



**CITY OF BUFFALO
OFFICE OF NEW AMERICANS**



BYRON W. BROWN
MAYOR

JESSICA M. LAZARIN
DIRECTOR

City of Buffalo: Basic Guide of Services & Benefits

<https://www.ci.buffalo.ny.us>

The City of Buffalo is a welcoming city that offers programs and services to all city residents regardless of immigration status.

Mayor’s Call and Resolution Center (311)

Call 311 or (716) 851-4890 to access the City of Buffalo’s non-emergency city services phone line to be transferred to any city department or city service. Non-emergency city services include issues with housing and parking violations, potholes, streets, sidewalks, snow removal, trash pickup and violations, and more.

There is a free mobile application called **Buffalo 311**, which allows you to file a report via the app and track your reports.

Birth, Death and Marriage Certificates: (716) 851-5432

Birth, Death and Marriage certificates for City of Buffalo residents are available at the City of Buffalo Clerk’s Office located on the 13th floor of City Hall.

Buffalo and Erie County Public Library: (716) 858-8900, <https://www.buffalolib.org>

Free books, CDs, DVD’s, free internet and computer access, computer classes, English classes, children’s activities at 37 neighborhood branches. Some branches offer Citizenship and ESL classes.

Buffalo Employment & Training Center: (716) 856-5627, <http://www.workforcebuffalo.org/>

BETC is a One Stop Career Center that brings together a variety of workforce development organizations and partner agencies with a goal of assisting residents of Buffalo and Erie County to gain employment and assist employers in finding qualified workers.

KNOW YOUR RIGHTS

In the work place you have the right to:

- File a complaint for overtime, unpaid wages, and discrimination.
- File a demand for worker’s compensation benefits if you are injured on the job.
- If fired for speaking out about working conditions or wages; you can sue an employer for retaliation or wrongful discharge.
- Bargain and organize over wages and working conditions.
- Protections exist against discrimination based on age, disability, ethnic origin, gender, gender identity, race, religion, sex, and sexual orientation.

For more information or to file a complaint contact the Labor Bureau at the New York State Attorney General’s Office: 1-(800)-771-7755, <https://ag.ny.gov/bureau/labor-bureau>.

Department of Youth Services: (716) 851-5177

Offers workforce development trainings and employment opportunities for youth.

Office of Senior Services: (716) 851-4141

Promotes the well-being of older adults through assistance with cultural events, health care, housing, employment and volunteer opportunities for senior citizens above the age of fifty-five.

Education

Enrolling in school is free to all: Pre-Kindergarten (ages three to five) and Kindergarten to Twelfth grade.

Contact the Buffalo School District Central Registration Center, 33 Ash St, Buffalo NY 14204, (716) 816-3717, <http://www.buffaloschools.org>.

English Language Learners Program: (716) 816-3577 ext. 1310,

<http://www.buffaloschools.org/multilingual>. Offers support for students learning English.

College/University:

Open to all applicants at wide-range of costs. List of scholarships can be found at <http://www.buffaloschools.org/webpages/guidancebavpa/scholarships>, under the “General Scholarships” section where you can find a list of several funding opportunities.

Say Yes to Education: (716)-247-5310, <http://sayyesbuffalo.org/>

Say Yes Buffalo Scholarships and Grants are available to graduates of Buffalo public and charter schools and are privately funded by individuals, families, businesses and organizations.

Buffalo Public Schools Adult Education Division: (716) 888-7088 ext.100, <http://www.upskill.org/>

Organized and sequential High School Equivalency Diploma classes, adult literacy, community education, career and technical education programs are available for all adult students.

Mayor Byron W. Brown's Reading Rules Program: 716-851-7323

Applications can be downloaded or submitted at www.city-buffalo.com/readingrules. The program is designed to help students maintain and improve their reading and writing skills during summer months.

Mayor Byron W. Brown's Citizens Participation Academy: (716) 851-5534

Designated to give City of Buffalo residents a better understanding of local government by providing an interactive forum about the structure and management of the City of Buffalo. *Call for details and availability.*

Mayor Byron W. Brown's Summer Youth and Internship Program: (716) 851-5887 or (716) 851-4001

Provides six weeks of employment and work-readiness trainings to youths ages fourteen to twenty-one in the City of Buffalo during summer months.

Food Assistance: *Programs under Erie County Department of Social Services,* (716) 858-7239

- **Supplemental Nutrition Assistance Program (SNAP)** provides low-income households with benefits to purchase food in order to maintain good health. Depending on immigration status, if a person works but still struggles to make ends meet, they may be able to supplement their budget with SNAP benefits.
- **Special Supplemental Nutrition Program for Women, Infants and Children (WIC)** for breastfeeding parents, children up to the age of five and infants.

Housing

Buffalo Municipal Housing Authority: (716)-855-6711

Provides services and opportunities associated with affordable, desirable, and secure housing for individuals and families with low or moderate income.

City of Buffalo Fair Housing Office: (716)-851-4212

Assists individuals in submission of discrimination complaints and complaints related to housing accommodations. Referrals are available through the Division of Citizen Services, located in room 218 at City Hall.

Permit and Inspection Services: (716)-851-4926, (716)-851-4949

Inspection officers ensure that building, housing, health, safety and sanitation regulations are enforced; complaints about a building/code violation or landlord/tenant can be filed there.

When Encountering the Police

The City of Buffalo Police Department *will not* detain you for reporting a crime. Call 911 if you are the victim of a crime or when you see something that concerns you.

The Buffalo Police Department (BPD) follows a community policing practice and does not ask about or report your immigration status. It does **not** arrest or detain immigrants *unless* there is a warrant or separate probable cause for an arrest. You do not have to discuss your immigration or citizenship status with the police.

Do not lie about your citizenship status or provide false or counterfeit documents.

Know the Facts to Protect Yourself from Immigration Scams

- ✓ You should only go to a licensed lawyer or a BIA accredited representative for immigration legal advice.
- ✓ Notaries and other community members are only able to fill out forms on a limited basis, they should not be advising you as to what form to fill out or how to fill it out.
- ✓ For a list of BIA accredited non-profit organizations and their representatives visit: justice.gov/eoir/recognition-accreditation-roster-reports.

If you believe you have experienced immigration fraud please contact the

New York State Attorney General's Office Immigration Fraud Hotline: 1(866) 390-2992.