

THE HOEKELMAN CENTER
(PLC/CARE Program) www.hoekelmancenter.org



SCHOOL OF
**MEDICINE &
DENTISTRY**
UNIVERSITY *of* ROCHESTER
MEDICAL CENTER

PLC-Pedia: List of Partners 2023-2024

Compiled and created by the Pediatric Links with the Community program
Department of Pediatrics, University of Rochester — Rochester, New York

Health

PLC-Pedia Introduction

The PLC-Pedia had its origins before the internet age when residents would head into the community for their site visits armed with nothing but these pages to familiarize themselves with each site's history, mission, and programs.

Although times have changed and such information is merely a tap away, we think it fitting to continue to arm you with a concise, easy-to-read document as you venture into the Rochester community. Sometimes it's just easier to flip through a pamphlet than to wait for pages to load and squint at 7-point font on your iPhone screen.

If you find yourself at the end your rotation wishing you could take this listing with you to your continuity clinic, have no fear! Just go to www.plccare.org, click on "Intern Community Rotation" then click "Orientation", and download/print the pdf version.

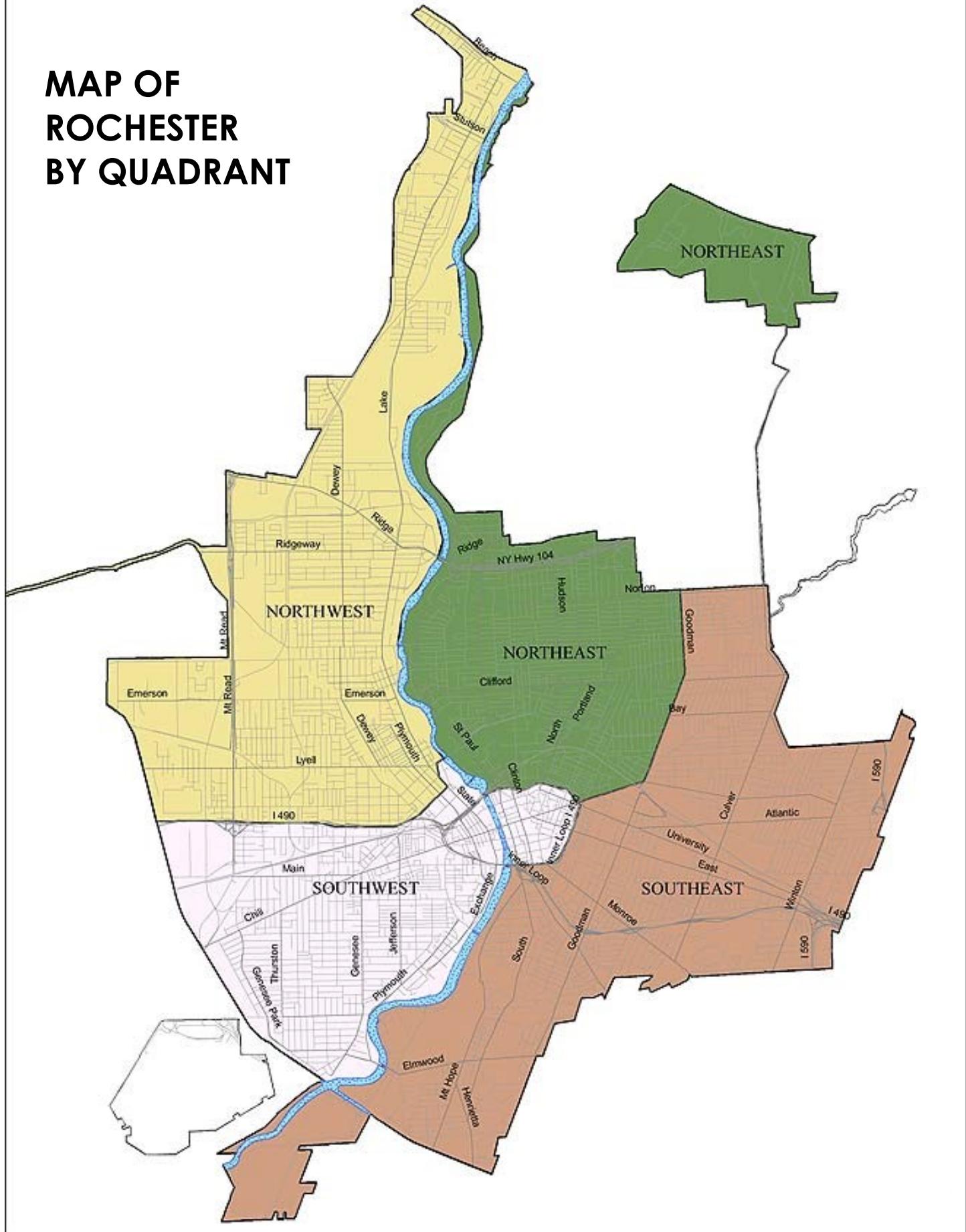
Here's to your journey ahead,

- The Hoekelman Center Faculty and Staff

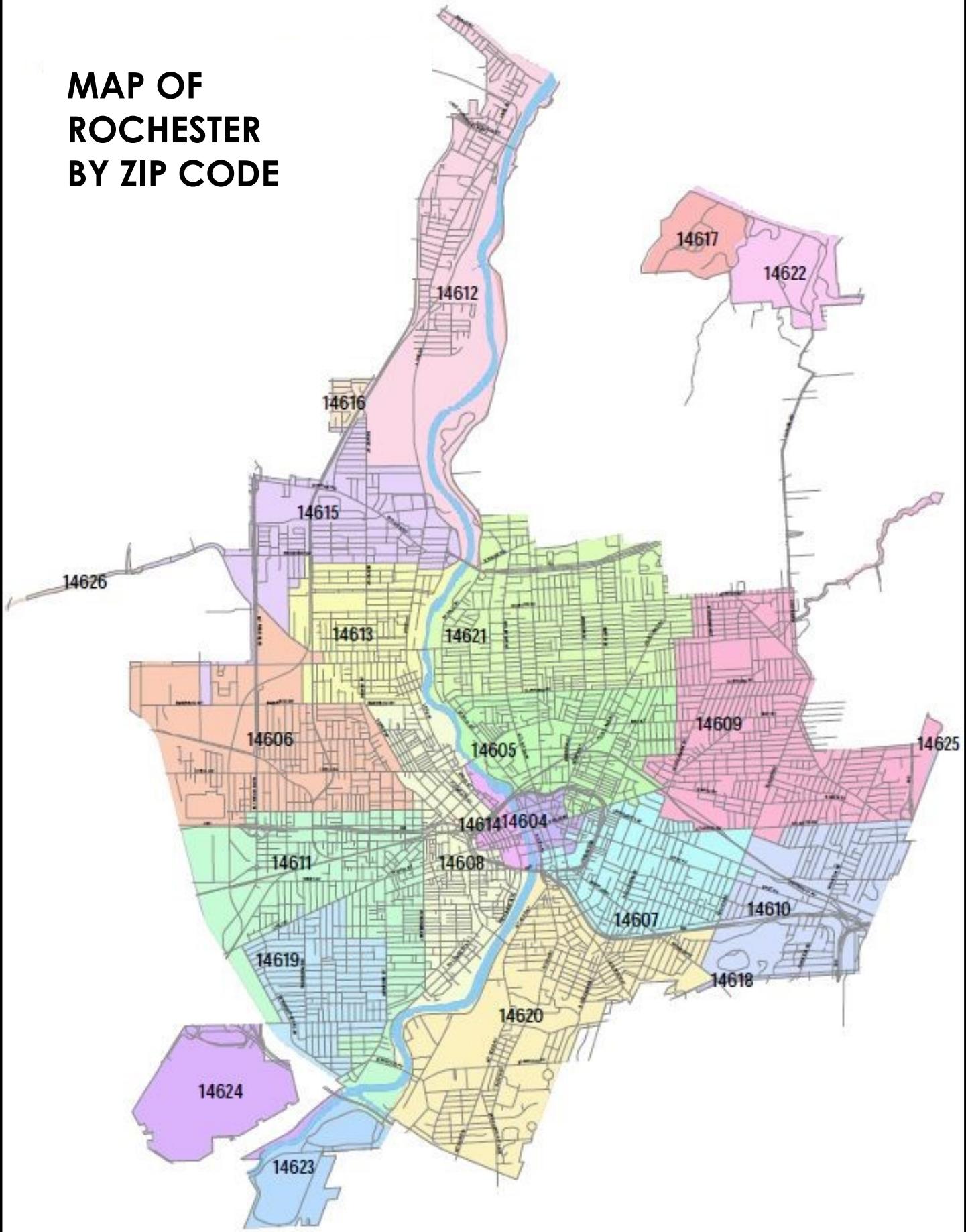
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MAP OF ROCHESTER BY QUADRANT



MAP OF ROCHESTER BY ZIP CODE



Site List (by quadrant)

<u>Organization Name</u>	<u>Quadrant</u>	<u>PLC-Pedia Page</u>
Cameron Community Ministries	Northwest	19
Charles Settlement House	Northwest	24
Foodlink	Northwest	33
Mary's Place Refugee Outreach	Northwest	42
Rochester Refugee Resettlement Services	Northwest	52
Villa of Hope	Northwest	56
9-1-1 Rochester Emergency Communications Dept.	Southwest	11
ABC Head Start	Southwest	12
Arc of Monroe County	Southwest	15
Boys & Girls Clubs of Rochester	Southwest	18
Central Library of Monroe County	Southwest	23
CompassionNet	Southwest	28
Coordinated Care Services, Inc.	Southwest	29
Crisis Nursery of Greater Rochester, Inc.	Southwest	30
Healthcare for the Homeless	Southwest	35
Hope House	Southwest	38
Metro Council for Teen Potential	Southwest	43
Monroe County Children's Center	Southwest	45
Monroe County Family Court	Southwest	45
Mount Hope Family Center	Southwest	46
Nielsen House—Male Prison Outreach	Southwest	47
Rochester City Police Department Ride Along (West)	Southwest	51
Society for the Protection and Care of Children (SPCC)	Southwest	53
Teen Empowerment	Southwest	54
Volunteers of America	Southwest	57
Anthony L. Jordan Health Center	Northeast	14
Baby Love	Northeast	16
Bethany House	Northeast	17
Celebration of Life Community, Inc.	Northeast	22
Child Protective Services (CPS) of Monroe County Dept of Human Services	Northeast	25
Community Place of Greater Rochester	Northeast	28
Early Intervention	Northeast	31
House of Mercy	Northeast	39
Jennifer House-Female Prison Outreach	Northeast	40
Monroe County Department of Human Services	Northeast	44
Planned Parenthood of Rochester/Syracuse Region	Northeast	48
Rochester Childfirst Network	Northeast	50
Rochester City Police Department Ride Along (East)	Northeast	51
Rochester School for the Deaf	Northeast	52
Sojourner Home at Monica Place	Northeast	53
Women, Infants, and Children (WIC)	Northeast	58
YMCA/YWCA	Northeast	59

Site List (by quadrant)

<u>Organization Name</u>	<u>Quadrant</u>	<u>PLC-Pedia Page</u>
13thirty Cancer Connect	Southeast	10
2-1-1/Lifeline	Southeast	10
ABVI Goodwill	Southeast	15
Al-Anon / Alateen	Southeast	16
Cancer Support Community Rochester	Southeast	20
Catholic Family Center	Southeast	21
Childhood Lead Poisoning Prevention Program	Southeast	26
Children's Institute	Southeast	26
Coffee Connection	Southeast	27
CP Rochester	Southeast	29
Daystar for Medically Fragile Children, Inc.	Southeast	28
Epilepsy Foundation	Southeast	31
Family Autism Center	Southeast	32
Genesee Community Charter School	Southeast	34
Healthy Baby Network	Southeast	36
Hillside Children's Center	Southeast	37
Holy Childhood	Southeast	38
Legal Assistance of Western NY	Southeast	40
Lifespan	Southeast	41
Mary Cariola Children's Center	Southeast	42
Mental Health Association	Southeast	43
Nazareth College Play Therapy Center for Children and Families	Southeast	46
Nurse Family Partnership (NFP)	Southeast	47
REACH Program	Southeast	48
Refugees Helping Refugees	Southeast	49
Starbridge (formally The Advocacy Center)	Southeast	54
Trillium Health	Southeast	55
Willow Domestic Violence Center (former ABW)	Southeast	57

Site List (alphabetical)

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2-1-1/Lifeline	Southeast	10
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ABVI Goodwill	Southeast	13
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Cancer Support Community Rochester	Southeast	20
Catholic Family Center	Southeast	21
Celebration of Life Community, Inc.	Northeast	22
Central Library of Monroe County	Southwest	23
Charles Settlement House	Northwest	24
Child Protective Services (CPS) of Monroe County Dept of Human Services	Northeast	25
Childhood Lead Poisoning Prevention Program	Southeast	26
Children's Institute	Southeast	26
Coffee Connection	Southeast	27
Community Place of Greater Rochester	Northeast	28
CompassionNet	Southwest	28
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Wilson Commencement Park	Northeast	58
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YMCA/YWCA	Northeast	60



1000 Elmwood Ave
Rochester, NY 14620
585-563-6221
roc.13thirty.org

So what do I need to know?

Peer support for adolescents and young adults impacted by cancer.

13thirty Cancer Connect formerly Teens Living with Cancer

A national nonprofit organization dedicated to helping teens and young adults live with cancer through resources, support, and advocacy. The Rochester-based 13thirty program provides regular weekly activities, both in the midst of treatment and beyond it.

Services provided:

- Teen and Young Adult Programs
- Parent Networking Groups
- Community Leadership and Fundraising

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422 South Clinton Ave
Rochester, NY
14620-1198
585-275-5151
211lifeline.org

So what do I need to know?

The easiest way to connect patients and families to resources in the midst of a busy office visit or hospital discharge.

2-1-1 Life Line a program of Goodwill of the Finger Lakes

The 2-1-1/LIFE LINE program began operation in 1973 as "LIFE LINE", a crisis intervention and information & referral hotline. In January of 2005, 2-1-1 dialing access was added to our services as an easy to remember three-digit number for inquirers to access comprehensive information and referral services for our region.

The 2-1-1/LIFE LINE service region varies by contract, but our primary service area for our core services consists of Monroe, Wayne, Livingston, Ontario, Cayuga and Seneca Counties in the Finger Lakes region of New York State.

2-1-1 /LIFE LINE is a 24/7 crisis/suicide intervention program and Information & Referral (I&R) Service. We offer assistance and referrals for emergency food, shelter, clothing, crisis counseling, substance abuse issues, employment, financial and legal issues, physical and mental health needs, and more. If you need help, just ask, 24 hours a day, seven days a week, including holidays, with Spanish-speaking tele-counselors and telephone translation services available.

As a first contact for all kinds of problems, people can just **dial 2-1-1**.

Dial 2-1-1 or 585-275-5151 (24/7) or text 898211
Toll-free: 1-877-FLNY211 (1-877-356-9211) or 1-800-310-1160 (24/7)
TTY: 711 (Relay) or 275-2700 (24/7)

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321 West Main Street
Rochester, NY 14608
585-528-2200
www.cityofrochester.gov/911

So what do I need to know?

911 isn't just for emergencies, and you can text to 911, too!

9-1-1

Rochester Emergency Communications Dept.

When you dial into 9-1-1:

- The signal goes to the phone company's database.
- There it finds out the information that you supply the phone company when you start service.
- Then your signal, along with the information is sent to us in the form of Automatic Name and Location information (ANI/ALI).
- Our 9-1-1 Center is now Phase II compatible with most cellular telephone companies. After ten seconds we can send a signal to your phone to request your GPS coordinates. With most cellular carriers we can determine your location within about 50 feet.
- When you dial 9-1-1 please stay on the line, do not hang up! Calls into 9-1-1 are taken in the order in which they are received.
- received. If you hang up and call back, your call goes to the last in queue which ends up being a longer wait for your call to get answered.

Non-Emergencies:

The Rochester/Monroe County 911 center is different from some other agencies because not only do we answer emergency calls, but we also answer certain non-emergency police, fire and EMS related calls.

Some non-emergency calls we take are listed below:

- Citizen needs to contact a police officer regarding an ongoing investigation.
- Citizen has concerns regarding street plowing.
- Parking problems.
- Barking or annoying dogs.
- Police reports (i.e. : violation of order of protection, telephone harassment among others)

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400 West Avenue
Rochester, NY 14611
585-325-5116 x 3300
www.abcinfo.org

So what do I need to know?

Head Start is a federally-funded and locally-run high quality early childhood education program for poor children, available nationwide. Action for a Better Community is the community agency that oversees Rochester's Head Start programs.

ABC Head Start

For nearly five decades, Action for a Better Community (ABC) has been a leader in encouraging, supporting, and developing self-sufficiency among low-income families in Monroe County.

As a "community action agency," ABC's programs touch upon the health, education, safety, employment, and housing of our region's families.

Head Start is a federal program.

Head Start early childhood program is a free program that serves pregnant women, and children from birth to age 5. There are several eligibility criteria, one – that enrolling families must be at or below the federal income poverty guideline – is the most important. Head Start also serves children with disabilities and at least 10% of the children enrolled will have diagnosed disabilities. Families complete an enrollment application along with proof of income and medical and dental information for their child.

After entrance, the child receives screening in health issues, vision and hearing, fine and gross motor ability, cognitive ability and behavior (all within 45 days). This information helps staff to provide a program specific to each child that enters the Head Start program. The children are provided with an individualized education plan, activities planned in all the learning domains at various levels of ability, screening in many areas – some with assistance from community programs such as pediatric links. Activities take place in the classroom, the large muscle room, on the playground and in the community by going on field trips to places such as Strong Museum, local farms, grocery stores, the library and other interesting places.

Head Start parents are part of the governing body and assist in all aspects of the program. All of the centers have parent committees. Parent education is offered throughout the year in many areas and includes health screening and information, information on child development, parenting skills and employment and educational opportunities. Each center has several curriculum events each year to showcase children's activities for their families.

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500 South Clinton Avenue
Rochester, NY 14620
585-232-1111

www.seegreatthings.com

So what do I need to know?

Provides free eye exams and glasses to kids in need.

The Association for the Blind & Visually Impaired: Goodwill Industries of Greater Rochester, Inc.

ABVI Goodwill provides vision rehabilitation and low vision services for children, adults and seniors through unique cooperative efforts with local corporations, foundations and community agencies. ABVI's mission is "to assist people who are blind or visually impaired to achieve their highest level of independence."

ABVI-Goodwill's service area extends to nine counties, including Monroe, Wayne, Ontario, Livingston, Steuben, Yates, Seneca, Schuyler and Chemung.

ABVI-Goodwill is the only not-for-profit agency in the Greater Rochester Area that provides a full range of vision rehabilitation and employment and training services to people who are blind or visually impaired.

Daily Living Skills- Home visits and small group training help individuals learn new ways to accomplish house-hold and other tasks using adaptive equipment and methods.

Employment Services- ABVI-Goodwill provides specialized job training and employment opportunities to help people who are blind or visually impaired enter or return to the workforce.

Low Vision Center- The Low Vision Center works with consumers to maximize their remaining vision using specially prescribed lenses and visual aids.

Vision Wellness & Preventive Services:

Project Eye Care- A program designed to prevent vision problems and treatable eye disease for uninsured adults in our community. Free eye exams are provided by local eye doctors who volunteer their time. Eyeglasses are donated by partnering optical centers.

Vision Care for Kids- Free eye exams and glasses for uninsured school-age children, grades K-12.

Early Vision Screening – An effort to detect vision problems in the youngest of children when they are most treatable. Free vision screenings are provided at local child care centers and preschools for children as young as 6 months up to age five.

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2480 Browncroft Blvd.

Suite 140

Rochester, NY 14625

585-288-0540

aisrochester.org

So what do I need to know?

Support for family, friends, and teens impacted by alcoholism.

Al-Anon / Alateen

Al-Anon meetings are held throughout the world and in the five districts of Rochester NY, where friends and families of alcoholics come together to share their experience, strength, and hope with each other so that they may solve their common problems and recover from the effects of problem drinking.

Alateen is part of Al-Anon Family Groups. Alateen is a fellowship of young Al-Anon members, usually teenagers, whose lives have been affected by someone else's drinking. Alateen groups are sponsored by Al-Anon members who help the group to stay on track. Al-Anon meetings are held every day of the week.

Alateens come together to:

- Share experiences, strength, and hope with each other
- Discuss difficulties
- Learn effective ways to cope with problems
- Encourage one another
- Help each other understand the principles of the Al-Anon program
- Learn how to use the Twelve Steps and Alateen's Twelve Traditions

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82 Holland Street

Rochester, NY 14605

585-423-5800

jordanhealth.org

So what do I need to know?

One of Rochester's federally qualified health centers with multiple locations throughout the city.

Anthony L. Jordan Health Center

The organization that became the Anthony L. Jordan Health Center, began more than 100 years ago and was one of the first five Federally Qualified Health Centers (FQHC) established in the nation. Located in neighborhoods where the most pressing need exists, Jordan's roots are steeped in service to underserved and uninsured residents, meeting their need for comprehensive health services.

Anthony L. Jordan Health Center began in northeast Rochester and has since expanded to become a network of primary care offices and health centers serving residents living in three quadrants of Rochester and in Canandaigua, N.Y. Facilities include: Woodward, Brown Square, Threshold and Anthony

Services include:

Adolescent Health • Behavioral Health (including Medically Assisted Addiction Treatment • Dentistry • Family Medicine • Health Home & Care Coordination • Mammography & Digital X-ray • Obstetrics & Gynecology • Optometry • Pediatrics • Pharmacy and Lab Svcs • Podiatry • Prevention and Primary Care (including HIV and hepatitis C evaluation and treatment) • Hepatitis C Testing and Treatment • PrEP (HIV Pre-Exposure Prophylaxis) • HIV Treatment Adherence Svc • Refugee Health • WIC • Urgent Care

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2060 Brighton-
Henrietta Townline Rd
Rochester, NY 14623
585-271-0660
www.arcmonroe.org

So what do I need to know?

Support services and job training for individuals living with physical and intellectual disabilities.

Arc of Monroe County

The Arc of Monroe County has 40 locations in Monroe County that assist individuals with intellectual and/or other developmental disabilities that include Autism, Down Syndrome, Cerebral Palsy, Asperger Syndrome, and Pervasive Developmental Disorders among others.

Ballantyne Day Services provides services to individuals with intellectual and other developmental disabilities and age related conditions including dementia. Individuals are encouraged to express themselves through nostalgic activities, gardening, exercise, music, and massage therapy. By building community experiences and developing meaningful relationships, the program further enhances each individual's sense of self.

ArcWorks is a sheltered employment program that provides vocational training and support to adults with developmental disabilities and/or intellectual challenges. We offer individuals the opportunity to learn work skills, in an industrial production setting, while performing actual sub-contract jobs for area businesses. Individuals have the opportunity to earn attendance awards and employee of the month awards. In addition, individuals are granted paid holidays and vacation pay.

ArcWorks offers a variety of programs and services in addition to vocational training. Some participants attend the DayLite Program for 90 minutes daily. In DayLite they work on improving social skills, communication skills, work habits and attitudes, community independence, etc.

Community Arts Connection is a non-traditional day habilitation service. Various art forms are used to allow individuals served to explore artistic talents, choose an art career and be trained for that path. Our current arts program includes classes in: dance/movement, music, theatre, visual arts, fiber arts, and literary arts.

CAC is for the individuals served to be seen in their community as artists. The artists at Community Arts Connection volunteer and give back to the community through socially and artistically driven opportunities.

Additional services:

- Day Services Programming
- Community Based Employment (Job Path)
- LifePrep@Naz College Experience
- Culinary Career Prep
- Residential Habilitation Services
- Service Coordination
- Nursing
- Recreational Services
- Transportation Services
- Family Support Services
- Cash Reimbursement Program

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601 Elmwood Avenue
Rochester, NY 14620

Baby Love Director:
585-473-1728
UR Social Work:
585-275-2851

tinyurl.com/lz6mevv

So what do I need to know?

URMC social work program that improves outcomes for pregnant women and teens.

Baby Love

Baby Love is a community-based outreach program designed to engage at-risk pregnant women in early and continuous prenatal care.

Founded in 1988, Baby Love is an outreach program administered by URMC Strong Hospital's Social Work Division that works with health care, insurance and community providers in an effort to reduce Neonatal Intensive Care Unit (NICU) admissions, promote healthy birth outcomes, and enhance family stability.

Baby Love is a collaboration between Golisano Children's Hospital and the Rochester Early Enhancement Project (REEP) and offers a continuum of services for children from birth to age 9. The program receives its financial support from the United Way.

Services provided:

- Initial social work assessments to identify family strengths, perceived problems, available resources, and areas that require specific project focus
- Regular home visitation by paraprofessional outreach staff who focus on accessing resources, preparing mothers for child birth and parenting, enhancing daily life management skills, educating mothers on how to live healthy lives, and promoting parent/child attachment, child safety, and child development
- Development of individual and family service plans during pregnancy and the first six months of your baby's life
- Enrollment of the family, as needed, in health care, mental health and/or substance abuse treatment services
- Transportation to medical and social service appointments
- Social work intervention in situations requiring professional expertise (i.e. suicide threat, domestic violence and child abuse)
- Provision of parent education and support groups
- Referral and enrollment of family members in other community programs as needed

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Bethany House

A Catholic Worker House of Hospitality

Bethany House was founded in 1977. All of their support is through donations. The Sisters of Saint Joseph, have been connected with Bethany House for several years as volunteers and board members.

The mission of Bethany House has always been, and will continue to be, to provide food, shelter, clothing, support, advocacy, and hospitality for homeless women and children who often have been invisible and forgotten in our society.

Women are referred to Bethany House through a variety of sources and agencies throughout the community. Their primary focus is to serve the needs of homeless women 21 years of age or older with or without children.

Women live at Bethany House for a period of approximately 45 days. During this time, they search for a more permanent residence. Bethany's staff advocates on their behalf, putting them in touch with employment opportunities and social services.

Additional services:

Emergency Food Cupboard – Women in need of assistance are welcome to come to the cupboard any day of the week.

Clothing Room – offering used clothing for women and children at no cost to them.

Drop-In Services – for support, encouragement, advocacy, friendship and comfort.

Assistance in rental security deposit.

Transportation funding for emergency travel.

Camp fees for children.

Ongoing social support: Even after the women and their children have moved on from Bethany House, they retain a long-term family bond and often return for the celebration of holidays, birthdays and special events.

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1111 Joseph Ave
Rochester, NY 14621
585-454-4197
bethanyhouserocny.org

So what do I need to know?

Supportive housing for homeless woman and their children.



**BOYS & GIRLS CLUBS
OF ROCHESTER**

500 Genesee Street
Rochester, NY 14611
585-328-3077

bgcrochester.org

So what do I need to know?

A safe place to go after school and during the summer months to get homework assistance, and exposure to arts, dance, sports, character development, and more.

Boys & Girls Clubs of Rochester

The Rochester Boys & Girls Club provides quality programs and services to youth up to age 18. The mission of the organization is to help young people recognize and achieve their potential for a healthy and productive life.

The Boys & Girls Club of Rochester is affiliated with the Boys & Girls Club of America. There are more than 1,600 clubs located in the 50 states, Puerto Rico and the Virgin Islands. Nationally, the Boys & Girls Club services over 2.2 million young people.

The recreation center is open to all youth in the Rochester Area including those developmentally disabled. The majority of children and teens fall between the ages of 6-15.

Mission:

To inspire and enable young people of all backgrounds to realize their full potential as productive, responsible and caring citizens. Boys & Girls Clubs of Rochester provide youth development programs that enable young people to acquire the skills and qualities needed to become responsible citizens and leaders.

Empowered with these positive developmental experiences and opportunities, Boys & Girls Club members have continually demonstrated their ability to overcome negative, failure-oriented environments and move toward fulfilling their dreams.

Boys & Girls Clubs have passed the test of time because we have not lost sight of what a Club provides:

- A safe place to learn and grow
- Ongoing relationships with caring adult professionals
- Life-enhancing programs
- Character development
- Hope and opportunity

Since its inception, the Boys & Girls Club Movement has provided mentoring and leadership specifically designed to change the lives of youth who face daily challenges such as poverty, broken homes, crime, unemployment, prejudice and difficulties in school.

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48 Cameron Street
Rochester, NY 14606
585-254-2697
cameronministries.org

So what do I need to know?

Helping the Lyell-Otis neighborhood (northwest quadrant) through emergency and support services.

Cameron Community Ministries

Cameron Community Ministries is an Urban Outreach Community Center in the Lyell-Otis Neighborhood of Rochester, NY. Ninety-eight percent of residents in this neighborhood live in poverty.

Our mission is to provide hope to our community through emergency services, engagement, education and empowerment.

Services provided:

After School Program — The primary emphasis of the program is on homework completion, tutoring, teaching positive behavior, social and financial literacy as well as conflict resolution. We also offer snacks, field trips, arts & crafts, exercise, and many special events including exposure to places and ideas outside of Cameron's neighborhood.

Summer Safe Haven Program — offers up to eighty children a safe place to spend six weeks of their summer. The primary emphasis of the program is exposure to places and ideas outside of Cameron's neighborhood, and to bridge the learning gap between summer and fall.

DAILY SESSIONS— For 5-12 year olds Monday through Friday 10:00 am - 5:00 pm. Snack & lunch are included. KIDS CAFE (DINNER) - Served at 4:30 pm, available to all children under 18.

R&R Groups — R&R stands for Respect and Responsibility. Our motto is "Be strong, be confident, be fearless, and stick to your goals." At Cameron we recognized the need for a group to teach the 4th- 6th grade youth life skills, about respecting themselves and others and being responsible for themselves and others.

Hot Lunch Program — Cameron serves a free hot meal to the public six days a week, Monday-Saturday from 12 - 1:30pm. In 2015, our Hot Lunch program served over 35,000 meals to the community. The meals are filling and nutritious, with fresh fruit, vegetables and dessert items.

Emergency Food Pantry — a vital support to our community. Families are able to come in and receive food to last them for a few days until they could make ends meet. We use a model called Client Choice, which allows neighbors to choose which foods they want to take home for their families.

Clothing House — We offer a wide range of children's and adult clothing, shoes, accessories, undergarments and socks, linens, and small housewares. We also offer a supply of hygiene items, such as soap, toothpaste and shampoo for a modest fee.

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255 Alexander Street
Rochester, NY 14607
585-423-9700

<https://cscrochester.org/>

So what do I need to know?

A place where people who have been impacted by cancer can find support, friendship, and important resources in our community.

Cancer Support Community Rochester

Newly-named (as of October 2021) Cancer Support Community (formerly Gilda's Club) serves over 5,000 people annually. We offer over 1,000 free programs each year to those whose lives have been impacted by cancer.

Mission: To ensure that all people impacted by cancer are empowered by knowledge, strengthened by action and sustained by community.

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87 N. Clinton Ave
Rochester, NY 14604
585-546-7220

cfcrochester.org

So what do I need to know?

Full service not-for-profit human services agency for adults, also providing Core Resettlement Services for refugees new to Rochester.

Catholic Charities Family and Community Services

Catholic Family Center partners with people – especially the vulnerable and those facing poverty – to help them achieve their full human potential. A division of Catholic Charities of the Diocese of Rochester, CFC offers compassionate services to families and individuals in need across all stages of life.

Our programs address the barriers that prevent people from moving to self-sufficiency in today's environment. In 2016, CFC was selected to lead an adult mentoring program in several city neighborhoods in partnership with other public and non-profit agencies. The ultimate goal of adult mentoring is to help people living in poverty overcome the barriers that have been preventing them from securing and retaining living-wage employment.

Services provided:

Professional/Referral:

- Children, Youth & Family Services
- Drug Treatment & Prevention Services
- Housing & Emergency Services
- Healthy Sisters' Soup & Bean Works
- Language Services
- Mental Health Services
- Older & Vulnerable Adult Services
- Refugee & Immigration Services

Services Open to the Community:

- Children Services focused on keeping children safe and thriving
- Elders Services to help older adults maintain independence
- Families — Comprehensive services that support strong families
- Emergency Services — Support for the basic needs of daily life
- Mental Health Services — Help for those with mental illnesses
- Addiction & Drug Treatments — Help for those with addiction
- Consumer/Business Services — CFC's entrepreneurial services
- Healthy Sisters' Soup & Bean Works — Giving voice to the needs of our clients
- Parish Social Ministry — Giving voice to the needs of our clients

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1000 North Winton Rd
Rochester, NY 14609
585-235-2652 (cell#)

colcinc.org

**So what do I need to
know?**

Connecting community-oriented people through its programs - Help Me Read, Community Breakfasts, and tutoring services for Rochester City School District children.

Celebration of Life Community, Inc.

Celebration of Life Community, Inc. is a grassroots not-for-profit, established for linking individuals, entities, resources and services along with advocating, launching and or maintaining efforts for the holistic betterment, promotion and support of individuals, children, families and community.

CLC offers monthly Celebration of Life Community Breakfast Meetings. These meetings provide a continuing forum for building linkages throughout our community with a wide cross section of individuals for the purpose of city and regional transformation. CLC also provides one on one tutoring for RCSD students weekly.

Help Me Read program happens during the school day through Grass Roots. The program staff give students the one-on-one attention they need to maximize in the academic process. Through Help Me Read, students that are on, below, or at grade level, and even students with specific developmental hardships have been able to make significant improvement through this focused approach. As a result of our sound and timely approach, students have not only improved academically, but also socially and emotionally. Our students have developed an increased personal image, leadership skills, and so much more.

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Central Library
of Rochester &
Monroe County

Rundel Memorial Building
115 South Ave
Rochester, NY 14604
585-428-7300

libraryweb.org

**So what do I need to
know?**

The library offers the residents of the City and County a large collection of books, (both print and electronic) magazines, music, movies, educational toys and games, children's center, teen division and more.

Central Library of Rochester & Monroe County

The Rochester Public Library is a system of eleven libraries (the Central Library in downtown Rochester and ten urban neighborhood branches) serving as a vital resource to the Western New York region.

The Central Library of Rochester & Monroe County consists of two buildings, the Rundel Memorial Library building, opened in 1936, and the Bausch & Lomb Public Library Building, opened in 1997. Located in the heart of Downtown Rochester, NY, at 115 South Avenue. In addition to its collection of materials, the Central Library provides quiet study spaces, public meeting rooms, a variety of free programs and opportunities for community engagement.

Subject Divisions include:

- Children's Center
- Teen Central
- Technology Center
- Arts & Literature

Services & Amenities include:

- Library bookstore
- Foodlink Community Café
- Educational classes offered to the public

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71 Parkway
Rochester, NY 14608
585-277-0810

[https://www.nyconnects.ny.gov/
providers/charles-settlement-
house-sofa-li-148322](https://www.nyconnects.ny.gov/providers/charles-settlement-house-sofa-li-148322)

So what do I need to know?

Northwest Rochester's
comprehensive human
services agency.

Charles Settlement House

Charles Settlement House is the only comprehensive human service provider centered in Northwest Rochester, offering neighborhood-based programs for approximately 3,000 children, teens, families and seniors each year. Additionally, we work with residents to build the capacity of the neighborhoods we serve. Charles House also provides workplace training and development to 13 individuals placed through Monroe County's Workforce Experience Program and the Experience Works program for senior citizens.

- Youth Development — youth programs to equip youth with life skills, knowledge and training through various clubs, activities, and programs.
- Senior Services — Senior Center offers a welcoming, safe and healthy haven for elder residents to gather, socialize, and participate in activities that help them maintain their independence.
- Family Services — provides emergency food through its on-site food cupboard, as well as holiday baskets. A clothing closet offers essential clothes, coats, and shoes to adults and children in need. Case workers assist adults with employment, housing, agency forms, advocacy, counseling, budgeting & financial literacy, home repairs and lead remediation, and service coordination.
- Neighborhood Building — safety, child development, home and family stability, economic vitality, and educational success.

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111 Westfall Rd.
Rochester, NY 14620
(585) 753-6998

[https://
www.monroecounty.gov/hs](https://www.monroecounty.gov/hs)

So what do I need to know?

- Investigates reports of suspected child abuse and neglect of children.
- Protects children who have been abuse or neglected.
- Provides case management services to families where children have been abused or neglected.

Child Protective Services (CPS) of Monroe County Department of Human Services

Child Protective Services is a program area of the Children and Family Services Division of the Monroe County Department of Human Services that:

1. Receives and investigates reports of suspected abuse and neglect of children;
2. Protects children who have been abused or neglected
3. Provides support and rehabilitative services to families where children have been abused or neglected.

Child Protective Services is organized into three sections:

1. Child Protective Services Intake/After Hours provides 24 hour services to the Monroe County community to investigate reports of suspected child abuse or neglect.
2. Child Protective Services Investigation investigates reports of suspected child abuse or neglect and provides immediate services to families to resolve short-term child abuse or neglect problems.
3. Child Protective Services Management Provides respectful, strength-based, and culturally competent case management and supportive services to children and their families. Safety, permanency, and well-being are the main focus of these teams, who work to support the right of each child to a lasting, safe, and nurturing environment where he or she can develop secure attachments and a sense of belonging. Some of these families have children in foster care, some have children court-placed with relatives, and others have children at home under MCDHS supervision.

At times, Child and Family Services must remove a child(ren) from their home due to immediate and/or impending danger from their legal guardian. Whenever possible, efforts are made to work with the legal guardians and parent(s) to identify known relative or non-relative caretakers to provide safe care for the child(ren) until the safety issues can be resolved. NYS requires District and voluntary authorized agency child welfare workers who notify relatives and non-relative Kinship caregivers, and prospective suitable persons of a child's removal due to maltreatment and must provide in accordance with 18-OCFS-ADM-23. 18-OCFS-ADM-23 mandates that the following informational materials be provided at such time:

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111 Westfall Road
P.O. Box 92832
Rochester, NY 14692
585-753-5087

monroecounty.gov/eh-leadpoisoning.php

So what do I need to know?

If a kid's lead level is at or above 8, environmental investigations and free case management will take place.

Childhood Lead Poisoning Prevention Program

The Childhood Lead Poisoning Prevention Program provides a number of services related to reducing the incidence of lead poisoning.

- Maintains a database registry of more than 90,000 children who have been tested for elevated blood lead levels throughout Monroe County that includes all medical and environmental management information on each child.
- Provides medical case management and educational outreach to families for all children with blood lead levels $\geq 8 \mu\text{g}/\text{dl}$ (micrograms per deciliter).
- Conducts environmental investigations of primary and secondary residences of children 0-72 months of age with venous lead levels $\geq 8 \mu\text{g}/\text{dl}$. Investigations include a full educational intervention as well as the identification of conditions conducive to lead poisoning (lead hazards), issuance of a Notice and Demand to the property owner to eliminate the hazards by a specified time-frame, and reinvestigation to verify compliance.
- Provides community-wide education on lead poisoning issues to the general public, health professionals, property owners, painting contractors, parent groups, etc. This is provided in the form of formal presentations, informational kiosks throughout Monroe County, distribution of informational brochures, Health Fairs, Home Shows/Exhibitions.
- Responds to complaints of improper/unsafe lead hazard control activities and issues Cease and Desist Orders to stop unsafe practices, order cleanup of lead contamination, and assures that cleanup is performed properly.

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**children's
institute**


STRENGTHENING SOCIAL AND
EMOTIONAL HEALTH

274 N. Goodman St.
Suite D103
Rochester, NY 14607
585-295-1000

childrensinstitute.net

So what do I need to know?

Assistance with data, reports, and training around what works to improve kids' well-being.

Children's Institute

Audience:

- Executive directors of non-profit organizations
- Pupil personnel directors
- Research and testing directors
- Accountability directors of school districts
- Health care non-profit organizations

Our Services Include:

Collaboration with stakeholders to develop quantitative and/or qualitative study designs using:

- Surveys (web-based, paper, or mixed)
- Existing program data
- Focus groups
- In-depth interviews
- Data interpretation and recommendations
- Oral presentations and written reports

Consultations

- Behavioral Health Consultation assists with individual children or group behavioral health by working closely with staff and caregivers.

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681 South Avenue
Rochester, NY 14620
585-442-2180

Market Place Mall
1 Miracle Mile Drive
Rochester, NY 14623
585.978.8960

ourcoffeeconnection.org

So what do I need to know?

Support and training through a coffee shop business for women in recovery from addiction, trauma, or homelessness.

Coffee Connection

"GLOBAL" MISSION: Our fair trade, organically grown, sustainably farmed coffee enables farmers around the world to grow coffee instead of drug crops! Fair prices ensure education and health care for coffee farmers' children and protect the environment as well.

LOCAL MISSION: We empower women in recovery from drug addiction, trauma, and homelessness, providing important skills for employment and education while supporting long term sustainable recovery. Our newest goal is job creation which benefits both our women and the local economy.

Women in Recovery from Addiction

- Employment Training
- Sober Support
- Advocacy
- Job Creation within the Organization
- Increased Self Sufficiency (Goal: full self sufficiency)

Local Economy

- Reduce incarceration and inpatient treatment
- Reduce reliance on social services
- Create jobs and spending power
- Create new local businesses
- Local buying from local businesses and farmers
- Contribute to city tax base by leasing property
- Cooperating with community partners

Environmental Protection/Renewal

- Coffee is organic and sustainably farmed (shade grown, no rainforest destroyed)
- Growing some of our own food
- Local food—less transportation
- Energy efficiency
- Exploring green energy for sites
- Composting/recycling
- Plan to move to biodegradable disposable cutlery, cups, containers

Global Economic Justice

- Third world coffee growers receive fair prices for coffee, enabling them to provide for their families thereby eliminating the need for drug cash crops

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57 Central Park
Rochester, NY 14605
585-327-7200
communityplace.org

So what do I need to know?

Human services agency providing universal pre-kindergarten locations, foster grandparent programming, and disability services.

The Community Place Of Greater Rochester

The Community Place of Greater Rochester, Inc. (CPGR) is a nonprofit agency founded on the belief that everyone should enjoy the same health, economic, and social opportunities no matter who they are or where they live.

9,000 individuals annually benefit from programs and services at CPGR.

We prepare our children and young adults for success in school and in life with programs from Universal Pre-Kindergarten and Foster Grandparents to after school programs that build student leaders.

Our Disability Services Program provides care and activities for young people with disabilities and much needed support for their families.

Family Services programs supply aid to people to meet basic needs and also help to build life skills and provide emergency services in times of financial crisis.

Our Aging Services programs run throughout Monroe and Livingston Counties. These programs include daily opportunities for socialization, nutrition, independent living and case management services. Our Foster Grandparents and Senior Companions are volunteers who help children succeed in school and assist frail elders so that they can remain in their homes.

Community Place activities focus on academic success, personal and social development, health/fitness and college/vocational preparation. All of our activities are aimed at building stronger neighborhoods, a stronger community and a stronger Rochester.

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3111 Winton Road S.
Rochester, NY 14623
585-214-1333

<https://medi-care.excellusbcbs.com/health-wellness/managing-conditions/compassion-net>

So what do I need to know?

Pediatric and perinatal palliative care services from the medical to the socioemotional.

CompassionNet

CompassionNet is a community-based Pediatric and Perinatal Palliative Care program, sponsored by the Lifetime Healthcare Companies, including Excellus BCBS and Univera. We support families caring for a child with a potentially life-threatening illness or medical condition in addition to families anticipating the birth of a child with a potentially life-threatening condition.

When a child is diagnosed with a potentially life-threatening illness, our team will work closely with hospital staff and primary care providers to help support the child, siblings and family through diagnosis, treatment, stabilization, cure, or at times, end of life and bereavement.

Through collaboration with community organizations and resources, such as expressive therapists, CompassionNet extends the "net" of support to reach beyond the physical needs of the child to the unmet needs of all family members.

Additionally, families have access to CompassionNet's Pediatric Palliative Care Medical Team and our Certified Child Life Specialists. Our Medical Team specializes in pain and symptom management, in addition to palliative care coordination and consultation.

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1099 Jay St, Building J

Rochester, NY 14611

585-328-5190

ccsi.org

So what do I need to know?

Where to call for help navigating healthcare insurance enrollment.

Coordinated Care Services, Inc.

Mission: CCSI is a nonprofit organization dedicated to inspiring innovation in practice by providing essential business services in partnership with organizations that improve lives and strengthen communities.

CCSI provides a broad array of management services and technical assistance specifically tailored to meet the needs of local behavioral health, social and human service departments, state agencies, and community-based organizations in Monroe County, across New York State, and beyond.

MANAGEMENT SERVICES

Project and Program Management
Financial and Contract Management
Service Contracts

TECHNICAL ASSISTANCE

Financial Services
Managed Care Readiness Consultation
Cultural Competence
Health Information Technology Consultation
Fiscal Business Practices
Training and Practice Transformation

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3399 Winton Road S.

Rochester, NY 14623

585-334-6000

cprochester.org

So what do I need to know?

Wraparound services for children, adults, and families living with physical and intellectual disabilities.

CP Rochester

CP Rochester partners with individuals, their families, and the community to fulfill the individual's right to live a productive and rewarding life. CP Rochester provides a wide range of quality health, educational, and support services in the greater Rochester area to assist individuals in achieving their goals.

Adult Services

- Stroke Rehabilitation and Support
- Clinical and Therapeutic Services
- Accessible Home Renovations
- Community Recreation
- Self-Direction Services
- Day Habilitation
- Family Dental Center
- Family Support Grants
- Respite Home
- Residential Services
- Community Services
- Service Coordination

Children Services

- Accessible Home Renovations
- Assistive Technology Services
- Augustin Children's Center
- Community Services
- Community Recreation
- ICS: Self Determination
- Family Dental Center
- Family Support Grants 2014
- Respite Home
- Clinical and Therapeutic Svcs
- Service Coordination
- Shared Ski Adventures

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201 Genesee Park Blvd
Rochester, NY 14619
585-235-5750

[https://
www.centerforyouth.net/crisis-nurseries/](https://www.centerforyouth.net/crisis-nurseries/)

So what do I need to know?

Last-minute, emergency daycare services for those with no other options.

Crisis Nursery

The only program of its kind in New York State, the Crisis Nursery of Greater Rochester is dedicated to providing safe, professional and temporary care to children during family crises. Types of crises range from simple to catastrophic and are not limited to these examples:

- Medical emergencies
- Unexpected illness
- Domestic violence
- Homelessness
- Legal issues
- Unstable/unsafe housing

Provided free to families during emergencies, services are available 24 hours a day, 365 days a year. The Crisis Nursery serves children ages newborn to 14; the program is certified to accept children up to age 17 to keep siblings together.

When parents are in crisis, they can contact the Crisis Nursery or The Center for Youth's 24-hour help line. Crisis Nursery staff will assist each family based on their individual needs. Some parents need only a few hours of childcare while they resolve their issues; others may need to access the Crisis Nursery on an on-going basis until a crisis is resolved. All families receive referrals to community resources that can provide permanent assistance, as needed.

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700 Lac De Ville Blvd
Rochester, NY 14618
585-385-6287

daystarkids.org

So what do I need to know?

Wraparound services for medically complex children and their families.

Daystar

MISSION

To joyfully celebrate children with special healthcare and developmental needs and enrich their lives by promoting each child's individual healthcare, developmental, and psychosocial goals in an encouraging atmosphere of their peers, and to strengthen and support their families.

Daystar's coordinated, case-management approach ensures that each child's individual healthcare, educational, developmental, and social-emotional goals are supported in an encouraging atmosphere of their peers.

Daystar offers year-round, comprehensive day-respite services for children as young as six months of age, until they successfully transition into kindergarten.

Daystar's innovative, coordinated-care model incorporates expert pediatric nursing services, daily group educational enrichment programs, individualized therapeutic services, and family training, education, and support services delivered by classroom teams comprised of certified special education teachers, pediatric registered nurses (RN), and teacher aides experienced in supporting children with special needs and their families.

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111 Westfall Road
Room 938
Rochester, NY 14605
585-753-KIDS
<https://www.monroecounty.gov/hdchild-ei>

So what do I need to know?

Free developmental screenings for children ages birth through 2 years of age (local school districts provide these services after age 2).

Early Intervention

Early Intervention (EI) is a voluntary developmental evaluation and services program offered by New York State and administered locally by Child and Family Health Services of the Monroe County Department of Health.

EI serves children from birth through 2 years of age and their families where there is a high risk of delay, a suspected delay in development, or a confirmed diagnosis of developmental disability.

Major provisions of the program include:

- Identification and referral of children at risk or suspected of disability by primary referral sources
- Periodic developmental screening and tracking of at risk children
- Service coordination for eligible children and families
- A multidisciplinary evaluation provided at no cost to parents to determine eligibility
- Individualized Family Service Plans (IFSPs) for eligible children and families
- Provision of early intervention services in the IFSP at no cost to parents
- Delivery of services in natural settings in the community where children of the same age are typically found, to the maximum extent appropriate

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1650 South Ave
Suite 300
Rochester, NY 14620
585-442-4430
epny.org

So what do I need to know?

Support services for individuals and families living with congenital or acquired brain injury.

Epilepsy-Pralid, Inc.

Mission

To be a successful partner for all individuals with developmental or acquired brain conditions as they strive to remove barriers to their personal fulfillments. EPI has an enduring legacy of partnering with those we serve, their families, and others in the community to provide education, training, advocacy, and tailored support solutions to meet the physical, behavioral, and social needs of each person who chooses our agency as a trusted resource.

Nursing Home Transition/Diversion & Traumatic Brain Injury

- Service Coordination • Home/Community Support Services
- Independent Living Skills Training • Structured Day/Structured Evening • Environmental Modifications/Assistive Technology
- Community Integration Counseling • Vocational/Prevocational Training

Developmental Disabilities

- Service Coordination • Residential Services • Day Habilitation
- Environmental Modifications/Assistive Technology • Individualized Community Services • Supported Employment

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1150 University Avenue
Suite #8 in Building 5
Rochester, NY 14607
585-371-5018
familyautismcenter.com

**So what do I need to
know?**

Volunteer organization
providing support for
parents of children with
autism.

The Family Autism Center/Camp Puzzle Peace

The Family Autism Center in Rochester, NY is a grassroots non-profit organization created by a collaboration of educators and parents.

The Center's mission is to provide traditional family experiences for all families in Rochester, NY and all surrounding areas. It's an inclusive organization, and serves families dealing with Autism Spectrum Disorder and other developmental delays as well as families without disabilities.

The Family Autism Center provides skill-building opportunities to families and children that promote independence, healthy active lifestyles, networking and greater opportunities for families to participate in their community.

The Family Autism Center offers Camp Puzzle Peace as a place that families with children on the Autism Spectrum can go to relax and spend quality time together in the beautiful and peaceful setting of the Adirondack wilderness.

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1999 Mt. Read Blvd
Rochester, NY 14615
585-328-3380
foodlinkny.org

So what do I need to know?

Rochester's key to ending food insecurity, doing so much more than supplying food to local pantries – backpack program, Curbside Markets, Community Kitchen.

Foodlink

Our Mission is to end hunger and to leverage the power of food to build a healthier community.

Foodlink is a regional food hub and the Feeding America food bank serving Allegany, Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates counties. Our operations target the root causes of hunger. We do this by distributing food to a network of human service agencies, serving meals through our commercial kitchen, and offering more than 30 food-related programs. Our innovative approach directly addresses health disparities related to food

- Food Bank: Foodlink provides food to more than 500 partner agencies. We provide food to emergency food organizations such as food pantries, soup kitchens and shelters. We also assist non-emergency programs such as group homes and senior centers, helping nonprofit agencies save vital dollars on their food budget.
- BackPack Program: The BackPack Program from Foodlink provides children in need with bags of nutritious food they can discreetly take home and easily prepare on their own.
- Mobile Pantry: Our mobile pantry program travels to locations in underserved areas of Foodlink's 10-county service area to supplement the work done by existing pantries in those regions.
- Community Kitchen: We provide kids with hot, nutritious meals so they can spend their time playing and learning—not worrying about where their next meal will come from.
- Food Access Programs
 - Curbside Market
 - Urban Farm Stands
 - Garden Project
 - Community Store Initiative
- Nutrition Education
- Food Hub
- SNAP information
- Workforce Development
- Green Initiatives

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657 East Avenue
Rochester, NY 14607
585-697-1960
gccschool.org

So what do I need to know?

Charter school located within the Rochester City School District demonstrating academic success through socioeconomic integration.

At GCCS, student learning and school culture are interwoven. From the time the youngest kindergarteners walk through our doors, students learn to be considerate and respectful members of the school community. The Experiential Learning Education design principles guide our school culture and the way in which children and adults treat one another. We teach children to understand and respect their own strengths and needs as well as those of other children and adults in our school community. Members of the school community honor and take care of the world around them. The school was designed to reflect the socio-economical, cultural, and religious diversity of Monroe County.

2014 National Blue Ribbon School Award Winner

- K – 6 Charter School — 215 Students selected by random lottery
- One classroom per grade level with up to 32 students
- Two teachers and one teaching assistant per classroom are “looped” in grades K-1, 2-3, and 4-5
- Three specialists teach music, and physical expedition
- One specialist coordinates special education services
- Partnership for 21st Century Skills Exemplar School
- Credentialed EL Education Mentor School
- Located on the campus of the Rochester Museum & Science Center
- A tuition-free public school chartered and funded by New York State Board of Regents
- Located within Rochester City school District; operated independently from district

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ROCHESTER REGIONAL **HEALTH**

89 West Main Street
Rochester, NY 14611
585-368-3720

[www.rochesterregiona l.org/services/
community-outreach-
programs/health-
reach-healthcare-for-
the-homeless](http://www.rochesterregiona l.org/services/community-outreach-programs/health-reach-healthcare-for-the-homeless)

So what do I need to know?

Bringing healthcare to those in the streets.

Healthcare for the Homeless

Health Reach HCHP provides comprehensive medical and dental care to homeless individuals and families who are currently experiencing homelessness in the Rochester City and Monroe County area. Services are provided at area homeless shelters, our Mobile Medical Unit and the clinic located at 89 West Main Street.

Services include:

- Primary care services
- Physical and health assessments
- TB screening
- Mental health evaluation/referral
- STD and HIV testing and counseling
- Treatment of acute/chronic health concerns
- Substance abuse evaluations/referral
- Diabetic counseling
- Nutrition counseling
- Assistance with diabetic supplies

Primary dental services:

- Complete exam
- Teeth cleaning
- X-Rays
- Fillings
- Dentures
- Extractions

Intensive case management services:

- Mental health and substance abuse counseling and referral
- Emergency, transitional and permanent housing assistance
- DSS benefits/insurance enrollment assistance
- Food assistance
- Clothing assistance

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Healthy Baby Network

693 East Avenue
Suite 200
Rochester NY 14607
• 585-546-4930
<https://www.healthy-baby.net/>

So what do I need to know?

Healthy Baby Network ensures that every parent in our community has the information and support needed to bring a healthy baby into a nurturing home.

Healthy Baby Network

At Healthy Baby Network, we are dedicated to giving babies a healthy start in life. Through data, health planning, and creating social support for parents, we are transforming our community baby by baby.

On our website you will find the research and resources you need to have a successful journey into parenthood.

Case management is offered to support parents throughout their pregnancy and beyond.

Our Outreach Team brings access to care directly to our most vulnerable community members.

We provide resources, care, advocacy, and support for fathers and father figures through our Fatherhood Program.

We provide free training to families in our community, helping to empower people to be the best parents possible.

The Black Doula Collaborative will provide care, support, and advocacy during pregnancy, birthing, and postpartum to nurture Black women and their support teams in welcoming their babies and assisting in their transition home.

We support oral health for mothers and babies with our Oral Health Advisory Committee.

We've developed the Peer Place Network health information technology resource to seamlessly connect patients with needed health and social support services, and also manage a patient's health information.

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1183 Monroe Ave
Rochester, NY 14620
Integration Center access
line: 585-256-7500

<https://www.hillside.com/>

So what do I need to know?

Vast regional network of services to help kids, youth, and families in their home, school, and work lives.

Hillside Family of Agencies

Hillside has carefully built a Family of Agencies that work both individually and together to put children, youth and families on a path to success and help break the damaging cycles of poverty, trauma, and neglect.

Hillside offers a wide range of programs and services, including:

- Preventive services
- Community education
- Early intervention
- Emergency services
- Runaway/homeless youth safety net services
- Counseling and support programs
- Outpatient treatment
- Customized home and community-based services

Special education services:

- Full-curriculum campus schools
- School-based support programs for youth at risk for out-of-district placement
- Day treatment
- School-to-work programs
- Therapeutic foster care
- Residential treatment services
- Adoption services

Affiliates:

Crestwood Children's Center
Crestwood Children's Foundation
Hillside Children's Center
Hillside Children's Foundation
Hillside Work-Scholarship Connection
Snell Farm Children's Center

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100 Groton Pkwy
Rochester, NY 14623
585-359-3710

holychildhood.org

So what do I need to know?

School program (ages 5-21) and adult vocational training for individuals with developmental disabilities.

Holy Childhood

The Holy Childhood is a non-denominational, non-profit agency that prepares children and adults with developmental disabilities for maximum independence and integration in the community through individualized programs and services.

School Program:

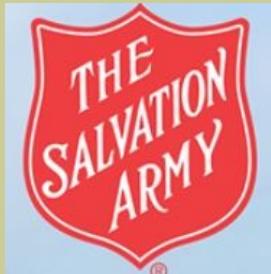
Holy Childhood offers comprehensive and therapeutic services to children ages five to twenty-one in the School Program. Full-day special education instruction is based on each student's Individual Education Plan (IEP). Instruction includes emphasis on literacy, math, science, social, woodworking, life skills, music, art, adaptive physical education and transition training.

Jimmy W. Wilmot Adult Day Training Program:

Provides vocational training and employment for adults with intellectual and developmental disabilities. The program is designed to prepare program participants for community employment.

- **Special Touch Bakery • Woodworking Program • Medicaid Service Coordination • Hourly Respite Activities • Transition & Skills Training Groups • Helen H. Heller Health Center**

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100 West Ave
Rochester, NY 14611
585-697-3430 ext 2505

rochesterny.salvationarmy.org

So what do I need to know?

Providing safe transitional housing for women and their children.

Hope House

Hope House serves homeless women and their young children with transitional housing that is affordable and supportive designed to provide housing and appropriate support services to persons who are homeless or who are close to homelessness. The transition is to help them be more self-sufficient to move towards independent living.

Services provided at transitional housing facilities vary from substance abuse treatment, to psychological assistance, job training, domestic violence assistance, and more.

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285 Ormond Street

Rochester NY 14621

585-546-2580

[http://
www.houseofmercyrochester.org/](http://www.houseofmercyrochester.org/)

So what do I need to

know?

- Provides a food pantry for individuals and families in need.
- Items include canned and boxed foods.
- Occasionally includes baby formula, as available

House of Mercy

The House of Mercy and our founder, Sister Grace Miller, are dedicated to serving and advocating for Rochester, NY's homeless citizens.

Food, shelter, clothing, advocacy — operating 24/7, the House of Mercy never closes its doors on people in need.

We strive to be a beacon of hope for the poorest of the poor, and we never give up on the thousands of people we serve each month.

Every day, all day, in ways big and small, we serve Rochester's people in need.

- Food
- Shelter
- Clothing
- Health and Wellness
- Spiritual services
- Advocacy
- Drop-in social services
- And so much more

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934 Culver Road
Rochester, NY 14609
585-288-1074
spirituschristiprisonoutreach.org

So what do I need to know?

Safe transitional housing for women coming from prison, inpatient rehabili-

Jennifer House

Jennifer House opened in January 2002 and serves homeless women with a criminal history who are entering the community from jail, in-patient facilities, the streets and other homeless situations. This program provides a safe and structured home environment for homeless women who are age 18 or older.

Basic needs are provided for homeless women such as food, clothing, and shelter. In addition, residents receive twenty-four hour supervision, intensive case management and guidance. It also offers the opportunity for residents to become mentors for other women battling substance abuse and mental health issues. Children are reunited with their mothers in a supportive, drug-free environment, which helps to break the cycle of crime and increase community safety.

Jennifer House provides a structured residential program immediately after their release from jail. The House can accommodate 12 women and children at a time, and will provide emergency housing for a total of 50 women and children each year. Staff and volunteers facilitate access to basic and essential needs for the women being released from jail. Medical care is available for those women and children directly across the street at the Culver Medical Group.

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1 West Main St. #400
Rochester, NY 14614
585-325-2520

<https://www.lawny.org/>

So what do I need to know?

Free legal services to help individuals and families close gaps in their social needs.

Legal Assistance of Western New York

Legal Assistance of Western New York, Inc.® provides free legal aid to people with civil legal problems. If you are having a legal problem with a person or agency, and it is not a criminal matter, LawNY® may be able to give you help or advice.

Here are some examples of legal problems that LawNY® often handles:

- Your landlord is threatening to evict you.
- You have been denied Unemployment Insurance benefits.
- You have been denied Public Assistance.
- You are facing foreclosure on your home.

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1900 S. Clinton Ave
Rochester, NY 14618
585-244-8400
lifespan-roch.org
eldersource.org

So what do I need to know?

Comprehensive human services for older adults living in the Rochester area. It's the 2-1-1 for older adult issues.

Lifespan of Greater Rochester

For more than 45 years, Lifespan has been helping older adults and their caregivers approach aging with greater information, supportive services and the guidance to make the most of the years ahead.

As a service of Lifespan and Catholic Family Center, the Eldersource team has immediate access to a wide array of supportive services.

- Lifespan does minor home modifications geared toward fall prevention.
- Both Catholic Family Center and Lifespan provide housekeeping and personal care assistance.
- Catholic Family Center provides a home repair service.
- And, a full financial housecleaning and a monthly bill paying service is available through Lifespan.

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1000 Elmwood Ave.
Suite 100
Rochester, NY
14620
Telephone:
585-271 - 0761
Website:

marycariola.org

So what do I need to know?

Educational programming and on-site specialized therapy services for children with complex or multiple disabilities ages 3-21

Mary Cariola

Mary Cariola Children's Center is a special place in Rochester, NY, that serves children with multiple, complex disabilities; public and private schools aren't able to accommodate these children.

Over the years, the Center has evolved from a day care to a nationally renowned agency that strategically maps out a customized plan—clinically and educationally—for every child who walks through our doors.

Educational Programs

As the largest program at Mary Cariola, our staff, teachers, aides and clinicians—support nearly 450 children and young adults annually who range in age 3-21 years old.

- Preschool: Preschool is designed for three- to five-year-olds to attend either a half- or full-day program each day, depending on their needs.

- School Age: The School Age Program provides instructional and therapeutic services to children with multiple disabilities from five to 21 years of age.

Adaptive Equipment Workshop: Helping empower children to interact with their environment and become more independent

Specialized Therapy : We offer an array of clinical and therapeutic services. Our experienced, innovative team of clinicians ensures each child receives the highest level of individualized therapy. [Return to alphabetical site listing](#)



414 Lexington Ave
Rochester, NY
14613
Telephone:
585-270-8626
Website:
marysplaceoutreach.org

So what do I need to know?

One of a small handful of agencies supporting New Americans in the Rochester region, located in northwest Rochester.

Mary's Place Refugee Outreach

Mary's Place is a non-profit refugee outreach center in Northwest Rochester, NY. Our mission is to reach out in love, hope, and service to refugees of all faiths and nationalities, particularly those in the Maplewood/Edgerton neighborhood.

We provide a multitude of services for local refugees. We offer weekly food distribution and daily clothing distribution through our clothing closet.

- Job Skills Class aimed at assisting any refugee at Mary's Place interested in securing permanent, meaningful employment.
- Summer Program at Mary's Place is a language enrichment program facilitated by students and faculty from Nazareth College.
- Casework — Assisting refugees with navigating Rochester's various services and relief programs. Assisting with making phone calls, reading mail, filling out paperwork, enrolling in school and other programs, contacting DHS, rides to appointments.
- A clothing closet is where all of our clothing, shoes, and small household item donations are set up on display.
- English as a Second Language classes for refugee adults

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320 N. Goodman St.
Rochester, NY
14607
Telephone:
585-325-3145
Website:
mharochester.org

So what do I need to know?

Providing full-spectrum services for individuals living with or affected by mental illness with a unique Creative Wellness Program using arts for healing.

Mental Health Association

The Mental Health Association is a not-for-profit organization that offers many services that help people as they recover from mental illness or strive to maintain mental wellness.

Creative Wellness Opportunities

Life Skills Workshops

Self-Help Drop In Services

Education & Training

Employment Support

Family Support

Peer Navigation & Support

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431 Jay St
Rochester, NY 14611
Mailing:
152 Baden St.
Rochester, NY 14605
585-445-6771
metrocouncilrochester.org

So what do I need to know?

Supports the city's youth through evidence-based programming, health services, youth leadership training, and more.

Metro Council for Teen Potential

The Metro Council for Teen Potential (MCTP) is a membership coalition that promotes a comprehensive and community-wide approach to fostering youth assets and youth health.

MCTP works to increase the supports available to young people in Rochester, and particularly in the neighborhoods of highest need. MCTP delivers evidence-based programs, conducts needs assessments, sponsors staff trainings, develops health communication media projects, promotes youth leadership, and issues reports to the community.

Youth Programs and Education

Youth Health Services

Resources for Teen Parents

Resources for Parents

This organization is a LARC Initiative community partner.

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111 Westfall Rd.
Rochester, NY 14620
(585) 753-6998

[https://
www.monroecounty.gov/hs](https://www.monroecounty.gov/hs)

So what do I need to know?

Administers protective and supportive programs for adults and children.

Monroe County Department of Human Services

The Department of Human Services has as its goal a common sense human service delivery system that is comprehensive, responsive, coordinated and based on measurable results. The department provides various forms of assistance to citizens of Monroe County including income support, medical assistance and comprehensive services designed to promote a higher quality of life for children, families and disadvantaged or elderly adults.

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99 Exchange Blvd.

Hall of Justice

3rd Floor

Room 360

Rochester, NY 14614

585-371-3544

nycourts.gov

So what do I need to know?

The court that handles custody cases, adoptions, child abuse and neglect, children charged with felony crimes, and domestic violence, and one of a small handful in the state with onsite childcare available at the Monroe County Children's Center.

Monroe County Family Court

Family Court is a branch of the judicial system that hears matters involving children and families. Its jurisdiction includes: adoption, guardianship, foster care approval and permanency hearings, delinquency, Persons In Need of Supervision (PINS), family offense (domestic violence), child protective proceedings (abuse and neglect), termination of parental rights, custody and visitation, and support.

In addition, a specialized part of the Family Court system includes the Intensive Intervention Domestic Violence Court.

Adjudication of cases involving:

- Adoption
- Child Abuse and Child Neglect
- Children charged with felony crimes
- Foster Care, Custody, Child Support
- PINS (Person In Need of Supervision)
- Juvenile Delinquent
- Family Offense (Domestic Violence)

[Return to alphabetical site listing](http://nycourts.gov)

Monroe County Children's Center

The Children's Center is a full drop-off child care center that sees over 3,500 children each year and connects parents to needed resources like healthcare, dental, housing, etc. The University of Rochester Medical Center's Department of Psychiatry oversees the operation of the Children's Center at the Monroe County Family Court.

The Children's Center, located on the third floor of the Monroe County Hall of Justice, initially only provided day care for children whose parents were in court. In taking over the Children's Center, the Medical Center's Department of Psychiatry has expanded the services to include assessment of a child's needs and an early learning program.

Families whose children attend the Center are mainly seen by Family Court, although some parents are involved in other courts as well. The Center is a viable Community/University partnership because each partner has shared and unique goals.

Staff will evaluate children to determine if they are experiencing developmental delays and then suggest appropriate referrals. If a child qualifies but is not enrolled, the new center would link the child with a Head Start program.

[Return to alphabetical site listing](http://nycourts.gov)



187 Edinburgh Street
Rochester, NY 14608
585-275-2991
psych.rochester.edu/MHFC

So what do I need to know?

Using clinical research, support services, and training/mentoring to improve the lives of children and families living with violence, abuse, neglect, trauma.

Mt. Hope Family Center

We are a team of psychologists, researchers and clinicians helping to improve the lives of children and families who have experienced violence, abuse, neglect or trauma.

Mt. Hope Family Center's unique approach combines scientific research, clinical services and hands-on mentoring and training in one facility. We provide evidence-based intervention and prevention services to over 900 at-risk children and families annually in our community. As part of the University of Rochester, we also train and educate the next generation of clinicians and research scientists.

Bio-behavioral Research In Different Generational Experiences (BRIDGE)
Building Healthy Children
Child-Parent Psychotherapy
Cognitive Behavioral and Child Therapy
FASD Diagnostic and Evaluation Clinic
Families on Track
Interpersonal Psychotherapy
PATHS Club Therapeutic After School Program
The Incredible Years Parenting Group

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NAZARETH COLLEGE

4245 East Avenue
Rochester, NY 14618
585-389-2525

naz.edu/york-wellness-rehabilitation-institute/clinic-care/play-therapy/

So what do I need to know?

Play therapy for kids aged 3-10.

Nazareth College Play Therapy Center

Play therapy uses the therapeutic powers of play to help clients prevent or resolve psychosocial difficulties and achieve optimal growth and development. Nazareth's center is one of only about 25 centers approved by the Association for Play Therapy for play therapy education in the country.

Care at Nazareth may include co-treatment with physical therapy, speech therapy, art therapy, or music therapy. For example, a child may experience music therapy and play therapy at the same time.

Serves ages 3 to 10.

Play therapy is appropriate for children experiencing a wide variety of social, emotional, behavioral, and learning problems, including anger management, grief and loss, divorce and family dissolution, physical and sexual abuse, domestic violence, crisis and trauma, anxiety, and depression.

For professionals: The clinic offers one- or two-day training workshops on parent-child play sessions, child-centered play therapy, and clinical supervision.

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30 Millbank Street
Rochester, NY 14619
585-328-0801

spirituschristiprisonoutreach.org

So what do I need to know?

Safe transitional housing for men coming from prison, inpatient rehabilitation, or homelessness.

Nielsen House Spiritus Christi Prison Outreach

Nielsen House serves homeless men with a criminal history who are entering the community from jail, in-patient facilities, the streets and other homeless situations. This program provides a safe and structured home environment for homeless men within Monroe County who are age 18 or older.

The men who are accepted are required to live drug-free in a structured environment, and must be willing to receive chemical dependency evaluations and mental health evaluations, if necessary.

Provides weekly group meeting among the inmates to foster relationships and discuss their experiences. At their release, the outreach workers assist in obtaining the essential needs and resources to continue their recovery.

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Nurse Family Partnership Program

111 Westfall Rd
Room 1064
Rochester, NY 14620
585 753-5221

[https://
www.monroecounty.gov/
health-maternal-NFP](https://www.monroecounty.gov/health-maternal-NFP)

So what do I need to know?

Evidence-based nursing home visitation program for first-time mothers that improves both infant and maternal outcomes, both short and long-

Nurse-Family Partnership's maternal health program introduces vulnerable first-time parents to caring maternal and child health nurses. This program allows nurses to deliver the support first-time moms need to have a healthy pregnancy, become knowledgeable and responsible parents, and provide their babies with the best possible start in life. The relationship between mother and nurse provides the foundation for strong families, and lives are forever changed – for the better.

NFP is an evidence-based, community health program currently serving around 250 low-income, first-time mothers and their children. Mothers must enroll before 28 weeks gestation.

The program's strongest evidence are:

- Improved prenatal health
- Fewer childhood injuries
- Fewer subsequent pregnancies
- Increased intervals between births
- Increased maternal employment & reduced use of welfare
- Improved school readiness
- Reduced mental health problems in children

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114 University Avenue
Rochester, NY 14605
585-546-2595

<https://www.plannedparenthood.org/health-center/new-york/rochester/14605/rochester-health-center-3332-91040>

So what do I need to know?

Comprehensive sexual health services from routine well-GYN exams to STI testing to pregnancy termina-

Planned Parenthood

Planned Parenthood believes in the fundamental right of each individual, throughout the world, to manage his or her fertility, regardless of the individual's income, marital status, race, ethnicity, sexual orientation, age, national origin, or residence. We believe that respect and value for diversity in all aspects of our organization are essential to our well-being.

We believe that reproductive self-determination must be voluntary and preserve the individual's right to privacy. We further believe that such self-determination will contribute to an enhancement of the quality of life and strong family relationships.

- Abortion Care
- Breast Exams
- Colposcopy (offered at some health centers)
- Contraceptive Services
- Emergency Contraception
- Gynecological Care
- Health Counseling
- HIV Testing, Counseling and Education
- HPV Vaccine
- Pap Tests
- Pregnancy Testing and Options Counseling
- Smoking Cessation

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1 Mt Hope Ave
Rochester, NY 14620
585-935-7802

urmc.rochester.edu/childrens-hospital/community-outreach-programs/reach-program.aspx

So what do I need to know?

Interdisciplinary evaluation service for child victims of sexual or physical abuse.

REACH Program

REACH, (REFERRAL and EVALUATION of ABUSED CHILDREN) is located within the Bivona Child Advocacy Center, our expert team of social workers and pediatric health care providers are specially trained to provide services and support to meet the needs of child victims of sexual or physical abuse and their families. We are committed to reducing trauma, fostering healing, and promoting advocacy on behalf of children in need. REACH is an evaluation service and does not provide ongoing counseling services.

A REACH visit may include a psychosocial assessment, interview and medical evaluation. A medical exam is important to ensure the health and well-being of the child. It will also reassure the child that everything is okay with their body.

Partnership with law enforcement, as needed.

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Refugees Helping Refugees

259 Rutgers Street
Rochester, NY 14607
585-563-7747
rhrroc.org

So what do I need to know?

One of a small handful of agencies supporting New Americans in the Rochester region, located in southeast Rochester.

Refugees Helping Refugees

Initial programs focused on services for Somali elders. They were isolated and depressed, sitting at home alone behind drawn blinds, while their children worked. Once the RHR center was established, Somali seniors joined other American seniors for lunch, exercise classes, and socialization activities two days a week. Soon they requested English classes. Many also wanted citizenship training and case management services to help with government forms written in English. By January 2012, a four-day per week program began. Certified English as a Second Language teachers volunteered their time, and the program was certified by Monroe County as an ESOL training site. Students from ages 23-75 from Somalia, Burma, Congo, Nepal and Ethiopia attended.

Services provided:

- English for Speakers of Other Languages classes
- Case Management
- WEP training
- Senior Services

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260 East Main St.
Rochester, NY 14604
585-397-7660

941 South Ave
Rochester, NY 14620
585-473-2858

RCN4kids.org

So what do I need to know?

Comprehensive services to promote and provide high-quality early childhood education.

Rochester Childfirst Network

Mission:

RCN is a not-for-profit agency dedicated to advancing the quality of early education and care in Western New York, through leadership, advocacy, and innovative direct services to children.

RCN advocates at local, state, and national levels for Early Education and Care practices for ALL children.

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Ride-Along Program

cityofrochester.gov/police/

So what do I need to know?

A unique way of gaining an alternative perspective on life in the city of Rochester.

Rochester City Police Dept. Ride-Along Program

Our exceptional staff consists of more than 850 diverse sworn and non-sworn employees serving approximately 230,000 City residents. Our members patrol approximately 37 square miles located within Monroe County.

The RPD is accredited through the New York State Law Enforcement Accreditation Program, and was last reaccredited in 2015.

Excerpts from article: RPD puts focus on community policing with new position by Jon Hand dated September 14, 2016

Deputy Chief of Administration Wayne Harris has a history with community engagement as he has been an integral part of the department's connections with groups such as Clergy on Patrol, the Police Activities League, Project TIPS, Rochester Youth Violence Partnership, Teen Empowerment, and others.

"Wayne has been a strong advocate for initiatives that build bridges between youth and police," TE Director Doug Ackley said. "He has supported efforts like the recent training of RPD recruits in the academy led by Teen Empowerment youth to provide new officers with tools to more effectively understand and communicate with young people in Rochester."

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393 Lexington Avenue
Rochester, NY 14613
585-319-3134
rochesterrefugeenetwork.org

So what do I need to know?

Provides administrative support to Rochester's refugee service agencies.

Rochester Refugee Resettlement Services

Mission Statement:

Collaborating to provide services and opportunities to ensure assimilation of refugees into our society by providing assistance as they strive to be self-sustaining neighbors while still maintaining their own cultural heritage.

RCORR does not directly provide services, but works with the agencies that provide direct medical, educational, and social work services for refugees.

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1545 St. Paul Street
Rochester, New York
14621
585-544-1240

Video Phone:
585-286-2808

rsdeaf.org

So what do I need to know?

Comprehensive support and educational services provided for free to Rochester's deaf/hard of hearing children ages birth to 21.

Rochester School for the Deaf

RSD is a private, caring school where deaf and hard of hearing children, newborn to age 21, thrive. Education programs are provided at no cost to families. Skilled RSD professionals provide students with direct access to communication in a rich and vibrant bilingual - American Sign Language and English - environment. Students at RSD also receive individual attention, as they learn and grow together in safe and inclusive surroundings.

- Early Childhood programs
- K-12 programs
- Outreach
- Audiological Assessment and Services
- Hearing Aid and Cochlear Implant Services
- Medical Services
- Student Study Team
- Learning Disabilities Task Force
- Counseling Services
- Mental Health Team
- Behavioral Intervention

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148 South Fitzhugh St
Rochester, NY 14608
585-325-6101
spcc-roch.org

So what do I need to know?

Support, training, and programming for children and families impacted by trauma or abuse.

Society for the Protection and Care of Children

SPCC's mission is to provide the best opportunities for a bright future by respectfully partnering with children and their families, advocating for their health, well-being and safety, and working to heal and strengthen relationships.

Healing the past, nurturing the future.

- Teen Age Parent Support Services (TAPSS)
- Family Trauma Intervention Program (FTIP)
- Therapeutic Visitation Program
- Supervised Visitation & Exchange Program (SVP)

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1650 South Avenue,
Suite 200
Rochester, NY 14620
585-546-1700

starbridgeinc.org

So what do I need to know?

Advocacy and support services for individuals and families living with intellectual or physical disabilities.



392 Genesee Street
Rochester, NY 14611
585-697-3464

teenempowerment.org

So what do I need to know?

Supporting Rochester's youth in becoming vocal and confident self-advocates, hiring 10-15 youth organizers per year to develop their self-advocacy skills.

Starbridge, Inc.

Our Mission

To partner with people who have disabilities, their families, and others who support them, to realize fulfilling possibilities in education, employment, health, and community living; and to transform communities to include everyone.

Services provided:

- Education
- Transition Planning
- Employment
- Service Coordination
- Self-Directed Services & Supports
- Home & Living Supports
- Community Transformation

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Teen Empowerment

The Center for Teen Empowerment, Inc. provides low-income, urban youth with the opportunity to find their voices, hone their understanding of the social problems they face, and develop the skills they need to create change in their own lives and in their community.

TE employs youth ages 14 to 21 to implement police-youth dialogues, cultural celebrations and arts-based events, community meetings, and safe social events that engage thousands of youth and adults in community improvement efforts each year.

Since 2003, Teen Empowerment has employed hundreds of Rochester youth who have engaged thousands of their peers, adults, and community leaders in youth-led initiatives. Youth also organize and facilitate group sessions and forums that create deep and meaningful dialogue among teens and between youth and adults, community leaders, educators, and police.

TE youth organizers work on policy initiatives that engage public officials, bring youth voice to decision making, and work to create institutional and systemic change.

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259 Monroe Ave
Rochester, NY 14607
585-545-7200
[https://
www.trilliumhealth.org/](https://www.trilliumhealth.org/)

So what do I need to know?

One of Rochester's Federally Qualified Health Centers providing comprehensive health services including HIV care and LGBTQ health services.

Trillium Health

Trillium Health was formed on January 1, 2010 as a result of the merger of AIDS Community Health Center and AIDS Rochester. Trillium Health was created so that its parent organizations could most effectively use their combined resources to prevent additional HIV infection and provide the best services possible for those already infected.



- Care Coordination
- Case management, housing & transportation assistance, support groups, Insurance navigation & enrollment
- Community health services
- Health Education & prevention, HIV & STD testing, harm reduction & syringe exchange, Adult Day Health programs, Congregate meals & food bank
- LGBTQ Health, Women's Health, Transgender health, HIV & Hep, PrEP & PEP, STD testing & treatment, nutrition counseling, behavioral wellness
- Mental Health wellness
- Primary health care for all ages
- Routine Check-ups, preventive care, treatment of acute / chronic conditions
- Specialty care

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3300 Dewey Avenue
Rochester NY 14616
(585) 865-1550

<https://www.villaofhope.org/>

**So what do I need to
know?**

We provide services for adolescents and adults utilizing individualized, trauma-responsive, evidence based, and holistic treatment models.

Villa of Hope

At Villa of Hope, we build our programs and services around the knowledge that every youth who comes to us needs something different because each story, each situation, is different.

Villa of Hope offers a variety of services including classroom work and activities with students, educational sessions with school staff and parents, and other trainings in the community. Information provided is based off of current research and trends along with Evidence Based programming.

Programs are geared for students from kindergarten to twelfth grades. This includes living a drug and alcohol free lifestyle, along with the skills to deal with peer pressure, bullying, relationships, academics, and communication skills.

Our community programs utilize a strength-based, individualized care model to promote wellness, leading to success for the child, the adult, and the family. They cover children within the juvenile justice system; those under the Office of Mental Health umbrella; and those in foster care, leaving care, or at risk of needing foster care. Our programs also cover adults!

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214 Lake Avenue
Rochester, NY 14608
585-647-1150
voaupny.org

So what do I need to know?

Comprehensive human services agency – everything from pre-K to older adult services.

Volunteers of America

At Volunteers of America, we are more than a nonprofit organization. We are a ministry of service that includes nearly 16,000 paid, professional employees dedicated to helping those in need rebuild their lives and reach their full potential.

Through our hundreds of human service programs, including housing and healthcare, Volunteers of America touches the lives of almost 2 million people in over 400 communities in 46 states as well as the District of Columbia and Puerto Rico each year.

FOCUS AREAS

- Assistance with Basic Needs
- Behavioral Health
- Community Outreach and Investment
- Correctional Re-Entry Services
- Housing
- Mental Health
- Senior Living and Care
- Substance Abuse

THOSE WE SERVE

- Children, Youth and Families
- Formerly Incarcerated
- Homeless People
- Older Adults
- People with Disabilities
- Veterans

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PO Box 39601
Rochester, NY 14604
585-232-5200

willowcenterny.org

So what do I need to know?

The 2-1-1 for domestic violence.

Willow Domestic Violence Center

Willow Domestic Violence Center has provided services for the Greater Rochester community for nearly 40 years. Each year, Willow Center reaches more than 7,000 people right here in Monroe County.

In 2015, Willow Center changed its name from Alternatives for Battered Women (ABW) to better reflect the breadth of services we provide and the clients we serve.

Willow Center is the only New York State certified domestic violence service provider serving Monroe County, NY. Just over half of our clients are from the City of Rochester and nearly half are from the surrounding suburbs.

Willow Center offers crisis support and community services:

- 24/7 Hotline – call anytime, day or night, we are here to support you.
- Emergency Shelter – safe housing for you and your children.
- Safety Planning – personalized to your needs and situation.
- Court accompaniment – to obtain a court order of protection.
- Short-term Counseling and Support – individualized support in a safe and confidential location.
- Support Groups – Connect with others and find strength in community.
- Prevention Education and Training – Education is one of the most effective tools for reducing abuse.

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251 Joseph Avenue
Rochester, NY 14605
585-263-7930
<https://www.wcpark.org/>

So what do I need to know?

Comprehensive care management for individuals and families, centered around an affordable housing complex.

Wilson Commencement Park

WCP is a self-contained "community" where residents can live for 24 months in attractive and affordable housing and receive comprehensive care management, educational and life skills support, career-development assistance, and eventual placement in "next step" permanent housing.

WCP provides programming for families who are experiencing a range of challenges and have special needs. These families have an intense desire to turn their lives around, but often have no idea how to go about it and lack a network of support.

WCP helps families achieve:

- Financial independence
- Living wage
- Marketable skills
- Fulfilling job
- Affordable housing
- A bright future for their children

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Women, Infants, and Children (WIC) Program

The Women, Infants, and Children (WIC) Program is a supplemental food and nutrition education program funded by the federal government. (USDA)

2672 Ridge Road, West

Rochester, NY 14626

585-753-4942

www2.monroecounty.gov/health-maternal-WIC

So what do I need to know?

Federally-funded supplemental nutrition program providing healthy nutritional and educational services to poor women and their children.

Four separate WIC programs serve Monroe County residents; they are the Monroe County WIC Program, Jordan Health Link, the Finger Lakes (SPCC) WIC Program and Oak Orchard Health Center. The Monroe County WIC Program has been in existence since 1978.

Services provided:

- Nutritious foods to supplement the diet. Voucher checks are issued for foods that are high in essential nutrients. The nutrients in WIC foods are critical during periods of rapid growth and development, and are essential for WIC's target population
- Information on healthful eating habits
- Breastfeeding Peer Counselor Program- trained breastfeeding peer counselors make contact by phone, and make hospital and home visits to provide education and support for breastfeeding women.
- The WIC Farmers' Market Nutrition Program (FMNP), provides additional coupons to WIC participants to purchase New York State grown fresh fruits and vegetables at participating farmers' markets.
- Referral to other community health/social services
- Basic Health Education

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Various locations in
Greater Rochester
rochesterymca.org

**So what do I need to
know?**

Sliding-scale membership fees so our poor patients and families can still stay physically fit.

YMCA

The Y is in our community to give everyone an opportunity to learn, grow and thrive. We work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has access to Y programs that make people healthy, confident and connected.

The Y offers programs for children, adults and seniors.

Youth programs include:

- Aquatics
- Before and after school care
- Certification classes
- Full and partial-day early education classes
- Health & well-being
- Personal training
- Sports & recreation
- Youth leadership & development

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175 N. Clinton Avenue
Rochester, NY 14604
585-546-5820
ywcarochester.org

**So what do I need to
know?**

Downtown women's agency providing transitional housing as well as services to support women in their journey to self-sufficiency.

YWCA

The YWCA of Rochester & Monroe County helps women and girls who are faced with personal crises including homelessness and teen pregnancy. We also work hard to dispel stereotypes and promote racial justice. Our goal is to empower women to regain control of their lives and to get on the path to a healthy, successful future.

The YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. We partner with women and families in need, empowering them to envision and achieve a successful future.

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