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“Seniors in our community face a distinct set of challenges, including predatory consumer scams and high prescription drug prices. I’m fighting to ensure they have access to the resources they need to be comfortable and financially secure in their golden years.”

– Assemblymember  
**Monica P. Wallace**

**LOOK  
INSIDE**  
to learn  
more about  
supportive  
resources  
for seniors

# Helpful Resources for Erie County Residents

from

## Assemblymember Monica P. Wallace



# Assemblymember Monica P. Wallace is keeping you informed...

## HEAP and Emergency HEAP

The Home Energy Assistance Program (HEAP) helps low-income individuals pay the cost of heating their homes. Emergency HEAP benefits are also available if you are in danger of running out of fuel or having your utility service shut off. Eligibility and benefits are determined by income, household size, primary heating source and who resides in the household.

For more information on HEAP and emergency heating services, visit [www.otda.ny.gov/programs/heap](http://www.otda.ny.gov/programs/heap) or call **1-800-342-3009**.

## Prescription Drug Assistance

The Elderly Pharmaceutical Insurance Coverage (EPIC) Program provides secondary coverage for Medicare Part D and EPIC-covered drugs purchased after any Medicare Part D deductible is met. Seniors can apply for EPIC at any time of year and must be enrolled or eligible to be enrolled in a Medicare Part D drug plan. EPIC also covers approved Part D-excluded drugs once a member is enrolled in Part D.

For more information on EPIC, visit [www.health.ny.gov/health\\_care/epic](http://www.health.ny.gov/health_care/epic) or call **1-800-290-9138**.

## Consumer Scam Protection

Consumer scams have caused individuals to lose millions of dollars through deception and false promises. Seniors are particularly vulnerable to these scams and are less likely to file claims, making it more important to learn how to prevent this type of fraud before it happens.

New York State has programs available to educate seniors on the risks of consumer scams and resources available to victims. For more information and tips, visit [www.ag.ny.gov/bureau/consumer-frauds-bureau](http://www.ag.ny.gov/bureau/consumer-frauds-bureau). You can also contact the **Consumer Helpline at 1-800-771-7755**.

## COVID-19 Pandemic

The COVID-19 pandemic has presented our community with unprecedented challenges, especially for our seniors. However, resources and support are available to help those impacted. Continuing to follow social distancing guidelines and public health recommendations is crucial for protecting everyone, particularly older adults and high-risk populations.

For more information, contact the NYS Department of Health Coronavirus Hotline at **888-364-3065**.

## Weatherization Program

The New York State Division of Housing and Community Renewal's Weatherization Assistance Program helps lower energy costs for income-eligible households. Weatherization helps reduce energy costs, conserve energy and improve safety and health standards. Services are determined after an on-site energy audit. The Supportive Services Corp. in Erie County is available to help at the local level. This non-profit organization offers weatherization services designed to complete energy evaluations and perform the necessary work to make the house more energy efficient and safe at no cost to the qualifying homeowner. Visit [hcr.ny.gov/weatherization-applicants](http://hcr.ny.gov/weatherization-applicants) and [www.supportiveservices.org/weatherization](http://www.supportiveservices.org/weatherization) or call **716-881-6350** to learn more.

## Affordable Connectivity Program

The Affordable Connectivity Program is an FCC benefit program that helps ensure households can afford the broadband they need for work, healthcare and other critical needs. For more information, please visit [www.fcc.gov/acp](http://www.fcc.gov/acp) or call **1-888-225-5322**.



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## Important Phone Numbers

courtesy of Assemblymember Monica P. Wallace

### Erie County van services for seniors:

716-858-7433 or [www2.erie.gov/seniorservices/transportation](http://www2.erie.gov/seniorservices/transportation)

### Center for Elder Law and Justice:

716-853-3087 or [www.elderjusticenyc.org](http://www.elderjusticenyc.org)

### Meals on Wheels WNY:

716-822-2002 or [www.feedmorewny.org](http://www.feedmorewny.org)

### Erie County

Board of Elections.....	716-858-8891
Public Health Department .....	716-858-7690
Motor Vehicle Department .....	716-858-8785
Department of Senior Services .....	716-858-8526
Department of Social Services .....	716-858-8000
Supportive Services - Weatherization .....	716-881-6350

### Emergencies

Erie County Sheriff .....	716-858-7618
Essential Community Services .....	211
NYSEG Natural Gas Emergency Line .....	800-572-1121
NYSEG Electrical Emergency Line .....	800-572-1131
New York State Police (Alden) .....	716-937-3391
New York State Police (Elma) .....	716-941-9300

### State Assistance

Attorney General Consumer Helpline .....	800-771-7755
NYS Office of Victim Services .....	800-247-8035
Department of Taxation & Finance .....	518-457-5181
Department of Financial Services .....	800-342-3736
Department of Health .....	888-364-3065
NY Project Hope Mental Health Hotline .....	844-863-9314
Unemployment Assistance .....	888-209-8124

### Federal Assistance

Federal Trade Commission	
Identity Theft Hotline .....	877-438-4338
Consumer Response Center .....	877-382-4357
Postal Service .....	800-275-8777
Senator Charles E. Schumer .....	716-846-4111
Senator Kirsten Gillibrand .....	716-854-9725
Social Security .....	800-772-1213

### Services & Hotlines

EPIC Helpline .....	800-332-3742
Equifax .....	800-525-6285
Experian .....	888-397-3742
TransUnion .....	800-680-7289
Medicare Helpline .....	800-633-4227
Office for the Aging Hotline .....	800-342-9871
Utility Bill Problems .....	800-342-3377
"Do Not Call" Telemarketing Registry .....	888-382-1222