to 19 men and 10 women. The average length of stay at Little Portion Friary is dependent on guest needs.

**Services:** Shelter, food, and clothing. Weekly interviews to review guest plans. Some guests may be required to attend outside programs.

**Important Information:** The guests must be able to be out of the house daily from 9 am to 4 pm, and they must return no later than 10:00 pm. The guests must be linked with services, as directed or referred to by a counselor. Phone referrals can be taken providing there is an open bed, but Little Portion Friary (LPF) does not have a waiting list. Since a guests stay is day-to-day if the house is full when first contacted, homeless individuals are requested to call back daily to inquire about availability.

**Age Range of Clients:** 18 years and older.

**Eligibility:** Services are available to homeless men and women. Must be a minimum of 24 hours free of drugs and alcohol. Guests are not able to have any sexual offense record. Guests are also required to be able to do household chores and follow house rules.

## [Lockport Cares](#)

### **Location:**

188 Genesee Street  
Lockport, NY 14094

Phone: (716) 939-0926

**Who we are / What we do:** Many people think of rows of bunk beds in a large open room when they think of homeless shelters. At Lockport CARES, we strive to maintain a home-like atmosphere. Our facility is a large, renovated Victorian home that can house up to nine guests (5 during pandemic). Meals are served homestyle at a dining room table and guests can relax in our living room or in their semi-private rooms. Check out our videos on Facebook for a glimpse into life at the shelter.

**Services:** Housing for up to 10 consecutive business days, homemade breakfast and dinner as well as packed lunches, full service laundry, shower and bathroom

**Important Information:** Services are available for up to 10 consecutive business days. Small comfortable rooms with a maximum of 1-2 other roommates. Facility is safe, secure, and a drug/alcohol/violence-free environment. Admittance is done via phone at (716) 939-0926.

**Age Range of Clients:** There is no set age range for clients.

**Eligibility:** Services are available for single men, single women, married couples, and people with children.

## Niagara Gospel Rescue Mission

**Location:**

1317 Portage Road  
Niagara Falls, NY

Phone: (716) 205-8805

**Program Hours:**

Open 365 days a year.

**Who we are / What we do:** If you are homeless and wish to escape the dangers of sleeping on the street, you can find safe shelter at the Niagara Gospel Mission, located in Niagara County at 1317 Portage Road, Niagara Falls, New York, and less than a quarter mile from the Amtrak train station. Our emergency shelter is open 365 days a year for up to 27 men for 30 consecutive nights. For those men that need emergency or short term housing we provide showers, hygiene supplies, a meal, and a safe and sober place to stay warm and sleep. During this time we offer programs for recovery and transitional living.

**Services:** Housing, showers, hygiene supplies, meals, recovery programs, and transitional living.

**Important Information:** This is an alcohol and drug free premises.

**Age Range of Clients:** Must be 18 years or older.

**Eligibility:** Services are available for single men.



## Salvation Army

**Location:**

7018 Buffalo Avenue  
Niagara Falls, NY

Phone: (716) 884-4798

**Program Hours:**

Open 24/7, 365 days of the year.

**Contact:**

Andrew Riley

[andre.riley@use.salvationarmy.org](mailto:andre.riley@use.salvationarmy.org)

**Who we are / What we do:** All of our emergency shelters offer a clean and safe place to stay for people experiencing homelessness, regardless of whether the need is temporary or ongoing.

**Services:** Homeless shelters, transitional housing, permanent supportive housing, life skills resources, and basic necessities.

**Age Range of Clients:** 18 years and older.

**Eligibility:** Done on a case-by-case basis.

[St. Luke's Mission, Lazarus House](#)

**Location:**

325 Walden Avenue  
Buffalo, NY 14211

Phone: (716) 894-4476

**Who we are / What we do:** Together let us work toward a fullness of life for all people, of all ages, of all cultures, of all social status and of all faiths. Let our tools be unconditional acceptance, peaceful understanding and loving forgiveness.

**Services:** Housing and occasional additional services based on what they can provide. Food pantries and meal services are also offered through this organization.

**Important Information:** Max capacity in the shelter is 20 men so some clients may be turned away dependent on availability.

**Age Range of Clients:** Ages 18 and older.

**Eligibility:** Services are only available to adult men.

## Vive Shelter

**Location:**

1500 Main Street  
Buffalo, NY 14213

Phone: (716) 892-4354

Email: [contact@jrcic.org](mailto:contact@jrcic.org)

**Who we are / What we do:** Vive Shelter provides temporary housing for individuals and families while assisting Canada-bound refugee claimants who have a qualifying family member according to the Safe Third Country Agreement by scheduling an appointment with the Canada Border Services Agency.

**Services:** Housing, information about refugee claims, appointments with Canadian Border Services Agency, taxi services to Canadian border, communication assistance, legal referrals, assist in school enrollment for minors, medical care, and other services.

**Important Information:** Website has in depth information geared towards different groups as conditions and services can vary greatly.

<https://jrhc.org/info-for-asylum-seekers/>

**Age Range of Clients:** No specified age range.

**Eligibility:** This is a shelter that houses refugee claimants waiting for appointments/interviews with the Canada Border Services Agency and asylum seekers wishing to apply for U.S. asylum.

**Bilingual Staff/Interpreters:** Some languages other than English can be offered.

# Military and Veteran Services

## Veterans One-Stop Center of WNY

**Location:**

1255 Niagara Street  
Suite 230  
Buffalo, NY 14213

Phone: (716) 898-0110

Fax: (716) 219-8525

**Program Hours:**

Monday – Friday: 8:30 am – 5:00 pm

**Walk in Hours:**

Monday – Friday: 8:30 am – 5:00 pm

**Contact:**

Alyssa Vasquez, Director of Community Integration

[avasquez@vocwny.org](mailto:avasquez@vocwny.org)

Heidi Phillips, Director of Operations

[hphillips@vocwny.org](mailto:hphillips@vocwny.org)

**Who we are / What we do:** The Veterans One-stop Center is a 501(c)(3) non-profit providing supportive services to Veterans and their families in a convenient single location. We Connect, Educate and Collaborate so Veterans can achieve economic success, housing stability and emotional health and wellbeing by offering a wide holistic range of social and health services needed, including services needed to complete transition from military to civilian life. We provide barrier-free access in the comfort of a "home base" environment that is always welcoming, affirming and responsive to the needs of Veterans and their families. Any Veteran, regardless of status, is eligible for our services. Their service inspires our service.

**Specialties:** Case/Care Management, Mentoring Programs, Military Family Service/Support Centers, Personal Financial Counseling, Veteran Benefits Assistance, Veteran Employment Programs, Veteran Reintegration Counseling

**Important Information:** Community collaborative of service providers working together for veterans and military families. Offers a one stop, one location connection to various services including accredited benefits counseling, case management, education services, employment services, financial counseling, housing and emergency services, outreach and intake operations, peer mentoring, readjustment counseling, and women and family services; all these are provided by various service providers with expertise in their field.

**Eligibility:** Services are available for US Veterans (regardless of discharge status), service members, and their families.

**Accessibility:** Facilities are handicap accessible.

## WNY Heroes

### **Location:**

1001 East Delevan Avenue  
Suite 9  
Buffalo, NY 14215

Phone: (716) 630-5020

Fax: (716) 630-5023

### **Program Hours:**

Monday, Wednesday, & Friday: 9:00 am – 6:00 pm

Tuesday, Thursday, & Saturday: 9:00 am – 5:00 pm

### **Contact:**

Lynn Magistrale, Program Director

[lmagistrale@wnyheroes.org](mailto:lmagistrale@wnyheroes.org)

**Who we are / What we do:** The mission of WNYHeroes is to provide veterans, members of the armed services, and the widows and children of deceased veterans with access to essential services, financial assistance and resources that support their lives and sustain their dignity. Primary challenges and WNY Heroes' goals to address them: (1) Disabled veterans wait an average of six months to receive disability benefits and services, causing unnecessary financial, physical and emotional hardship on them and their families. **Goal:** WNYHeroes provides monetary assistance to bridge the gap and help alleviate the impact of financially based post-combat challenges. (2) Without a strong support system, many veterans are at high risk for emotional, physical and social hardship, often resulting in issues like substance abuse, homelessness, chronic unemployment and familial breakdown. **Goal:** WNYHeroes provides veterans and their families with access to organizations supporting health and housing needs, while also offering family care services through simple-yet-essential gestures such as delivering food, holiday gifts and school supplies to veterans' children.

**Specialties:** Pawsitive for Heroes (service dog program for combat Veterans), Heroes Bridge (financial assistance for rent/mortgage, utilities, and food), Little Heroes (financial assistance for extracurricular activities), Operation Automotive (auto assistance for combat veterans), William E. Kramp Scholarship, Operation BOOTS (peer-to-peer program), Operation Backpack (school supplies for children of military families), Adopt-A-Hero (holiday assistance), and other miscellaneous services.

**Important Information:** Works to provide veterans and members of the armed services, as well as the spouses and children of deceased veterans, with access to essential services, financial assistance, and resources that help support their lives and sustain their dignity.

**Eligibility:** Veterans, members of the Armed Services, spouses and children of deceased veterans. Military veterans, past and present, must have 180 days of active duty beyond any and all training.

**Accessibility:** Facilities are handicap accessible.

## Veterans Crisis Line

**Location:**

50 Broadway  
19<sup>th</sup> Floor  
New York, NY 10004

Hotline: 988

Text Line: 838255

**Program Hours:**

Services are available 24/7

**Who we are / What we do:** A free, confidential, nationwide resource, available 24/7, that connects Veterans in crisis and their loved ones with specially trained crisis responders. Veterans don't have to be enrolled in VA benefits or health care to connect with crisis support. Veterans Crisis Line responders provide continuing care after the call via chat or text, and can refer Veterans to a local suicide prevention coordinator (SPC). Available in each VA medical center across the country, SPCs can connect Veterans to the counseling and services they need. Responders can also help active-duty service members and their loved ones through the Military Crisis Line; see Intake for details. Service members can Dial 988 and Press 1, chat online at [MilitaryCrisisLine.net](http://MilitaryCrisisLine.net), or send a text to 838255 to receive free, confidential support.

**Specialties:** General crisis intervention hotlines and suicide prevention hotlines.

**Age Range of Clients:** 18 years and older.

**Eligibility:** Services are available for veterans, military service members, and their loved ones all around the country.

**Accessibility:** Services are accessible. HOH individuals can use the service via text at the number listed or through online chat at either [www.veteranscrisisline.net](http://www.veteranscrisisline.net) or [www.militarycrisisline.net](http://www.militarycrisisline.net).

## Erie County – Veterans Services Agency

### **Location:**

Edward A Rath County Office Building  
95 Franklin Street  
Room 800  
Buffalo, NY 14202

Phone: (716) 858-6363

### **Program Hours:**

Monday – Friday: 8:30 am – 4:30 pm

### **Contact:**

Veterans Service Officer  
[veterans@erie.gov](mailto:veterans@erie.gov)

**Who we are / What we do:** Erie County Veterans' Service Agency aims to be an active partner in the veteran community in Erie County. Staff participates in outreach events, various community events, serves on committees and visits veterans' organizations and posts. Here are some resources that can be helpful to veterans and their families.

**Specialties:** Veteran benefits assistance.

**Important Information:** Works to inform veterans, current service members, and their families of the many federal, state, and local benefits that they may be eligible for. Works collaboratively with local veteran organizations and the veteran community to foster relationships and increase awareness among veterans and their families.

**Age Range of Clients:** 18 years or older.

**Eligibility:** Services are available for veterans, current service members, and their families.

**Bilingual Staff/Interpreters:** Spanish is available upon request.

**Accessibility:** Facilities are handicap accessible.



## Private Practitioners – Mental Health

LEAD Social Workers can do direct referrals to the following practitioners. No wait list.

## Hope Inspired Psychotherapy - Laurence Jones, LCSW

**Location:**  
Telehealth Only

**Contact:**

(716) 520-7547

[lrjones@hopeinspiredpsychotherapy.com](mailto:lrjones@hopeinspiredpsychotherapy.com)

**Services:** Behavioral therapy, solution-focused behavioral therapy, cognitive behavioral therapy, group therapy, and motivational interviewing.

**Specialties:** Forensic Social Work.

**Important Information:** Provides court evaluations, works with all populations, and services are Telehealth only.

**Referral:** Social worker must fill out consent form and intake form of Hope Inspired Psychotherapy and send to Laurence's email. Tell Client to reach out to the number to set up an appointment.

**Counselor Information:** Male counselor, diverse counselor.

**Insurance Information:** Accepts Managed Care Medicaid and Medicare.

## Shurmatz Counseling

### Location:

Amherst and Cheektowaga

Amherst Phone: (716) 249-4063

Cheektowaga Phone: (716) 217-6112

### Contact:

Anna Shurmatz, LCSW-R

Head Counselor and Owner

[anna@shurmatzcounseling.com](mailto:anna@shurmatzcounseling.com)

**Services:** Eye movement desensitization and reprocessing (EMDR) and Dialectical Behavior Therapy (DBT).

**Specialties:** Anxiety, depression, chronic pain and illness, domestic violence survivors, grief and loss, post-traumatic stress disorder, LGBTQIA population, life transitions, perfectionism and shame.

**Important Information:** No prescribers on site.

**Referral:** Social workers must fill out Shurmatz agency consent form with client, fill out referral intake for client, and send LEAD referral sheet to Anna and Laura (email or fax) at [anna@shurmatzcounseling.com](mailto:anna@shurmatzcounseling.com) and [laura@shurmatzcounseling.com](mailto:laura@shurmatzcounseling.com). A counselor will reach out to the client directly with the phone number you provide to work with the client.

**Counselor Information:** 45 counselors are at the practice. Male and female counselors are available as well as Telehealth or in person services. Diverse counselors.

## Healing Hearts - Jackie Butts

### **Location:**

2478 George Urban Boulevard  
Depew, NY 14043

Phone: (716) 650-0870

### **Program Hours:**

Monday – Friday: 8:00 am – 7:00 pm  
Once a Month on Saturdays

### **Contact:**

Jackie Butts  
(716) 650-0870  
[jaclynbuttslmhc@gmail.com](mailto:jaclynbuttslmhc@gmail.com)

**Services:** Eye movement desensitization and reprocessing (EMDR) treatment.

**Specialties:** Working with kids and adults with trauma.

**Referral:** Referrals from both Niagara and Erie counties are welcome. Email Jackie a person you have in mind and go over it. Please send client name, client charge, reason for seeking therapy and send LEAD consent form. Jackie will let you know if the client is a good fit and then you can provide Jackie's phone number to the client to schedule an appointment. Clients can also text Jackie at the listed contact.

**Counselor Information:** Services can be Telehealth or in person.

### **Insurance Information:**

*Accepts:*

Medicaid Managed Plus, Aetna, Cigna, United, Blue Cross, Optum Health.

*Does Not Accept:*

Straight Medicaid.

Anne Petti, LCSW

**Location:**

Amherst and West Seneca

Phone: (716) 300-8510

**Contact:**

(716) 300-8510

[alpetti35@gmail.com](mailto:alpetti35@gmail.com)

**Services:** Behavioral Therapy, Cognitive Behavioral Therapy (CBT), Family/Marital Therapy, Motivational Interviewing, Dialectical Behavioral Therapy (DBT), Solution Focused Brief (SFBT)

**Specialties:** Anxiety, Depression, Trauma, Addiction, Adjustment Disorder, Borderline Personality, Coping Skills, ADHD/ ADD, Couples Counseling, and Bullying.

**Referral:** Provide contact phone number and or email for Anne to client. Client needs to reach out directly.

**Counselor Information:** Telehealth and in person services are available.

**Insurance Information:**

*Accepts:*

Independent health, BCBS, Aetna, Univera, United Health, and Oscar

Malene White, LMHC

**Location:**

295 Main Street

Phone: (716) 466-5840

**Contact:**

(716) 466-5840

[mkw.mentalhealthcounseling@gmail.com](mailto:mkw.mentalhealthcounseling@gmail.com)

**Services:** Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Eye movement desensitization and reprocessing (EMDR), Motivational Interviewing, Person-Centered, Trauma Focused.

**Specialties:** Anxiety, Depression and Behavioral Issues, Anger Management, Bipolar Disorder, Borderline Personality (BPD), Coping Skills, Dual Diagnosis, Family Conflict, Grief, Relationship issues, sexual abuse, substance abuse, suicidal ideation, Trauma and PTSD, Mental Health

**Referral:** Client can call directly and let Malene know they were referred by LEAD Social Work Unit, social worker can make a referral directly to Malene including a LEAD consent sheet and LEAD filled out referral sheet. Ask Malene to then reach out to client.

**Counselor Information:** Telehealth is available but in person is preferred. Diverse therapist.

**Insurance Information:** Cigna and Independent Health.

Lindan Jones, LMSW, JD

**Location:**

587 Deerfield Drive  
North Tonawanda, NY 14120

Phone: (716) 272-0328

**Contact:**

(716) 272-0328

[l.jones@joneslegal.hush.com](mailto:l.jones@joneslegal.hush.com)

**Services:** Motivational Interviewing, Cognitive Behavior Therapy (CBT), Eye movement desensitization and reprocessing (EMDR), and Dialectical Behavior Therapy (DBT).

**Specialties:** LGBTQ+ population, children 11-17, adults 18 or older, trauma, mental health, and substance use issues.

**Age Range of Clients:** Children 11-17 and adults 18 or older.

**Referral:** With consent from client send over the client's name with the following information to Lindan's hush mail or call him. Information- Name, DOB, Insurance, Presenting Problem, if they have transportation, and status in court. After you send referral, Lindan will look at it and let you know if he will take it and then you can provide the client with his phone number and information to call to set up an appointment.

**Counselor Information:** Counselor is supervised by LCSW at Transformations Consulting and Counseling. Telehealth is available but in person is preferred. Lindan is willing to meet clients out or at a location that is convenient for them if transportation is a huge barrier. He has offered to meet clients in our Erie County and Niagara County Office.

**Fees:** Out of pocket, only charges what co-pay would be if client has insurance, payment plans can be set up, around \$20.00-30.00 per session. If client knows what their co-pay is that's great, but if not Lindan will figure it out with the client. If they have Medicaid, Lindan has agreed to come up with a plan that they can afford (he does not do this for the money, he has another full-time job).

Adam Giancarlo, LCSW

**Location:**

Amherst, NY 14228

Phone: (716) 296-0075

**Contact:**

(716) 296-0075

[adamgiancarlo@outlook.com](mailto:adamgiancarlo@outlook.com)

**Specialties:** Addiction (including Gambling and sex addiction), Trauma and PTSD, Mood Disorders (personality disorders, depression, anxiety, etc.)

**Important Information:** Provider is trained in eye movement desensitization and reprocessing (EMDR) treatment.

**Age Range of Clients:** All ages – children ages 6-10, preteens, teens, and adults.

**Referral:** Social worker must reach out to Adam and let him know you have a client that is interested in receiving services from him, provide information to Adam, provide client the number to call Adam directly. While social workers can contact him via email, his email should not be given to clients.

**Counselor Information:** Services can be conducted in person via Telehealth.

**Insurance Information:**

*Accepts:*

Affinity Health Plan, Anthem, BHS | Behavioral Health Systems, Beacon Health Options, Blue Cross, Blue Shield, BlueCross and BlueShield, Cigna and Evernorth, Empire BlueCross BlueShield, Excellus BlueCross BlueShield, Fidelis, Highmark, Highmark BlueCross BlueShield of Western New York, Independent Health, Lifetime Benefits Solutions, Medicaid, Medicare, Optum, Oxford, United Healthcare UHC | UBH, Univera, and out of network providers.



# Soup Kitchens

## [Big Big Table](#)

### **Location:**

272 Hudson Street  
Buffalo, NY 14201

Phone: (716) 381-8954

### **Program Hours:**

Tuesday: 11:00am – 2:30pm

Wednesday: 11:00am – 2:30pm

Thursday: 11:00am – 2:30pm

Friday: 11:00am – 2:30pm

### **Contact:**

[everybody@bigtable.org](mailto:everybody@bigtable.org)

**Who we are / What we do:** Big Big Table meaningfully contributes to the dignified response to hunger in Buffalo and Western New York by providing restaurant quality meals to Everybody who comes in for lunch. With generous community support, pay-as-you-can pricing, and significant volunteer contributions to day-to-day operations, everyone is given a chance to earn what they need by giving what they can.

**Important Information:** Operates on a pay as you can basis and payment can be money, time, or groceries, whatever is doable.

**Eligibility:** Open to anyone.

## Buffalo City Mission

### **Location:**

100 East Tupper Street  
Buffalo, NY 14203

Phone: (716) 854-8181

### **Program Hours:**

3 Meals Daily~

Breakfast: 8:30am – 9:00am

Lunch: 11:30am – 12:00pm

Dinner: 4:00pm – 4:30pm

### **Contact:**

Mark Matteson, Office Manager

(716) 854-8181

[mmatteson@buffalocitymission.org](mailto:mmatteson@buffalocitymission.org)

Yvonne Banks, Chief Operating Officer

[ybanks@buffalocitymission.org](mailto:ybanks@buffalocitymission.org)

**Who we are / What we do:** We are a nonprofit organization providing preventative, emergency, and transitional aid. During the past 12 months The Buffalo City Mission was able to provide 120,549 meals to those in need.

**Important Information:** All meals are served in the dining room. Meals are also offered on Thanksgiving and Christmas Day.

**Eligibility:** Anyone who comes in hungry will be served.

**Bilingual Staff/Interpreters:** Spanish sometimes available.

**Accessibility:** Facilities are handicap accessible.

## [Friends of Night People](#)

**Location:**

2515 Bailey Ave.  
Buffalo, NY 14214

Phone: (716) 884-5375

**Program Hours:**

Monday: 3:30pm – 5:30pm

Wednesday: 3:30pm – 5:30pm

**Who we are / What we do:** Friends of Night People is a charitable organization that helps the poor, homeless and destitute in Buffalo, New York. We provide food, clothing, medical care, counseling and hope to those in need. Help us make a difference today by serving meals, contributing clothing or hygiene products, or making a donation. Because of you, help is available to those experiencing homelessness and poverty in our community 365 days a year.

**Eligibility:** Open to anyone in need of a hot and fresh meal.

## Friends of Night People

### **Location:**

394 Hudson Street  
Buffalo, NY 14201

Phone: (716) 884-5375

### **Program Hours:**

Breakfast

Monday: 9:00am – 11:00am

Tuesday: 9:00am – 11:00am

Wednesday: 9:00am – 11:00am

Thursday: 9:00am – 11:00am

Friday: 9:00am – 11:00am

Dinner

Daily: 5:00pm – 7:00pm

**Who we are / What we do:** Friends of Night People is a charitable organization that helps the poor, homeless and destitute in Buffalo, New York. We provide food, clothing, medical care, counseling and hope to those in need. Help us make a difference today by serving meals, contributing clothing or hygiene products, or making a donation. Because of you, help is available to those experiencing homelessness and poverty in our community 365 days a year.

**Eligibility:** Open to anyone in need of a hot and fresh meal.

## Genesis Center of WNY

### **Location:**

2161 Seneca Street  
Buffalo, 14210

Phone: (716) 822 1901

### **Program Hours:**

Dinner

Monday: 4:00pm – 6:00pm

Wednesday: 4:00pm – 6:00pm

Friday: 4:00pm – 6:00pm

Lunch

Saturday: 10:30am – 12:30pm

### **Contact:**

Marty Bensch, Administrator

[marty@thegenesiscenter.us](mailto:marty@thegenesiscenter.us)

**Who we are / What we do:** We are a food-sustaining, not-for-profit agency that provides sustenance to those in need in the WNY South Buffalo community. We offer home-cooked free meals four days a week from our Community Soup Kitchen.

**Important Information:** Lunches and dinners are prepacked as well as available for eat-in dining options. Children's clothing (sizes 0-8) is available for certain patrons.

**Eligibility:** No requirements, including residency.

**Accessibility:** Handicap accessible.

## Gerald Place Community Center

**Location:**

2535 Bailey Ave.  
Buffalo, NY 14215

Phone: (716) 897-9948

**Program Hours:**

Monday: 3:30pm – 5:30pm

Wednesday: 3:30pm – 5:30pm

**Contact:**

Kathy

(716) 897-9948 Ext. 101

**Who we are / What we do:** Gerard Place is dedicated to improving the lives of people striving to break the cycle of poverty in their lives. Gerard Place provides housing for homeless single parents and their families and empowers those parents through education, employment, vocational training, life skills classes and counseling.

## Hearts for Homeless Food Truck

**Location:**

1324 Jefferson Ave.  
Buffalo, NY 14208

Phone: (716) 877-3536

**Program Hours:**

Tuesday: 5:30pm – 6:30pm  
Wednesday: 6:00pm – 7:00pm  
Thursday: 6:00pm – 7:00pm  
Friday: 6:30pm – 7:30pm  
Saturday: 5:00pm – 6:00pm

**Contact:**

Nicholas Calandra, CEO  
(716) 877-3536  
[office@heartsforthehomeless.org](mailto:office@heartsforthehomeless.org)

**Who we are / What we do:** Hearts for the Homeless serves over 12,000 poor and homeless people every year, ensuring community members in need can dine with dignity.

**Important Information:** In addition to food, the mobile soup kitchen vehicle also carries a clothing pantry available to those in need of apparel. In the winter months, clients can expect to find brand new and gently used boots, blankets, socks, coats, hats, gloves, and scarves.

**Eligibility:** Open to all in the city of Buffalo.

**Bilingual Staff/Interpreters:** Some Spanish, some Arabic.



## Hispanic Services Salvation Army

**Location:**

187 Grant Street  
Buffalo, NY 14213

Phone: (716) 886-5772

**Program Hours:**

Monday: 4:00pm – 6:00pm

Wednesday: 4:00pm – 6:00pm

**Contact:**

Diego J. Bedoya, Coordinator  
(716) 886-5772

[diego.bedoya@use.salvationarmy.org](mailto:diego.bedoya@use.salvationarmy.org)

**Who we are / What we do:** The Salvation Army of Buffalo exists to offer hope for a better life by meeting basic human needs without regard to age, religion, ethnicity or educational level. Its mission is to help others through more than a dozen programs, including Emergency Family Assistance, Supervised Visitation, Emergency Shelter, Employment Services, Conflict Resolution/Anger Management, Corps Community Centers, Emergency Disaster and Canteen Services.

**Important Information:** Dinner service is available twice a week and facilities are managed by staff that are completely bilingual and bicultural.

**Eligibility:** Parents with an emergency need, Hispanic/Latino individuals and families of low income in the 14213 zip code.

**Bilingual Staff/Interpreters:** Spanish and English

## Kensington Salvation Army

### **Location:**

21 Westminster Ave.  
Buffalo, NY 14215

Phone: (716) 832-2467

### **Program Hours:**

Wednesday: 3:00pm – 5:00pm

Thursday: 3:00pm – 5:00pm

### **Contacts:**

Arren Boyd

[arren.boyd@use.salvationarmy.org](mailto:arren.boyd@use.salvationarmy.org)

Nastassja Boyd

[nastassjaboyd@use.salvationarmy.org](mailto:nastassjaboyd@use.salvationarmy.org)

**Who we are / What we do:** The Salvation Army of Buffalo exists to offer hope for a better life by meeting basic human needs without regard to age, religion, ethnicity or educational level. Its mission is to help others through more than a dozen programs, including Emergency Family Assistance, Supervised Visitation, Emergency Shelter, Employment Services, Conflict Resolution/Anger Management, Corps Community Centers, Emergency Disaster and Canteen Services.

**Important Information:** Hot to-go meals twice a week available for pick-up.

**Eligibility:** Open to all in need in the City of Buffalo.

## [Response to Love](#)

### **Location:**

130 Kosciuszko Street  
Buffalo, NY 14212

Phone: (716) 894-7030

### **Program Hours:**

Monday: 9:00am – 11:15am

Tuesday: 9:00am – 11:15am

Wednesday: 9:00am – 11:15am

Thursday: 9:00am – 11:15am

### **Contact:**

[rtlcoffice@gmail.com](mailto:rtlcoffice@gmail.com)

**Who we are / What we do:** Inspired by our faith and inclusive of all, Response to Love Center improves lives across our community by addressing basic human needs and providing a pathway to self-sufficiency.

**Important Information:** Dining room serves hot and nutritious meals that are prepared and served by volunteers.

**Eligibility:** Those within the Buffalo community.

## South Buffalo Community Table

**Location:**

187 Southside Parkway  
Buffalo, NY 14220

Phone: (716) 822-3193

**Program Hours:**

Monday: 4:00pm – 5:00pm

Tuesday: 4:00pm – 5:00pm

Wednesday: 4:00pm – 5:00pm

Thursday: 4:00pm – 5:00pm

**Who we are / What we do:** Since 1983 the South Buffalo Community Table soup kitchen has been serving over a thousand hot meals a month to the hungry in our community. It is because of our many wonderful volunteers, local farmers, businesses and the South Buffalo community that we are able to offer nutritious, hot meals.

**Important Information:** Meals are available during the listed time as well as holidays. Call for more information on which holidays are available and how

**Eligibility:** Anyone in need.

## St Vincent DePaul Dining Room

**Location:**

1298 Main Street  
Buffalo, NY 14209

Phone: (716) 882-3360

**Program Hours:**

Monday: 11:00am – 12:00pm

Tuesday: 11:00am – 12:00pm

Wednesday: 11:00am – 12:00pm

Friday: 11:00am – 12:00pm

Saturday: 11:00am – 12:00pm

**Contact:**

Mark Zirnheld, Executive Director

(716) 882-3360

[info@svdpwny.org](mailto:info@svdpwny.org)

**Who we are / What we do:** The St. Vincent de Paul Society's mission is to fulfill the two great Commandments – love of God and love of neighbor. Serving over 100,000 meals a year, the Society has never turned away someone who was hungry.

**Eligibility:** Open to all in Western New York

**Accessibility:** Not handicap accessible.

## Substance Use Resources- Inpatient

## Bradford Regional Medical Center Dual Diagnosis Program

### **Location:**

116 Interstate Parkway  
4<sup>th</sup> Floor  
Bradford, PA 16701

Phone: (814) 362-8563

Fax: (814) 368-7784

**Important Information:** General guidelines, rules, and information about the program, including a list of patient rights and program structure, can be found at:

<https://drive.tiny.cloud/1/fma0ckgi8l71unwv372o9bkc28qzcn65s72m80cndsw3awok/1b5d41a3-72d3-456e-87da-2e7c58029ac4>

**Program Details:** 21-day program in a 16-bed facility. Patients participate in 7 to 9 structure groups daily ranging in intensity from psychotherapy, educational/didactic groups, to recreational therapy. Patients also receive daily individual sessions with a treatment team member.

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** Patients are adults who are dually diagnosed with a psychiatric illness and a substance use disorder.

**Referral:** Dual Diagnosis Referral Application must be filled out before the patient completes the Dual Diagnosis Patient Questionnaire. Upon completion, fax to (814) 368-7784. Referral packet can be found at <https://drive.tiny.cloud/1/fma0ckgi8l71unwv372o9bkc28qzcn65s72m80cndsw3awok/3285d7ad-3d42-42a8-bfd0-784f22241818>.

## Cazenovia Recovery

### **Administrative:**

2495 Main Street  
Suite 417  
Buffalo, NY 14214

Phone: (716) 852-4331

Fax: (716) 852-4533

### **Niagara County Location:**

1522 Main Street  
Niagara Falls, NY 14305

Phone: (716) 299-0917

Fax: (716) 299-0904

**Important Information:** Many services are offered that cover the whole process of inpatient recovery and reintegration. Facilities are separated by services and gender.

**Program Details:** Information regarding the program depend on location as different locations have different set ups and forms of treatment. Information regarding specific location programs can be found at [cazenoviarecovery.org](http://cazenoviarecovery.org)

**Post-Program Assistance:** Reintegration and supportive living services are available following inpatient treatment. Staff helps connect residents to community resources and outside mental health services.

**Age Range of Clients:** Adults 18 years or older.

**Referral:** Admission application can be found at <https://www.cazenoviarecovery.org/get-help/> and should be faxed to (716) 362-0221 or emailed to [intake@cazenoviarecovery.org](mailto:intake@cazenoviarecovery.org) upon completion.

### **Insurance Information:**

Accepts:

Highmark Medicaid Plan, Independent Health Medicaid Plan, Fidelis Medicaid Plan, Molina Medicaid Plan, MVP Medicaid Plan, United Medicaid Plan, Univera Medicaid Plan, Independent Health Commercial Plan, Univera Healthcare Commercial Plan.



## Clearview

### **Location:**

5300 Military Road  
Lewiston, NY 14092

Phone: (716) 289-2115

Fax: (716) 298-2042

**Important Information:** Staff includes a psychiatrist, a clinical psychologist, a primary care doctor, RNs, and primary counselors. Provides services for addiction management including alcohol addiction, heroin addiction, and prescription drug addiction/

**Program Details:** 28-day inpatient rehab program inside Mount St. Mary's Hospital. Staff take a comprehensive approach to addiction management with treatments such as group and individual counseling, discussion-based therapy, and medication-assisted treatment.

**Age Range of Clients:** Adults 18 and older.

**Referral:** Referral packet is available through contacting the listed phone number and should be faxed to (716) 298-2042 upon completion. Clearview reviews the packet and will be in contact.

## Conifer Park

### **Location:**

79 Glenridge Road  
Glenville, NY 12302

Phone: (800) 989-6446

Fax: (518) 691-9317

### **Contact:**

Admissions Department  
(800) 926-6433

**Important Information:** Facility offers inpatient, outpatient, and detox services.

**Program Details:** Treatment addresses the individual's substance use and any associated medical, psychological, social, or legal problems and consists of varying combinations of services and treatments during their stay. Each person in treatment is assigned an Addiction Specialist to oversee their treatment and identify goals with the individual.

**Referral:** Clients can reach out on their own or can have a professional do it on their behalf. Regardless, the listed admissions department number should be called in order to begin the admissions process.

### **Insurance Information:**

Accepts:

Medicaid and most private insurances.

**Fees:** Self-pay agreements can be discussed and implemented based on need if insurance does not cover the necessary level of treatment.

## French Creek Recovery

### **Location:**

535 Williamson Road  
Meadville, PA 16335

Phone: (888) 224-2125

### **Contact:**

Michelle Szczukowski  
(716) 410-5665

[michelle.szczukowski@frenchcreekrecovery.com](mailto:michelle.szczukowski@frenchcreekrecovery.com)

**Important Information:** Methadone maintenance cannot be continued in this facility.

**Program Details:** Regularly a 28-day program that can extend up to 45-days. Program can include daily group meetings, education about recovery skills and relapse prevention, individual therapy, and wellness classes.

**Referral:** Call the listed contact with the client's name, date of birth, phone number, and basic information. If client is incarcerated, facilitate a call with the contact.

### **Insurance Information:**

Accepts:

Most managed care plans with Medicaid through Molina, Fidelis, Cigna, Highmark, UPMC, and all private insurance plans.

## Horizon Village

### **Location:**

6301 Inducon Drive E  
Sanborn, NY 14132

Phone: (716) 831-1800

Fax: (716) 418-8423

**Important Information:** There are four facilities in the area that have different services and requirements, clients can be accepted to these based on what they need.

### **Program Details:**

Terrace House: 68-bed residential facility that offers drug withdrawal management and stabilization services.

Freedom Village: Provides intensive substance use disorder treatment who have served in the military and/or as first responders.

Delta Village: 25-bed residential rehab for young adult males.

Aurora Village: Provides treatment to women 18+ suffering from severe substance use disorder.

**Age Range of Clients:** Adults 18 and older.

**Referral:** Admission application can be found on [horizon-health.org](http://horizon-health.org) and should be faxed to (716) 418-8423 upon completion.

### **Insurance Information:**

Accepts:

Most insurance plans as well as Medicaid.

## John L. Norris Addiction Treatment Center

**Location:**

1732 South Avenue  
Rochester, NY 14620

Phone: (585) 461-0410  
Videophone: (866) 681-4627

**Contact:**

Kelly Lame  
[kelly.lame@oasas.ny.gov](mailto:kelly.lame@oasas.ny.gov)

**Important Information:** The program is deaf and hard of hearing accessible.

**Program Details:** 44-bed inpatient treatment program that specializes in problem gambling, and co-occurring addiction and mental health disorders.

**Eligibility:** Client must appear to be in need of inpatient chemical dependency services in a higher level of care and is unable to comply with outpatient care. Must reside in certain counties listed on <https://oasas.ny.gov/location/john-l-norris-addiction-treatment-center>.

**Age Range of Clients :** Adults 18 years and older. Some people under 18 may be admitted, but on a case by case basis.

**Referral:** Completed referral can be sent to the listed contact and will be reviewed by the medical director. Referral information is available on request.

**Insurance Information:**

Accepts:  
Some commercial plans and most Medicaid plans.

**Fees:** Fees are based on ability to pay, no one will be turned away based on inability to pay.

## Lighthouse Women's Residence - Best Self

### **Location:**

244 Hempstead Avenue  
Buffalo, NY 14215

Phone: (716) 831-7877

Fax: (716) 831-8666

### **Contact:**

(716) 831-7877 Ext. 1316

[jradder@bestselfwny.org](mailto:jradder@bestselfwny.org)

**Program Details:** Provides a supportive recovery environment for pregnant or parenting women and their children through individual and group substance use disorder treatment.

**Age Range of Clients:** 18 years and older.

**Eligibility:** Open to mothers who are 18 years and older with a diagnosis of substance use disorder that are pregnant or parenting children under the age of 11. Children under 11 years old are able to stay on site with their mother.

**Referral:** Applications can be found at <https://www.findhelp.org/bestself-behavioral-health-%2528bbh%2529--buffalo-ny--lighthouse-womens-residence/4546355320193024>. Questions can be directed to the listed contact by phone or by email.

### **Insurance Information:**

Accepts:

Most insurance plan including Medicaid and Medicare.

**Fees:** Fees are based on ability to pay, no one will be turned away based on inability to pay. A sliding fee scale is available based on income and family size. Sliding scale is available to those with and without insurance.

## Recovery Center of Niagara

### **Location:**

2600 William Street  
Newfane, NY 14108

Phone: (716) 235-3700

Fax: (716) 237-2688

**Program Details:** A 21 to 28-day treatment program that offers detoxification and short-term residential treatment. Clients receive 35 hours of counseling treatment services a week including group counseling spread out between all seven days and one hour of individual counseling. Offers medical-assisted treatment (suboxone, vivitrol, sublicaid, buprenorphine).

**Post-Program Assistance:** During the program, staff work with clients to create a plan for transition once they leave the program.

**Referral:** None needed.

### **Insurance Information:**

Accepts:

All forms of insurance including Medicaid.

## Richard C. Ward Addiction Treatment

**Location:**

117 Seward Avenue  
Middletown, NY 10940

Phone: (845) 341-2500

Fax: (845) 341-2565

**Contact:**

(845) 341-2511

**Important Information:** Medication-assisted treatment is an option (Suboxone, Vivitrol, and Naltrexone) and multiple nicotine-replacement therapies are available.

**Program Details:** 48-bed inpatient facility providing treatment. Treats substance use disorders and problem gambling while addressing the medical and psychiatric needs of the patients.

**Age Range of Clients:** 18 years and older.

**Eligibility:** All clients must identify as female.

**Referral:** Reach out to the listed contact by phone.

**Insurance Information:**

Accepts:

Some insurances including Medicaid.

**Fees:** Fees are based on ability to pay, no one will be turned away based on inability to pay. A sliding fee scale is available.



## Russell E. Blaisdell Treatment Center

### **Location:**

140 Old Orangeburg Road  
Orangeburg, NY 10962

Phone: (845) 359-8500

Fax: (845) 680-5583

**Important Information:** This program does accept male registered sex offenders.

**Program Details:** A 52-bed facility specializing in methadone maintenance, traumatic brain injury, nicotine dependence, family education, co-occurring mental health disorders and additions, and aftercare planning.

**Post-Program Assistance:** During the program, staff work with patients to make plans for what follows their stay in the facility. Aftercare referrals are always provided to patients to assist them in long-term recovery.

**Age Range of Clients:** 18 years or older.

**Eligibility:** All clients must be male. They must be in need of inpatient chemical dependency services and are unable to participate in treatment outside of a 24-hour structured treatment setting.

### **Insurance:**

Accepts:

Medicaid, Medicare, and some private insurances.

**Fees:** Fees are based on ability to pay, no one will be turned away based on inability to pay. A sliding fee scale is available.

## Strutzman

### **Location:**

360 Forest Avenue  
Buffalo, 14213

Phone: (716) 882-4900

Fax: (716) 882-4542

### **Contact:**

Victoria Brennan  
(716) 882-4906  
victoria.brennan@oasas.ny.gov

**Important Information:** Length of stay can vary but will range between 2 to 6 weeks. Participation in this program must be voluntary.

**Program Details:** 33-bed, 28-day residential facility specializing in women, pregnant people and parents, trauma survivors, and co-occurring mental health disorders and addictions. Primary counselors coordinates individualized treatment to ensure person-centered care of each individual.

**Age Range of Clients:** 18 years or older.

**Eligibility:** All clients must be in need of inpatient chemical dependency services and are unable to participate in treatment outside of a 24-hour structured treatment setting.

**Referral:** Completed referrals can be sent to the listed contact either through email or fax. Referral forms available upon request.

### **Insurance Information:**

Accepts:  
Medicaid, Medicare, and some private insurances.

**Fees:** Fees are based on ability to pay, no one will be turned away based on inability to pay. A sliding fee scale is available.

## White Deer Run

### **Location:**

Multiple locations in Allenwood, Bethlehem, Lancaster, Lebanon, and York, P.A.

Phone: (855) 955-0691

### **Contact:**

Sarah Capodicasa

(716) 316-9541

[sarah.capodicasa@whitedeerrun.com](mailto:sarah.capodicasa@whitedeerrun.com)

**Important Information:** This program offers round-the-clock supervision, a structured schedule, a range of therapeutic options, and comprehensive support to overcome chemical dependency and certain co-occurring conditions.

### **Program Details:**

**Detox:** Clients have the opportunity to withdraw from substances in a medically monitored environment for usually 3-5 days. Upon completion, they are directly transitioned into residential rehab.

**Residential Rehab:** 28-day program that includes a combination of individual, group, and family therapy, along with experimental therapies, medication management, supervised offsite activities, and other services depending on the needs of the individual.

### **Post Program Assistance:**

**Partial Hospitalization Program:** Intended to be an intensive continuation of residential rehab where clients attend therapy sessions 6 hours a day, 4 days a week. They also attend 2 individual therapy sessions weekly and 2 monthly meetings with a psychiatrist as needed.

**Referral:** Coordinate with the listed contact to either schedule a three-way call or provide the client with the number associated with the client. If calling is not an option, complete the referral form in the client resources folder and email it to the contact at the listed email.

**Age Range of Clients:** 18 years and older.

### **Insurance Information:**

Accepts:

Aetna, BlueCross BlueShield, Cigna, Fidelis Care, Kaiser, United Healthcare, ValueOptions, UPMC, Community Care, HealthChoices.

Managed Medicaid is accepted but straight Medicaid is not due to facilities being outside New York State.

## Substance Use Resources- Outpatient

## Beacon Center

### **Location:**

3354 Sheridan Drive  
Amherst, NY 14226

Phone: (716) 831-1937

Fax: (716) 831-8837

### **Contact:**

Shannon DeStantiago, CASAC, Director of Compliance  
(716) 205-0878  
sdesantiago@beaconcenter.net

**Important Information:** When looking into substance use disorder treatment, whether it be counseling or medical treatment, thorough evaluations are conducted to see what it is recommended.

### **Program Options:**

|  |                                |
|--|--------------------------------|
| Outpatient Substance Use Disorder (SUD) Counseling | Opioid Treatment Program (OTP) |
| Outpatient Mental Health Counseling                | Compass Program                |
| Medication Assisted Treatment (MAT)                | Intensive Outpatient Program   |

**Program Details:** Details vary depending on program. More information can be found on the organization's website.

**Age Range of Clients:** Adolescents, young adults, and adults.

**Eligibility:** No specific criteria, comprehensive assessment will be given to determine need.

### **Insurance Information:**

Accepts:  
Most private insurances.

Does Not Accept:  
Medicaid

\*Please note: This organization has multiple facilities as well as multiple programs. All locations are listed at <https://www.beaconcenter.net/locations/> and can be reached out to on a specific basis as well as a general one.

## BestSelf Behavioral Health

### **Location:**

69 Linwood Avenue  
Buffalo, NY 14209

Phone: (716) 884-0888

Email: [info@bestselfwny.org](mailto:info@bestselfwny.org)

Addiction Hotline: (716) 831-7007

### **Contact:**

Lindsey Rickard

[lrickard@bestselfwny.org](mailto:lrickard@bestselfwny.org)

### **Program Hours:**

Monday: 10:00 am- 6:00 pm

Tuesday & Thursday: 10:00 am – 6:00 pm

Wednesday & Friday: 11:00 am – 7:00 pm

Saturday & Sunday: 9:00 am – 4:00 pm

**Who we are / What we do:** At the Recovery Community, we're here to provide support, encouragement, information and guidance to people on their recovery journey. Our programs are created for people in recovery by people in recovery. Our Recovery Community Staff will work 1-on-1 with you to develop a personalized recovery plan, set and attain life goals and connect you with the right resources to help you succeed.

**Important Information:** There are family, educational, and vocational programs offered at this location for those involved in their substance use programs.

**Program Options:** Mutual support groups, music & recovery, GRASP (Grief Recovery After a Substance Passing), Recovery Enhancement, AA (Alcoholics Anonymous), NA (Narcotics Anonymous), Smart Recovery, and NARCAN Training.

**Program Details:** Details are dependent on which particular program a client is enrolled in and what services they use.

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** Services are for those who are struggling with substance use.

**Referral:** No referrals are needed for this program.

**Insurance Information:** No insurance necessary.

**Fees:** No fees or co-pays.

## Brooks-TLC Hospital System

### **Cassadaga Substance Use Disorder Clinic**

33 N. Main Street  
Cassadaga, NY 14718

Phone: (716) 595-3355

Fax: (716) 595-3427

### **Derby Substance Use Disorder Clinic**

7020 Erie Road  
Derby, NY 14047

Phone: (716) 947-0316

Fax: (716) 947-4423

#### **Hours:**

Monday – Friday

**Who we are / What we do:** Brooks-TLC Substance Use Disorder Outpatient Clinic staff is committed to one key goal: integrating our clients back into their communities at an early stage in treatment. Our clinical team effort takes place in a safe, supportive and confidential environment which promotes and encourages rehabilitation. We understand that substance abuse is a complex issue that requires complete, comprehensive treatment. Our program supports everyone involved as we help our patients and their loved ones work toward overcoming the grip of substance use and addiction disorders.

**Important Information:** This facility focuses on harm reduction, trauma-informed care, and motivational interviewing. Additionally, referrals can be made to other programs a client may benefit from.

**Program Options:** Medication assisted treatment (MAT) – Suboxone and Vivitrol, individual and group treatment sessions, and therapy sessions with certified providers.

**Group Options:** Adolescent group, DWI/DUI, recognition and intervention, recovery planning, coping skills, men's group, women's group, family programming, opiate group (MAT specific), and self-help meetings.

**Age Range of Clients:** Adults and adolescents 13 years or older.

\*Please Note: Services are available both in person and through telehealth, making it potentially more accessible for some clients





## Community Action Organization of Western New York

### **Location:**

1237 Main Street  
Buffalo, NY 14209

Phone: (716) 884-9101

Fax: (716) 884-7703

### **Program Hours:**

Monday – Friday: 7:15 am – 4:00 pm

Saturday & Sunday: 7:15 am – 12:00 pm

Holidays: 7:15 am – 12:00 pm

### **Contact:**

Cynthia Smith, Chief Clinical Officer

[csmith@caowny.org](mailto:csmith@caowny.org)

**Who we are / What we do:** The Drug Abuse Research and Treatment Program (DART) helps individuals suffering with opioid use disorder achieve and maintain long-term sobriety. Grounded in more than 50 years of treatment experience, we build individual patient-centered plans that maximize the opportunity for recovery and equip patients with the tools to become responsible, self-reliant members of society again.

DART maintains both federal and state licensing while upholding rigorous record-keeping standards. Our approach utilizes the best of in-house and referral-based services and a proven mix of medical and behavioral therapies. The treatment team includes highly trained medical, clinical and administrative staff who specialize in opiate addiction and pride themselves in delivering secure, confidential treatment in a dignified and respectful atmosphere.

**Important Information:** Clients must call for a phone screening before they are accepted into the program. Screenings can be conducted at the listed phone number between 8:00 am and 4:00 pm.

**Program Options:** Medical and behavioral therapies.

**Age Range of Clients:** Adults 18 years or older

**Eligibility:** Adults living in Western New York who meet the DSM-5 eligibility criteria for a

### **Insurance Information:**

Accepts:

Medicaid, Fidelis, Blue Cross/Blue Shield, Independent Health, Wellcare, Optum, United Healthcare.

**Fees:** Fees are on a sliding scale if the client doesn't have an accepted insurance plan.

**Bilingual Staff / Interpreters:** English and Spanish speaking individuals are available.

## Evergreen Health

### **Location:**

206 S. Elmwood Ave  
Buffalo, NY 14201

Phone: (716) 847-2441

### **Program Hours:**

Monday, Wednesday, Thursday & Friday: 8:00 am – 5:00 pm  
Tuesday: 8:00 am – 7:00 pm

**Who we are / What we do:** Evergreen Health provides assistance for people seeking substance use services. If you are ready or considering change, our team is here for you and abstinence is not required. Our substance use services team offers individual and group counseling and medication assisted treatment for people who are interested in quitting or regaining control over their use of drugs. We will meet you where you're at with your use. Additionally, we will let you decide the goal of treatment. You do not have to do or be anything that you are not in order to come to Evergreen. We offer care on your own terms. Abstinence isn't expected and we will never stop providing you our services because of drug use. You can always count on our team to be understanding and non-judgmental. Substance Use Services is a treatment approach that is unique to your goals surrounding your drug or substance use. Whether you attend individual or group counseling, we will celebrate all positive change — big and small — that you make.

**Important Information:** Evergreen also offers pharmacy services, financial counseling services, care coordination, HOPWA and other supportive housing opportunities, transportation assistance, food pantry, mental health services, support groups, primary care, and specialty care.

**Program Options:** Medical Assisted Treatment (MAT), individual counseling, group counseling, psychiatric services.

**Eligibility:** Client must be using substances with the desire to reduce or eliminate substance use.

**Referral:** Call to make an appointment.

### **Insurance Information:**

Accepts:

ADAP & PREP-AP, Aetna, Amerigroup, Carelton, Blue Cross Blue Shield, CPHL, Signa, Fidelis, Independent Health, Magnacare, Medicaid, Medicare, Multiplan, MVP, Tricare, United Healthcare, Univera, and Wellcare.

**Fees:** Sliding fee scales are offered to clients who are un- or under-insured.

The facility also offers a syringe exchange program through this location due to their harm-reduction focused approach.

Monday – Friday: 9:00 am – 5:00 pm

## Endeavor Health Services

### **Location:**

1526 Walden Avenue  
Ste 400  
Cheektowaga, NY 14225

Phone: (716) 895-6700

### **Program Hours:**

Monday – Thursday: 8:30 am – 8:30 pm

Friday: 8:30 am – 5:00 pm

Saturday & Sunday: Outreach and services as needed.

### **Contact:**

Joanne Barber

[jbarber@ehsny.org](mailto:jbarber@ehsny.org)

**Who we are / What we do:** Casual or routine use of alcohol, prescription drugs, and other controlled substances can rapidly spiral in abuse, dependency, and serious consequences. Endeavor provides treatment for adults and adolescents whose substance use has impacted their career, education, relationships, or ability to manage a daily routine. We also provide Medication Assisted Treatment (MAT), intensive outpatient services, and a variety of special support programs for adults and adolescents.

**Important Information:** Other health-related services are offered at this facility including education on chemical dependency and substance use.

**Program Options:** Adolescent chemical dependency program, medication assisted treatment, intensive outpatient services, health monitoring and nursing, and peer services.

**Program Details:** Each program consists of different components. Common components are case management, peer and family support services, advocacy, psychosocial rehabilitation, and skill building. More information on specific programs can be found at <https://www.ehsny.org/services/substance-use-services/>.

**Age Range of Clients:** Adolescents and adults can be admitted.

**Eligibility:** Services are available for those struggling with substance use disorders who reside in Erie, Monroe, Niagara, and Orleans Counties.

**Referral:** Reach out to the contact listed in order to apply for intake.

### **Insurance Information:**

Accepts:

Medicaid and Medicare, as well as other major insurances.

**Fees:** Sliding fee scales are offered to clients who are un- or under-insured.

## Erie County Medical Center Corporation

### **Downtown Clinical Services:**

1285 Main Street  
2<sup>nd</sup> Floor  
Buffalo, NY 14209  
Phone: (716) 883-4517

### **Northern Erie Clinical Service:**

2005 Sheridan Drive  
Tonawanda, NY 14223

Phone: (716) 874-5536

### **Contact:**

Paula Kovanics Spiro  
(412) 996-7889  
[pkovanicsp@ecmc.edu](mailto:pkovanicsp@ecmc.edu)

Brienna Hill

[bhill1@ecmc.edu](mailto:bhill1@ecmc.edu)

**Who we are / What we do:** Last Year, ECMC cared for patients with substance use disorders through nearly 40,000 outpatient treatment visits. Outpatient Programs offer substance use evaluations, short and long term individual counseling, group therapy, psychiatric consultation, and medication assisted treatment services including Suboxone, Naltrexone, and Vivitrol.

**Important Information:** This facility offers mental health focused services outside of substance use treatment as well.

**Program Options:** Emergency Department chemical dependency counseling, intensive rehabilitation services for becoming and remaining substance free, psychiatric assessments, psychiatric treatment, family counseling, family therapy, group counseling, comprehensive suboxone treatment (counseling and physician visits), counseling for the family and friends of patients.

**Age Range of Clients:** Adults 18 years and older.

**Eligibility:** Clients must have a one of the following conditions: alcoholism, drug addiction, chronic relapse, alcohol withdrawal, or drug withdrawal.

### **Insurance Information:**

Accepts:

Cigna Healthcare, Cigna Lifesource, Corvel, Coventry Health, Excellus Health Plan, Fidelis, GHI/Emblem Health, Health Now, Healthplex, Humana Choice Care, Independent Health Association, Indian Health Services, Kalos, Mangnacare, Medicare, Medicaid, Meritain Health, Molina, Multiplan, MVP, Nascentia Medicare Advantage, United Healthcare, Wellcare Medicare Advantage.

**Fees:** Fees are dependent on services provided. Financial assistance may be available for some clients.

**Bilingual Staff / Interpreters:** The downtown location has Spanish-speaking counselors to serve Spanish-speaking clients.



## Horizon Health Services

### **Location:**

There are multiple locations in Erie, Niagara, and Genesee counties.

Phone: (716) 831-1800

### **Contact:**

Lindsay Meagher

[lmeagher@horizon-health.org](mailto:lmeagher@horizon-health.org)

**Who we are / What we do:** Our outpatient (or appointment-based) treatments for alcohol and substance dependence help individuals take steps toward recovery without judgment in a safe and warm environment.

**Important Information:** There are 20 locations that offer substance use services. The list can be found at <https://horizon-health.org/locations/>

**Program Options:** Outpatient counseling, family therapy, parent and family support, peer advocates, care coordination, medicated assisted treatment (MAT), adolescent and family services.

**Age Range of Clients:** Adolescents and adults.

**Eligibility:** Services are available for clients who are struggling with

**Referral:** Clients are able to make an appointment by calling the listed number.

**Fees:** Fees are dependent on services provided. Financial assistance may be available for some clients.

[PROMESA Inc.](#)

**Location:**

254 Virginia Street  
Buffalo, NY 14201

Phone: (716) 768-4040

**Important Information:** The facility also offers DUI and DWI related services.

**Program Options:** Drug and alcohol treatment and other outpatient treatment services.

**Program Details:** CBT, DBT, addiction treatment counseling therapy, trauma-related counseling, rational emotive behavioral therapy, 12-step based treatment approach, contingency management, motivational incentive, motivational interviewing, counseling for anger management, matrix model, and relapse prevention planning.

**Age Range of Clients:** Adolescents and Adults.

**Eligibility:** Clients must have substance use issues or be referred to services by courts/the judicial system

**Referral:** Clients can enroll themselves or be referred to services by courts/the judicial system.

**Insurance Information:**

Accepts:

Medicaid, state financed health insurance plans, and private insurance plans (call to ask about specific plans for up-to-date information).

**Fees:** Sliding fee scales are available for some clients.

## Sisters of Charity Hospital of Buffalo

**Location:**

2157 Main Street  
Buffalo, NY 14214

Phone: (716) 298-2115

**Who we are / What we do:** Whether this is your first time seeking treatment or you need additional care, the addiction management professionals at Catholic Health are here for you. Like any other chronic condition, addiction requires tailored treatments and lifelong care. Our addiction management programs will help you regain control. We strive to provide the best in addiction treatment so you can stay close to home with the support of your family and friends nearby. Treatment depends on the severity of your addiction and the type of drug you use. We plan your treatment around your needs. While some people only need to see a counselor, others need medical treatment that requires a stay in the hospital or treatment center.

**Important Information:** Facility also offers in-patient services for those who need more intensive services.

**Program Options:** Substance Treatment and Recovery Program (STAR), Pathways Program, Clearview Treatment Services.

**Age Range of Clients:** Adults 18 years or older.

**Eligibility:** Clients must have either alcohol addiction, heroin addiction, or prescription drug addiction.

**Referral:** Clients can call and make an appointment at the listed number and do not need a referral for outpatient services.

**Fees:** Fees are dependent on services provided. Some clients are eligible for a sliding fee dependent on family size and income.



[Spectrum Human Services](#)

**Downtown Buffalo Counseling Center:**

1298 Main Street  
Buffalo, NY 14209

Phone: (716) 884-5797

Fax: (716) 882-0293

Hours:

Monday – Thursday: 8:00 am – 5:00 pm

Friday: 8:00 am – 4:00 pm

**Southtowns Counseling Center:**

326 Orchard Park Road  
West Seneca, NY 14224

Phone: (716) 828-0560

Fax: (716) 883-0751

Hours:

Monday – Thursday: 8:00 am – 7:00 pm

Friday: 8:00 am – 4:00 pm

**Springville Counseling Center:**

27 Franklin Street  
Springville, NY 14141

Phone: (716) 592-9301

Fax: (716) 592-9376

Hours:

Monday – Thursday: 8:00 am – 2:00 pm

**Who we are / What we do:** We offer comprehensive, evidence-based treatment programs for all levels of substance abuse. At Spectrum, we know that no two paths to recovery are the same. Our experienced and caring professionals take a dynamic approach to meet the individual needs of each one of our clients. Spectrum is a registered provider of the New York State Office of Addiction Services and Support (OASAS). Over the years, we have helped countless individuals overcome alcohol and drug dependency and successfully transition to a healthy lifestyle free of addiction.

**Important Information:** Spectrum Health is an OASAS approved provider of clinical assessment and treatment for impaired driving offenders in New York State.

**Program Options:** Individual counseling, group counseling, comprehensive approaches, and medication-assisted treatment. Counseling for mental health disorders can also be obtained at this facility.

**Program Details:** Services are most commonly related to alcoholism, cocaine addiction, heroin and opiate addiction, and prescription drug abuse.

**Referral:** Clients can book an appointment by calling the phone number (716) 539-5500. Referrals are only needed if it is required of the insurance company.

**Insurance Information:**

Services can be received with or without insurance. If the client has insurance, please bring ID, insurance card(s), and cash/check/card for any co-pay. If the client does not have insurance, they must bring ID, cash/check/card for the cost of their first appointment, and their 4 most recent pay stubs or last year's tax return (as proof of income).