



## Puerto Rico Hurricane Survivor Service Referral Guide

This referral guide was created to Coordinate Services for Puerto Rico Hurricane Survivors entering WNY. It was created based on the resources we identified in the Community to address their immediate needs. **The first page is meant to capture basic information about the individuals that can be used by the providers listed to assist them (but it is not needed for them to be assisted).** It includes an attestation that can be signed by their family or service provider identifying them as a displaced Hurricane Survivor in need of immediate assistance for providers that require that verification in order to assist. It has a check list of resources with the information needed to access them. **We have made specific resources available to assist them: PLEASE SEE STEPS #1 & 2 ON TOP OF PAGE 2 FOR IMPORTANT GUIDANCE TO ACCESS THEM**

Name (Head of Household) \_\_\_\_\_

Names, ages, clothing/shoe sizes (Other Household Members) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone Number where you can be contacted \_\_\_\_\_

Current Address \_\_\_\_\_

Address in Puerto Rico \_\_\_\_\_

**Attestation: I do hereby confirm that the individual/family applying for this assistance is a hurricane survivor who has been displaced and is in need of immediate assistance.**

Name \_\_\_\_\_

Signature \_\_\_\_\_

Phone Number \_\_\_\_\_

Referral Organization/Affiliation \_\_\_\_\_

***STEP #1- Go to DSS: 95 Franklin St to apply for benefits and shelter if needed***

***STEP #2- Go to Catholic Charities: 525 Washington St, Buffalo NY (716)856-4494  
Renee Siepierski for housing assistance (housing search, rent, security deposit)  
and referrals for food, clothing, coats, boots, household items & furniture***

***WNY 2-1-1: Is a 24hr hotline for health and human services information.***

***Also provides emergency shelter placement after 4pm and on weekends***

### **OTHER NEEDS IDENTIFIED (Please check all that apply)**

#### **BENEFITS PROGRAMS**

- Department of Social Services:** 95 Franklin St, Buffalo NY 14202 (1<sup>st</sup> Floor) (716)858-8000 (Can assist regardless of open case in Puerto Rico. Must have the identification used to get here, attestation from family, airline tickets or other proof of ID)
  - Homeless Shelter Placement (Window 1&2 has 2 Spanish speaking examiners. Requires weekly housing search, but will be flexible if working with an agency assisting with housing)
  - Temporary Assistance (Within 45 days Singles, 30 days Families)
  - Emergency SNAP (Within 5 business days)
  - Medicaid
- Social Security Insurance:** 186 Exchange St, Buffalo NY 14204. (855)881-0213 SSI benefit status may be checked online.
- Neighborhood Legal Services:** 237 Main St, Buffalo NY 14203 (716) 847-0650. Can assist DSS and SSI benefits and with insurance marketplace enrollment
- FEMA:** 1-800-621-3362 (7:00am-11pm) or <https://www.disasterassistance.gov/> to enroll online. (Both services are available in English and Spanish)

#### **CARE COORDINATION/OUTREACH (To link & navigate individuals thru our system)**

- BestSelf Behavioral Health Homeless Outreach:** 1050 Niagara St, Buffalo NY 14213 (716) 856-9711. Can assist homeless/mentally ill individuals with housing referral, case management, primary care, psychiatric evaluation & medications without insurance.
- Matt Urban Hope Center Outreach:** 385 Paderewski Dr, Buffalo NY 14212 (716) 893-7222 (Street outreach, housing referral/search, food, clothing, household supplies)
- BBH HHUNY Health Home:** 1050 Niagara St, Buffalo NY 14213 (716) 710-4393

- ❑ **GBUAHN Health Home:** 564 Niagara St, Buffalo NY (716)247-5282 Marta Velez- Zayas
- ❑ **Evergreen Health Home:** 206 S Elmwood Ave, Buffalo NY 14201 (716) 847-2441
- ❑ **Jericho Road:** 184 Barton St. Buffalo, NY 14213 (716) 881-6191

**HOUSING ASSISTANCE** (Security Deposit, 1<sup>st</sup> month rent, apartment search assistance)

- ❑ **Catholic Charities:** 525 Washington St, Buffalo NY (716)856-4494 Renee Siepierski (Rapid Re-housing Program)
- ❑ **Buffalo Urban League:** 15 Genesee St, Buffalo NY 14203 Louisa Frazier-Merritt (716) 852-0104 (Housing search, security deposit, 1<sup>st</sup> month rent)
- ❑ **CAO Housing:** 564 Dodge Street, Buffalo NY Robin Young (716) 881-6543 (Housing search, security deposit, 1<sup>st</sup> month rent)
- ❑ **Restoration Society Harbor House:** 241 Genesee St, Buffalo NY 14204 (716) 842-4184 (Coordinated Entry for Homeless Programs)
- ❑ **Matt Urban Hope Center Outreach:** 385 Paderewski Dr, Buffalo NY 14212 (716) 893-7222 (Street outreach, housing referral/search, food, clothing, household supplies)
- ❑ **Evergreen Health Services:** 206 S Elmwood Ave, Buffalo NY 14201 (716) 847-2441 Matt Sydor (HIV+ Housing rental/utility arrears, security deposits, 1<sup>st</sup> month rent)
- ❑ **Belmont Housing:** 1195 Main St, Buffalo NY 14209 (716) 884-7791 (Housing search assistance, computers, phones, housing lists)

**OTHER RESOURCES** (Furniture, household supplies, food & clothing)

- ❑ **Catholic Charities:** 525 Washington St, Buffalo NY (716)856-4494 (Clothing referrals, food vouchers, household items, TOPS cards, WIC, food pantries & food for guide dogs)
- ❑ **Matt Urban Hope Center Outreach:** 385 Paderewski Dr, Buffalo NY 14212 (716) 893-7222 (Street outreach, housing referral/search, food, clothing, household supplies)
- ❑ **Harvest House:** 175 Jefferson Ave, Buffalo NY 14206 (716) 824-7818 (Clothing and supplies for babies and children)
- ❑ **Hispanics United of Buffalo:** 254 Virginia St, Buffalo NY 14201 (716) 856-7110 Aileen Gonzalez-Marti (Food pantries with Spanish Speaking staff and supports)
- ❑ **Belle Center:** 104 Maryland St, Buffalo NY 14201 716-845-0485 Dinorah Santos (Food pantries with Spanish Speaking staff and supports)
- ❑ **Mattina Health Center:** 300 Niagara St, Buffalo NY 14201 (716) 875-2904 (Primary Medical Care for individuals with pending Medicaid)
- ❑ **Fidelis Care:** Arlene Rivera [ariveramercado@fideliscare.org](mailto:ariveramercado@fideliscare.org) 716.564.3630

- ❑ **BestSelf Behavioral Health Lower West Side Mental Health:** 951 Niagara St, Buffalo NY 14213 (716) 884-0700 (CCBHC Clinic can assist uninsured, Spanish Speaking staff)
- ❑ **American Red Cross:** 786 Delaware Ave Buffalo NY 14209 (716) 886-7500 (Can help with medications if pharmacy can verify script. Can offer comfort kits)

**UTILITIES** (Unless they have previsions arrears, no issues or considerations needed)

- ❑ **National Grid:** 1(800) 642-4272 (May require a notarized landlord statement)
- ❑ **National Fuel:** 409 Main St, Buffalo NY (716) 686-6123
- ❑ **DSS** (Assistance with utility arrears)
- ❑ **NLS** (Assistance accessing benefits for utility arrears)

**EDUCATION**

- ❑ **Buffalo Public Schools:** Central Registration 33 Ash St, Buffalo NY (716) 816-3717 (Waving documentation and immunizations records for youth to start. Bi-lingual classes available. McKinney Vento Program can assist any homeless or doubled up families, provide book bags, school supplies and uniforms)
- ❑ **Erie Community College:** 121 Ellicott St, Buffalo, NY 14203 (716) 851-1322 ESL Dept, Myra Colon – Receptionist 716.851.1079
- ❑ **Educational Opportunity Center:** 555 Ellicott St, Buffalo NY 14203 (716) 645-9555 (Free ESL classes and certificate programs) Bilingual Admission Contact person – Marielyn Miller 716.645.1870 [ms386@buffalo.edu](mailto:ms386@buffalo.edu)
- ❑ **Adult Learning Center:** 389 Virginia St, Buffalo NY 14201 (716) 888-7088 Free (ESL classes and some certificate programs)
- ❑ **SUNY Colleges:** 1 (800) 342-3811 (Offering in-state tuition rate)

**EMPLOYMENT**

- ❑ **Buffalo Employment Training Center:** 77 Goodell St, Buffalo NY 14203 (716) 856-8139 (has 2 Spanish speaking staff Mon-Fri but find language a barrier with employers. Some English preferred)
- ❑ **International Institute of Buffalo:** 864 Delaware Ave, Buffalo NY 14209 call Laura for intake (716) 883-1900 (Employment program, job club and can translation credential documents for a fee).
- ❑ **NYS Department of Labor Strike Force:** (helps Spanish speakers find jobs) <https://labor.ny.gov/strikeforce/strikeforce.shtm>
- ❑ **BPS:** 33 Ash St, Buffalo NY (716) 816-3717 (Hiring Spanish Speaking teachers and aides)