

Important Contacts for Children and their Families

(all numbers in 585 area code unless otherwise specified)

Advocacy/Legal Assistance

Empire Justice Center 454-4060
LawNY, Inc. 325-2520
Legal Aid Society 232-4090
Rochester Housing Authority 697-6145
Volunteer Legal Services Project 232-3051

Asthma

American Lung Assoc. of NYS, Rochester Office 442-4260
Monroe County Department of Public Health – Indoor Air Quality 753-5075

Child Abuse

NYS Mandated Reporting | CPS 1-800-635-1522
Referral and Evaluation of Abused Children (REACH) 935-7802
Society for Protection and Care of Children (SPCC) 325-6101

Child Care

Child Care Council, Inc. 654-4720/1-800-743-KIDS
Crisis Nursery of Greater Rochester 235-5750
IBERO American Action League, Inc. 256-8900
Rochester Parents Network Nurseline 292-BABY (2229)

Clothing

Asbury Store House 473-0950
Bethany House 454-4197
IBERO Fashion Works 546-1167
Matthew's Closet (Corpus Christi) 232-5160
Open Door Mission 454-6696
St. Mary's Children's Clothes Closet 368-3030

Community Development

ABC Head Start 325-5116 X3300
Community Place of Greater Rochester, Inc. 327-7200
Group 14621 Community Association, Inc. 266-4693
IBERO American Action League, Inc. 256-8900

Disabilities Benefits

NYS Office of Temporary and Disability Assistance (OTDA): 1-800-342-3009
TTY Line: 1-866-875-9975

Domestic Violence/Intimate Partner Violence

Rape Crisis 546-2777 Hotline 1-800-527-1757
RESOLVE of Greater Rochester 425-1580
Saathi of Rochester 234-1050
Society for Protection and Care of Children (SPCC) 325-6101
Willow Domestic Violence 232-5200/24 hotline 222-SAFE/TTY Line: 232-1741

Education/Development

ABC Head Start 325-5116 X3300
CP Rochester 334-6000
Early Intervention 753-KIDS (5437) Option-1
IBERO American Action League, Inc. 256-8900
Mary Cariola Children's Center 271-0761
Operation Transformation Rochester (Job Training) 428-6342
Regional Early Childhood Direction Center 249-7817
Rochester City School District 262-8100
Rochester City School District Special Education 262-8745
Specialized Services for students with disabilities 262-8185
Universal Pre-K Information 262-8140

Environmental Health

Coalition to Prevent Lead Poisoning 224-3125
Monroe County Childhood Lead Poisoning Prevention Program 753-5087
Monroe County Department of Health Immunization Program 753-5150
Monroe County Department of Public Health – Indoor Air Quality 753-5075
Monroe County Department of Public Health (Rabies Control and Animal Bites) 753-5171
Poison Control 1-800-222-1222

Furniture

Goodwill Stores 232-1111
Salvation Army Family Store 720-1610
Volunteers of America 647-1150

Formula

Bethany House 454-4197
Women, Infants and Children (WIC) 753-4942

Financial Assistance

Temporary Assistance 753-6298 Direct Application/Appt. Line 753-6960
691 St. Paul St. 14605/111 Westfall Rd. 14620

Food Cupboards

Bethany House 454-4197 (St. Bridget Dr.)
Cameron Community Ministries 254-2697 (Cameron St.)
Foodlink 328-3380
Open Door Mission 454-6696 156 N. Plymouth Av. (After Hours call 423-1825)
Salvation Army 987-9500 (Liberty Pole) 527-9566 (West Ave).

Health Insurance:

Child Health Plus (CHP): 1-800-698-4543
& Family Health Plus 1-877-934-7587
The Official Health Plan Marketplace
<https://nystateofhealth.ny.gov> Helpline 1-855-355-5777

Facilitated Enrollment (to help patients apply for health insurance)

Coordinated Care Services, Inc. (CCSI) 328-5190 or 613-7662
IBERO American Action League, Inc. 256-8900
LawNY, Inc. 325-2520

Family Planning Benefit Program (Free Family Planning Services): 1-800-541-2831

MEDICAID:

MEDICAID & Child Health Plus Helpline 1-800-541-2831
Medicaid Managed Care and Health First 1-866-463-6743
Monroe County Department of Human Services (DHS) 753-6298
http://www.health.ny.gov/health_care/medicaid

Homeless Resources

211 Lifeline: 2-1-1
Monroe County Emergency Housing Unit (16-17 years old)
<https://www2.monroecounty.gov/youth-runaway.php>
After Hours Placement Line: 442-1742
Health Reach Healthcare for the Homeless: 368-3720
Open Door Mission: Email rcintron@opendoormission.com for immediate housing needs; (585)-454-2092

Housing/Shelters

Bethany House (women and children) 454-4197
Bright Star 690-2994
Center for Youth Services (kids and teens) Toll-free crisis hotline: 1-888-617-KIDS
Hillside (homeless children and teens) 24-hour hotline: 256-7500
Hope House 697-3430
House of Mercy 546-2580
Jennifer House 288-1074
Monroe County Emergency Housing Unit (16-17 years old) 753-6687/
After Hours Placement Line: 442-1742
Nielson House 328-0801
Open Door Mission (families) 454-6696
Salvation Army Genesis House (families) 24-hour hotline: 235-2660
The Housing Council at PathStone 546-3700
The Women's Place (single moms and kids) 436-5452
YWCA 368- 2292

Job Resources/Training

Operation Transformation Rochester (Job Training) 428-6342
Rochester Education Opportunity Center (REOC) 232-2730
Rochester Works 258-3500 (N. Goodman) 266-7760 (Waring Rd.)
753-6855 (Saint Paul St.)

Laundry

Asbury First United Methodist Church 271-1050

LGBTQ

Out Alliance 244-8640
SAGE Rochester (older adults) 244-8640
Trillium Health 545-7200

Mental Health Services

Better Days Ahead 325-3145
Genesee Mental Health Center 922-7770
Hillside Mental Health 256-7500
Liberty Health 410-3370
Mental Health Association 325-3145

Monroe Mobile Crises Team 529-3721
Rochester Mental Health Center 922-2500
Strong Behavioral Health 276-6900
Suicide Hotline Call 2-1-1

Nutrition Resources:

Women, Infants and Children (WIC) 753-4942
Growing Up Healthy Hotline 1-800-522-5006
Supplemental Nutrition Assistance Program S.N.A.P. (formerly FOOD STAMPS)
• Monroe County DHS Office 753-6298 or 753-6960
• OTDA (Office for Temporary Disability Assistance) Hotline at 1-800-342-3009
• LawNY, Inc. 295-5624 and 295-5626
• www.mybenefits.ny.gov

Parent Support/Home Visiting

Family Resource Centers
• Peter Castle 339-3200
• Southwest 436-0370 X301
Healthy Baby Network 546-4930
IBERO American Action League, Inc. 256-8900
Nurse Family Partnership 753-2229
Society for Protection and Care of Children (SPCC) 325-6101

Prescription Assistance

Baden Street Settlement House 325-4910 (Baden St.)
Catholic Family Center 546-7220 (N. Clinton Avenue) 232-2050 (Hart St.)
Salvation Army 987-9500 (Liberty Pole) 527-9566 (West Ave.)

Refugee Resources

Mary's Place 270-8626
Refugees Helping Refugees 563-7747
Catholic Family Center 546-7220

Spanish Language Resources

(Spanish Version of This Card is Available)
IBERO American Action League, Inc. 256-8900

Substance Abuse

Alcoholics Anonymous 232-6720
Al-Anon/Alateen 288-0540
Coffee Connection 442-2180
Catholic Family Center 546-3046 ext. 258
Huther Doyle (Drug Treatment Center) (East Ave.) (West Ave.) 325-5100
Rochester Mental Health Center 922-2500
Strong Memorial Hospital Strong Recovery Chemical Dependency 275-3161
NYS Smoker's Quitline 1-866-697-8487 www.nysmokefree.com
Unity Chemical Dependency (Winton) 272-8330 (Long Pond) 723-7723

Teen Services

Center for Youth Services (kids and teens) 473-2464
Family Planning Benefit Program (free family planning services) 1-800-541-2831
Jordan Health Services Holland St. 423-5800 (Upper Falls Blvd.) 454-2630
Metro Council for Teen Potential (MCTP) 445-6720
Operation Transformation Rochester (Job Training) 428-6342
Planned Parenthood 546-2771
Rochester Adolescent Maternity Program (RAMP) 275-2962
Teen Empowerment 697-3453

ADVOCACY FLASH CARD

“Advocacy is a matter of giving the right person
the right information at the right time.” - A. Kirwan



Presented by
The Hoekelman Center

Connecting, Advocating, Researching, and Educating in
our communities to do what works for health.

Think Globally, Act Locally...

For Resources Beyond What's On This Card:



www.211lifeline.org

For all kinds of topics
or dial 2-1-1 | llame al 2-1-1

In case of emergency, dial 9-1-1
En caso de emergencia, llame al
9-1-1



www.kidsthive585.org

Helping Kids Thrive with
Access to Greater
Rochester Resources

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

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

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

Transportation

Medical Motor Service (transportation for Medicaid recipients) 288-4680
R Community Bikes 234-2008
Regional Transit Service (RTS) 288-1700
Zagster zagster.com

Youth Activities

www.kidsoutandabout.com 633-8400
Action for a Better Community 325-5116
Boy Scouts of America 244-4210
Boys and Girls Club of Rochester 328-3077
Community Place of Greater Rochester, Inc. 327-7200
Girl Scouts of America (888) 837-6410
Hillside Family Resource Centers 256-7500
IBERO American Action League, Inc. (bilingual) 256-8900
Rochester Dept. of Recreation/Youth Services 428-6755
Rochester Public Libraries 428-7300
YMCA 546-5500

CHILD ADVOCACY CLEARINGHOUSES:

Local & State:

Hoekelman Center 273-5942 <http://www.hoekelmancenter.org>
The Children's Agenda 256-2620 <http://thechildrensagenda.org>
The Children's Institute 295-1000 <https://www.childrensinstitute.net>

National:

Annie E. Casey Foundation <http://datacenter.kidscount.org>
Kaiser Family Foundation <http://kff.org>
Children's Defense Fund 1-800-233-1200 <http://www.childrensdefense.org>
American Academy of Pediatrics <https://www.aap.org>
Coalition for Evidence Based Policy <http://coalition4evidence.org>

CONTACTING REPRESENTATIVES:

Local (Monroe County) Contacts:

Local Representatives www.monroecounty.gov/government-index.php
Board of Elections 753-1550

State (NYS) Contacts:

State (NYS) Assembly Members <http://assembly.state.ny.us/mem>
State (NYS) Senators <http://www.nysenate.gov/senators>

Federal Contacts:

Federal Representatives <http://www.house.gov/representatives>
Federal Senators <http://www.senate.gov>