

## Important Phone Numbers

### Municipal Governments & General Information

Buffalo Board of Education  
Buffalo Municipal .....716-816-3570  
Housing Authority .....716-855-6711  
City of Buffalo .....716-851-4200  
City of Buffalo Clerk's Office ...716-851-5431  
Erie County .....716-858-8500  
Erie County Clerk's Office.....716-858-8785

### Public Safety and Law Enforcement

Buffalo Fire Dept. HQ.....716-851-5333  
Buffalo Police Dept. HQ.....716-851-4444  
A District, 1847 S. Park Ave.....716-851-4415  
B District, 695 Main St. ....716-851-4403  
C District, 693 East Ferry St. ...716-851-4412  
D District, 669 Hertel Ave. ....716-851-4413  
E District, 2767 Bailey Ave. ....716-851-4416  
Erie County District Attorney..716-858-2424  
Erie County Sheriff .....716-858-7608  
Legal Aid Bureau of Buffalo ....716-853-9555  
Legal Services for the Elderly ....716-853-3087

### Senior Citizens

Erie County Senior Services .....716-858-8526  
City of Buffalo Division for  
Senior Services.....716-851-4141

### Social Services

AIDS Community Services .....716-847-2441  
Catholic Charities .....716-856-4494  
Child & Family Services.....716-842-2750  
City Mission .....716-854-8181  
Food Stamps .....716-858-8000  
Foster Care/Adoption.....716-858-7274  
HEAP .....716-858-7644  
Homeless Assistance .....716-853-1101  
Office for Disabled.....716-858-6215  
Public Assistance .....716-858-8000

### Utility Service

311 Call and Resolution Center ..... 311  
Buffalo City-Water Authority...716-847-1065  
Energy Assistance Program-NYSEG  
.....888-315-1755  
Erie County Water Authority ...716-849-8484  
National Fuel Gas Company ....716-686-6123  
National Grid.....800-642-4272  
User Fee (Garbage).....716-851-6559



*Important information from...*  
**Assemblywoman Crystal D. Peoples-Stokes**

*A Message From...*

## Assemblywoman Crystal D. Peoples-Stokes



Dear Friends:

I hope you enjoyed the beautiful fall foliage, and are now getting ready for the winter weather. The change in weather brings us the holiday season. I wish you and your family a safe and happy holiday season.

Seniors in our community serve a vital role and have to always be in our thoughts. This mailer can be a resource to connect you and your loved ones to the services and help they need.

In this mailer, you'll find some highlights of my work in Albany, as well as some helpful tips and important phone numbers. The New York State Office for the Aging provides funding and resources for the Erie County Department of Senior Services. If there is any other information you'd like, or if I can be of assistance in any way, please reach out. It is my honor and privilege to serve as your representative in the New York Assembly, and I will continue to work every day to ensure that you get the support that you need to live a happy, healthy life.

Sincerely,

A handwritten signature in black ink that reads "Crystal D. Peoples-Stokes". The signature is written in a cursive, flowing style.

Crystal D. Peoples-Stokes  
Member, NYS Assembly, 141<sup>st</sup> District

425 Michigan Avenue, Suite 107, Buffalo, NY 14203

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F • 716-897-1154

*PeoplesstokesC@assembly.state.ny.us*

## Robo Call Scam Targets Older New Yorkers

The New York State Office for Aging has been made aware of a new robocall scam that attempts to lure older New Yorkers into providing their personal information over the phone. The voice on the robocall identifies itself as the New York State Office for the Aging and asks the individual answering the phone to press a button if someone in the home is over 65 and would be interested in receiving a free Medic Alert pin and \$3000 in coupons for food or other items. This is a SCAM. The New York State Office for the Aging does not give away items, money or coupons and will NEVER solicit personal information over the phone. *“Grandparents”* – caller poses as a grandchild asking for emergency money to be wired to them out of town and not telling their parents; *IRS/Tax Collection* – caller states there is a past due balance and caller id says IRS. Official communication is sent via US mail not by phone calls; *Jury Duty, Utility, Lottery* – caller states that a payment must be made to resolve a Jury Duty Warrant or face arrest; prevent utility service shutoff (they may read your actual account number to you); or to obtain funds won by the lottery. If you receive a similar call, you should HANG UP IMMEDIATELY. Reports of financial scams should be reported to the Consumer Protection Division of the NYS Attorney General’s Office at 1-800-771-7755, the NYS Department of Financial Services at 1-800-342-3736 or the NYS Department of State 518-474-8583.



## Property Tax Relief

I am proud to have supported a property tax relief bill that will send checks directly to homeowners. Homeowners who qualify for the STAR or Enhanced STAR programs will see rebate checks each year from 2016-2019. By 2019, the average taxpayer will receive a rebate of \$530. This is in addition to the property tax freeze that reimburses you for the increase in your property taxes. The Property Tax Relief Section can be changed to; If you would like more information on this program, please call the New York State Department of Taxation and Finance at 518-457-2036. Enhanced STAR Property Tax Exemption exclusively for senior City of Buffalo homeowners: 716-851-4374.

## Going Places Van Service

As a service to older adults (aged 60+) in Erie County, the Department of Senior Services offers the Going Places Transportation Program. The curb-to-curb van service is available to seniors without access to regular transportation. Reservations for health-related trips may be scheduled up to two weeks to the day in advance. Non-medical trips may be scheduled one week to the day in advance. A brief registration is required for service. A suggested contribution is \$3 per one-way trip or \$6 per round-trip; wheelchair

service is \$8 per one-way trip or \$16 per round-trip. NFTA Paratransit Access Line Curb to curb, lift equipped van service called Paratransit Access Line (PAL) is available for qualifying individuals. PAL’s service area extends three-quarters of a mile on either side of or from the end of Metro’s bus and rail fixed route service. This does not apply to commuter or express route service. 716-855-7268 • 716-855-7377 TDD  
Call 716-858-RIDE • 8:30 a.m. to 4:30 p.m.  
Monday through Friday.

## Ensuring Access to Affordable Prescription Drugs

Access to affordable prescription drugs is a necessity. I’m proud to have successfully fought against millions of dollars in cuts to pharmacies in this year’s budget. Many pharmacies would have been forced to stop selling certain medications. This would have devastated small businesses, and most importantly, would have made it more difficult for people to get the medicine they need.



## CARE Act

Transitioning from the hospital back into your own home can be a difficult and overwhelming process. Despite how important a caregiver is in the daily life of a person discharged from the hospital, they are often told very little about what to do when their loved one returns home.

This year, I was proud to champion a very important piece of legislation for seniors, the CARE Act.

The CARE Act will require hospitals to share more information with caregivers and will provide training on how to properly take care of their loved ones. This will lead to lower readmittance rates in hospitals, better-prepared caregivers, and most importantly, safer outcomes for patients. This bill passed both houses of the legislature and has been signed by the Governor.

## EPIC

The Elderly Pharmaceutical Insurance Coverage (EPIC) program helps more than 265,000 seniors afford their prescription drugs. EPIC provides secondary coverage for Medicare Part D and EPIC-covered drugs purchased after your Medicare Part D deductible is met. EPIC can also help pay for your Part D premium. Seniors aged 65 and older can join at any time during the year. The annual income limits are \$75,000 if you are single and \$100,000 if you are married. If you have any questions, please feel free to call my office or contact EPIC at 1-800-332-3742.

## HEAP

The Home Energy Assistance Program (HEAP) helps New Yorkers with the cost of heating their homes. Your eligibility for HEAP will depend upon your income and household size. If you are ever in need of heating assistance, please call my office or HEAP at 1-800-342-3009.

## Weatherization Assistance

The Weatherization Assistance Program (WAP) helps people reduce their heating and cooling costs by making their homes more energy efficient. The average household can save more than 20% annually on their energy costs. WAP can help pay for sealing cracks and holes in your home, insulation of attics and walls, heating system repairs or replacement, installation of energy-efficient lighting and refrigerators, and other energy saving measures. The Weather Assistance Program sentence with that contact information can be changed to; For general information about the program, you may also contact the WAP central office in Albany by phone at 518-474-5700 or [www.nyshcr.org](http://www.nyshcr.org).