Important Contacts for Children and their Families
(all numbers in 855 area code unless otherwise specified)

**Advocacy/Legal Assistance**
- Empire Justice Center: 454-4060
- JustCause: 232-3051
- LawNY, Inc.: 325-2520
- Legal Aid Society: 232-4060
- Rochester Housing Authority: 897-6100

**Disabilities Benefits**
- Monroe County Department of Public Health – Indoor Air Quality: 753-5075

**Community Development**
- Child Abuse
  - NYS Mandated Reporting: 1-800-342-7270
- Referral and Evaluation of Abused Children (REACH/Bivona): 935-7802
- Society for Protection and Care of Children: 325-6101

**Child Care**
- Child Care Council, Inc.: 328-6101
- St. Bridget Dr. 7083-7386
- Liberty Pole 1-800-283-1825
- Nielsen House 328-0801
- Affordable Housing: 1-800-342-3600
- Recruitment: 454-4197
- Rochester Housing Authority: 897-6100

**Cancer Programs**
- YMCA
- Cancer Support Community Rochester: 423-9700

**Asthma**
- American Lung Assoc. of NYS: 442-4280
- Rochester: 328-0801

**Child Abuse**
- NYS Mandated Reporting: 1-800-342-7270
- Referral and Evaluation of Abused Children (REACH/Bivona): 935-7802
- Society for Protection and Care of Children: 325-6101

**Child Care**
- Child Care Council, Inc.: 654-47201-800-743-KIDS (5437)
- Crisis Nursery of Greater Rochester: 232-8760
- Daystar Kids: 385-6267
- IBERO American Action League, Inc.: 256-8900
- YMCA: 263-4283
- (Center for Child Care, East Main St.) Can give info for other Y childcare locations

**Clothing**
- Ashbury Store House: 473-0950
- Bethany House: 454-4197
- IBERO Fashion Works: 256-8900
- Matthew’s Closet (Corpus Christi): 232-5160
- Open Door Mission: 454-6956
- Healthy Moms Children’s Clothes Closet: 368-3030

**Community Development**
- ABC Head Start: 325-5116 x2
- Community Place of Greater Rochester: 327-7200
- IBERO American Action League, Inc.: 256-8900

**Disabilities Benefits**
- NYS Office of Temporary and Disability Assistance (OTDA): 1-800-342-3600

**Domestic Violence/Intimate Partner Violence**
- RESTORE: 454-2777
- Hotline: 1-800-527-1757
- Saathi of Rochester: 234-1059
- Society for Protection and Care of Children (SPCC): 326-6101
- Willow Domestic Violence: 232-3200/5 hr hotline: 222-SAFE (7233)

**Education/Development**
- ABC Head Start: 325-5116 x2
- Bureau of Employment Skills Training (Job Training): 428-6342
- CP Rochester: 334-6000
- Early Intervention: 603-KIDS (6437)
- Option: 1
- IBERO American Action League, Inc.: 256-8900
- Mary Carolina Children’s Center: 271-0761
- Rochester City School District: 262-8100
- Rochester City School District Special Education Parent Support Hotline: 262-8220
- School of the Holy Childhood: 359-3710
- The Arc of Monroe: 271-0660
- Universal Pre-K Information: 262-8140
- Volunteers of America: 647-1150

**Environmental Health**
- Coalition to Prevent Lead Poisoning: 224-3125
- Monroe County: Childhood Lead Poisoning Prevention Program: 753-6027
- Monroe County Department of Health Immunization Program: 753-5150
- Monroe County Department of Public Health – Indoor Air Quality: 753-5075
- Monroe County Department of Public Health: (Rabies Control and Animal Bites): 753-5171
- Poison Control: 1-800-222-1222

**Furniture**
- Goodwill Stores: 232-1111
- Salvation Army Family Store: 987-9540
- Volunteers of America: 647-1150

**Formula**
- Bethany House: 454-4197
- Women, Infants and Children (WIC): 753-6942

**Financial Assistance**
- Temporary Assistance: 753-6268 Direct Application/Dept. Line: 753-6960
- 691 St. Paul St. 14605/111 Westfall Rd. 14620
- Food Cupboards
- Bethany House: 454-4197 (St. Bridget Dr.)
- Cameron Community Ministries: 254-2687
- Foodlink: 328-3380
- Open Door Mission: 454-6956
- 516 N. Plymouth Ave. (After Hours call 423-1825)
- Salvation Army: 987-9540 (Liberty Pole) 527-6956 (West Ave).

**Health Insurance**
- Child Health Plus (CHP): 1-800-698-4543
- & Family Health Plus: 1-800-541-2831
- The Official Health Plan Marketplace: https://nystatehealth.ny.gov/Helpline-1-855-355-5777

**Facilitated Enrollment**
- to help patients apply for health insurance
- Coordinated Care Services, Inc. (CCS): 328-5190 or 613-7662
- IBERO American Action League, Inc.: 256-8900
- LawNY, Inc.: 325-2520
- St. Joseph’s Neighborhood Center: 325-5260

**Family Planning Benefit Program**
- Family Planning Benefit Program (Free Family Planning Services): https://www.health.ny.gov/health_care/medicaid/program/longterm/familyplanning.htm

**MEDICAID**
- MEDICAID & Child Health Plus Helpline: 1-800-698-4543
- Medicaid Managed Care and Health First: 1-866-463-6743
- Monroe County Department of Human Services (DHS): 753-2760
- http://www.health.ny.gov/health_care/medicaid

**Homeless Resources**
- 211 Line: 2-11
- Monroe County Emergency Housing Unit: 16-17 years old: 753-6000
- Hotline: 1742
- Regional Health Reach: 368-3720
- Open Door Mission: Email opendoormission.com for immediate housing needs: 454-6996

**Housing/Shelters**
- Bethany House (women and children): 454-4197
- Bright Star Community: 690-2994
- Center for Youth: Services (kids and teens): 473-2464
- Family Promise of Greater Rochester: 508-6050
- Hillside (homeless children and teens) 24-hour hotline: 256-7500
- House of Mercy: 546-2580
- Jennifer House: 288-1074
- Monroe County Emergency Housing Unit (16-17 years old): 24-hour Placement Line: 442-1742
- Nielsen House: 328-0801
- Open Door Mission (families): 454-6996
- The Housing Council at PathStone: 546-3700
- The Women’s Place: (single moms and kids): 436-5452

**Job Resources/Training**
- Bureau of Employment Skills Training: (Job Training): 428-6342
- Rochester Education Opportunity Center (REOC): 232-2730
- Rochester Works: 258-3550 (N. Goodman) 266-7760 (Waring Rd.)

**Laundry**
- Ashbury First United Methodist Church: 271-1050

**LGBTQ**
- Center for Youth: 271-7670
- Out Alliance: 244-8640
- SAGE Rochester: 244-8640
- Trevor Project: 1-866-485-7388
- Trillium Health: 546-7200

**Mental Health Services**
- Better Days Ahead: 325-3145
- Catholic Family Center: 546-7220 X 7000
- East House Affinity Place: 563-7083
- Genesee Mental Health Center: 922-7770
- Hillside Family of Agencies: Mental Health Outreach Program: 256-7500
- Liberty Resources Behavioral Health Clinic: 410-3370
- (After hours) 1-855-778-1200)
Mental Health Association 325-3145
Mobile Crisis 529-3721
Rochester Mental Health Center 922-2500
Rochester Regional Health 368-3950
St. Joseph’s Neighborhood Center 325-5820
Strong Behavioral Health 275-8575
Suicide Hotline Call 2-1-1
Nutrition Resources:
Supplemental Nutrition Assistance Program S.N.A.P. (formerly FOOD STAMPS)
Monroe County DHS Office 753-2740
OTDA (Office for Temporary Disability Assistance) Hotline at 1-800-342-3009
LawNY, Inc. 325-2520
www.mybenefits.ny.gov
Women, Infants and Children (WIC) 753-8442
Growing Up Healthy Hotline 1-800-522-5006
Older Adult Services
Lifespan 244-6400
Parent Support/Home Visiting
Healthy Baby Network 546-4930
IBERO American Action League, Inc. 256-8900
Nurse Family Partnership 753-2229
Parents as Teachers/Hillside Family of Agencies 654-1707
Society for Protection and Care of Children (SPCC) 325-6101
Prescription Assistance
Baden Street Settlement House 325-4910
Catholic Charities Family & Community Services 546-7220 (N. Clinton Avenue)
Salvation Army 887-8540 (Liberty Pole)
Refugee Resources
Catholic Charities Family & Community Services 546-7220
Mary’s Place Refugee Outreach 270-8626
Refugees Helping Refugees 563-1747
Saints Place 365-6969
Spanish Language Resources
IBERO American Action League, Inc. 256-8900
Substance Abuse
Alcoholics Anonymous 232-6720
Al-Anon/AaTien 288-0540
Catholic Family Center 546-3046 ext. 5004
Coffee Connection 442-2180
Huther Doyle (Drug Treatment Center) (East Ave.) 325-5100
NYS Smoker’s Outreach 1-866-687-8487 www.nysmokefree.com
Rochester Mental Health Center 922-2500
Rochester Regional Health 723-7366 or 368-3950
ROCOvery Fitness [https://www.rocoveryfitness.org/]
Strong Memorial Hospital Strong Recovery Chemical Dependency 275-3161
Villa of Hope 581-4873

**ADVOCACY FLASH CARD**

"Advocacy is a matter of giving the right person the right information at the right time." - A. Kinman

Presented by
The Hoekelman Center
For Health Beyond Medicine
www.hoekelmancenter.org

Think Globally, Act Locally...

For Resources Beyond What’s On This Card:

www.211lifeline.org
For all kinds of topics or dial 2-1-1 | llama al 2-1-1
www.kidstrive885.org
Helping Kids Thrive with Access to Greater Rochester Resources

In case of emergency, dial 9-1-1 | llame al 9-1-1

For additional copies of this card, please contact
The Hoekelman Center
www.hoekelmancenter.org

The Hoekelman Center is in the Department of Pediatrics
at the University of Rochester Medical Center

August 2023 edition

Original version of the advocacy card created by
CARE resident Susanne Yanski, MD in 2002.

Teen Services
Bureau of Employment Skills Training (Job Training) 428-6342
Center for Youth Services (Kids and teens) 473-2484 (24hr Hotline) 271-7870
Family Planning Benefit Program (free family planning services)-
https://www.health.ny.gov/health_care/medicaid/program/komprem/familyplanbenef.htm
Jordan Health Services Holland St. 423-5800 (Upper Falls Blvd) 454-2630
Metro Council for Teen Potential (MCTP) 445-6771
Planned Parenthood 546-2771
Rochester Adolescent Maternity Program (RAMP) 275-2062 x1
Teen Empowerment 697-3464
Villa of Hope 581-4873

Transportation
Medical Motor Service (transportation for Medicaid recipients) 654-7030
R Community Bikes 234-2008
Reconnect Rochester 340-7555
Regional Transit Service (RTS) 288-1700

Youth Activities
https://rocchildren.kidsoutandabout.com/ 633-8400 X 701
Action for a Better Community 325-5116
Boys and Girls Club of Rochester 328-3077
Community Place of Greater Rochester, Inc. 327-7200
Girl Scouts of Western New York (888) 837-6410
Hillside Family of Agencies 256-7500
IBERO American Action League, Inc. (bilingual) 256-8900
Rochester Dept. of Recreation/Youth Services 428-6755
Rochester Public Libraries 428-7300
Scouts of USA 244-4210

CHILD ADVOCACY CLEARINGHOUSES:

Local & State:
Hoekelman Center 273-5942 http://www.hoekelmancenter.org
The Children’s Agenda 256-2620 http://thechildrensagenda.org
The Children’s Institute 295-1000 https://www.childrensinstitute.net

National:
Annie E. Casey Foundation http://datacenter.kidcount.org
Kaiser Family Foundation http://kff.org
Children’s Defense Fund http://www.childrensdefense.org
American Academy of Pediatrics https://aap.org

CONTACTING REPRESENTATIVES:

Local (Monroe County) Contacts:
Local Representatives https://www.monroecounty.gov/elections-officials
Board of Elections 753-1550

State (NYS) Contacts:
State (NYS) Assembly Members http://assembly.state.ny.us/mem
State (NYS) Senators https://www.nysenate.gov/senators-committees

Federal Contacts:
Federal Representatives https://www.house.gov/representatives
Federal Senators https://www.senate.gov